



Remember it could lead to investigation, keep records clear and professional. If a student starts to tell and then stops - offer reassurances, signpost to other members of staff or to Childline.

- Don't**
- React strongly
 - Rush the child
 - Share personal experiences
 - Stop a child talking - they have chosen you to tell
 - Ask leading questions (that require a yes or no response). Use professional judgement with SEND, as direct questions may be needed for clarity.
 - Victim blame e.g. Why didn't you tell me before? Why were you on that website? Avoid why questions etc
 - Investigate or interrogate
 - Promise confidentiality
 - Interrupt or jump in too quickly with advice.
 - Automatically offer physical comfort, students may be uncomfortable with this.
 - Say you will make it better/fix it.
 - Gossip afterwards
 - Take photos of injuries—use the body map instead
 - Forget to record and report to DSL and check with DSL if any medical attention is required
 - Take on the responsibility of deciding if it's true or not – follow procedures and let others decide

- Do**
- Try to get to a quiet space (remember safer working and visibility – glass panel on door)
 - Reassure them they have done the right thing to tell & that it wasn't their fault.
 - Listen carefully & calmly, let the child guide the pace (note your body language, e.g. do not cross your arms)
 - Use open questions (tell, explain, describe, who, what, when, how, where, anything else you want to say?) It is ok to repeat back to clarify.
 - Listen more than you talk. Use 'Uh huh' 'Go On' to encourage.
 - Ask is there anything else you think I should know or haven't understood properly? Is there anything else you are worried about? How can I help you feel safe? You said about... tell me more about that?
 - Say what will happen next. 'I'm concerned about what you have told me so I need to talk to Ms/Mr X (the DSL) so that we can help'.
 - Make accurate notes using the child's words (any questions asked & the answers)
 - Inform the DSL immediately.
 - Arrange follow up check in with the child and keep them appropriately informed.

What to do if a Student Discloses?

We would talk to parents about concerns unless it puts the child in increased risk. Seek advice from the DSL first.

Concerns about a child.
Have you spoken to them?
RECORD IT

Concerns about a member of staff?
ASAP report to the Headteacher. (Chair of governors if concerns about the head.)

NSPCC Whistle Blowing Helpline: 0800 028 0285

In exceptional circumstances you can refer to other agencies directly, however DSL's are trained in how to do this effectively & have access to more information.

As soon as possible refer to your DSL.
Who then actions & provides appropriate feedback

If in any doubt about the response please talk to your DSL & consult your policy for escalation if necessary.