

Policy and Protocol for the Reporting of Disclosures

- All disclosures, indirect, partial or full will be treated with the same level of seriousness.
- The person disclosing will be listened to carefully and patiently, and will be reassured they are being taken seriously.
- A clear explanation will be given that their information must be passed on in a fully confidential manner.
- A note of concerns and relevant details will be made immediately after receiving the disclosure.
- Employees will discuss the disclosure with their line manager on the same day.
- Volunteers with concerns, or to whom disclosures are made will discuss them confidentially to the project worker as soon as possible that day.
- Concerns about colleagues should be discussed with the project worker (in the case of volunteers) or for staff with their line manager. If the concern is regarding the project worker then they should be addressed to the project worker's line manager.
- The decision to refer or not refer the disclosure on should be made by the CREST Manager. The Chair of the Trustees should be informed.
- When considering the decision as to whether to refer elsewhere (e.g. police, social services) the following should be taken into account:
 - The wishes of the vulnerable adult and their right to self determination
 - The mental capacity of the vulnerable adult
 - Known indicators of abuse
 - Definitions of abuse
 - The level of risk to this individual, also is intervention in the best interest of the vulnerable adult?
 - The seriousness of the abuse
 - Whether a criminal offence has been committed
 - Whether statutory obligations have been breached
 - The need for others to know