

**Safeguarding Adult Procedure: Appendix B.**

**Recording Concerns**

General principles apply when a staff member or volunteer is responding to a safeguarding concern:

* Always make sure the person speaking up feels they’re being listened to and supported.
* Don’t promise to keep information confidential between you and them. Refer to and follow our charities policy and procedures to make sure information is only shared with people who need and have the right to know.
* Ask for their consent to share the information – if they refuse and you are still worried that they or someone else is at risk of harm, you cannot wait for this consent. You must share this information with the Designated Safeguarding Lead.
* Tell the Designated Safeguarding Lead about any concerns so they can decide what the next steps are.
* Write a clear statement of what you have been told, seen, or heard.
* When you’ve been told something is wrong, don’t go straight to the person that’s been reported. Instead, tell the Designated Safeguarding Lead.

*Resource: https://www.ncvo.org.uk/help-and-guidance/safeguarding/steps-safer-organisation/recognise-respond-and-report/*

**What to record:**

* Name of person involved in safeguarding concern.
* Where/observations/witnesses/who was involved.
* Who passed the information to you?
* Date, time, and day of the observations and when reported.
* Keep it factual, i.e., what you saw, and what you heard.
* Recognise your own bias and opinions ensuring these do not influence your report writing.
* Using the exact words.
* Be clear and concise.
* Try to keep your record in chronological order of events.

**Key points:**

1. Does your report clearly and appropriately communicate the facts?
2. Is it relevant and accurate?
3. Is it free from jargon and abbreviations?
4. Is it free from professional bias?

**Responding to historic or non-recent concerns:**

You may become aware or be told about a concern from an adult relating to an incident which took place in the past, including when they were a child. Historical allegations of abuse should be taken as seriously as contemporary allegations.

* Remember that it’s never too late to report abuse. An individual can make a formal complaint to the police about non-recent abuse, ideally in the geographic area in which the abuse is reported to have taken place.
* Consider what consent the person has given for information to be shared. How, when and to whom they share this information should usually be with their consent.

**Supporting those who share a concern with you:**

Your primary concern should be the best interests of the person who is at risk of harm. However, the person sharing this concern with you may also be distressed by the situation, even if they are reporting on behalf of someone else, for example, a volunteer reporting to a staff member.

Everyone can respond to worries about another differently. If someone has previously experienced trauma, they can find it especially upsetting.

* Thank them for bringing this concern to your attention
* Explain that you will now refer the concern to the DSL
* Remind them of the importance of confidentiality and not sharing this information further
* Ensure they have your contact details in case they think of anything else they have not yet shared that they think may be relevant
* Discuss with them what additional support they may require [wellbeing resources]. Consider contacting them later to check in on how they are doing