



PROCEDURE: REVIEW OF THE MANAGEMENT OF CONCERNS

1. Establish the facts of the case, a chronology of events and the roles of individuals and organisations involved

Setting out the actual sequence of events will help the reviewer to understand what happened, when, and who was involved; for example:

25 April 2016	Child disclosed physical abuse to coach.
25 April 2016	Coach reported concern to club CPO.
26 April 2016	Club CPO reported incident to SGB Lead CPO.
26 April 2016	SGB Lead CPO sought advice from PC Smith, London Road Police Station, referral then made to the Family Protection Unit.

2. Identify any issues or key questions relating to the aims of the review.

Having established the sequence of events the reviewer should then be able to answer the questions contained in the specific remit of the review.

If the reviewer considers that a child may still be at risk despite action taken during the case or as a result of failure to take appropriate action, they should be prepared to act. Any urgent issues should be addressed immediately without waiting for the conclusion of the review.

3. Identify any other relevant points or observations

The reviewer(s) may identify issues which are worth exploring further. These may include:

<p>PROCEDURES</p> <ul style="list-style-type: none"> ◆ Were the relevant procedures followed? ◆ If not, is there a reasonable explanation for this? ◆ Were the timescales appropriate? ◆ Do the current procedures provide adequate information about what to do in such a situation? ◆ If appropriate, was a referral made to Disclosure Scotland as required by the Protection of Vulnerable Groups (Scotland) Act 2007? 	<p>PEOPLE</p> <ul style="list-style-type: none"> ◆ Were the right people involved? ◆ Were the views of the child/family obtained? ◆ Were those involved aware of the procedures? ◆ Had the people involved been trained on the procedures? ◆ Where appropriate, were external organisations involved; for example, the police or governing body of sport?
<p>OUTCOMES</p> <ul style="list-style-type: none"> ◆ Was the outcome appropriate in the case? ◆ If not, why not? ◆ Is there a need to take further action in this case; for example, referring the case to police/social work? 	<p>RECORDING</p> <ul style="list-style-type: none"> ◆ Were records kept? ◆ Is the quality of the information recorded satisfactory? ◆ Can the forms be improved?



4. Identify any lessons to be learned and what changes need to be made.

5. Make recommendations

Recommendations may include things like changes to procedures, forms and/or the provision of training. It may be helpful for the reviewer to prioritise the recommendations as appropriate; for example, essential, desirable or helpful.

Post Review

Responding to the Findings and Recommendations

Having invested the time and effort in conducting a review, Snowsport Scotland should carefully consider how to respond to the findings and any recommendations. It must also consider how to advise/support any others on whose behalf it has conducted the review. Decisions on how to react to the recommendations should be taken by the appropriate board/management/executive committee.

Where recommendations are to be followed, the management should identify the priorities, what action is required, who will take action and timescales for completion. This information must be clearly communicated to those involved. Management should follow up to check that action has in fact been taken.

If it is decided not to follow the recommendations, this decision and the reasons should be clearly recorded in management minutes.

Applying the Learning in Practice

Lessons learned and/or changes made to procedures or practice must be communicated to those who need to know so they can be put into practice. This can be achieved in a number of ways:

- ◆ a briefing note
- ◆ training session
- ◆ group email
- ◆ article on the Snowsport Scotland website

The best method will often be determined by the significance or nature of the information to be passed on. Like all other policies and procedures, these changes in practice should be subject to regular monitoring and review to ensure compliance.

Sharing the Findings and Recommendations Internally and Externally

There are benefits to sharing the outcomes of a review with others:

- ◆ It demonstrates that Snowsport Scotland is committed to continuous improvement.



- ◆ Other individuals and organisations may benefit from the lessons learned from the Snowsport Scotland's experience.
- ◆ It can contribute to the wider understanding of child protection in sport and the ways in which practice and guidance can be enhanced.

Remember that many of the details of the case will be confidential, so any information shared must be presented in a way that protects the anonymity and privacy of those involved.

Internally

Identify those within Snowsport Scotland who should get feedback on the outcomes of the review. This will include, where appropriate, board/management/executive committee, the individuals involved in the case, and potentially member clubs.

Externally

Snowsport Scotland should also consider whether there are other organisations or partners who would benefit from the review and its recommendations. Snowsport Scotland will seek to involve Safeguarding in British Snowsports (SIBS) group on such reviews.

Depending on the circumstances of the case, there may be media interest in the outcome of the review. Snowsport Scotland should have a strategy in place to with enquiries from the media.