

Case management thresholds

Note: The terms 'child' and 'young person' describe any person under the age of 18. References to 'parents' should be read as parents and carers inclusively.

Levels of safeguarding concerns		
Level 1	Level 2	Level 3
Child safeguarding or more general welfare concern, or minor breach of code of conduct.	Breach of a code of conduct, other behaviour, or other information that may identify a safeguarding issue or concern.	Breach of code of conduct, other behaviour, or other information that raises concerns about the safety of a child or the suitability of a person to be involved in the sport. OR Child protection concerns that meet the statutory threshold for referral to social care or the police.

Level 1 safeguarding concerns

Characteristics

- child safeguarding or more general welfare concern, or minor breach of code of conduct – if in doubt, consult with the NGB
- may require notification to organisation's national safeguarding lead – check your organisation's processes
- more likely to be managed locally, even if raised with the organisation's national safeguarding lead
- unlikely to be overseen by NGB's case management group

Examples of safeguarding issues – inside sport

Inside-sport concerns include those relating to a coach, official, participant, spectator, or another volunteer. They may include individuals working or volunteering within other sports organisations. This list is not exhaustive:

- complaint from parent about a coach or another parent about minor behaviour concern
- disagreement between adults that can be resolved through mediation
- peer-on-peer quarrel that can be resolved through mediation
- a single incident of bad language
- minor breaches of the code of conduct by coach, volunteer, referee or participant
- low-level bullying of a child by a peer, such as an incident of name-calling

Examples of safeguarding issues – outside sport

Outside-sport concerns include those relating to issues arising at home, in school, in the wider community or online.

- Child attending session when unwell
- Parent late collecting child after session
- Minor wellbeing concerns that require a conversation with the parent or carer
- Child lacks social skills and has few friends
- Disagreement between adults that can be resolved through mediation
- peer-on-peer quarrel that can be resolved through mediation

Possible actions

There are several actions that can be considered. The appropriate action should be determined by each individual NGB.

- notify national safeguarding lead for monitoring and collation of information
- discussion with national safeguarding team and agree that there will be local management
- decision made for local enquiries to be conducted and outcome decisions taken
- results and decisions to be passed back to national safeguarding team
- ascertain if it is a safeguarding issue or matter that affects the running of the club, or a child is at risk of harm
- make a written record of concern and decisions made
- offer mediation
- consider training
- after finding out more information, if child is at risk of harm or has been harmed then consider escalation to level 2 or 3 conversations with the young person and/or the parent

Level 2 safeguarding concerns

Characteristics

- moderate breach of a code of conduct, other behaviour, or other information that may identify a safeguarding issue or concern – if in doubt, consult with the NGB
- requires referral to, and management or oversight by, the organisation's national safeguarding lead
- may be managed locally under guidance of national safeguarding lead, or by county or regional safeguarding lead
- may be overseen by NGB's case management group

Examples of safeguarding issues – inside sport

Inside-sport concerns include those relating to a coach, official, participant, spectator, or another volunteer. They may include individuals working or volunteering within other sports organisations. This list is not exhaustive:

- consumption of alcohol whilst coaching
- coaching whilst under the influence of drugs or alcohol
- a single incident of unnecessary physical contact during training session contravening NGB guidance (may move to level 3 depending on severity and impact on child)
- a coach or other person working with a child using inappropriate or intimidating language
- coach, volunteer or participant subject to criminal investigation that is not a safeguarding matter but is a risk to the organisation's reputation, such as theft or fraud
- severe or persistent bullying of a child by a peer

Examples of safeguarding issues – outside sport

Outside-sport concerns include those relating to issues arising at home, in school, in the wider community or online.

- sudden change in child's behaviour, such as becoming quiet and withdrawn
- sudden weight loss
- wellbeing concerns remain after already raising minor concerns with parents or carers

Possible actions

There are several actions that can be considered. The appropriate action should be determined by each individual NGB.

- refer to national safeguarding team and agree whether local or national management is Required
- apply medical attention or call an ambulance if required
- make a written record of concern and decision made
- consider (once full history is known) a referral to statutory agencies and escalation to level 3
- plus several of the possible actions from level 1

Level 3 safeguarding concerns

Characteristics

- serious breach of code of conduct, other behaviour, or other information that raises concerns about the safety of a child or the suitability of a person to be involved in the sport
- child-protection concerns that meet the statutory threshold for referral to social care or the police
- requires referral to, and management or oversight by, the organisation's national safeguarding lead
- likely to be overseen by NGB's case management group
- discussion or decision at national safeguarding lead level to establish if consultation with, or referral to, a statutory agency (including local authority designated officer in England) is required
- **in emergency situations** – club-level staff may need to seek urgent medical support or report to statutory agencies immediately – and then contact national lead at first opportunity

Examples of safeguarding issues – inside sport

Inside-sport concerns include those relating to a coach, official, participant, spectator, or another volunteer. They may include individuals working or volunteering within other sports organisations. This list is not exhaustive:

- persistent or serious emotional abuse by coaches or other adults
- information accessed through criminal records check (eg DBS) indicates a relevant offence that requires risk assessment
- any allegation of assault on a child or young person by a coach, volunteer, parent or spectator
- coach is alleged to be in an intimate relationship with a child or young person who is aged between 16 and 17
- information comes to light that a coach, volunteer or participant involved in sport is subject to an allegation, investigation or prosecution for criminal activity involving potential offences of a sexual, violent, or drug-related nature, whether these arise within or outside the sport
- report from another sports organisation indicating that an individual is subject to a safeguarding investigation or sanction
- young person displays violent or sexualised behaviour towards other children
- sexual abuse, physical abuse, emotional abuse, neglect

Examples of safeguarding issues – outside sport

Outside-sport concerns include those relating to issues arising at home, in school, in the wider community or online.

- child indicates abuse at home
- concerns about radicalisation, child sexual exploitation, child criminal exploitation, female genital mutilation, forced marriage
- mention (by the child or others) of being left home alone or with strangers
- signs of neglect or any other forms of abuse that raise concerns about welfare and wellbeing
- indicators of possible abuse enough to be concerned about the welfare of a child
- repeated minor concerns for the well-being of a child that are not being addressed by a parent or carer

Possible actions

There are several actions that can be considered. The appropriate action should be determined by each individual NGB.

- consult with statutory agency or (Local Authority) Designated Officer (LADO - England only – for concerns about those in positions of trust)
- ascertain which agency and sport will take the primary lead and agree initial actions
- case management group (dependent on NGB procedures) to proceed with decisions around investigation and risk assessment in line with the above discussions
- make a written record of concern and decisions made
- apply medical attention or call ambulance if required and inform medical practitioner that it is a child-protection concern

Further information and resources

Information and resources related to this topic are available from the CPSU [resource library](#).

Surfing England Designated Safeguarding Lead

Max – safeguarding@surfingengland.org

07741521022