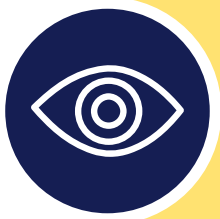


You need to know what to do if someone tells you something or you have any concerns about a person in vulnerable circumstances, this could be a service user, a volunteer, a staff member, a supporter or a member of the public.



Recognise

Never promise to keep a secret. If you are told something or have a gut feeling that something isn't right remember you have a duty to report your concerns, even if the person has not given you permission to do so.



Report

Speak to a manager or the Safeguarding team on **0345 143 0199** immediately. Do not delay in seeking advice.

In the rare event that a person is in immediate danger, or the situation is so serious, call 999.



Record

Make a factual record as soon as possible, what did you see and what was said by whom? Pass this information onto your manager and the Safeguarding team. Information is recorded in a confidential database for future reference.



Respond

Where appropriate thank the person for telling you and explain that you need to speak to someone who can help you with the concern.

Contact your line manager and Safeguarding who will advise on any actions needed.

It's important to take a disclosure seriously.
If **YOU** need advice or support, or are at risk of harm yourself, the safeguarding team are here to support you.

Speak to a member of the team on 0345 143 0199