

What to do if you are concerned that abuse or neglect may be happening

You may see or hear something of concern or someone may tell you something of concern (a disclosure). If a child, young person or adult tells you that they have experienced abuse, are experiencing abuse or are concerned that they may be at risk:

Do	Don't
Listen. Try to move to a quiet space if possible	Tell them to speak to someone else
Let the person talk at their own pace and say what they want to say. If you need to clarify points ask open questions like: Tell me.. what happened, Explain ... about the incident Describe ...where it was , what happened	Investigate. Ask leading questions e.g. why did they do that, was it 'name', did it hurt you?
Take it seriously	Try not to react as though unbelieving or shocked
Reassure. Confirm they are doing the right thing by telling you.	Tell them not to tell stories
Tell them you need to share the concern with the right people e.g. Parish Safeguarding Officer, police, social care	Promise to keep a secret or tell people who don't need to know.
Record what was said and the facts as accurately as possible as soon as possible	Try to just remember it
	Contact the person the allegation is about

Whether a child, young person or adult has shared a concern with you, or you have seen or heard something of concern...

If the situation is urgent i.e. there is an imminent risk of harm: contact the police on 101 or 999 as appropriate or contact the Local Authority Children or Adults safeguarding Teams:

Wiltshire Council: Children's Safeguarding Team

Telephone number - Monday to Friday

0300 456 0108

Telephone number - Out of hours/Weekends

Emergency Duty Service **0845 6070 888**

Wiltshire Council: Adult Safeguarding Team

Telephone Number - Monday to Friday

0300 456 0111

Telephone number - Out of hours/Weekends

Emergency Duty Service **0845 6070 888**

Once you have sought advice from police or the Local Authority and the situation is made safe, inform the Benefice Safeguarding Officer as soon as possible of the concern and actions taken; provide a written record of this.

If the concern is about the Benefice Safeguarding Officer contact the Incumbent or the Bristol Diocese Safeguarding Team – **0117 906 0100 (Out of hours – 0845 120 4550)**