

Safeguarding - how we listen



RECEIVE: The speaker **needs** to be listened to.

Be attentive - give them you undivided attention

Be encouraging - offer verbal affirmations such as back-channelling

Be open - keep an open posture, smile and nod

REASSURE: The speaker **needs** to know they have been heard

Safe and secure - tell them they have done nothing wrong

RESPOND: The speaker needs to know what will happen

Ask Questions - if you need clarity

REPORT: Now, report to the safeguarding team: KL(DSL), OW, TM, EHB or MF

IF THE CHILD IS IN IMMEDIATE DANGER, CALL 999

RECORD: on CPOMS (do you know your log on and password?)

As soon as possible, in the child's words (do not include opinions)

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REMEMBER:

Do not:

- promise confidentiality
- ask leading questions
- look panicked, shocked, or angry
- make the child or young person repeat their story
- interrupt
- give an opinion
- inform parents until you have had a discussion with your safeguarding lead
- make any comments about the abuser or try to guess who they are

REVIEW:

You can ask for an update from the SG team

Did you feel confident when dealing with the disclosure?

If not, you may need some more support or training. Contact DSL (Kat Laurie)

