

The Football Association Safeguarding Children Best Practice Guidelines



Advice and Support for Individuals Receiving a Disclosure

Information Sheet 1

[TheFA.com/FootballSafe](https://www.thefa.com/FootballSafe)

It is assumed that you have already referred your concern about the welfare of the child or young person to The FA via your Club Welfare Officer (CWO), County Football Association Child Protection Officer (CFACPO) or The FA Case Manager, as appropriate.

If you have not done so, please ensure that you do. Alternatively, you may have referred your concern directly to local Childrens Services, the Police or the NSPCC.

The following information is provided as we acknowledge you may wish to speak with someone confidentially to help you to deal with what you have heard.

You may also feel the need to be reassured that the issues are being dealt with in the best possible way with the interest of the child or young person being paramount.

Clearly, confidentiality is essential and therefore, when seeking support or guidance from a recommended source as detailed below, you will be expected to keep the personal details (names of individuals concerned) confidential. The following contact details provide a variety of potential support mechanisms for you to approach.

Careline – www.ukselfhelp.info/careline

Confidential crisis telephone counselling service for children, young people and adults. Face-to-face service for adults.

Child Line – www.childline.org.uk

Free national 24-hour telephone helpline for children: 0800 1111

Family Rights Group – www.frg.org.uk

Assists families with children in care/residential accommodation/involved in safeguarding children procedures.

Family Welfare Association (FWA) – www.fwa.org.uk

Counselling, welfare and legal advice. Offices in all areas of UK.

Institute of Family Therapy – www.instituteoffamilytherapy.org.uk

Family and couple therapy. Problems for families, children, adolescents, relationships, divorce, separation, illness and bereavement.

Lifeline

Help and advice for families experiencing psychological, physical or sexual abuse within the home. Encourages and supports groups.

Parentline Plus – www.parentlineplus.org.uk

Support for all families/stepfamilies

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SAFE – www.ukselfhelp.info/safe

The FA/NSPCC Helpline

Tel: 0808 800 5000

24-hour, free and confidential telephone Helpline that provides counselling, information and advice to anyone concerned about a child at risk of ill treatment or abuse.

- For those with a hearing difficulty, there is a text phone telephone
number: 0800 056 0566
- Welsh Helpline: 0800 100 2524
- Asian Helpline operated by Asian consellers in:
 - Gujarati – 0800 096 7714
 - Hindi – 0800 096 7716
 - Bengali/Sylehti – 0800 096 7715
 - Punjabi – 0800 096 7717
 - Urdu – 0800 096 7718
 - English – 0800 096 7719

At the time of publication, The Asian Helpline is open between 11am and 7pm, Monday to Friday, so please check the NSPCC website for up-to-date details (<http://www.nspcc.org.uk/helpandadvice>)

The Samaritans – www.samaritans.org.uk

Nationwide, non-religious, non-political, 24-hour confidential support.

Much of the information regarding the support and self-help organisations has been sourced via the 10th Edition of Help. We would like to thank them for allowing us to share this information. Please note that additional contacts can be found on their website: www.ukselfhelp.info