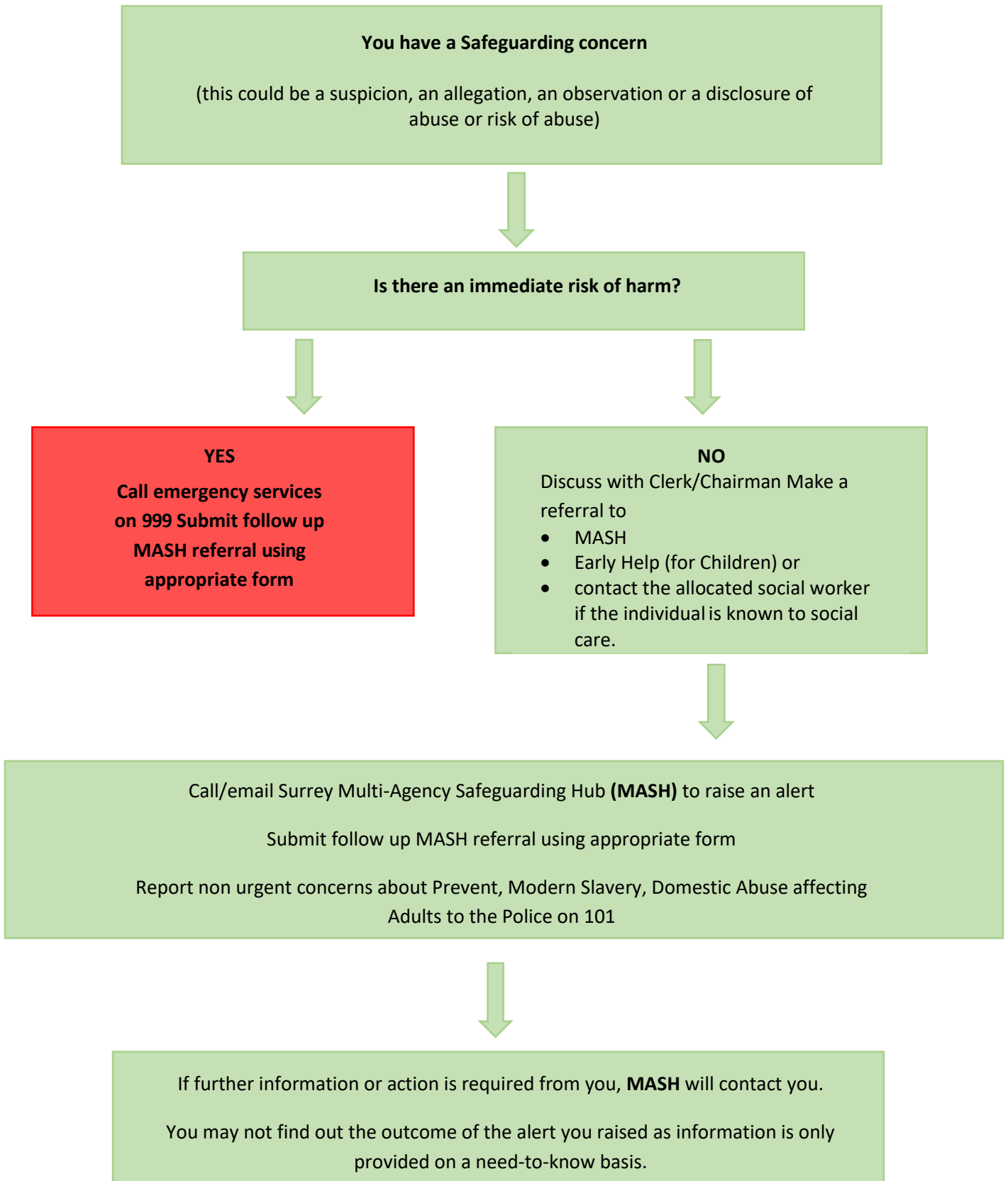


## Safeguarding Procedure (Appendix 1)

### How to respond: Steps to take

#### Reporting a safeguarding concern; what should you do?



## Responding to a person who discloses a concern of abuse:

- In an emergency ring 999
- Do ensure the safety of the individual and others if in immediate danger, contact the relevant emergency service.
- Do **not** be judgemental or jump to conclusions.
- Do listen carefully.
- Do provide support and information to meet their specific communication needs.
- Do use open questions.
- Do tell them that they did a good/right thing in telling you.
- Do tell them you are treating the information seriously.
- Do tell them it was not their fault.
- Do ask them what they need to keep themselves safe.
- Do **not** make promises you cannot keep
- Do **not** promise to keep secrets
- Do seek consent to share the information with your lead for safeguarding, however lack of consent should not prevent you from reporting your concerns.
- Do explain that you have a duty to tell your lead for safeguarding.
- Do **not** confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or witnesses.
- Do explain that you will try to take steps to protect them from further abuse or neglect.
- Do support and reassure the person.
- Do preserve any forensic or other evidence.

## Action after the concern of abuse has been recognised: (to be taken as soon as possible or within 4 hours)

- Report concerns to a lead for safeguarding or other designated person.
- Record your concerns and how they came to light, any information given by the person, information about any witnesses, the individual's wishes, actions taken, who was present at the time, dates and times of incident(s).
- Record details of the person alleged to have caused harm.
- Do record any concerns about the person's capacity to make any decisions and the reasons for the concerns.
- Do record whether the person is aware that the concerns have been reported.
- Do record their perspective.
- Do record any previous concerns about the person.
- Do **not** breach confidentiality for example by telling friends, other work colleagues.
- Do use Whistleblowing Procedures if you feel that you will not be believed, taken seriously or believe that your manager or lead for safeguarding may be causing the risks of abuse to the adult or child.

## A guide to making a record

- The written report will need to include:
  - the date and time when the disclosure was made, or when you were told about/ witnessed the incident/s,
  - who was involved, any other witnesses including service-users and other staff,
  - exactly what happened or what you were told, in the person's own words, keeping it factual and not interpreting what you saw or were told,
  - the views and wishes of the adult
  - the appearance and behaviour of any persons involved
  - any injuries observed,
  - any actions and decisions taken at this point,
  - any other relevant information e.g., previous incidents that have caused you concern.
- Remember to:
  - include as much detail as possible, make sure the written report is legible, written or printed in black ink, and is of a quality that can be photocopied, make sure you have printed your name on the report and that it is signed and dated,
  - keep the report factual as far as possible. However, if it contains your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence. Information from another person should be clearly attributed to them.
  - keep the report/s confidential, storing them in a safe place until needed