

ONE-PAGE SAFEGUARDING

If someone asks “Is this confidential?” then reply:

“This is anonymous, I can’t see your phone number, and we can talk about anything in confidence. If you want to keep this confidential, that’s fine. Just don’t give me any information about who or where you are.

“But if you DO give me any information that would identify you, and it turns out that you’re at risk of harm, or someone else is, then we might have to use that information to get help. So it’s up to you.”

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If it becomes clear that someone is at serious risk of harm (abuse or suicide):

Say or repeat: “What you’re saying concerns me. It sounds like you are [*or someone is*] at risk of harm. We offer an anonymous service and we can talk about anything. But if you give us a way of identifying you, then we might have to use that information to get help.”

Contact the Leader and tell them that you have a safeguarding concern. You have discretion to leave this until later if the situation is not urgent, but you should err on the side of caution. The Leader can contact Safeguarding Officers for more help if needed.

If the caller is 13+ and seems able to make clear decisions, then work with them on how to take action. They are free to decide for themselves to act or not to act. If they say they need our help, we’ll need to know their name and exact location, or (if it’s not urgent) their name and phone number or email address.

If the caller is under 13 or is struggling to make decisions, then try to get some identifiable information – a name and exact location or (if it’s not urgent) a name and phone number or email address. Then say “What you have said does worry me. It sounds as though you’re at risk, and you’re struggling to know what to do about it. You’ve told me who you are / where you are / how to contact you, and we may need to use that information to get help. I’m going to talk with a colleague, and we’ll decide what to do. At the moment we can’t promise that we won’t report this.”

Obviously, say all of these things with clarity, kindness and sensitivity, as part of the larger conversation.

Afterwards, record your contact on eLog as a safeguarding concern, and debrief your Leader as usual.