

QRC Quick Reference Cards

Print · Laminate · Keep with you at every project

How to use these cards

Three cards — one for each role. Print all three. Laminate them. Keep them visible: in the staff area, in the project folder, and at every residential activity. These cards are memory aids for critical moments. They do not replace training.

CARD 1 — For the Designated Safeguarding Lead (DSL)

What to do in the first hour after receiving a safeguarding concern.

Step	
1. RECEIVE	Listen. Write down exactly what you are told in the person's own words. Do not investigate yet.
2. ASSESS IMMEDIATE RISK	Is anyone in immediate physical danger right now? YES → Call 112 immediately, then continue. NO → Proceed to Step 3.
3. LOG	Open I1 Part B (Incident Log). Assign a reference code (e.g. "Case 2025-07"). Record date and time of receipt. Do this before anything else.
4. CLASSIFY	Minor / Moderate / Major? MINOR: monitor and document. MODERATE: DSL assessment, consult Alternate DSL. MAJOR: statutory referral, precautionary action.
5. CONSULT	Is a staff member or volunteer involved? → Consult Alternate DSL or external backup before acting. Complex or Major case? → Contact external safeguarding advisor.
6. ACT	Safety plan. Precautionary action if needed (person steps back — protective, not punitive). Statutory referral if required. Document every decision in I1 Part B.
7. COMMUNICATE	Tell the person who reported: concern received, being acted on. Tell the person at risk: support available, what happens next.
8. MONITOR	Start the monitoring plan now. Named contact. Contact schedule. Risk indicators. Review date. Closure criteria.



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Key contacts	
Primary DSL	[Insert name, phone, email]
Alternate DSL / External backup	[Insert name, phone, email]
External safeguarding advisor	[Insert name, phone, email]
Emergency services	112 (EU) / 999 (UK) — free from any phone

CARD 2 — For Staff and Volunteers

What to do if someone tells you something concerning, or if you see something that worries you.

Step	
1. LISTEN	Give the person your full attention. Stay calm. Do not take notes while they are speaking. Do not interrupt.
2. REASSURE	"Thank you for telling me. You did the right thing." "I need to share this with [DSL name] to keep you safe." Do NOT promise confidentiality.
3. DO NOT INVESTIGATE	Do not ask: "Are you sure?" "Why didn't you say something sooner?" "Did anyone see it?" Only permitted clarifying question: "Can you tell me a little more about what happened?"
4. WRITE IT DOWN	As soon as the conversation ends — within 24 hours at the latest, immediately if you are able. Use I1 Part A. Exact words. Date, time, location. Your name and role. Use a reference code, not the person's name.
5. TELL THE DSL — AS SOON AS YOU ARE ABLE	Within the same session or the same day. If you needed a few minutes first — that is understood. Call, message or go to them. Read them what you wrote.
After handing over	Follow DSL instructions. Do not discuss with others. Be calmly available to the person. Tell the DSL as soon as you can if anything new comes to your attention.

What NOT to do	
"I will not tell anyone"	Never promise confidentiality. You cannot keep this promise.



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"Have you tried talking to him?"	Never suggest the person confront the alleged perpetrator.
"I will just have a word with him"	Never approach the alleged perpetrator yourself.
"Are you sure that's what happened?"	Never question the person's account.
Telling a colleague	Never share the concern with anyone except the DSL.

DSL contact details	
Primary DSL	[Insert name, phone, email]
Alternate DSL / External backup	[Insert name, phone, email]
Emergency services	112 (EU) / 999 (UK)
Anonymous reporting	[Insert platform name and link]

CARD 3 — For Participants

Your rights and who to talk to.

You have the right to be safe.

If something is wrong, you can always say something.

You can talk to:

- [DSL name] — [contact details]
- [Alternate DSL / backup name] — [contact details]
- Emergency services: 112 (EU) / 999 (UK) — free from any phone
- Anonymous reporting: [platform name and link]

What happens when you speak up?

We will listen. We will take you seriously. We will tell you what we are going to do before we do it. We will not share your information with people who do not need to know it. We will support you.

If you are not sure whether to say something...

Say it anyway. It is always better to say something and find out it is not a concern, than not to say something and leave someone without help.

You will not be in trouble for raising a concern in good faith.



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