

◆ Safeguarding scenarios staff need to feel confident handling ◆

A parent approaches you at the school gate and says:

💡 “Can I see the notes you made after that safeguarding conversation with my child last term?”

What should you do?

- ✅ Stay calm
- ✅ Remain professional
- ✅ Refer the matter immediately to the Designated Safeguarding Lead (DSL)
- ❌ Don't promise access to records
- ❌ Don't discuss the content at the gate

As a former headteacher and safeguarding consultant, I often remind staff that these situations rarely arrive at a convenient time. They happen:

- 🏠 At pick-up time
- 🚪 In corridors
- 👷 On playground duty
- 📞 During quick phone calls

That's why safeguarding confidence matters.

Parents do have rights to request information held about their child, but safeguarding records require careful consideration before anything is shared. Some information may legally need to be withheld, particularly where:

- 🔒 It relates to third parties
- ⚠️ It could place a child at risk
- 📄 It forms part of wider safeguarding processes

A simple and professional response such as:

👉 “I'll need to pass this to our DSL who will advise on the next steps”
...is entirely appropriate.

🔍 Another common misconception?

People sometimes assume safeguarding governors can access individual case information. They cannot.

The role of the safeguarding governor is:

- ✅ Strategic oversight
- ✅ Monitoring safeguarding culture and systems
- ✅ Holding leaders to account

It is NOT:



- ✘ Operational involvement in live cases
- ✘ Access to confidential child protection records
- ✘ Discussing individual pupils outside appropriate safeguarding procedures

Confidentiality remains essential, regardless of role, status or intention.

💡 **The real question for staff is:**

If this happened unexpectedly today, would your team feel confident knowing exactly what to say and what not to say? Strong safeguarding cultures are built through clarity, consistency and confidence in those everyday moments.