

## DEALING WITH A DISCLOSURE:

If a child / vulnerable adult makes a disclosure to you, you should observe the following guidelines:

### DO:

- **Do listen** to the information and acknowledge what you hear without passing judgement or minimising the information
- **Do explain** that any information will be treated with great care and, where necessary, to safeguard the child, the information may be shared appropriately between specific adults trained to deal with safeguarding children matters.
- **Do** take into account the person or child's age and level of understanding, their culture and use of language
- **Do remain calm and reassuring.** Never show you are shocked by what they are telling you. They may stop sharing their story, believing you might not be able to cope with the information.
- **Do make careful notes** as soon as you can and include dates, times of the incident, and when the recording was made, who was present, and then sign the notes. Make sure you keep these securely.
- **Do** provide the child or adult with some **means to contact you** and be clear about how and when you will contact them to feed-back what will happen next.
- **Do** be clear about what you will do next and when. **A child will need reassurance.**

### DO NOT:

- **Do Not** put words into the person's or child's mouth or **make judgemental statements** about any person
- **Do Not interrogate the child.** You only need to obtain sufficient information to confirm their information meets the requirement for referring. The fewer times a child has to repeat their story the better.
- **Do Not contact the adult** about whom the allegation or concerns are being raised to tell them about the information. You could be putting the child or another child in danger.
- **Never promise you will not tell** anybody. Explain that the information will be treated with great care and, where necessary, to safeguard the child, the information may be shared appropriately between specific adults trained to deal with safeguarding children matters.

## MAKING REFERRALS –

**\*\*\*SHORTEST ROUTE TO THE SAFEGUARDING OFFICER\*\*\***

**PLEASE RESPECT THE CONFIDENTIALITY OF THE PEOPLE INVOLVED WHERE POSSIBLE. DO NOT SPEAK TO OTHERS UNNECESSARILY.**

Referrals will be made by the Safeguarding Officer or the Safeguarding Coordinator. In the event that neither are available then individuals who have a concern should make contact with the appropriate authority.

### REFERRALS FOR CHILDREN

The referral should be made to the LADO (Local Area Designated Officer) of the Social Care Services in your local area. For CWAC this is:

Carol Connolly – [carol.connolly@cheshirewestandchester.gov.uk](mailto:carol.connolly@cheshirewestandchester.gov.uk)

Local Children's Services Department: 01606 275099 / Out of hours: 01244 977277

**In an Emergency call the Police (999).**

**The duty social worker/police will expect to be given the following information:**

- The name, date of birth and address of the child who is the subject of concern
  - The names of the parents/carers
  - Any other children in the same household
  - Details of the concern, allegation or incident
  - Time and context of the disclosure, if any
  - Any information known about the adult whom the concerns or allegations are about
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- Is the adult aware of the referral?
  - Are there any other children who may be at risk?
  - What has the child been told about the referral?
  - The name and contact details of the referrer

**The referrer should be provided with the following information by the Duty Worker or Police:**

- Their name and contact numbers
- What action they intend to take
- When they are likely to take that action
- Advice on what the referrer should say to the child, if at all
- Advice on what to do next, if anything
- A timescale for feeding back to the referrer the outcome of intervention bearing in mind that confidentiality might prevent certain information being shared

Once a referral has been made by telephone the referrer will be asked to **complete a referral form** which the statutory agency will send them. Please also remember to complete the cathedral referral form available from 12 Abbey Square and send this in to the Cathedral Safeguarding Officer (Carolyn Bruce) who will offer advice and assistance and liaise with the statutory agencies in line with his/her role.

**REFERRALS FOR ADULTS:**

There will be an Adults at Risk Duty Referral Team within your area.

CWAC Adult Services: 0300 1238123    Out of Hours: 01244 977277

You will be asked for information as in the guidance given above, and you will be given similar advice and support about what to do next. You will possibly be asked to complete and return their official Referral Form which they will send you.

**Also please ensure that all information is also recorded on the cathedral referral form and passed immediately to the Cathedral Safeguarding Officer, together with a copy of the Local Authority's Referral Form.**