

Record

- **Make brief notes** immediately after the disclosure and write them up as soon as possible.
- **Do not destroy your original notes** - they may be required later.
- **Record** the date, time, place and any noticeable non-verbal behaviour, and the words used by the young person.
- **Record** statements and observable things rather than your interpretations or assumptions.

Report

Report immediately to the railway's Duty Manager or Safeguarding Officer. Do not attempt to investigate the situation yourself. Maintain strict confidentiality otherwise.

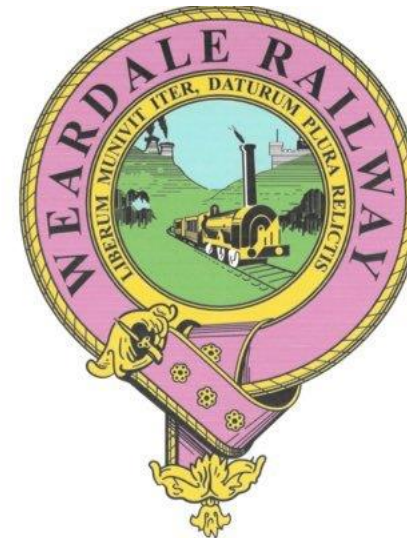
Relax

The railway will provide support if needed for any persons involved. WRT Board members are always available; GPs may be consulted, as may the Company's medical officers. It is appropriate to discuss how dealing with the disclosure made you feel, so that you may receive appropriate support.

Simon Adams, Safeguarding Officer

Who to contact: Simon Adams, Safeguarding Officer (07880 332577),
Kevin Richardson Chair of the Board; (07718 636249)
Duty Manager (Days of operation) (07917 708469)
Wayne Dixon (Operations Manager) (wayne.dixon@aucklandproject.org)

WEARDALE RAILWAY TRUST



SAFEGUARDING GUIDELINES FOR VOLUNTEERS AND STAFF

Safeguarding - Guidelines for all volunteers/staff

Purpose

- To protect all volunteers and staff from any kind of abuse
- To protect those in a position of trust from false allegations
- To protect the reputation of the Weardale Railway Trust.

Prevention is better than cure. The following guidelines have been devised to assist those supervising young people.

- Be an adult role model for young people, friendly courteous and kind. Never make suggestive or discriminatory comments.
- Respect young people at all times regardless of their sex, ethnicity, disability or sexual orientation.
- Do not engage in inappropriate verbal or physical contact of any description. Remember, someone else, in particular the young person, may misinterpret your actions.
- Discourage young persons or adults from engaging in abusive activities, ridiculing or bullying.
- If possible, avoid unobserved one-to-one contact with a young person. This is unavoidable in some roles.
- Be aware that misunderstandings may occur, for example, with social invitations/social media contact.

Dealing with an incident

The Trust's primary concern is the protection of the person or persons concerned. It must be remembered that, occasionally, false allegations are made which, if not dealt with appropriately, can have a serious effect on those accused. The importance of confidentiality and discretion in operating these procedures cannot be over-emphasised.

If you suspect or are told of any form of abuse or inappropriate behaviour, it is your responsibility immediately to report your concern to the railway's Duty Manager, Safeguarding Officer or Operations Manager without delay. If none of these is available, refer to the most senior person available. DO NOT discuss the issue with anyone else

In the event of an accident, which requires help of a personal nature, additional help should be summoned. Normal reporting procedures (including informing parents/guardians) will be followed. Ensure that all involved are sensitive to the person concerned. **Never trivialize anything reported to you by a young person.**

Receive

- **Listen** to what is being said, without displaying shock or belief.
- **Do not** postpone or delay the opportunity to listen.
- **Remain** calm and caring, listen quietly and encouragingly.
- **Allow** the young person to finish.

Reassure

Reassure the young person that they have done the right thing in speaking out about the situation, but only so far as is honest and reliable.

Do not make promises you cannot keep, e.g., "I'll stay with you" or "everything will be alright now".

Do not promise confidentiality of the allegations to you - you have a duty to report possible abuse to the agencies who can investigate; social service or the police.

Reassure and alleviate guilt if the young person refers to it, e.g., you could say, "you're not to blame", "it is not your fault" or "you are not alone".

React

- **React only in so far as is necessary** for you to establish whether or not you need to refer this matter.
- **Do not interrogate** for full details.
- **Do not examine** the young person.
- **Do not ask leading questions**, e.g., "What did they do next?"
- **Ask open questions** like "Anything else to tell me?" "Yes?", "And?".
- **Do not criticise** the alleged perpetrator.
- **Do not ask** the person to repeat it all to another person.
- **Explain** what you have to do next and who you have to talk to.