

Top Tips for Handling Welfare Concerns

1. Listen and Believe



- If someone confides in you, take their concerns seriously.
- Acknowledge their bravery in coming forward and never dismiss their feelings.
- Use active listening.

• Stay Calm and Collected



- Do not react with shock or anger.
- Your response should be composed and supportive.

• Document Clearly



- Write down any information shared with you, including details about the situation, names, dates, and what was said.

• Do Not Promise Confidentiality



- Be honest about the need to report the issue to appropriate authorities or safeguarding/welfare leads.

• Take Action Promptly



- Delays in addressing welfare concerns can put individuals at further risk.
- Act swiftly to report to the relevant people or authorities.

• Educate Your Team



- Regularly train staff to spot signs of abuse and know how to respond appropriately.
- Your team should be knowledgeable on any relevant policies and procedures you have in place.

• Provide Clear Signposting



- Make sure your team knows where to access help, both within and outside your business.

• Create a Supportive Environment



- Encourage an open culture where individuals feel safe to raise concerns without fear of repercussions.
- Check in with your team.
- Protect those raising concerns from any adverse treatment as a result of raising concerns.
- Support your team have difficult conversations.