



Responding to safeguarding concerns or allegations:

Good Practice Guide

1. LISTEN

- Take what is said seriously.
- Use open questions (open questions begin with words like: who, what, when, where and how. Open questions cannot be answered with a 'yes' or 'no').
- Remain calm.
- Take into account the person's age and level of understanding.
- Check, whether they mind you taking notes while they talk so you can make sure you capture the information accurately. At the end it's a good idea to check with them that you have understood everything correctly.
- Offer reassurance that talking about what has happened is the right thing to do.
- Establish only enough information to know what happened, when and where so that you can let the right people know.
- Ask what the person hopes will happen now they have told you.
- Tell them what you will do next.

Don't make promises that cannot be kept
(such as you won't tell anyone)

Don't make assumptions

Don't try and explain what might have happened

Don't investigate

Don't contact the person about whom allegations have been made

Don't try and examine any injury

2. RECORD

- Make notes at the time and as soon as you can afterwards write them up as fully as you can.
- Record the date, time and place and actual words used including any swear words or slang.
- Record facts and observable things not your interpretations.
- Don't speculate or jump to conclusions
- Don't destroy any of your notes in case they are needed.

3. REPORT

If there is immediate danger to the child or adult contact the Police.

Otherwise you should contact your activity leader or the Parish Safeguarding Officer (PSO) or the Vicar immediately. They will contact the Diocesan Safeguarding Adviser (DSA) within 24 hours who will advise on next steps.

If neither the PSO or the Vicar can be contacted within a few hours, then you should contact the Diocesan Safeguarding Adviser directly. If the PSO, the Vicar or the DSA cannot be contacted within 24 hours then you should contact Social Services.

CONTACTS

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| Thames Valley Police (non-emergency) | | 101 |
| The Revd Dr William Lamb | Vicar | 07761 325449 |
| Judith Pettersen | Parish Safeguarding Officer | 01865 511526 or 07948 981166 |
| Richard Woodley | Diocesan Safeguarding Adviser | 07391 868478 |
| Social Care | | 0345 0507666 (0800 833408 out of hours) |