

ECAM Safeguarding Procedures - v.1 FEB 2022

Responding to concerns or allegations of abuse

The 'Five R's' are a useful way to remember the steps of the process when handling a disclosure. They are:

1. Receive

- Listen to what is being said without displaying shock or disbelief.
- Accept what is being said without judgement.
- Take it seriously.
- Let the person tell their story and don't push for information.
- Do not ask leading questions.

2. Reassure

- Do reassure them that they are right to tell.
- Explain that you will have to pass their information to the Safeguarding Coordinator, who will make sure the matter is dealt with appropriately.

3. Recognise

- Be alert to signs and symptoms of abuse.

4. Respond

- 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, or someone might be at risk, you will need to tell someone.
- Use open questions (e.g. use phrases like 'tell me', or 'explain to me')
- Avoid closed questions.
- Do not investigate, interrogate or decide if they are telling the truth.
- Tell them what you will do with the information they have shared and that they will be kept informed.

5. Refer

- See flowcharts below

Immediate next steps

Make sure the child or adult involved is safe right now. If you think someone is in immediate danger, do not delay – call the police on 999 straight away.

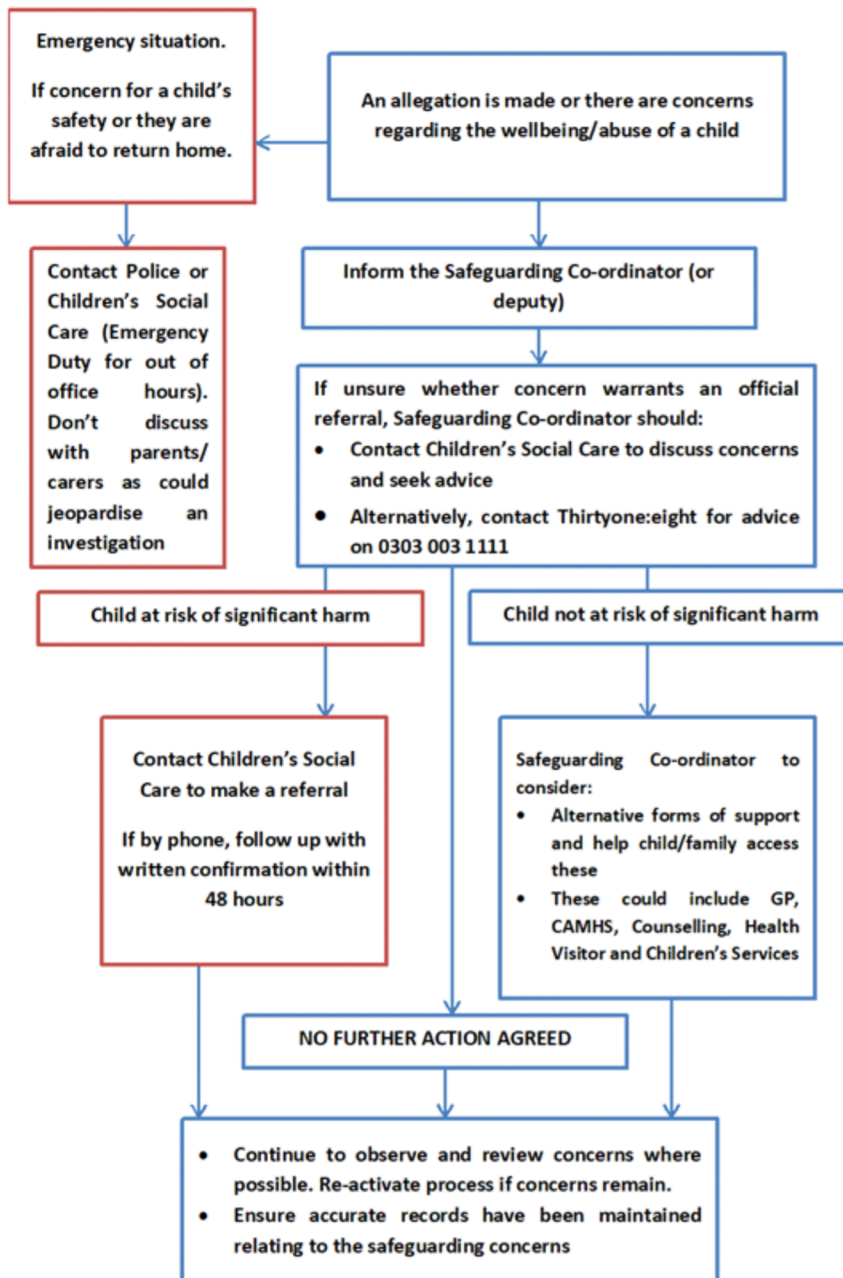
Make a written record of what you have been told, and who told you, as soon after the event as possible, ideally on the form in toolkit section E. Sign it, with your name, date and time. Keep it safely, along with your original notes.

Report the allegation or concern as described below.

Do not investigate

Under no circumstances should a volunteer role-holder or employee carry out their own investigation into an allegation or suspicion of abuse. This could increase the potential harm to the person at risk, and contaminate the evidence.

Flowchart A: where there are concerns about a child



Flowchart B: where there are concerns about an adult

