

Pastoral Leads Safeguarding Flowchart (May 2020) What to do with a safeguarding concern

A safeguarding concern is reported in one of your Pastoral Conversations, or you identify that in your contact with an individual 'something is not quite right.'

Yes

Is the person at immediate risk?

No

If the person is at risk of immediate harm or needs urgent medical attention, dial 999. Follow the instructions given.

Complete the Recording and Referring stages on the right within 24 hours.

Respond

- Listen carefully.
- Do not ask closed questions (i.e. 'yes' or 'no' answers) or attempt to investigate.
- Try to resolve ambiguities in what you are told.
- Ask open questions: **Tell** me, **Explain** to me, **Describe** to me (TED).
- Treat historic allegations as if they are current.
- Do not promise confidentiality - tell them the information must be shared.
- Assure them they have done the right thing in telling you.
- Tell them what course of action you will take and that they will be kept informed.

Record

- Write down exactly what you have been told or noticed as soon as possible after the conversation.
- Record events using the person's own words.
- **WHAT, WHEN, WHERE, WHO, HOW, WHY**
- Sign, date and make a note of the time on any record you have made.

Refer

- Pass on all the details to the Volunteer Coordinator (Paul Greenhalgh) within 24 hrs.
- If the Volunteer Coordinator is the subject of the concern, accusation, or allegation, pass directly to the Designated Safeguarding Leads (Lynn Andrews, 07855 782071, or Ian Gilmour, 020 8480 7607).