

# How to record concerns

School  
Safeguarding

Lancashire  
County  
Council 

## FACTS



### FACTUAL

- Recordings should be based on factual information.
- It is essential that the information you are recording is accurate - including spelling of names, dates and times etc.
- It is important to keep in mind that the service user can request a copy of all their records, and can request inaccurate information to be corrected.
- It is important to distinguish between facts and professional opinion or analysis.



### ASSESSMENT & ANALYSIS

- What do the facts and views recorded tell you and what meaning do they have for the people (service users/family members) involved?
- Analysis of the information should reflect an open mind and be based on the evidence available.
- Record explicitly how you have arrived at a decision.



### CLARITY

- Use plain and clear language so that everybody will understand including the service user.
- Try to exclude any jargon or abbreviations. If using abbreviations, write out in full first.
- Don't try to sound too 'professional'. Will the word add anything extra to the sentence?



### CURIOSITY

- Ensure that you have recorded how you executed Professional Curiosity.



### TIMELY

- Record as soon as possible whilst it is still fresh in your memory as you may forget important details.
- Keep your recordings up to date.
- **Remember** - Less is more...get to the point...and don't repeat yourself.



### SPECIFIC

- Think about the purpose of the recording - make sure it is relevant and concise. In relation to safeguarding, it is important to record details of any disclosures using the words used by the person themselves.
- Include analysis. Record any rationale underpinning decision-making.
- Record the views, wishes and opinions of the service user, their family and carers.
- Include any Equality and Diversity issues - e.g. need for an interpreter, mobility and access issues.