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#### Receive:

- Listen to what is being said without displaying shock or disbelief
- Accept what is being said without judgement
- Take it seriously

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#### Reassure:

- Reassure them, but only so far as is honest and reliable. Don't make promises that you can't be sure to keep, e.g. "I'll stay with you" or "everything will be all right now"
- Don't promise confidentiality – you have a duty to report your concerns.
- Tell them that you will need to tell some people, but only those whose job it is to safeguard
- Acknowledge how difficult it must have been to talk
- Never agree to keep secrets – be honest
- Do reassure them that he or she is right to tell

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#### React:

- Listen quietly, carefully and patiently
- Do not investigate, interrogate or decide if they are telling the truth
- Don't ask leading questions, e.g. "What did he do next?" (This assumes he did).
- Do ask open questions like "Is there anything else that you want to tell me?"
- Do not criticise the alleged abuser
- Do not ask them to repeat what they have told you to another person. Explain what you have to do next and whom you have to talk to.

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#### Record:

- Make some very brief notes at the time and write them up in detail as soon as possible
- Do not destroy your original notes in case they are required by the Diocesan Safeguarding Adviser or the statutory authorities
- Record the date, time, place, words used and how they appeared to you. Record the actual words used, including any swear words or slang
- Draw a diagram to indicate the position of any marks or to explain complex situations (such as family relationships) if this would be helpful
- Record statements and observable things, not your interpretations or assumptions – keep it factual
- Do not assume anything – don't speculate or jump to conclusions