

Safeguarding



Anthony Nolan has a responsibility to safeguard the welfare of all children and vulnerable adults who are involved in, or affected by, our work.

As a volunteer, your role may bring you into contact with young or vulnerable people. As a result of this, there may be times when you see and hear things which raise concerns about a person's welfare, and you are required to take action. There may even be instances where you have a disclosure made to you by someone and you need to know the next steps to ensure it is properly reported.

Recognising Abuse

There are four main types of abuse:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect

Each form of abuse may present in different ways.

It isn't your responsibility to define what type of abuse could be taking place, but it is important that you raise any concerns you might have.

Reporting A Concern

You may be concerned for the safety of someone because:

- You see or suspect abuse
- An allegation of abuse is made
- A child or vulnerable adult discloses abuse

If anyone is at immediate risk or a crime has been committed, call the police on 999 immediately.

You should also contact the police if you have serious concerns or it's outside of Anthony Nolan office hours.

It is essential to avoid delay as inaction may place the person at further risk.

If the situation involves a child, contact the NSPCC Child Protection Helpline 0808 800 5000 at any stage for advice.

Discuss your concerns with your Volunteer Manager/Anthony Nolan contact.

If you cannot reach this person, please contact the Anthony Nolan safeguarding team safeguarding@anthonymolan.org

Concerns should be reported as soon as possible.

If you contact the police or NPSCC, it is still important to report your concern to your Anthony Nolan contact/Volunteer Manager.

Your Safety and Well-Being

It is important to ensure your own safety – if you feel you may be at risk, leave the area before reporting your concerns.

Your well-being is important – if you feel you need to talk or would like further support after raising a concern / responding to disclosure, please speak to your Volunteer Manager/Anthony Nolan contact.

Responding To Disclosure

When someone discloses to you, stay calm and be reassuring. In the most appropriate way possible try to convey that:

- You are glad that they told you
- You believe what you are being told
- You know it is not their fault
- You will do your best to protect and support them

Receive

- Listen to what is being said, without displaying shock or disbelief
- Accept what is said but do not comment upon it
- Record the information as soon as possible. Ensure that you include the circumstances that led up to the disclosure. Write exactly what the person told you, not your interpretation.
- Important information to include is date, time, words spoken, injuries noticed/disclosed, and a brief outline of the concern or incident.



Reassure

- Reassure the person, but don't make promises you may not be able to keep, such as, "I'll stay with you", or "everything will be all right now"
- Do not promise confidentiality; you have a duty to refer
- Do reassure and alleviate guilt, if the person refers to it. It is important for the person to hear that they are not to blame



React

- Do not give your opinion or pass any judgemental comment on what you have been told
- Do not ask leading questions, for example, "What did s/he do next?" or "Did s/he touch your private parts?" Such questions may invalidate your evidence (and the person's) in any later prosecution in court
- Do not criticise the perpetrator; the person may love them. Your criticism could be confusing, and reconciliation may be possible.



Refer

- It is vital that you report your concerns to your Volunteer Manager/Anthony Nolan contact immediately. It is not your responsibility to attempt to address the issues yourself.
- It is important to convey to the person that if they tell you something that you feel could harm them or anyone else that you have to tell someone.

