



Reporting Abuse

What to do if you suspect abuse, discover or witness abuse or if someone reports abuse

1. **DO NOT** delay
2. **DO** make accurate and factual notes
3. **DO** pass the information onto OXSS' Designated Safeguarding Leads
 - Sarah Frazer (Residential Manager): 01865 240637
 - Catherine Chau (Course & HR Administrator): 01865 240637
 - Kate Mellish (Accommodation & Welfare Officer): 01865 240637

In the absence of the above:

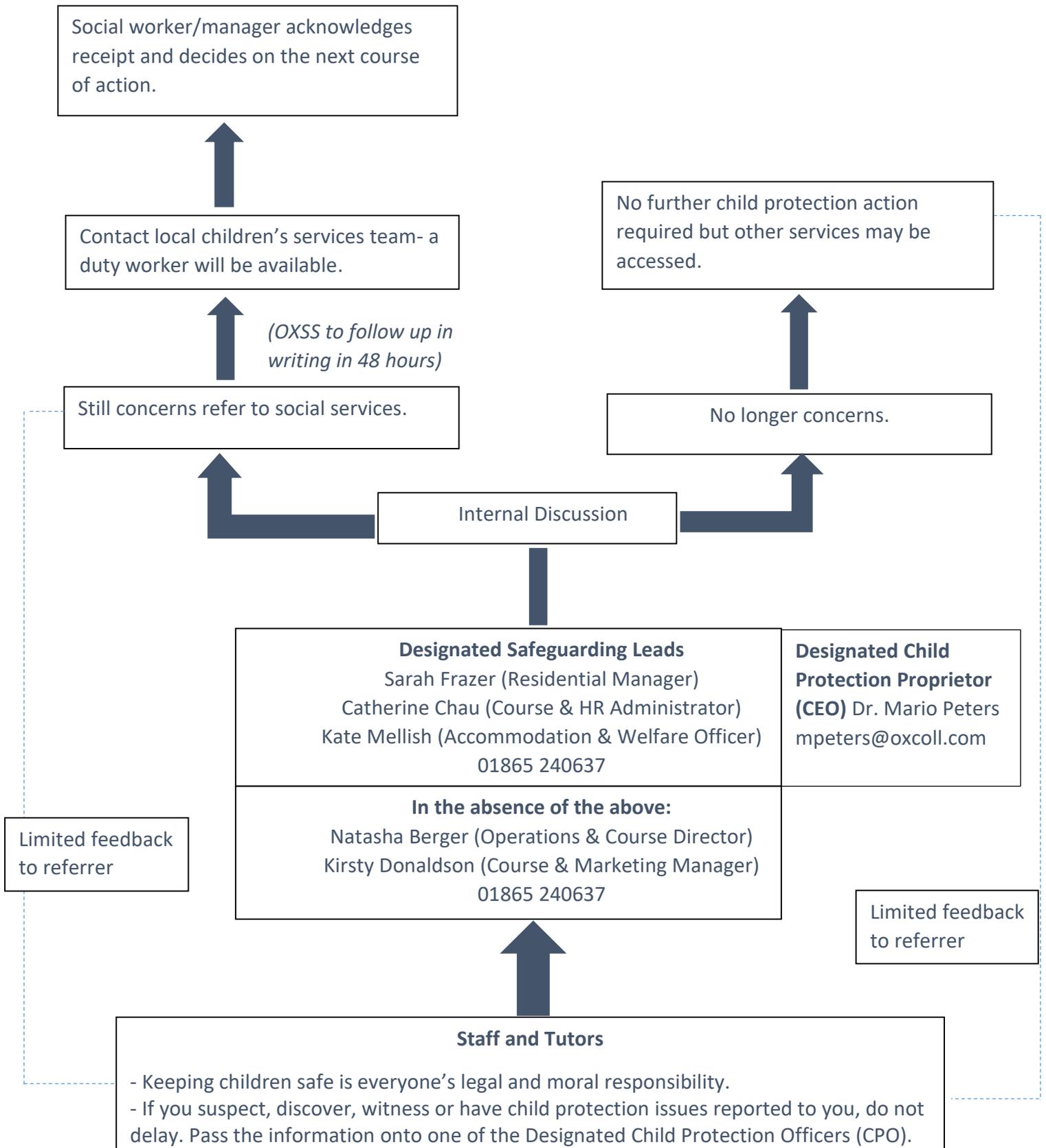
- Natasha Berger (Operations and Course Director): 01865 240637
- Kirsty Donaldson (Course & Marketing Manager): 01865 240637

If you believe that a child is at immediate risk of harm, contact the police on 999.

4. **DO NOT** confront the person who is alleged to have abused
5. **DO NOT** investigate or make further enquiries
6. **DO NOT** talk to anyone else about it

Should it be later proved that your actions were mistaken or unnecessary they are still justifiable if they were based on your genuine concerns for the child.

Flow Chart: Safeguarding Child Referral





Disclosure

If a child confronts you and wants to talk about something that has happened, what should you do? A child comes to you and wants to talk about something that has happened to them. What should you do? What do you think are the basic principles that you should adhere to?

- Listen, don't question
- Never push for information
- Accept what the child is saying
- Keep calm and look at them directly
- Reassure the child that they are right to tell you and that you take them seriously
- Assure them that, even though they may have broken a rule, they are not to blame
- Be aware that the child may have been threatened
- Let them know that you will need to tell someone else
- Do not promise confidentiality
- Let them know what you are going to do next
- Tell them that you will let them know what happens if appropriate
- Make notes as soon as you can, writing down exactly what was said. If possible, use the child's own words. Record dates and times, when you were told about them and when you made the notes. Give the notes to the person responsible for keeping them in your organisation

Things you can say that may help:

- I'm glad you told me
- It's ok to tell
- You're brave to tell me
- I'm sorry that it happened
- It's not your fault

Things that won't help:

- Who/what/when/where/why/how?
- Are you sure?
- I can't believe it!
- Why didn't you tell me before?
- This is really serious



Remember that you are not the investigating agency. The child may have to talk to a specialist later. If you probe, you may interfere with and damage the investigations. You are also in danger of making the child repeat painful information.

NB. Written records of concerns relating about children even when there is no need will be kept. All records are kept securely in a locked filing cabinet and not in the main student records file.