A Safe Space safeguarding pocket guide
What to do if you have a concern about a girl, young women or adult member within Girlguiding

Do’s and Don’ts for handling a disclosure

**Do**
- Remain calm, approachable and receptive
- Listen carefully, without interrupting
- Acknowledge you understand how difficult this may be
- Make it clear that you are taking what is said seriously
- Reassure them that they have done the right thing in telling you
- Let them know that you’ll do everything you can to help them
- Make a written record of exactly what has been said

**Don’t**
- Promise confidentiality
- Ask leading or probing questions
- Investigate
- Repeatedly question or ask the individual to repeat the disclosure
- Discuss the disclosure with people who do not need to know
- Delay in reporting the allegation, concern or disclosure to your commissioner or the Safeguarding team at HQ

Process for reporting an allegation, concern or disclosure

Is there an emergency? Is there an immediate risk of significant harm?

- **YES**
  - Inform the emergency services i.e., the police. Then contact the Out of Hours Safeguarding team

- **NO**
  - Contact your commissioner or the Safeguarding team

Then

- Complete a written report and email to: safeguarding@girlguiding.org.uk

The Safeguarding team will record and manage all allegations, concerns and disclosures.

Safeguarding is everyone’s responsibility.

Under the government guidance ‘Working Together to Safeguard Children 2018’, voluntary organisations are recognised as playing an important role in safeguarding children. The guidance also makes it clear that volunteers have the same safeguarding responsibilities as those who work with children in a paid capacity.

For that reason, we ask that you complete the ‘Process for reporting an allegation, concern or disclosure’ within 24-hours, or sooner if it is an emergency or there is an immediate risk of significant harm.

Smaller, pocket size versions of this guide are available.
Please email the National Safeguarding Team to request a copy that you can conveniently carry with you

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