

LENS: Safeguarding First Response Prompts



**In Sight
Matrix**

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**