



Dealing with safeguarding concerns

We believe that no one should ever experience abuse of any kind, and it is our responsibility to keep people safe. This document is for all volunteers, and is a reminder to help you deal with a safeguarding concern.

You should read it now, and keep a copy with you during all clubs activities. You can always find our latest safeguarding support at raspberrypi.org/safeguarding.

The 5 R's

We use the 5 R's in dealing with safeguarding concerns:

- **Recognise:** Know how to spot signs of abuse
- **Respond:** Know how to respond to a disclosure
- **Record:** Make a clear note of what was said or what you observed
- **Report:** Speak to your safeguarding lead as soon as you can
- **Refer:** Let the Raspberry Pi Foundation safeguarding team know — we're here to help you!

Recognise signs of abuse

The signs of child abuse are not always obvious, but they can include:

- Appearing frequently dirty, hungry, or inadequately dressed
- Being apparently afraid of parents or carers
- Being severely bruised or injured or appearing not to have received appropriate medical attention
- Displaying sexual behaviour that doesn't seem appropriate for their age
- Being put down, insulted, sworn at, or humiliated
- Other signs that concern you that aren't listed here

Dealing with safeguarding concerns

How to respond to a disclosure

While the young person is talking to you:

- React calmly. A strong reaction may alarm the young person and increase any feelings of anxiety and/or guilt.
- Listen carefully and attentively, and take the young person seriously.
- Reassure the young person that they have done the right thing by talking to you.
- Do not make false promises, particularly regarding secrecy or confidentiality.
- Explain that if what they tell you indicates their safety or wellbeing is at risk, then you will have to tell someone else responsible for their safety and wellbeing.
- Do not ask the young person to repeat the story unnecessarily.
- Ask questions only for the purpose of clarification. Be supportive, but do not ask leading questions or seek intimate details beyond those volunteered by the young person.
- Check with the young person to ensure that what has been heard and understood by you is accurate.
- Do not express any opinions about the alleged abuse or abuser.

Report, record, and refer the disclosure

You must **record**, **report**, and **refer** any disclosures that are made to you, and any concerns that you have that a young person is suffering abuse, or that someone is committing abuse, as soon as possible:

1. Remember, your role is to **refer**, not to investigate!
2. Write your concerns down:
 - State clearly what you saw or heard
 - Use facts, not opinions
 - Record dates and times and sign the document
3. Treat all information confidentially and only share it with other people who need to know about the disclosure or concern
 - If a young person is at immediate risk of significant harm, you must call the police
 - If your concern is urgent, call our 24-hour telephone support service
 - For the whole world: +44 (0) 203 6377 112
 - For the UK only: +44 (0) 800 1337 112
4. You must **report** what has happened to the Raspberry Pi Foundation's safeguarding team as soon as possible
 - Head to **raspberrypi.org/safeguarding** and click on the safeguarding report form
 - Provide as much information as possible
 - A member of our team will be in touch with you on the next UK working day
5. If your Code Club meets in a school or another venue with its own safeguarding system in place:
 - You must **also** follow their safeguarding reporting process
 - You must tell their safeguarding lead that you have informed the Raspberry Pi Foundation's safeguarding team