How to Report a Concern

Dragon Academy Ltd (company number 16871720)

Version 1.0 · Approved by Dylan Powell, Director · Designated Safeguarding Lead: Dylan Powell · Next review: by 31 October 2027

If a child is in immediate danger, call 999.

1. Contacts

Dragon Academy

Role	Name	Contact
Designated Safeguarding Lead	Dylan Powell	dylan@dragondevelopment.co.uk · 07366 837578
Deputy DSL	Being appointed	Until then, if your concern is about the DSL, contact your local council's children's services directly (below)

Local authority children's services

Report to the council for the area **where the concern arose**: normally the area where the harm is thought to have happened, or where the session took place if the concern came up there. If you are not sure which council, call any of them for advice. Out of hours, use the emergency duty team number. Anyone can call. You do not need Dragon's permission.

Council	Daytime	Out of hours (emergency duty team)	Other ways to report
Bridgend (MASH)	01656 642320. Mon to Thu 8.30am to 5pm, Fri 8.30am to 4.30pm	01443 743665	mashcentra@bridgend.gov.uk
Rhondda Cynon Taf	01443 425006. Mon to Fri 8.30am to 5pm	01443 743665	Professionals: RCT's C1 referral form
Neath Port Talbot (Single Point of Contact)	01639 686802. Mon to Thu 8.30am to 5pm, Fri 8.30am to 4.30pm	01639 895455. Weekdays 5.30pm to 1.30am; weekends and bank holidays 9am to 1.30am. At other times call 101, or 999 in an emergency	spoc@npt.gov.uk

If you report by phone, confirm it in writing (by email or the council's form) within 1 working day. If you hear nothing back within 7 working days, chase it up.

Police

All three areas are covered by **South Wales Police**.

- **999** if a child is in immediate danger or a crime is happening now.
- **101** for non-emergencies, or report online at south-wales.police.uk. Textphone: 18001 101.
- **Crimestoppers** (anonymous): 0800 555 111.

Helplines

Helpline	For	Contact
NSPCC Helpline	Any adult worried about a child	0808 800 5000 (Mon to Fri, 10am to 4pm) or help@nspcc.org.uk
Childline	Children and young people	0800 1111, any time, or online chat at childline.org.uk
Meic	Children and young people in Wales, aged 25 and under	Phone or WhatsApp 080880 23456, text 07943 114 449, or chat at meic.cymru (8am to midnight, every day)
NSPCC Whistleblowing Advice Line	Anyone worried about how an organisation is protecting children	0800 028 0285
NSPCC Safeguarding in Sport (formerly the CPSU)	Advice for sports organisations. It does not investigate cases	0116 366 5580 or sport@nspcc.org.uk

2. If you are a coach, helper or volunteer

If a child tells you something

1. **Stay calm and listen.** Let the child talk. Don't show shock or disbelief.
2. **Don't promise to keep it secret.** Explain kindly that you may need to tell someone whose job is to help keep them safe.
3. **Don't ask leading questions or investigate.** It is fine to ask open questions, such as "Tell me what happened" or "Is there anything else you want to tell me?". Don't ask "Did he hit you?" or similar, and don't ask the child to repeat it to someone else.
4. **Reassure the child** that they were right to tell you, and that it's not their fault.
5. **Don't confront** the person the child has talked about, and don't tell the parents if they may be involved.

What to do next

1. **If the child is in immediate danger, call 999 first.**
2. **Tell the DSL the same day**, in person or by phone. If you cannot reach the DSL or the Deputy DSL within the same day, or the concern is about one of them, contact the local authority directly using

the numbers above.

3. **Write it down** as soon as you can, and no later than 24 hours afterwards, using the form in Appendix A. Record what you saw and heard, in the child's own words, with the date, time and who was there. Sign and date it. Give it to the DSL, then delete any copy from your phone or computer. Don't share it with anyone else.

4. **Don't discuss it** with other coaches, parents or anyone else.

If you are worried about another adult's behaviour

This includes another coach, a helper, a parent, a venue worker, or Dylan Powell. Tell the DSL the same day, or the Deputy DSL if the concern is about the DSL. If you don't feel able to tell either of them, contact the local authority directly. Concerns about people working for Dragon are handled under Managing Allegations Against Coaches (policy 06). Lower-level worries (for example, a coach messaging a child, or favouring a child) still need reporting. They can be an early sign of grooming.

3. If you are a parent or carer

You can raise any worry about your child or another child, or about anyone at Dragon, including a coach.

1. **If a child is in immediate danger, call 999.**

2. Contact the DSL by phone or email (section 1). If your concern is about the DSL, contact the Deputy DSL.

3. You can also contact your local council's children's services or the police directly, at any time, without telling Dragon first.

4. Dragon will acknowledge your concern within 24 hours, tell you what will happen next as far as we can, and pass it to the local authority or the police where needed. We may not be able to tell you everything, to protect the children involved and any investigation.

4. If you are a child or young person

If something is worrying you, or someone is hurting you or making you feel unsafe, at Dragon or anywhere else:

- **Tell an adult you trust:** your mum, dad or carer, a teacher, one of our coaches, or Dylan.
- You can also talk to **Childline** or **Meic** for free, any time (see "Helplines" above). You don't have to give your name.
- **You won't be in trouble** for telling someone.

5. What the DSL does

1. Makes sure the child is safe now. Calls 999 if needed.

2. Records the concern, the decision and the reasons on the day (Appendix A and the concerns log).

3. Decides whether the concern means a child may be at risk. **If in doubt, the DSL calls the local authority for advice.** The Wales Safeguarding Procedures expect concerns to be reported to social services immediately, and they apply to organisations like Dragon and to independent contractors, not only to public bodies. It is better to discuss a worry with social services than to take no action.
4. Makes the report to the local authority, and to the police where a crime may have been committed. Confirms a phone report in writing within 1 working day, using the council's form where it has one.
5. Tells the parents, unless the local authority or police advise that this could put the child at greater risk or harm an investigation.
6. Follows policy 06 if the concern is about a coach or anyone working for Dragon.
7. Supports the person who raised the concern, and keeps them informed as far as possible.
8. Chases the local authority if there is no response within 7 working days, and records every action.

6. Confidentiality

Information is shared only with people who need it to protect the child: normally the DSL, the Deputy DSL, the local authority and the police. Data protection law does not stop anyone sharing information to keep a child safe.

Appendix A: Safeguarding concern record (template)

Confidential. Give this form to the DSL on the day you complete it. Don't keep a copy.

Your name and role	
Date and time of this record	
Child's name, age and group	
Area and session	
Date, time and place of what happened or what you noticed	
What you saw or heard. Use the child's own words where they told you something. Facts only: no opinions.	
Any injuries you saw (describe; don't photograph)	
What you said or did	
Anyone else present	
Name of any adult the concern is about	
Who you told, and when	
Signature	

For the DSL:

Date and time received	
Advice sought (who, when, what was said)	
Decision (refer / don't refer / monitor) and reasons	
Referred to (local authority / police / other), date, time, name of person spoken to, reference number	
Parents told? When, by whom, or why not	
Follow-up actions and dates	
DSL signature and date	