LENS: Safeguarding
First Response Prompts

LISTEN
Don’t be judgmental
Don’t hurry, Listen actively

ENVIRONMENT
Help the person to feel safe
Find somewhere calm where you can talk
Make sure the conversation is private

NEXT STEPS
Establish what the person wants
Be transparent about what you will do
Share information with the right people
Preserve evidence if necessary

SAFER
Check if immediate help is needed
Ensure confidence in what happens next
Help the person to be safe and feel safe
FOCUS
What to concentrate on for safeguarding concerns to be handled in the proper, timely manner.

Facts
Facilitate - do not lead • Feelings and wellbeing • Feeding back

Objectives
Openness • Others at risk • Organised response

Communication
Capacity • Consent • Care • Confidentiality • Consider family/supporter

Update
Update individual and family/supporter • Use person’s own words • Update records

Safety Plan
Seriousness • Support • Sharing information
Keeping Safeguarding In Sight

My contact is...
I can reach them by...

My question...

Do you feel you have been listened to about what happened to you or the person you care about?
Do you understand what is now being done about what happened?
Do you have any worries about what will happen next?
Does anyone else need to know about this?
Do you think what happened has been looked at thoroughly?
Do you feel safe?
Do you have all the information you need?
Are you clear about what will happen now?
Has a plan been shared with you? Is this plan what you want?
Have you felt fully involved?
Do you feel this has been sorted as well as it can be now?

Start Date
End Date

Use this area to keep a note of dates for your meetings.

Co-designed in a collaborative partnership between Derbyshire Safeguarding Adults Board and Leapfrog, a project at ImaginationLancaster, Lancaster University