

Recognise → Respond → Record → Refer

- ✓ Accept and take seriously what is being said without displaying shock or disbelief.
- ✓ Let the person tell their story and don't push for information or ask leading questions.
- ✗ Do not interrogate or decide if they are telling the truth.
- ✓ Be alert to signs and symptoms of abuse.

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- ✓ 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.
- ✗ Do not introduce personal information from either your own experience or that of others.
- ✗ Do not investigate the matter any further for yourself, or approach the person about whom allegations have been made.

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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 4 W's, as follows:

- ✓ WHO was involved? Name the key people
- ✓ WHAT happened? Facts not opinions
- ✓ WHEN did it happen? Date and time
- ✓ WHO have you referred the issue on to?

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- ✓ Pass the information to the Safeguarding Lead or Diocesan Safeguarding Advisor in your setting within 24 hours
- ✓ In case of an emergency call the Police or dial 999.