

How to Report an Incident

[Click Here](#) for the incident record form (updated March '07)

In all cases of reported poor practice/abuse, the following principles must always be adopted:

Listen and Reassure

DO:

- **Stay calm** - do not rush into inappropriate action. React calmly in order to not alarm the young person;
- **Reassure the child** - that they are not to blame and confirm that you know how difficult it must be to confide;
- **Listen sympathetically** - to what the child says and show that you take them seriously;
- **Keep questions to a minimum** - the law is very strict and child abuse cases have been dismissed where the child has been led or words and ideas have been suggested. Only ask questions to clarify;
- **Ensure you clearly understand what the child has said** - in order that the information can be passed on to the appropriate agencies;
- **Consult with the club or CB Welfare Officer** - ensuring that you communicate all the information accurately;
- **Maintain confidentiality** - complete the incident report form (see Appendix 7). All incidents will be treated with an "open mind" and be handled in a fair and equitable manner. Confidentiality must be maintained until a case is proven;
- **Ensure the safety of the young person** - if urgent medical attention is required, then call an ambulance, inform the doctors of the concerns and ensure they are aware that this is a child protection issue.

DO NOT:

- Panic - or allow your feelings to be evident;
- Make promises you cannot keep - explain that you will need to tell other people;
- Make the child repeat the story unnecessarily;

- Delay;
- Speculate or make assumptions;
- Approach the alleged abuser;
- Take sole responsibility.

In all cases, if you are not sure what to do, you can gain help from the NSPCC 24-hour freephone helpline (0800 800 500) or the RFU Child Protection Line (0208 831 6655).

RECORD

Information passed to external agencies must be as helpful as possible. It will be necessary to make a detailed report at the time of disclosure. The report should contain the following detail:

- The young person's name, address, date of birth, race, ethnic origin, and any disability they may have;
- Nature of the allegation;
- A description of any injuries/bruising;
- Any observations about the behaviour/emotional state of the young person;
- Times, locations, dates;
- The young person's account in their own words of what has happened;
- Actions that have been taken as a result of your concerns;
- Whether the person writing the report is expressing their own concerns or those of a third party;
- Sign and date;

Keep a copy;

Keep a record of the name and designation of a Social Services member of staff or police officer to whom concerns were passed.

DO NOT INVESTIGATE YOURSELF.