

Recognising and Responding

E-learning Printable Resources

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Policy Statement

TTW Senior Board level lead takes leadership responsibility for the organisation's safeguarding arrangements alongside the National Safeguarding Officer (a designated professional lead for safeguarding) who takes leadership responsibility for implementing the organisations policy, practices and procedures. These set out clearly the expected standard/process for safeguarding and protecting children. This will be done through, the use of safe recruitment practices for individuals who will work regularly with children, including when to obtain a criminal records check, supervision, support and training for staff, giving a clear line of accountability for the commissioning/provision of services and what to do when dealing with allegations against people who work with children, by providing understanding on how to refer to Local Authority Children's Social Care or Police and set out the processes for sharing information with other professionals.

- The welfare of all children is paramount.
- TTW is committed to ensuring all children who take part in the sport have a safe positive and fun experience, whatever their level of involvement, through providing a culture of listening to and consulting with children in individual decisions and in the development of services.
- All children participating in table tennis, regardless of age, gender, race, religion, sexual orientation, ability or disability, have the right to enjoy the game in an environment safe from abuse of any kind.
- TTW recognises the importance of safeguarding children within the game and is committed to developing, and implementing, policies and procedures which ensure that everyone knows, and accepts, their responsibility in relation to a duty of care for children.
- TTW recognises that appropriate safeguarding is not just about preventing abuse but providing the best environment for children to enjoy themselves and the game of table tennis.
- TTW is committed to ensuring that safeguarding and protecting children is central to its development of the game and as such requires all affiliated clubs/leagues and other bodies who wish to seek TTW support, whether financial or otherwise, for developing facilities and/or opportunities to play the game of table tennis, to be able to evidence that their practices will comply with this Safeguarding and Protecting Children Policy and Practice Procedures.
- TTW affiliated clubs/leagues, other than those who are adult only or school clubs, must adopt the TTW policy and practice procedures, or develop their own in line with TTW's and will be supported to do so through education and training and the provision of sample documentation. Appendix 2
- TTW expects all affiliated clubs/leagues, other than those who are adult only or school clubs, to appoint a Club Welfare Officer to ensure that appropriate policy and practice procedures are followed.
- TTW is committed to promoting sound recruitment procedures and good practice for all individuals working within table tennis whether in a paid or voluntary capacity.
- TTW requires all adults undertaking Regulated Activity, as defined in Practice Procedure 7, with children to complete a DBS check. This check is to be updated every three years.
- TTW will ensure that individuals receive support through education and training, to be aware of, and understand, best practice and how to manage any safeguarding issues which may come to light.
- TTW expects all adults who work or volunteer with children within the sport to attend as a minimum a basic safeguarding awareness course.

- TTW expects all individuals working within table tennis whether in a paid or voluntary capacity to follow the national and hence their club/league policy and practice procedures and know who to contact in their organisation to express concerns about a child's welfare.
- TTW requires everyone to be committed to the highest possible standards of openness, integrity and accountability. TTW supports an environment where staff and volunteers, members including children and their parents/carers and the public are encouraged to raise safeguarding concerns.
- TTW is committed to ensuring there are correct and comprehensive practice procedures for responding to, recording and reporting child safeguarding concerns.
- TTW will endeavour to ensure all suspicions and allegations will be taken seriously, managed and dealt with swiftly and appropriately in line with TTW policy and practice procedures.
- TTW recognises that it is not the responsibility of those individuals working in table tennis to determine if abuse has taken place, but it is their responsibility to act upon and report any concerns internally to the relevant safeguarding officer and externally to the appropriate statutory agency.
- TTW recognises the responsibility of the statutory agencies and is committed to working with Local Safeguarding Children Boards and Local Authority Social Services for Children and complying with their procedures and the statutory guidance "Safeguarding Children; Working Together 2004".
- TTW for the purpose of this policy and practice procedures adopts the definitions of abuse as stated in the All Wales Child Protection Procedures 2008. These definitions are listed overleaf.

P.7 – Recruitment and Selection of Volunteers and Staff.

Purpose;

To provide a robust recruitment and selection process to recruit individuals who share and promote TTW values and approach to safeguarding and protecting children.

Any advertising/information displayed or given to potential volunteers/staff should make specific reference to safeguarding and protecting children and highlight that TTW requires any person filling a role defined as Regulated Activity to complete an Enhanced DBS disclosure.

Planning

The first stage of any recruitment process involves planning. A profile should be drawn up which highlights the main areas of an identified role. A decision on the skills and experience needed to fulfil the requirements of the role also needs to be made and a 'person specification' developed.

Application Forms

Application forms should be used to collect information on each applicant. More than one person should look at the application form(s) to ensure a fair and equitable scrutiny is completed. These should be stored and retained in a consistent way and in line with Practice procedure 4.

Interview/meeting

It is highly recommended to meet with all applicants prior to any recruitment decisions being made and that more than one official is present. The meeting/interview will enable the exploration of information provided in the application form in further detail. Identification documents should be seen to confirm the identity of the applicant (e.g. passport or driving licence).

Questions to ask the applicant should be prepared in advance and ensure the applicant has an opportunity to recount previous experiences and give examples of how they have handled, or would handle, situations.

Although it is important to gain information about an applicant's relevant technical capabilities, it is also necessary to explore attitudes and commitment to child safeguarding.

Listed below are sample questions which could help discover this information:

- Tell us about your previous experiences of working with children.
- Give the applicant a child-related scenario, such as: "It is a winter evening, the training session has finished and a parent has not arrived". Then ask the applicant what they would do in this situation.

Diagram 1 - How to Determine Which Roles are “Regulated Activity” with Children in Table Tennis.

1. Does the role involve carrying out any of the following activities;
 - Teaching, training, instructing, caring for or supervising children?
 - Providing guidance and advice on well-being for children?
 - Driving a vehicle only for children?
2. Does it happen;
 - Frequently - once a week or more?

OR

 - Intensively – on 4 or more days in a 30 day period or overnight?
3. Is the individual carrying out any of the activities UNSUPERVISED.
 - Supervised means that another individual who is deemed to be carrying out “Regulated Activity” and who has been vetted themselves can see and hear the interactions between the individual and the child/ren at all times. Supervision must be continuous at all sessions.

If the answer to 1 + 2 + 3 = YES this = Regulated Activity

This role is eligible for and must be subject to a
DBS check.

All DBS are processed via National Safeguarding Officer. Initial contact should be via email to childprotection@ttaw.co.uk

P.8 – TTW Code of Ethics.

Purpose;

To provide members with details of acceptable and unacceptable behaviours and the expectation of others in relation to good practices

All staff, volunteers and members of TTW will endeavour to;

- Respect the rights, dignity and worth of every person within the context of table tennis
- Treat everyone equally and not discriminate on the grounds of age, gender, disability, race, ethnic origin, nationality, colour, parental or marital status, religious belief, class or social background, sexual preference or political belief.
- Not condone, or allow to go unchallenged, any form of discrimination if witnessed.
- Display high standards of behaviour.
- Promote the positive aspects of table tennis, for example fair play.
- Encourage all participants to learn the Laws and Rules and play within them whilst always respecting the decisions of match officials.
- Actively discourage unfair play, rule violations and arguing with match officials.
- Recognise good performance not just match results.
- Place the well-being and safety of children above the development of performance.
- Ensure activities are appropriate for the age, maturity, experience and ability of the individual.
- Respect children's opinions when making decisions about their participation in table tennis.
- Not to smoke, drink or use banned substances while working with children.
- No adult will provide children with alcohol when they are under their care.
- Follow TTW Safeguarding and Protecting Children Policy and Practice Procedures.

TTW staff, volunteers and members will endeavour not to engage in the following practices and these practices will never sanctioned by TTW;

- An unrelated adult taking child/ren to their home or other secluded place unaccompanied.
- An unrelated adult sharing a room with a child.
- Engaging in rough, physical or sexually provocative games.
- Allowing or engaging in any form of inappropriate touching.
- Making sexually suggestive remarks.
- Reducing a child to tears as a form of control.
- Allowing children to use inappropriate language unchallenged.

- Allowing allegations made by a child/ren to go unchallenged, unrecorded or not acted upon in line with TTW policy and procedures.
- Carrying out personal care for a child that the child can do unaided.
- Adults departing from premises without first supervising the safe dispersal of children.
- Resorting to bullying tactics or verbal abuse.
- Causing a participant to lose self-esteem by embarrassing, humiliating or undermining them as an individual.
- Unrelated adults spending excessive amounts of time alone with children away from other adults.

P.9 – TTW Codes of Conduct.

Purpose;

To ensure that everyone within the sport is clear about what is considered acceptable conduct in relation to their position within the sport.

The codes of conduct provide clubs/leagues along with the NGB with reference points for managing participants and as such assist in identifying unacceptable practice within the game. Breaches of these codes of conduct can be dealt with at a local, regional or national level as appropriate in each individual circumstance.

The following codes of conduct are provided within this documentation;

- Code of Conduct for TTW Coaches
- Code of Conduct for TTW Staff – Paid and Volunteers
- Code of Conduct for TTW Adult Members
- Code of Conduct for TTW Junior Members
- Code of Conduct for TTW Junior Members Parents/Carers

Whilst these codes of conduct are for TTW for anyone participating in table tennis in the geographical boundaries of TTW where a breach or potential breach of these codes of conduct are brought to the attention of any TTW affiliated club/league, the NGB or any other person and there is a potential child welfare complaint/concern and/or a safeguarding issue the following process should be followed;

- Begin Whistleblowing (Child Welfare Complaints/Concerns) Procedure (P5) or if risk of immediate harm Safeguarding; Responding, Recording and Reporting (P1).
- If Child Welfare Complaints/Concerns Procedure NB; National Safeguarding Officer MUST be notified within 48 hours.
- National Safeguarding Officer will liaise with the Safeguarding Officer for the participants own association.
- Any action taken will be notified to individuals involved who raised the issue in line with TTW Confidentiality and Information Sharing Procedure (P6).

Code of Conduct for TTW Staff – Paid and Volunteers

The code of conduct is intended for all staff/volunteers in table tennis.

As all staff/volunteers are also members this code of conduct is an addition to the members code of conduct.

Staff and volunteers have a vital role to play in safeguarding children in table tennis. As a staff member or volunteer TTW expects you to and you agree to;

- Abide by The Code of Ethics of TTW.
- Welcome all children and parents/carers and have systems in place to ensure you do so.
- Ensure table tennis is fun and enjoyable, and that fair play is promoted.
- Treat all children equally, with respect and dignity.
- Be an excellent role model at all times.
- Always put the welfare of children first.
- Always work in an open environment (for example, avoiding being alone with a child, and encouraging open communication with no secrets).
- Have excellent interpersonal boundaries, so children know how to behave and what is expected of them.
- Build relationships based on trust which enable children to take part in the decision-making process.
- Not tolerate acts of aggression
- Help TTW work toward eradicating harassment and abuse of children.
- Promote good sportsmanship by encouraging children to be considerate of other athletes, officials and volunteers.
- Never engage in anything that could be defined as poor practice. (see Code of Ethics P8)
- Ensure you understand and follow TTW Safeguarding and Protecting Children Policy and Practice Procedures.

If you are involved in any of the following incidents you must record/report them as soon as possible to the appropriate Safeguarding Officer;

- If you accidentally hurt a child.
- If a child seems distressed in any manner.
- If a child appears to be sexually aroused by your actions.
- If a child misunderstands or misinterprets something you have done.
- If another person misunderstands or misinterprets something you have done in relation to a child.

P10.1 Creating and maintaining a safe, welcoming and inclusive environment.

Purpose;

To promote clear and open communication with children and their parents/carers.

A “welcome meeting” with the designated safeguarding officer or other official is recommended, however, as a minimum children and their parents/carers should be provided with written information containing the following;

- Times of training sessions
- What equipment (if any) is required.
- Whether the parent/carer is required to stay.
- Name and contact details of the designated safeguarding officer.
- Information about TTW Safeguarding and Protecting Children Policy and practice procedures.

TTW is committed to ensuring that table tennis is open and accessible to all members of the community, children with a disability or special needs can be welcomed into the game with a sensible approach;

- Talk with the child and their parent/carer about what their abilities are and what they may need some assistance or different arrangement with.
- Agree a support plan with the child and their parent/carer which will be reviewed regularly.

REMEMBER; many children may have a hidden disability it is important during the initial welcoming process to offer the opportunity for parents/carers to meet with someone in private to discuss their child.

Welcome letter for parent/carer

Dear Parent / Carer

..... welcomes you and your child/ren.

We hope that your child(ren) will enjoy being a member and will enjoy the table tennis coaching, training, and matches, as well as the social interactions available. The aim of this letter is to provide information that may be helpful to you as new members. Please do ask any committee member or coach if you have other questions not answered in this letter.

All members of the staff are expected to observe the agreed codes of conduct.

The organisation is run by a number of volunteers, it is always looking for parental help – please do consider helping out if you can.

Contact details of main officers and coach is below;

Chairman details;

Secretary details;

Safeguarding Officer details;

Junior Coach details;

Arrangements for Junior Members are;

Training Days/Times;

Drop off/collection arrangements;

Selection notification procedure for matches (please note the club/league cannot accept responsibility for getting your child/ren to “away” matches.

[Type text]

All activities with juniors is undertaken in line with TTW Safeguarding and Protecting Children Policy and practice procedures. These are available from the Safeguarding Officer or on line at www.ttaw.co.uk. All of the adults at the club who work with children and meet the necessary criteria are vetted by TTW using the Disclosure and Barring Service.

Whilst we hope your child will be happy and content participating in table tennis, we understand that sometimes questions, concerns or difficulties may arise. Please feel able to raise these as soon as possible, so we can rectify things at the earliest opportunity. If you have a question regarding coaching, please approach the coach in the first instance. However, please do not interrupt coaching sessions, when he or she needs to be supervising the children. Our coaches will be happy to speak to you before or after training or at another convenient time.

If you have any concern about your child or another child, or about the behaviour of any adult, please speak to the Safeguarding Officer or in their absence the Chairman or Secretary. In the unlikely event that none of these are available you can contact TTW National Safeguarding Officer direct by email at childprotection@ttaw.co.uk.

We do hope that your child/ren and you enjoy being a member.

Yours truly,

Chairman / Secretary / Designated Safeguarding Officer.

P10.3 Managing children away from the main training venue.

Purpose;

To provide guidance on the organisations responsibility for children in their care whilst they are away from the main training venue.

A team manager/responsible adult should be appointed who will;

Ensure there is or obtain from parents/carers a signed copy of Child Information and Parental Consent Form as provided in P11.8 for each participant and be in possession of it for the duration of the trip.

Ensure that there is a “Home Contact” who is not travelling who will act as contact point in an emergency. They will need;

- Names of players and staff on the trip
- Emergency contact names and phone numbers for the above.
- Details of any medical or physical needs these persons may have.

Establish and communicate the following information to parents/carers;

- Why the trip is planned and its reason or purpose.
- When the trip will take place and where it is to.
- Staffing arrangements including the name of team manager/responsible adult.
- Name and contact details of person acting as the “Home Contact”.
- Arrangements for food and drink.
- Kit and equipment requirements.

Additional guidance for trips including an overnight stay.

Ensure all accommodation is clean and has access to sufficient toilet and bathing facilities, conducting a risk assessment if necessary. Confirm;

- It meets any additional need requirements for members of the group.
- Players will not share a bed
- Male and female players do not share a room.
- Staff/volunteers do not share a room with players.
- Players of vastly different ages do not share a room.
- Where possible rooms are not scattered around the accommodation on different floors.
- Where staff/volunteers accommodation will be and ensure players know what rooms staff are in and how to contact them if necessary.

If during any time away from the main training venue an emergency occurs the team manager/responsible adult must;

- Establish the nature of the emergency and names of casualties.
- Ensure the rest of the team are safe and supervised.
- Ensure a member of staff accompanies any casualties to hospital
- Contact the “Home Contact” who will contact parents and keep them informed.

Information for Parents when Junior Players are away from Main Training Venue

Event	
Date and destination	

[Type text]

Staff members attending	
Player members attending	
Home Contact	
Kit requirement	
Transport details	
Arrangements for food and drink	
Accommodation details if overnight stay	

[Type text]

11.9 Unplanned situations/emergencies

Purpose;

To enable those responsible for children to have the information they need to deal with any unplanned situation/emergency that arises.

TTW acknowledges that data collected and defined as personal data by the Data Protection Act should be processed in accordance with this legislation and recommends that;

- Information should only be collected where there is a clear use and need for it.
- Information obtained is to be treated as confidential.
- Information should only be given to those who need it to fulfil a duty of care.
- Information needs to be readily at hand when the child is participating in table tennis.
- Information that is no longer relevant should be securely destroyed.
- Parents are given frequent opportunities to ensure data is up to date so that accurate information is held for players.

The Child Information and Parental Consent form attached as part of this Practice Procedure is that agreed by TTW NGB for use by staff/volunteers at regional and national level within the organisation.

Clubs/Leagues can use this form or if they require additional information/consent can develop their own but must follow the principles above in the collection and utilisation of any data they collect.

Child Personal Information and Parental Consent Form

Dear Parent/Carer,

This form has been designed to collect information on junior members to ensure their needs are met whilst in the care of table tennis staff/volunteers, it will provide the club/league/county/region/national (delete where applicable) organisers with vital contact details and medical information in case of accident/illness.

The information contained will be used only for administrative purposes and will remain confidential and will only be made available to those persons responsible for your child at any given time. Please complete questions in BLOCK CAPITALS and ensure all writing is legible.

PERSONAL DETAILS OF PARTICIPANT:

Surname.	First Name.
Date of Birth.	Male / Female
Address	
inc.Postcode	
Telephone Numbers	Home
	Mobile

EMERGENCY CONTACT DETAILS:

Surname.	First Name.
Relationship to child.	
Address	
inc.Postcode	
Telephone Numbers	Home
	Mobile
	Work

MEDICAL INFORMATION:

Does your child have any specific medical conditions requiring medical treatment and/or medication?

Are there any other medical details you feel we should know about?

Does your child suffer from any allergies? If yes please detail and treatment required.

Please provide details of the type of pain medication that may be given to your child and if you authorise staff to give it;

IParent/carer of

Give permission for staff accompanying my child to administer the pain medication as detailed above.

Signed.....Date.....

Does your child have any special dietary needs? YES / NO If yes please specify;
Do you have any specific religious requirements? YES / NO If yes please specify:

General Practitioners (Doctor's) Name	
Address	
inc Postcode	
Telephone Number	

I acknowledge that the club/league/region/national association (delete where applicable) will be liable in the event of any accident only if they have failed to take reasonable steps in their duty of care for my child whilst in their care. I understand that the coaches/responsible adults have a common law duty to act in the capacity of a reasonably prudent parent.

I have read the Junior Player's Code of Conduct and agree that my child should abide by this whilst in the care of the club/league/region/national association (delete where applicable) and I understand that a serious or continued breach of this Code may result in my child being sent home early at my expense.

I confirm that I have also read the Parent/Carers Code of Conduct and, in signing this form below I agree to abide by the Code.

I am aware that photographs may be taken for promotional purposes and do/do not (delete as applicable) give consent for my child to feature in such photos.

Parent/Guardian/Carer Name Must be person with parental responsibility	
Signature of Parent/Guardian/Carer and date	

P.5 – Whistleblowing (Child Welfare Complaints/Concerns.)

Purpose;

To support an environment where staff/volunteers, members, parents/carers and the public are enabled to raise poor practice concerns, this is sometimes defined as whistleblowing.

TTW is committed to maintaining a culture where it is safe, and acceptable, for all those involved in table tennis to raise concerns about unacceptable practice and misconduct.

You may be the first to recognise something is wrong but you may not feel able to express your concerns out of a belief that this would be disloyal to colleagues, or you may fear harassment, victimisation or disadvantage.

These feelings, however natural, must never result in a child continuing to be unnecessarily at risk. Each individual has a responsibility for raising concerns about unacceptable practice or behaviour:

Reasons for whistleblowing (child welfare complaint/concern)

- To prevent the problem worsening or widening
- To protect or reduce risk to others
- To prevent becoming implicated yourself

The Public Interest Disclosure Act 1998 protects whistle blowers from victimisation, discipline or dismissal where they raise genuine concerns of misconduct or malpractice. If you raise a complaint/concern you can expect from TTW;

- To be given information on the nature and progress of any enquiries if not a Point of Contact Resolution.
- All concerns to be treated in confidence.
- During the process of investigating the matter that every effort will be made to keep the identity of those raising the concern unknown, except to the minimum number of individuals practicable.
- To be protected from harassment or victimisation.
- That no action will be taken against you if the concern proves to be unfounded and was raised in good faith.
- That malicious allegations may be considered a disciplinary offence.

REMEMBER; Children are equally as entitled to raise a complaint as an adult.

When a concern is raised it will be dealt with following the Child Welfare Complaints Procedure. (see TTW Governance Handbook)

Child Welfare Complaints Procedure

Statement of intent

TTW is committed to promoting the welfare of all involved in table tennis and have established a process to make it straightforward for people to raise concerns they have.

The TTW Customer Charter and Complaints Policy provides the procedure to bring a complaint for matters other than child welfare. This procedure applies to and must be adopted when a complaint/concern is received involving a child.

If at any point the complaint is considered to involve safeguarding issues then these must be dealt with in line with Safeguarding and Protecting Practice Procedure 1; Responding, Recording and Reporting.

Why is this procedure necessary

Adults often do not realise that their actions can significantly impact on children, causing them distress. In return children often do not realise that adults can find it difficult to recognise problems which would cause a child to be worried or unhappy.

Because of this it is vital to encourage communication between adults and children not least to put forward an environment whereby a child that is worried or unhappy about something feels confident that they can let someone know what is worrying them and know their worries and concerns will be addressed.

Equally an adult may be the first to recognise something is wrong but may not feel able to express their concerns out of a belief that this would be disloyal to colleagues, or they may fear harassment, victimisation or disadvantage.

These feelings, however natural, must never result in a child continuing to be unnecessarily at risk. Each individual has a responsibility for raising concerns about unacceptable practice or behaviour:

TTW is committed to maintaining a culture where it is safe, and acceptable, for all those involved in table tennis to raise concerns about unacceptable practice and misconduct.

Reasons to raise a child welfare complaint/concern;

- To prevent the problem worsening or widening
- To protect or reduce risk to others
- To prevent becoming implicated yourself

The Public Interest Disclosure Act 1998 protects those raising concerns from victimisation, discipline or dismissal where they raise genuine concerns of misconduct or malpractice. If you raise a complaint/concern you can expect from TTW;

- To be given information on the nature and progress of any enquiries if not a Point of Contact Resolution.
- All concerns to be treated in confidence.
- During the process of investigating the matter that every effort will be made to keep the identity of those raising the concern unknown, except to the minimum number of individuals practicable
- To be protect from harassment or victimisation

- That no action will be taken against you if the concern proves to be unfounded and was raised in good faith
- That malicious allegations may be considered a disciplinary offence

REMEMBER; Children are equally as entitled to raise a complaint as an adult.

The principle strand of TTW Safeguarding and Protecting Children is the provision of appropriate mechanisms. The management of complaints/concerns regarding children operates on three levels.

- Point of Contact Resolution
- Club/League or Regional Safeguarding Officer Resolution
- National Safeguarding Officer Resolution

A resolution can begin at any level and can progress through the levels in some circumstances as identified in the procedure.

Point of Contact Resolution.

Resolution by; Any adult member of TTW who has a complaint or concern drawn verbally to their attention that they feel is minor in nature and that they feel they have the ability to address.

Timescale for resolution; Immediate.

Action to be taken;

- Listen carefully to what is being said and who is saying it.
- Ideally and if at all possible consult, in a club/league context with the CLSO and in a tournament context with the nominated safeguarding person for the tournament.
- Inform the person raising the complaint/concern what action you will take.
- Inform the person raising the complaint/concern that they can pass or ask for it to be passed to Club/League or Regional Safeguarding Officer if they are not satisfied with the outcome of your action. CLSO's should deal with anything in a club/league context including tournaments just for their club/league. RSO's should deal with anything related to more than one club/league and tournaments sanctioned as ranking tournaments by TTW.
- Inform the person who the complaint/concern has been raised against of what has been said and what action is to be taken.
- Inform the person who the complaint/concern has been raised against that they can ask for it to be passed to Club/League or Regional Safeguarding Officer if they are not satisfied with the action you have taken/are requesting of them. CLSO's should deal with anything in a club/league context including tournaments just for their club/league. RSO's should deal with anything related to more than one club/league and tournaments sanctioned as ranking tournaments by TTW.
- Complete the Point of Contact Resolution form and forward to CLSO anything in a club/league context including tournaments just for their club/league. RSO's anything related to more than one club/league and tournaments sanctioned as ranking tournaments by TTW held within a region. NSO anything relating to national activities including tournaments.

Club/League or Regional Safeguarding Officer Resolution

Resolution by; CLSO or RSO of TTW who has a complaint or concern referred to them following point of contact resolution or where they are contacted directly with a complaint/concern.

Timescale for resolution; 7 working days from receipt of complaint/concern.

Action to be taken;

- Using the Child Welfare Complaints/Concerns Resolution form record the details of the complaint/concern and the details of the person reporting.
- If appropriate or necessary consult with NSO.
- Inform the person raising the complaint/concern what action you will take.
- Inform the person raising the complaint/concern that they can pass or ask for it to be passed to NSO if they are not satisfied with the outcome of your action.
- Inform the person who the complaint/concern has been raised against of what has been said and what action is to be taken.
- Inform the person who the complaint/concern has been raised against that they can ask for it to be passed to NSO are not satisfied with the action you have taken.
- Record your case findings and actions on the Child Welfare Complaints/Concerns Resolution form and file according to Practice procedure 4.
- All completed forms as above plus all Point of Contact Resolution forms should be forwarded, unless requested earlier for investigation, to NSO twice a year in January and July for previous 6 month period.

National Safeguarding Officer Resolution

The NSO has the right to be involved in any child welfare complaint/concern.

- At any stage by direct referral to them by a TTW member (child or adult), parent/guardian or member of the public.
- Where the matter is brought to their attention at Point of Contact or CLSO/RSO resolution level.
- Where one party is not satisfied with the resolution at Point of Contact or CLSO/RSO level.

Timescale for resolution; 7 working days from receipt of complaint/concern.

Action to be taken;

- If the complaint/concern is made directly to NSO the Child Welfare Complaints/Concerns Resolution form will be commenced, if NSO referral is following Point of Contact and/or CLSO/RSO resolution NSO will use records already commenced.
- If appropriate or necessary consult with Case Management Group.
- Inform the person raising the complaint/concern what action you will take.
- Inform the person who the complaint/concern has been raised against of what has been said and what action is to be taken.
- Case findings and actions taken will be recorded on the Child Welfare Complaints/Concerns Resolution form and filed according to Practice procedure 4.

The NSO's final report as to steps taken, closing the file and/or recommendations as to action will conclude TTW procedure. If the alleged abuser wishes to appeal the outcome

[Type text]

they can do so in writing to the Safeguarding Lead Director who will review the case with the NSPCC Child Protection In Sport Unit.

At any point throughout the child welfare complaint/concern procedure the issues will be kept under review and a decision may be taken to

1. Implement a referral to statutory agency.
2. Make a formal safeguarding investigation under TTW Practice procedure 1
3. Take such other action as necessary and or recommended by NSO.

Failure to comply with this procedure may result in a recommendation from the Case Management Group that a club/league is not meeting its obligations to safeguard and protect children. This may result in a formal complaint against the club/league or other action being taken.

TTW Child Welfare Complaints/Concern Point of Contact Resolution Form

Child	Name; Male/Female Date of Birth; Address;
Parent/Guardian	Name; Date of Birth; Address; Telephone;
Alleged Person	Name; Date of Birth; Address;
Details of allegation and action taken	Details of the facts of the complaint/concern and any other relevant information making a clear distinction between what is (known to be) fact, opinion or hearsay and details of action taken.

[Type text]

Child's account	If appropriate. Please indicate if child not able to give account.								
Investigation and action taken									
Action taken	<table> <tr> <td>Parent/guardian informed If no give reason why</td> <td>YES / NO</td> </tr> <tr> <td>CLSO/RSO consulted</td> <td>YES / NO</td> </tr> <tr> <td>Alleged Person informed</td> <td>YES / NO</td> </tr> <tr> <td>Others informed If yes details</td> <td>YES / NO</td> </tr> </table>	Parent/guardian informed If no give reason why	YES / NO	CLSO/RSO consulted	YES / NO	Alleged Person informed	YES / NO	Others informed If yes details	YES / NO
Parent/guardian informed If no give reason why	YES / NO								
CLSO/RSO consulted	YES / NO								
Alleged Person informed	YES / NO								
Others informed If yes details	YES / NO								
Details of person making report	TTW Designated Safeguarding Officer YES / NO Name; Address; Telephone; Signature; Date;								

REMEMBER; This form must be sent to CLSO or RSO as per Practice Procedure for storing in line with Practice procedure 4. No duplicate should be kept.

[Type text]

P.1 – Safeguarding; Responding, Recording and Reporting Concerns.

Purpose;

To ensure appropriate action is taken when there is suspected abuse, bullying or poor practice.

Reasons for taking appropriate action to report concerns;

There may be a number of reasons an individual finds it necessary to report concerns these include although this is not a definitive list;

- In response to something a child has said.
- In response to something you or someone else has seen.
- In response to signs or suspicions of abuse.
- In response to allegations made against a member of staff or volunteer – allegations are often made as “complaints”. If you hear a complaint which raises concern about a child or children, treat it initially as an allegation.
- In response to allegations made about a parent, care or someone not working in the sport.
- In response to bullying.
- In response to a breach of code of conduct or poor practice
- Observation of inappropriate behaviour.

If the referral relates to an incident inside of table tennis

The process for such referrals is as follows;

- Any person at or connected with a table tennis club/league should report any concerns they have about a child’s welfare to their Club/League Safeguarding Officer.
- Any person at or connected with a table tennis tournament where there are junior age players should report any concerns they have about a child’s welfare to the designated safeguarding person for the tournament who will contact the RSO for the area or the NSO.
- Any person who has concerns about a child’s welfare in connection with table tennis can and should report these concerns to any of TTW’s designated safeguarding officers.
- In an emergency any concerns should be reported directly to the local social services children’s service department and/or police.
- When a referral is received for a concern within the sport by a TTW Safeguarding Officer the actions as detailed in Flowchart of Action for Safeguarding and Protecting Children Diagram 1 will be followed.
- Internal action to be taken by TTW is decided by the Case Management Group as detailed in Flowchart of Action for Case Management Procedure (Diagram 3)

REMEMBER; If there is the possibility of risk of immediate harm you must contact police and or social services immediately then notify TTW National Safeguarding Officer.

If the referral relates to an incident outside of table tennis;

Any person who has concerns relating to incidents of child abuse or poor parenting skills regarding a parent/carer outside of table tennis should advise the Club/League Safeguarding Officer who must then inform the National Safeguarding Officer.

The CLSO and NSO will then inform the appropriate statutory service i.e. local authority children's social services, police. A record will be kept of the referral and the NSO and CLSO will consider the incident/allegation and its potential impact on table tennis and if it is necessary for the Case Management Group to take action.

No further action will be taken under TTW practice procedures unless agreed with or requested by the statutory agencies.

- When a referral is received for a concern outside the sport by a TTW Safeguarding Officer the actions as detailed in Flowchart of Action for Safeguarding and Protecting Children Diagram 2 will be followed.

REMEMBER; If there is the possibility of risk of immediate harm you must contact police and or social services immediately then notify TTW National Safeguarding Officer.

Taking Appropriate Action

There are three steps involved in taking appropriate action. These are known as the three R's. Each is essential.

- Responding to the disclosure/suspicion and/or allegation
- Recording the relevant information
- Reporting the relevant information

Each of these steps is covered in more detail below:

Throughout the entire process confidentiality is critical.

The legal principle that the 'welfare of the child is paramount' means that considerations, which might apply to other situations within the organisation, should not be allowed to override the right of children to be protected from harm.

The procedures require that only those that need to know are told. This means only those individuals stated within the internal reporting and investigating structure and no-one else, unless directed by statutory agencies or the TTW Case Management Group.

TTW Safeguarding and Protecting Children Incident/Concern Reporting Form.

Child	Name; Male/Female Date of Birth; Address;
Parent/Guardian	Name; Date of Birth; Address; Telephone;
Alleged Person	Name; Date of Birth; Address;
Details of allegation	Details of the facts of the allegation or observations and any other relevant information making a clear distinction between what is (known to be) fact, opinion or hearsay.
Child's account	If it can be given, of what happened and how. Please indicate if child not able to give account.

[Type text]

Your observations	Include a description of any visible injuries/bruising if seen.										
Witness details	<table border="0"> <tr> <td>Name;</td> <td>Name;</td> </tr> <tr> <td>Address;</td> <td>Address;</td> </tr> <tr> <td>Telephone;</td> <td>Telephone;</td> </tr> </table>	Name;	Name;	Address;	Address;	Telephone;	Telephone;				
Name;	Name;										
Address;	Address;										
Telephone;	Telephone;										
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Details of person Making report	<table border="0"> <tr> <td>TTW Designated Safeguarding Officer</td> <td>YES / NO</td> </tr> <tr> <td>Name;</td> <td></td> </tr> <tr> <td>Address;</td> <td></td> </tr> <tr> <td>Telephone;</td> <td></td> </tr> <tr> <td>Signature;</td> <td>Date;</td> </tr> </table>	TTW Designated Safeguarding Officer	YES / NO	Name;		Address;		Telephone;		Signature;	Date;
TTW Designated Safeguarding Officer	YES / NO										
Name;											
Address;											
Telephone;											
Signature;	Date;										

REMEMBER; A copy of this form must be sent to TTW National Safeguarding Officer within 48 hours; Email - childprotection@ttaw.co.uk.

If you have reported the incident to Social Services and/or Police a copy must also be sent to them within 48 hours.

[Type text]