

ELA TRAINING SERVICES

**Are you concerned about something
or someone?
This is what you **MUST** do**



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Concern about something or someone makes a disclosure to you? This is what you must do..

- 1 WELLBEING** Ensure that the person is not in immediate danger/harm. Encourage the person to explain and give more detail without the use of leading questions.
Ask Who, What, When and How? Be careful about Why – DO NOT let the person feel responsible or to blame. Let the person know that you must confidentially pass what they have told you on to a person that can help. It is the LAW.
If you concerned about the immediate well-being and safety of anyone, contact 999 IMMEDIATELY.
- 2 REPORT** Contact the Safeguarding Team at ELA within 1 hour of the disclosure/concern.
Ali Khan (ELA Director responsible for Safeguarding and Well-being)
Tel: 07832328587 Email: safe@ela-training.co.uk
- 3 RECORD** **Staff:** Complete and email an incident report or record of concern. This must be within 24 hours, unless informed otherwise by ELA, and include full details of the person(s) and disclosure/concern.
Volunteers and Visitors: Record the following information
• Date, place, time • Concern • All facts • Observed injuries • Words of the person
Sign and give to a member of ELA within 1 hour of the disclosure/ concern. See Step 2 for details of who to contact.
- 4 TRUST & WELLBEING** Allow ELA time to address concerns. A disclosure can affect people in ways that we need to prepare for. Keep the person under observation and direct them to seek or report your concern to professional health care. Comfort the person as is appropriate. Make your intentions clear and keep boundaries professional.
Know you have done all you can in keeping everyone safe! Speak to ELA (details above) if the disclosure has affected you in any way.
- 5 BE ROBUST, PERSISTENT AND ESCALATE IF NEEDED.**
You have the right to escalate your concern if you are not satisfied with the outcome of your concern or you feel that it is in the person/public's best interest for this concern to be handled by an external authority then contact the Hounslow Adult Social Care: 02085833100; adultsocialcare@hounslow.gov.uk
If you are worried that your concern is not being handled to your expectation then Public Concern at Work <http://www.pcaw.co.uk/index.htm> or call 020 7404 6609 If you concerned about the immediate well-being and safety of anyone contact 999 IMMEDIATELY.



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