

Responding to a safeguarding disclosure

What to do if someone tells you, or if you're worried

Always follow your organisation's safeguarding policy. In Scotland, follow your Adult Support and Protection procedures.

If someone tells you about abuse

1. **Stay calm and listen.** Give the person your full attention.
2. **Let them speak in their own words.** Don't ask leading questions or push for details.
3. **Don't promise to keep it a secret.** Explain that you'll need to share it to help keep them safe.
4. **Reassure them** that they've done the right thing by telling you.
5. **Record what they said** as soon as possible, in their words, with the date and time.
6. **Tell your manager or safeguarding lead straight away.**

If you're worried but nobody has told you

- You don't need to be certain to raise a concern.
- Write down what you saw or heard, and when.
- Tell your manager or safeguarding lead.
- Don't investigate or confront anyone yourself.

The ten types of abuse and neglect (Care Act 2014 statutory guidance)

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| • Physical abuse | • Modern slavery |
| • Domestic violence | • Discriminatory abuse |
| • Sexual abuse | • Organisational abuse |
| • Psychological abuse | • Neglect and acts of omission |
| • Financial or material abuse | • Self-neglect |

If someone is in immediate danger, call 999.

Sources (checked 16 September 2026): Care and support statutory guidance, chapter 14 (GOV.UK, updated 22 July 2025).

A quick-reference resource only. Always follow the person's care plan, your organisation's policies and procedures, and current national guidance.

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