

PROCEDURES FOR RESPONDING TO CONCERNS/ ALLEGATIONS OF ABUSE OR POOR PRACTICE

1. Purpose of Document

If you have concerns about a child or vulnerable adult, you should do the following:

- stay calm - ensure they are safe and feels safe
- listen to them, be careful not to ask any questions that might be considered leading. If you have to ask questions then limit them to those that ask them to describe, tell or explain what happened, and only use these if absolutely necessary.
- show and tell them that you are taking what they say seriously
- reassure them and stress that they are not to blame
- be honest and explain that you will have to tell someone else to help with the situation
- make a note of what they have said either at the time, or as soon as possible after the event using their words.
- If you are offering an opinion, ensure that this is clearly identified in your report. You should use the template provided in this pack. Remember to date and time it and sign it
- maintain confidentiality - only tell others if it will help protect the child

Report it to the appropriate authorities.

You should not:

- rush into actions that may be inappropriate
- make promises you cannot keep
- take sole responsibility - you must report it so you can begin to protect the child and gain support for yourself

You should contact the Police or Social Services

If you are concerned about the immediately safety of a child and action needs to be taken urgently then you should contact the Police by dialling 999.

Please remember it is not your responsibility to decide whether or not a child is being abused, but to take action if you have concerns.

You have a legal and moral obligation to do so