

# What to do if you have a safeguarding concern

(Please, read this information in conjunction with the Reporting Concerns flowchart)

## If someone is in immediate danger:

If you have information about a safeguarding situation where a child or adult is in immediate danger, or requires immediate medical attention, call emergency services on 999.

## If there is no risk of immediate harm:

If you do not think there is a risk of immediate harm, you must speak to an official about your concern as soon as possible. When first reporting a concern, please be sure to make contact using the information shown below. Your **Parish Safeguarding Officer (PSO) is your local first point of contact** for reporting safeguarding concerns:

PSO, Hughenden Parish, Roger Grant: [roger\\_h\\_grant@hotmail.com](mailto:roger_h_grant@hotmail.com) / 07909 960938

## During office hours

If you are unable to contact the Parish Safeguarding Officer, call 01865 208 295 or email [safeguardingreferrals@oxford.anglican.org](mailto:safeguardingreferrals@oxford.anglican.org) for urgent safeguarding concerns Monday to Thursday 9am – 5pm and Friday 9am – 4.30pm.

## **You can also contact your area safeguarding adviser directly if you prefer:**

Buckinghamshire – Tsungai Muchegwa: 01865 208 295

Oxford and Dorchester – Erica Hegg: 07341 866832

Berkshire – Charlotte Wilmshurst: 07443 700159

## **or contact Children's or Adults Social Care services:**

Children's Social Care:

Buckinghamshire County Council at <http://www.bucks-lscb.org.uk/>

Phone: 01296 383 962 Emergency Duty Team (out of hours): 08009 997 677

or contact Adults Social Care:

Buckinghamshire Council at

<http://www.buckinghamshirepartnership.gov.uk/safeguarding-adults-board/about-the-bsab/>

Phone: 0800 137 915 Emergency Duty Team (out of hours): 0800 999 7677

## Outside office hours

For urgent safeguarding enquiries outside of office hours (see below), please call our partners **Thirtyone:eight** on +44 (0) 303 003 1111 for confidential advice, guidance and support.

## HOW TO RESPOND TO A DISCLOSURE

### Recognise

- √ Actively LISTEN
- √ Accept and take seriously what is being said without displaying shock or disbelief
- √ Let the person tell their story and do not push for information or ask leading questions
- √ Do not ask closed questions or try to investigate
- √ Try to resolve ambiguities (e.g. if the disclosure relates to an uncle, which uncle?)
- √ Use open questions: **Tell** me, **Explain** to me, **Describe** for me (**TED**)
- √ Treat non-current situations as if they were current
- √ Be alert to signs and symptoms of abuse
- X Do not interrogate or decide if they are telling the truth.

### Respond

- √ Reassure the individual they have taken the right step in sharing this information and they are not to blame
- √ Be honest; never make promises to keep what you are being told confidential. If abuse is involved, you will need to tell someone
- √ Tell them what you will do with the information they have shared and that they will be kept informed
- X Do not introduce personal information or from either your own experience or that of others
- X Do not investigate the matter any further for yourself or approach the person about whom allegations may have been made.

### Record

- √ Write down, concisely, exactly what is seen, said or heard and make clear where you have added your views or interpretation. You may find it helpful to use the 5 W's, as follows:
  - WHO was involved? Name the key people
  - WHAT happened and hoW? Facts not opinions
  - WHEN did it happen? Date and time
  - Where did it happen?
- √ Use the person's own words
- √ Allow the person the time they need and ask only open questions
- √ Always sign and date anything you record
- √ Note where you are recording the conversation.

### Refer

- √ Pass the information to the Parish Safeguarding Officer (PSO) or Diocesan Safeguarding Advisor (DSA) in your setting within 24 hours
- √ In case of an emergency call the Police or dial 999.