Responding to a child……

> Listen—and keep on listening
> Don't ask questions or push for information
> Don't promise confidentiality
> Accept what you hear without passing judgement
> Tell the child or young person what you are going to do
> Make careful notes asap (within an hour if possible with info like: circumstances, what the child/young person said, what you said, time and date)
> Contact your team leader or the person responsible for your child protection concerns
> Don't talk to others

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Good working practice……

> Treat all children/young people with dignity and respect
> Respect personal privacy
> Avoid questionable activity e.g. rough/sexually provocative games and inappropriate language
> Be available, but ready to refer to someone more experienced
> Be sensitive to the needs of others and their likes/dislikes
> Follow accepted policy relating to contact and personal care with children/young people and in all other respects
> Challenge unacceptable behaviour and report all allegations or suspicions of abuse

Be a good role model and example for the children and young people to follow

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