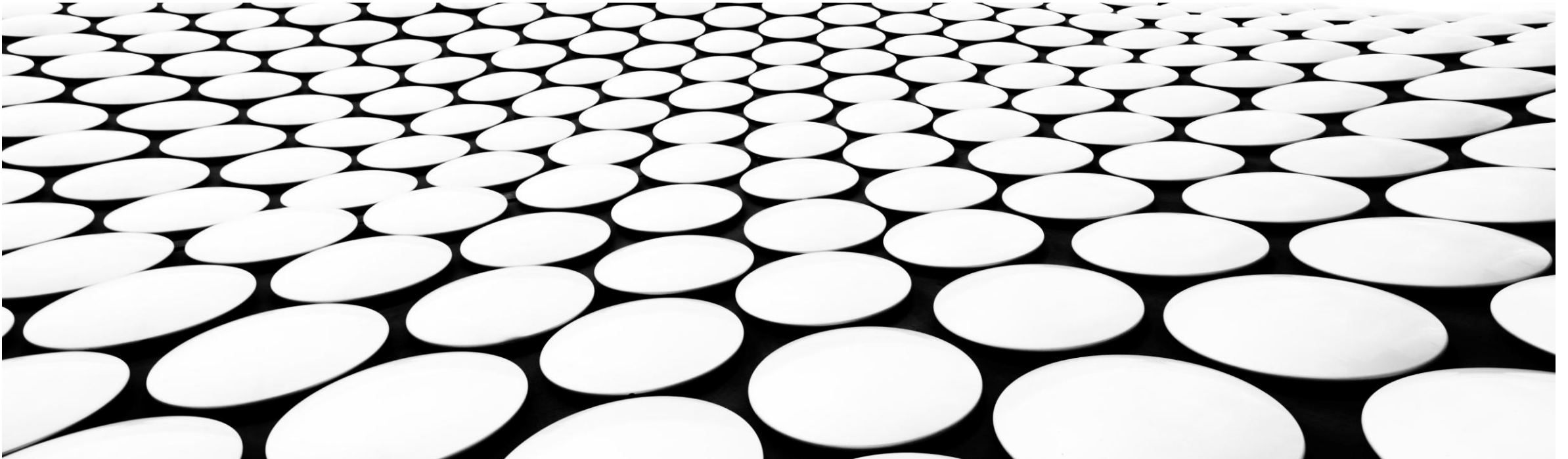




THE CHURCH
OF ENGLAND

IT'S NOT JUST POLICY, ITS PERSONAL

A CAMPAIGN TO RAISE AWARENESS OF HOW TO RECOGNISE AND REPORT SAFEGUARDING CONCERNS



IT'S NOT JUST POLICY, IT'S PERSONAL

Building confidence in reporting
safeguarding concerns

One of the biggest challenges in our Parishes is raising awareness in the community about Safeguarding. Changing the assumption that Safeguarding is just about 'Child Sexual Exploitation' and helping people see that it is in our actions and intentions to protect and keep people safe. 'It is a Gospel Imperative' Moving the culture from reliance on just a few people to a community response to keeping people safe.

When someone shares a concern, it is important they are listened to and taken seriously. You are not expected to investigate. Keeping people safe and ensuring concerns are recorded and referred appropriately is all of our responsibility.



Recognise

Be alert to signs or disclosures of abuse.



Respond

Listen carefully and take what is being said seriously.



Record

Make a written record of what has been shared.



Refer

Share the concern with the Safeguarding Officer and relevant authorities.

RESOURCE 1

Resource 1: Poster

Purpose: Raising general awareness of the campaign and prompting action

Suggested use:

- Print and display in church buildings or community spaces
- Include in newsletters or digital communications
- Upload to your parish or diocese website

THE CHURCH OF ENGLAND

IT'S NOT JUST POLICY, IT'S PERSONAL


Building confidence in reporting
safeguarding concerns

*"Act justly, love mercy and walk humbly with
your God."*





- Micah 6:8

We know that
reporting
safeguarding
concerns can feel
difficult

[Scan here for
resources to help
you](#)



When someone shares a concern, it is important they are listened to and taken seriously. You are not expected to investigate. Keeping people safe and ensuring concerns are recorded and referred appropriately is all of our responsibility.

 Recognise Be alert to signs or disclosures of abuse.	 Respond Listen carefully and take what is being said seriously.	 Record Make a written record of what has been shared.	 Refer Share the concern with the Safeguarding Officer and relevant authorities.
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RESOURCE 2

Resource 2: Understanding How to Respond to Safeguarding Concerns

Purpose: This resource gives a brief introduction to the reporting process and why it matters.

Suggested use:

- Share in wider communications
- Use as a reference document alongside shorter resources
- Upload to your parish or diocese website



UNDERSTANDING HOW TO RESPOND TO SAFEGUARDING CONCERNS

IT'S NOT JUST POLICY, IT'S PERSONAL



Introduction

Safeguarding is not just about following procedures. It is about how we respond when concerns are raised, and how we make sure that people are protected, supported and taken seriously. At the centre of every safeguarding concern is a person. Someone who has taken a difficult step in sharing what they know or what they have experienced. How we respond to that moment matters enormously.

The [Reporting Safeguarding Concerns and Allegations Code of Practice](#) sets out clear expectations for how concerns must be handled across the Church. Keeping people safe is everyone's responsibility. Anyone in the church community may find themselves receiving a safeguarding concern, which means that everyone should feel confident in how to respond.

Safeguarding concerns can arise in many ways

Safeguarding concerns can arise in many ways. They may come through something someone shares with you directly, something you witness or observe, information passed on by another person, or concerns that emerge over time. They may relate to recent events or to things that happened many years ago. Whatever the circumstances, the same four steps apply.



Recognise. Respond. Record. Refer.

You are not expected to investigate. You are not expected to have all the answers. Your role is to take what you hear seriously, make a record and pass it on to the right people. The process is there to support you as much as anyone else.

If you are unsure about any part of this, your Diocesan Safeguarding Officer (DSO) is there to help.

A reminder for you


Receiving a safeguarding concern can be difficult. It is okay to find it hard. Once you have referred the concern, make sure you seek support for yourself too. Your DSO or a trusted colleague can help with this.

For more information, visit the [Reporting Safeguarding Concerns and Allegations Code](#) in the Safeguarding E-Manual.

FOR MORE
INFORMATION



RESOURCE 3

 THE CHURCH OF ENGLAND

What To Do When Safeguarding Concerns Arise

FAQ's

If it feels complicated, report it anyway

Reporting a safeguarding concern should be straightforward. And yet, for many Church Officers, something gets in the way.

More often it is doubt. A worry about getting it wrong, causing harm, or overstepping.

These hesitations are understandable. They are also worth naming, because they are some of the most common reasons concerns go unreported.

Recognise
Be alert to signs or disclosures of abuse.

Respond
Listen carefully and take what is being said seriously.

Record
Make a written record of what has been shared.

Refer
Share the concern with the Safeguarding Officer and relevant authorities.

What if it feels like interfering in someone's personal life?

When someone shares a concern with you, it is often because they want help and they are trusting you to act. A safeguarding concern is never just a private matter. You are not being asked to take sides or make a judgement, simply to pass it on so that someone trained to help can take it forward.

Keeping people safe is at the heart of what we are called to do. That is not interference. That is care.

What if I was told something in confidence, or asked to keep it a secret?

It takes courage for someone to share something difficult.

The Reporting Safeguarding Concerns and Allegations Code of Practice is clear that promises of confidentiality should not be made if they cannot be kept.

You can respond with care while explaining that the information may need to be shared to keep people safe.

What if it has already been reported?

Report it anyway.

You cannot know what has or has not been shared, and every account matters.

There is no such thing as reporting too many times when a person's safety is at stake.

What if it happened a long time ago?

Non-recent concerns are still concerns. Time does not change the obligation to refer, and it does not make what happened any less important to the person who experienced it.

If someone has questions about what happens next, be honest about the process. Your DSO can help you navigate that conversation.

What if it involves someone well-known or in a senior position?

We know this one can feel the hardest. The process exists precisely for moments like this.

Seniority does not change the process, and no one is above it. You will not be on your own.

Safeguarding professionals are there to support you.

What if I'm not sure it's serious enough, or don't have enough information, or don't know the process?

It is common to feel unsure.


You do not need to know every step before you act.

Your DSO is there to guide you through what happens next.

The most important thing is that you make contact. Everything else can be worked out together.

IT'S NOT JUST POLICY, IT'S PERSONAL

FOR MORE INFORMATION



Resource 3: Frequently Asked Questions

Purpose: This resource addresses common questions and hesitations around reporting safeguarding concerns.

Suggested use:

- Print and display in church buildings or community spaces
- Share digitally or display in spaces where people may stop and read
- Use to support informal conversations

RESOURCE 4

Resource 4: 4Rs Infographic

Purpose: Providing a simple visual guide to what to do when a safeguarding concern arises

Suggested use:

- Print and display in church buildings or community spaces
- Share or display as a quick reference digitally
- Use in meetings, training, or safeguarding discussions
- Upload to your parish or diocese website

What To Do When Safeguarding Concerns Arise



Safeguarding concerns can arise in many different situations. When they do, they must be Recognised, Responded to, Recorded and Referred.

SAFEGUARDING CONCERNS MAY ARISE THROUGH

- A disclosure from a child or adult
- Concerns raised by someone else
- Something you witness or observe
- Information shared during conversation
- Information that becomes known during recruitment or safeguarding checks

Always take concerns seriously. Even non-recent abuse must be reported to safeguarding professionals.



RECOGNISE

- Be alert to the signs or disclosures of abuse.

Not everyone will use safeguarding language when they share a concern. A disclosure may be indirect or tentative. If something does not feel right, take it seriously even if you are not certain of what you are hearing.



RESPOND

- Listen carefully, remain calm and allow the person to speak at their own pace. Do not investigate or ask leading questions.

Do not rush this conversation. Give the person time and space to share what they are ready to share. Let them know gently that as a Church Officer you have a safeguarding responsibility and that what they share may need to be passed on to keep people safe.



RECORD

- Make a written record of the concern as soon as possible, including what was said, who is involved and relevant details. Records must be signed, timed and dated.

Be open with the person about where their information will be recorded and who may see it. If you need to come back to them for further details, let them know. Clarity at this stage helps people feel respected and informed.



REFER

- Safeguarding concerns must be referred promptly to the Safeguarding Officer and relevant authorities. If there is immediate risk of harm, contact emergency services without delay

Where you can, let the person know who the concern is being referred to and why. If there is space, ask whether they have any preferences about next steps. Being heard at this stage matters. Your DSO is there to guide you through what happens next.

It's Not Just Policy, It's Personal

Building confidence in reporting safeguarding concerns

RECOGNISE - RESPOND - RECORD - REFER

[Explore our resources](#)



RESOURCE 5

Resource 5: Barriers to Reporting Overview

Purpose: This written resource explains the most common hesitations around reporting and seeks to build confidence in coming forward. There is both a PDF and a Word document available to suit your needs.

Suggested use:

- The PDF can be shared on diocesan or parish websites
- Copy text from the word document for blog style article for parish websites
- Include in newsletters or emails
- Use in meetings to support discussion

Barriers to Reporting

Reporting a safeguarding concern can feel complicated. This article names some of the most common reasons church officers hesitate, and why the [Reporting Safeguarding Concerns and Allegations Code](#) is there to support you through all of them.

Reporting a safeguarding concern should be straightforward. And yet, for many Church Officers, something gets in the way.

More often it is doubt. A worry about getting it wrong, causing harm, or overstepping. These hesitations are understandable. They are also worth naming, because they are some of the most common reasons concerns go unreported.

What if it feels like interfering?

When someone shares a concern with you, it is often because they want help. They are trusting you to do something with what they have shared.

A safeguarding concern is never just a private matter, and you are not being asked to take sides or make a judgement. You are being asked to pass the concern on so that someone trained to help can take it from there.

Keeping people safe and supported is at the heart of what we are called to do. That is not interference. That is care.

What if someone told you something in confidence, or asked you to keep it a secret?

It takes courage for someone to share something difficult, and that matters. But a request for confidentiality cannot come before someone's safety.

Referring is not a betrayal of trust. In many cases, it is the most caring thing you can do.

What if it involves someone senior?

This is often the hardest barrier of all. The [Reporting Safeguarding Concerns and Allegations Code](#) exists precisely for moments like this. Seniority does not change the process, and you will not be left to handle it on your own.



What if you are not sure it is serious enough?

The code does not ask you to investigate or to be certain. It asks you to refer, and to let the right people take it forward. If you are unsure, speak to your DSO. They are there to help you work through it.

What if it happened a long time ago?

Non-recent concerns are still concerns. Time does not change the obligation to refer, and it does not make what happened any less important to the person who experienced it.

If someone shares something that happened in the past, they may have questions about what happens next and what will be shared. Where you can, be honest with them about the process.

Your DSO can help you navigate this conversation and make sure the person disclosing knows what to expect.

FOR MORE
INFORMATION



OPTIONAL TRAINING MODULES

The screenshot displays a web application interface for optional training modules. At the top, a purple navigation bar contains the links: Home, Courses, Resources, Records, and Help. Below this is a left sidebar with a search icon and a list of categories: Disability, Domestic Abuse, Forgiveness, Gender-based violence, Mental Health, Online Safety, and Parish Safeguarding Officers. The 'Online Safety' category is currently selected. The main content area features two topic cards. The first card is titled 'Online Safety' and includes a link to 'Show all library items on this topic'. Below the title is a video thumbnail for 'NSPCC: Online safety: expert insight videos'. The second card is titled 'Parish Safeguarding Officers' and also includes a link to 'Show all library items on this topic'. Below the title is a video thumbnail for 'PSO Safeguarding Dashboard - videos' with the description: 'Safeguarding Dashboard video created by PSOs for PCCs and PSOs.' To the right of the main content is a right sidebar with a search icon and a 'Resource Types' section. The resource types listed are: Literature, Podcasts, Videos, Research, External Organisations, Infographics, Webinars, and External Training.

Home Courses Resources Records Help

Disability

- Safeguarding statement f...
- Talk

Domestic Abuse

- Domestic Abuse: Seven M...
- British Sign Language Vid...
- Domestic Abuse: Myths v...
- Coercive Control: Hidden ...
- Restored - Domestic Abus...

Forgiveness

- What is your understandi...
- The epitome and benefici...
- Forgiving and being forgiv...

Gender-based violence

- Justice, Inequality and Ge...

Mental Health

- What is Mental Health?

Online Safety

- NSPCC: Online safety: ex...

Parish Safeguarding Officers

- PSO Safeguarding Dashb...

Online Safety

Show all library items on this topic

NSPCC: Online safety: expert insight videos

Parish Safeguarding Officers

Show all library items on this topic

PSO Safeguarding Dashboard - videos

Safeguarding Dashboard video created by PSOs for PCCs and PSOs.

Resource Types

- Literature
- Podcasts
- Videos
- Research
- External Organisations
- Infographics
- Webinars
- External Training



WEBINAR

Led by Thirtyone:eight staff

Date: Friday 24th July, 10:00-12:30, via Zoom

Course description:

The course will equip you with the knowledge and tools needed to make decisions on whether or not a role requires disclosure and how to effectively manage the criminal records check process.

Learning objectives for this session are to have:

- A basic awareness of what safer recruitment is, where DBS checks sit within the process and why it's important.
- A good knowledge about creating Online DBS applications.
- A good overview of how to manage online DBS applications, including checking ID documents, completing section Y, tracking application, viewing results and creating reports
- A good understanding of the criteria for enhanced checks and how to use the Interactive Eligibility Guide to apply this to roles within your own organisation
- A full awareness of Basic Disclosures, and where these can be useful.
- A good knowledge of how to obtain criminal record checks from overseas and an awareness of the risks of not carrying these out.
- A good awareness of the DBS Update Service and how this can help remove the need for applicants to apply for multiple disclosures.

PSO SUMMER MEETING – MONDAY 6TH JULY 12-3PM

HEXHAM ABBEY

- We're delighted that this year's summer meeting will be held **in person** at the beautiful Hexham Abbey. As part of our commitment to connecting with as many PSOs as possible across the diocese, we're continuing to rotate our meeting locations. We appreciate that Hexham may not be accessible for everyone on this occasion, but please be assured that we are working our way around the diocese.
- Hexham offers excellent transport links by both train and bus. We will send further details about parking options shortly, though please note that parking will not be available directly outside the Abbey.
- The afternoon will follow a similar format to our Christmas gathering, with a range of learning opportunities and talks. We are pleased to confirm that **Maggi Creese, Chaplain to Survivors**, will be joining us to speak about the *Jagged Edges* exhibition, recently hosted at Canterbury Cathedral.
- If there is a particular topic or area you would like included in the programme, please let us know. We want this session to be as informative, relevant, and supportive as possible, with time to connect with fellow PSOs and the diocesan team

SUPPORT

Safeguarding



THE CHURCH OF ENGLAND A Christian presence in every community

Home — Safeguarding — Safeguarding e-manual

Parish Safeguarding Resources

This page holds parish resources temporarily while the Parish Safeguarding Toolkit is being developed.

- Parish Safeguarding Resources Contents
 - Dealing with a disclosure
 - Information and welcome pack
 - Know How Hub
 - Making a Referral
 - PSO Recognition Pack
 - Parish Safeguarding Resources Contents
 - Posters
 - Responding Well to Victims and Survivors resources
 - Safeguarding Learning and Development Resources
 - Safer Recruitment & People Management Resources
 - Responding Well to
- It's Not Just Policy, It's Personal
 - It's Not Just Policy, It's Personal is a campaign to raise awareness of how to recognise and report safeguarding concerns.
- Information and welcome pack
 - Information and welcome pack
- PSO Recognition Pack
 - PSO Recognition Pack Resources
- Posters
 - Posters
- Responding Well to Victims and Survivors resources
 - Responding Well to Victims and Survivors resources



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Safeguarding

- Reporting a Concern
- Contact the Team
- Chaplaincy to Survivors
- Support for Victims and Survivors
- If I Told You, What Would You Do?
- Support Organisations and Services
- Audits, Reviews & Research
- INEOE Independent Safeguarding Audit
- Safeguarding Training
- Safeguarding Policies
- National Safeguarding Standards
- Church Safeguarding Resources
- Safeguarding Dashboard and Hub
- Parish Website Requirements
- Keeping Children Safe in Church
- Complaining About the Safeguarding Service
- Safer Recruitment and People Management
- Safeguarding Strategy (2023-2026)

Safeguarding

The Diocese of Newcastle is committed to keeping children, young people, and adults safe. We want everyone, especially those who are vulnerable, to have a safe and supportive place to grow in faith and worship.

Contact the Diocesan Safeguarding Team

If you wish to contact the safeguarding team, the best way to do this is by email safeguarding@newcastle.anglican.org or phone 0191 270 4105.

[Report a Concern](#) directly to us using our referral form. Queries will be answered during our working hours: Monday to Friday, from 8.30am to 3pm.

We follow the national legal and procedural framework for safeguarding children and adults, and Church of England policy and practice which can be found [here](#).

Quick Links



Contact the Team
If you wish to contact the safeguarding team, the best way to do this is by emailing safeguarding@newcastle.anglican.org or phoning 0191 270 4105.



Disclosure & Barring Service

Disclosure and Barring Service (DBS)
Information about Disclosure and Barring Service (DBS)

Safeguarding - Newcastle Diocese

<https://www.churchofengland.org/resources/safety>

TEMPLATES: DOCUMENTS FOR RECORDING CONCERNS



Logging a Concern about a Child, Young Person or Vulnerable Adult

Church Name: [Enter Church Name]	Date of this Log: dd/mm/yy
	Time of this log: 00:00
Child/Vulnerable Adult's Full Name:	
Address of child/vulnerable adult: [Enter Address]	Phone no:
	DoB:
	Gender:
	Role (if applicable):
Respondent's Full Name:	
Address of respondent (if known): [Enter Address]	Phone no:
	DoB:
	Gender:
	Role:
Date of Concern/Incident: dd/mm/yy	Time of Concern/Incident: 00:00
Your Name:	Your role:
<p><i>[Describe the incident as factually and in as much detail as possible. Include who was involved, exactly what happened, where it happened, when it happened, and the source of the information (e.g. witnesses). Remember to describe clearly any behavioural or physical signs you have observed, using the body map overleaf as necessary. Please reference the signs and symptoms of abuse which describes different forms of abuse.]</i></p>	
<p>Check to make sure your report is clear now – and will also be clear to anyone reading it in the future. Use a continuation sheet as necessary.</p>	
Action taken: Please return to [Enter Diocesan Safeguarding Officer Name and Contact]	

Name of Reporting Person:	
Signature of Reporting Person:	
Form received by:	(Diocesan Safeguarding Officer)
Date:	Time:
Proposed action by the Diocesan Safeguarding Officer:	
Date of Review:	

- [Resources](#) from the Church of England for dealing with disclosures in your parish. The templates can be downloaded and amended accordingly
- [This page](#) holds parish resources temporarily while the Parish Safeguarding Toolkit is being developed by the National Safeguarding Team
- If in doubt, you should check the [Reporting Safeguarding Concerns and Allegations Code of Practice](#)