

## Quick Guide to Safeguarding Good Practice

### Good practice

- Treat everyone with dignity and respect
- Be available but don't intrude on personal privacy
- Develop awareness of individual needs
- Avoid activities such as rough play or inappropriate language
- Challenge unacceptable behaviour
- Refer to someone with greater experience/expertise when necessary
- Follow official policy/guidelines and report all allegations/suspicious

### Responding well

- Listen and keep on listening
- Don't question
- Avoid passing judgement
- Never promise confidentiality
- Explain what you intend to do and don't delay in taking action
- Contact the safeguarding co-ordinator, or in their absence take action yourself
- Preferably within write down the content of your conversation (i.e. he/she said, I replied ...etc. dates and times), sign and keep safely

### Action to be taken\*

Physical/emotional/sexual abuse or neglect

- If deliberate injury is suspected, there is concern for someone's safety, or they are afraid to return home, contact Social Services. Seek advice about discussing with parents/carers as applicable
- Seek medical help if needed urgently, advising doctor of suspicions
- If no immediate risk (e.g., poor parenting (child) or self-neglect (adult)), encourage the person or their parent/carer to seek help, but monitor situation or refer on as appropriate
- Be vigilant about issues such as child sexual exploitation, domestic abuse, sexting/online abuse and seek advice

*\* By Safeguarding Co-ordinator or worker in their absence*

### Important Contacts

Safeguarding Coordinator:	Eliyo Ajiboye // 07306009446
BCC Office:	0208 464 3101
Thirtyone:eight helpline:	0303 003 1111
Bromley Children Services:	0300 303 8671
Police:	999 (emergency) or 101 (non-emergency)
Samaritans:	116 123
Childline:	0800 1111 (for children)

# What To Do When You Suspect Child Abuse

