

How to handle a disclosure

Do

- **Listen** carefully and trust that what is being said is correct.
- **Reflect** back key phrases to check your understanding.
- Offer immediate **support** and reassurance.
- **Record a factual account** of the conversation immediately, using the person's actual words wherever possible. Sign, date and keep the record safe.
- **Share** the report with your unit leader immediately and contact your commissioner or the HQ Safeguarding team to report the disclosure.



Don't

- Tell the person that you **can keep it a secret**. Do explain that you may need to pass the information on to keep them or other people safe.
- Panic, overreact, be judgmental or make assumptions.
- **Investigate**, repeatedly question or ask the individual to repeat the disclosure.
- Discuss the disclosure with people who do not need to know.



Your Code of Conduct

As a Girlguiding volunteer you must always:

- ✓ Be a **good role model**
- ✓ **Comply with all applicable UK laws and guidance** as well as those of the country your unit or activity is based.
- ✓ Follow **Girlguiding policies and procedures** and re-read them regularly so you are aware of updates.
- ✓ Deliver the Girlguiding programme, and support other adults to meet the Girlguiding programme requirements.
- ✓ Be **responsible and accountable**
- ✓ Be **fair** and treat everyone with **respect and dignity**
- ✓ **Respect privacy** in line with our policies and guidance
- ✓ **Communicate** with others in an **open and respectful way**
- ✓ **Work together** with Girlguiding members, their parents/carers and members of the public.

Important contact details

Girlguiding HQ Safeguarding Team

Office hours

(+44) 0207 834 6242 ext.3037

Out of hours (emergencies)

5pm-10pm UK time on weekdays
9am-10pm UK time, Saturdays, Sundays,
and on English bank holidays

(+44) 07508 032997

Email

safeguarding@girlguiding.org.uk

Web

[girlguiding.org.uk/safeguarding](https://www.girlguiding.org.uk/safeguarding)

Printed versions of this guide are available.

Please email the HQ Safeguarding Team to request a copy that you can conveniently carry with you.

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WE DISCOVER, WE GROW
Girlguiding



A Safe Space safeguarding pocket guide

What to do if you have a concern about a girl, young woman or adult member within Girlguiding

As a Girlguiding volunteer, member or member of staff you share a responsibility to protect and promote the safety and wellbeing of girls, young women and adults as you help them reach their full potential through great guiding experiences.

So, it's extremely important that you're clear about your safeguarding responsibilities, and about Girlguiding's commitment to safeguarding.

Your Volunteer Code of Conduct maps out what is expected of you at all times. This is Girlguiding's expectation of how you work with others in Girlguiding (including girls, young women and adults) and members of the public (including parents and partner organisations).

By following it you will be able to check that you are always doing the right thing and behaving in the right way.

You will be reminded of what Girlguiding stands for, of our mission, Promise and values, to be caring, challenging, empowering, fun, inclusive and inspiring.

IMPORTANT NOTE

As a Girlguiding volunteer you must not act fraudulently or dishonestly, or do anything which brings (or is likely to bring) Girlguiding into disrepute or have a negative impact on Girlguiding or its reputation.

Safeguarding allegations, concerns and disclosures

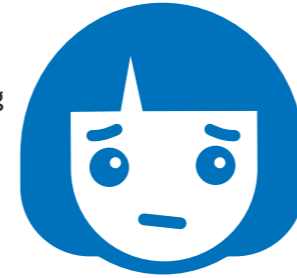
Reporting concerns

If you're made aware of an allegation, concern or disclosure of harm or abuse, or if you have a concern about a young person's or volunteer's wellbeing, it is extremely important that you understand your responsibilities. It is your responsibility to seek advice and support from your commissioner or HQ Safeguarding team and to follow the process for reporting an allegation, concern or disclosure.



Under relevant statutory guidance, 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 harm.

Concerns about a volunteer

Any safeguarding allegation, concern or disclosure about a Girlguiding volunteer must be immediately referred to your commissioner or HQ Safeguarding team.

You must inform your commissioner or the HQ Safeguarding team of any ongoing or past investigation into you or someone you have a significant relationship with, which relates to any child or adult safeguarding allegation, concern or disclosure. The investigation may have been carried out by the police, Social Services, an employer, or another organisation you volunteer for. Someone you have a

'significant relationship' with may include, but isn't limited to, a family member, partner, or member of the same household. You must inform the HQ Safeguarding team or your commissioner without delay. And commissioners must pass this information on to the HQ Safeguarding team.

Honest conversations

The Safeguarding team may ask you to speak to the parent/carer of the young person or the adult member about the concerns raised. This conversation might have to take place before the concern can be progressed by the Safeguarding team or other external agencies. Your local commissioners and country/region safeguarding volunteers are available to provide you with support.

You can find more information on how we handle concerns, including tips for Honest Conversations, in the Safeguarding Procedures on the Girlguiding website.



Process for reporting an allegation, concern or disclosure

