

Annex F - Guidance on receiving a disclosure



**Cotswolds
National
Landscape**

If you think that someone is in danger or has been in danger (through observation of behaviour) and/or someone tells you that they have been abused or are at risk of harm, then you need to report this safeguarding concern immediately.

Contact CNL's Designated Safeguarding Lead (DSL) Rebecca Jones on 07738040456. If Rebecca Jones is unavailable, contact our deputy DSL Rebecca Waite on 07742065687.

If neither of the DSLs are available, you must report the concern to the relevant local authority yourself immediately. If you need support with this, other members of the Safeguarding Team include, Nicole Daw, Helen Komor and Rowan Wynne-Jones.

If there is an immediate risk of harm, then call 999 without delay.

Complete a written record of the disclosure or observation of abuse or specific details of your concerns. This should be done in writing as soon as possible after the disclosure/behaviour using **Annex D - Safeguarding Incident or Concern Report Form**. Use the person's exact words if possible.

Our safeguarding leads will support you and they will contact the relevant local authority as necessary.

What not to do during a disclosure

- Do not promise confidentiality.
- Do not discuss it with the person about whom the allegation is made.
- Do not try to verify the disclosure or allegation.
- Do not ask leading questions.
- Do not jump to conclusions or speculate.
- Do not discuss with anyone except the safeguarding leads.

NSPCC Guidance on good listening (2026)

Show you care, help them open up

Give them your full attention and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important. Phrases like "you've shown such courage today" help.

Take your time, slow down

Respect pauses and don't interrupt them – let them go at their own pace. Recognise and respond to their body language. And remember that it may take several conversations for them to share what's happened to them.

Show you understand, reflect back

Make it clear you're interested in what they're telling you. Reflect what they've said to check your understanding – and use their language to show it's their experience.