

**IMPORTANT PHONE NUMBERS**

**Area Social Work Office (daytime)**

01463 724040

**Emergency Social Work (out of hours)**

08457 697284

**Child Protection Line**

08000 938 100

**LOCAL PHONE NUMBERS**

**PERSONAL PHONE NUMBERS**

**CHILD PROTECTION GUIDANCE  
FOR VOLUNTARY GROUPS**



# HOW TO LISTEN TO DISCLOSURE

- ✓ React calmly so as not to frighten the child.
- ✓ Listen to the child.
- ✓ Do not show disbelief.
- ✓ Tell the child that he/she is not to blame and that he/she was right to tell.
- ✓ If you need to clarify any statement, use open ended, non leading questions.
- ✓ Reassure the child.
- ✓ Record accurately as soon after the disclosure as possible, including dates, times, locations etc.

# ACTIONS TO AVOID

- ✗ Avoid panic.
- ✗ Avoid showing shock or distaste.
- ✗ Avoid probing for more information than is offered.
- ✗ Avoid speculating or making assumptions.
- ✗ Avoid approaching the individual against whom the allegation has been made.
- ✗ Avoid making negative comments about the person against whom the allegation has been made.
- ✗ Avoid making promises or agreeing to keep secrets.
- ✗ Avoid giving a guarantee of confidentiality.