

# Telephone Considered Response in Brief (Phone Crib)

## Who to contact:

Diocesan Safeguarding Adviser (DSA) – Julie O’Hara: 01904 699524 or 07551 124951

Bishopthorpe Senior Staff – Daphne Green/Simon Bray: 01904 707021

Disclosure and Barring Administration – Becci Leckenby: 01904 772368

## If someone calls for advice:

- If it relates to a DBS policy or procedure, refer them to the Diocesan Website [www.dioceseofyork.org.uk/safeguarding](http://www.dioceseofyork.org.uk/safeguarding) (which contains reference materials) or to the DBS website [www.gov.uk/db](http://www.gov.uk/db) or to the Bishopthorpe office (Becci Leckenby).
- If it relates to a clergy matter (query or complaint or safeguarding concern), refer them to Bishopthorpe (Daphne Green or Simon Bray) or in their absence the Diocesan Safeguarding Adviser (Julie O’Hara).
- If it is a concern related to a particular church or person attending a church, refer them to the Diocesan Safeguarding Adviser (Julie O’Hara).

If the matter is urgent and you are not able to contact the relevant person above, then please contact the relevant Archdeacon in whose locality the person or issue has arisen.

## If someone calls to disclose current or past abuse or a safeguarding matter:

- Listen carefully and respectfully to what you are being told;
- Remember that it may have taken a huge amount of courage for the person to make a disclosure of abuse (whether recent or historic);
- You may be the “first point of contact”, that is the first person they have chosen to disclose to, and it is important for you to record what they have said;
- Don’t jump to any conclusions;
- You can ask questions to clarify what they are saying to you: Is this report about you, or about someone else? How old were you/they when this happened? Can you tell me where it happened? Have you/they shared this with anyone else?
- Give reassurance that the person has done the right thing in disclosing and check with them what they would like to see happening next (check their consent to disclose further);
- Let them know that you can assist them in obtaining help and that you are taking what they have said seriously, and that you will ensure that information is given to those who can investigate and follow up appropriately;

- Do not make any promises you are not able to keep. You are not able to promise confidentiality. You are responsible for reporting on to relevant others the abuse that may be reported;
- Ask the person if they are willing to report the matter formally to the Diocese (in writing if able), to other authorities (i.e. police, local council etc), who may also investigate;
- If the answer to the above question is yes, ask them if they would like the contact number of their local police and Local Authority Designated Officer (if the allegation is against a person in a position of trust) or would they consent to you/the Diocese doing this? Contact numbers for both Safeguarding Adult and children's boards can be found on the internet on the relevant websites for the safeguarding boards;
- If the person is willing to give you their personal details including full name, date of birth, address and telephone number then it is important to inform the DSA of the disclosure. The Archdeacon may also be informed in whose area the alleged safeguarding incident occurred or in whose area the person resides;
- Some matters may be investigated by the Diocese and some will need to be investigated in partnership with external authorities. The person needs to be reassured that the matter will be investigated and that they will be informed in due course;
- Should you require further advice, please contact either the Safeguarding Adviser or Senior Clergy at Bishopthorpe;
- The DSA will contact the relevant incumbent or Parish Safeguarding Representative in due course (as appropriate);
- A Core Group meeting may be held to discuss any response or investigation process.