



## Working Together to Safeguard Adults at Risk

### Managing safeguarding concerns, responding and reporting

It is possible that someone will want to talk to you about abuse that they have suffered, or are concerned that someone else is at risk of harm. It may still be happening or could be historic and have happened in the past, all disclosures should be dealt with in the same way.

If someone discloses to you, please remember the following as you **RESPOND** to them:

**LISTEN.** Let the person tell their story and don't push for information. Repeat back what they have said to ensure clarity if that will help. If you need to ask a question, ensure that it isn't a closed question – use words such as when, why, how, where, within sentences that don't invite a single response. Some examples of open questions are –

Would you tell me more about \_\_\_\_\_?

I'd be interested in knowing \_\_\_\_\_?

I'm not certain I understand \_\_\_\_\_ Can you give me an example?

When you say \_\_\_\_\_ What do you mean?

I'd like to help you find the best possible information. Can you tell me more about your subject?

***Please note, these are not examples of questions to ask – just a demonstration of what an open question looks like.***

Remember it is never your role to investigate, just gather information to aid those whose job it is (police / social services).

Always show acceptance of what you are being told, whatever your personal opinion might be. It takes a lot of courage to disclose abuse, so the discloser will need to feel believed.

Keep calm and reassure the person that they aren't to blame for what has happened to them (victims / survivors of abuse frequently feel that they are).

Make sure you maintain eye contact to demonstrate that you are listening even if the discloser isn't always looking at you – this will be a difficult process for them.

Be honest, never make promises to keep what you are being told confidential. If abuse is involved, you will need to tell someone.

Try to involve them as much as you can in the ongoing process, let them know who needs to be told and what will happen, involving them in decisions where appropriate. Never forget that if the case also involves a child, their welfare comes before anything else; they are at the centre of everything.

Once you have heard the disclosure, it is very important that you **RECORD** in writing what you have been told as soon as possible – within two hours if possible. This will allow you to record what you've heard as accurately as possible.

Make sure you:

Use the words that the adult used – not your interpretation of what has been said. Sometimes we misunderstand what we have been told and are tempted to re-phrase what we have been told. Ensure this doesn't happen.

Include any responses that you made.

Keep the report succinct and to the point.

Make sure the names of all those involved are clear.

Record the date, time and place of the disclosure.

Record what actions you have taken and your rationale for taking these actions.

Make sure your name is clear at the end of the record.

You will need to **REPORT** what you have been told (or seen) to your Club Safeguarding Officer who will be able to offer advice on the next action and support you to **REFER** your concerns to the appropriate authority. Please download the **Incident Reporting Form** from the County Safeguarding Page and complete.

You must contact the County Safeguarding Officer to report the concern, send a copy of the completed form and ensure that you keep the club record private and secure.

## To Summarise

### Recognise

the signs that could indicate abuse is happening to an Adult at risk

### Respond

sensitively to the person and listen to what they have to say, don't ask closed questions or attempt to investigate

### Record

what you have been told factually and accurately using the language used by the person disclosing within two hours

### Report

immediately to your Club Safeguarding Officer who will know who to seek support from

### Refer

to the Safeguarding Incident Flow Chart for further information and help