

SAFEGUARDING PRACTICE:

RESPONDING WELL TO A DISCLOSURE:

If a child or 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.
- **Do** take into account the person's 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 (preferably within an hour) and include dates, times of the incident, and when the recording was made, who was present, and then sign the notes. Make sure you pass these on to the safeguarding officer as soon as possible.
- **Do** provide the child or adult with contact details of the safeguarding officer and assure them that s/he 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 question.** You only need to obtain sufficient information to confirm their information meets the requirement for referring. The fewer times a child or vulnerable adult 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 vulnerable adult, 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.

REPORTING CONCERNS –

*****SHORTEST ROUTE TO THE CATHEDRAL SAFEGUARDING OFFICER*****

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

Referrals to external agencies will be made by the Cathedral Safeguarding Officer or the Diocesan Safeguarding Adviser. 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 Children's Social Care Services in your local area.

For CWAC this is:

Debbie Darlington, Senior SW, Contact and Referral team, Children's Social care on 0300123 7047 Option 1 and ask to speak to the duty social worker

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

In an Emergency call the Police (999).

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 9 Abbey Square and send this in to the Cathedral Safeguarding Officer (Helen Barber) who will offer advice and assistance and liaise with the Diocese and statutory agencies in line with 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 relating to the adult for whom you have a concern, and you will be given advice about what to do next. You will possibly be asked to complete and return their official Referral Form which they will send you.

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.