

### Safeguarding Disclosure Process

As a member of staff, consultant or volunteer for Twins Trust if you have a concern about a person’s welfare you should follow these procedures:

If you are informed by a person via a phone call, email, message, text, facebook group, within the community forum, video call or face to face at a house, setting, group or course that someone has been harmed, abused or at risk of, or they know of someone who is or has been harmed, abused or is at risk of and if someone discloses to you that they are having thoughts of harming or abandoning or have left their children unattended or harmed their child/children.

**Do:**

- ✓ Stay calm.
- ✓ Provide a listening ear and an open mind.
- ✓ Be reassuring, particularly that the individual is doing the right thing by telling you.
- ✓ Record the information you are provided with and report as quickly as possible to your line manager or Designated Safeguarding Officer who will decide what further action will need to be taken. This information is likely to be passed to the Safeguarding Officer and/or an external agency and should include a record of the time, date and disclosure details

**Don’t:**

- ✗ Promise to keep the information secret. Make it clear that you have a duty to refer the matter on.
- ✗ Stop the individual who is freely recalling significant events.
- ✗ Make the individual tell anyone else. S/he may have to be formally interviewed later and it is important to minimise the number of times information is repeated.
- ✗ Make any suggestions to the individual about how the incident may have happened.
- ✗ Question the individual, except to clarify what they are saying.
- ✗ Discuss the information with anyone other than your line manager, Designated Safeguarding Officer or an appropriate external agency.

**Safeguarding – Disclosure Questions**

Using open questions is the most supportive way of responding to children, vulnerable adults, members of staff, trustees, volunteer’s, service users and members of the public when they are making a safeguarding disclosure. It is a gentle and respectful approach that protects both the person’s emotions as well as protecting against you influencing what the person wants to say. Remember the central role you play in these kinds of situations is to support the person. This means that as soon as you think a person is distressed by being asked clarifying questions, you should stop. Reassure them that they don’t have to talk more with you and that you’re going to do everything you can to help them.

**Avoid using leading questions:** Leading questions can usually be answered by a “yes” or “no”. Leading questions tend to *suggest* information and ideas (put words in people’s mouths).

Use **clarifying and open questions** as these tend to invite information and allow the person to only say what they wish to say.

Examples of clarifying and open questions to use

<ul style="list-style-type: none"> <li>• What’s making you feel frightened /sad /depressed?</li> <li>• Where were you when this happened?</li> <li>• Tell me more about what happened?</li> </ul>	<ul style="list-style-type: none"> <li>• Tell me more about how this happened?</li> <li>• Have you felt like this/ experienced this before?</li> <li>• Is there anything else you want me to know?</li> <li>• Has this happened before?</li> </ul>
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### Safeguarding Process for Twins Trust Volunteers

