

Listen carefully, don't interrupt, observe distress through body language or child-initiated play, remain neutral, show you believe the account is true for them

Create time and space for the child and yourself if needed, ask your DSL for feedback, push for re-referral if the situation hasn't improved

Stay calm, tell the child they've done the right thing and don't promise confidentiality or that it'll all be better

Be objective and accurate and record as soon as you can using the child's exact words, keep notes safe and use your organisation's procedures and forms

Ask only open questions (who, when, where, how, what), don't criticise the perpetrator, explain what happens next, pass information on to your DSL

