



TGP Cymru

Children and Adults At Risk Of Harm Safeguarding Policy and Procedure

Version control			
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V3			
V3.01		SD/AS	Reviewed and updated to include Third Party abuse. Referral Flow Chart added as Appendix.
V3.01		FHR&P Sub- Group	No Amendments
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V4.01		SD	Updated in line with Wales Safeguarding Procedures 2019, including: Designated Safeguarding Person, definitions of children and adults at risk, definition of harm, significant harm, consent, unborn child, concerns from the general public. Updated Designated Safeguarding person and Deputy & contacts. Added reference to GDPR.
V4.01	27 July 2020	Trustees	Circulated to Trustees for their comment/approval.
V5	17 August 2020	Trustees	FHR&P Sub-Group recommended for ratification with no amendments.
V5.01	Nov 2021	MC / NSPCC	Policy reviewed by NSPCC – CH 30/11/21 Policy Review – changed to yearly. Date needs to be updated to 12 months from sign off. Signature box added to be signed by most senior person with responsibility for safeguarding. Legislation embedded throughout. Trustee responsibilities added. Designated Safeguarding Trustee details added. Trustee training referred to. Sec 8 amended – not contacting parents/carers. Formatting tidied up. Hyperlinks renewed. Appendix added with contact details for LA's Policy to be published on TGP Cymru Website.
V 6.0	July 2022	Trustees	Ratified by Trustees

Signed: *Angharad Price*

Name: **Angharad Price**

Role: **Designated Safeguarding Trustee**

Date: 11th July 2022

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Scope

This policy is aimed at everyone who undertakes work for TGP Cymru in either a paid or voluntary capacity. This includes trustees, contractual staff, staff with a casual employment agreement and volunteers. For the purpose of this policy, any reference to staff includes the abovementioned posts, both paid and voluntary.

Please read the whole of this Safeguarding document to understand how to safeguard people with whom we work.

Each worker will be responsible for making the referral to social services – with support and advice from their line manager, Director of Advocacy (Designated Safeguarding person) or Director of Family Services (Deputy Safeguarding Person).

The Legal Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children and adults in Wales, including (and in no particular order):

- Children Act 1989;
- Children Act 2004;
- Social Services and Well-being (Wales) Act 2014;
- Working Together to Safeguard People Volume 1 – Introduction and Overview;
- Working Together to Safeguard People Volume 5 – Handling Individual Cases to Protect Children at Risk;
- Working Together to Safeguard People Volume 6 – Handling Individual Cases to Protect Adults at Risk;
- Wales Safeguarding Procedures 2020;
- Well-being of Future Generations (Wales) Act 2015;
- Rights of Children and Young Persons (Wales) Measure 2011;
- United Nations Convention on the Rights of the Child 1989;
- Sexual Offences Act 2003.

All staff and Trustees must comply with this legislation and guidance.

If you have any concerns or queries you should first contact:

Your line manager, who will support you through the process and inform and ask advice from the Director of Advocacy or the Director of Family Services.

Every worker is responsible for ensuring they have these contact details up to date and on their phones.

Designated Safeguarding Person: Sarah Durrant, Director of Advocacy Services, 07736229815

Deputy Safeguarding Person: Mike Clark, Director of Family Services, 07506 342101

1. What is a child?

1.1 The **Social Services and Well-being (Wales) Act 2014** and accompanying Guidance define a 'child' as a person who is aged under 18. 'Children' therefore means 'children and young people' throughout. The fact that a child has become sixteen years of age, is living independently, is in Further Education, is a member of the Armed Forces, is in hospital, is in prison or a young offender institution does not change their status or their entitlement to services or protection.

1.2 Staff and volunteers must consider whether a young person under 18 is in need of protection – no matter how independent or capable they seem.

2. What is a child at risk of harm?

A child at risk is defined in Section 130 (4) of the **Social Services and Well-being (Wales) Act 2014** as a child who:

- Is experiencing or is at risk of abuse, neglect or other kinds of harm;
- Has needs for care and support (whether or not the authority is meeting any of those needs).

It is important to note:

The use of the term 'at risk' means that actual abuse or neglect does not need to occur, rather early interventions to protect a child at risk should be considered to prevent actual harm, abuse and neglect.

The two conditions necessary to demonstrate a child is at risk of abuse or neglect ensures that protection is provided to those with care and support needs who *also* require actions to secure their safety in the future.

Risk of abuse or neglect may be the consequence of one concern or a result of cumulative factors.

3. What is an adult at risk of harm?

3.1 An adult at risk of harm, often referred to an adult at risk (previously known as a 'vulnerable adult') is defined in Section 26(1) of the **Social Services and Well-being (Wales) Act 2014** as an adult who:

- Is experiencing or is at risk of abuse or neglect
- Has needs for care and support (whether or not the authority is meeting any of those needs), and
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

3.2 Staff and volunteers may be concerned about any adult but most adults are not considered at risk.

Those who may be at risk are:

- Older people
- People with learning disabilities
- People with physical disabilities
- People with mental health problems
- People who engage in substance misuse.

It is important to note:

The use of the term 'at risk' means that actual abuse or neglect does not need to occur before practitioners intervene, rather early interventions to protect an adult at risk should be considered to prevent actual abuse and neglect.

The three conditions necessary to demonstrate an adult is at risk of abuse or neglect ensures that protection is provided to those with care and support needs who *also* require actions to secure the individual's safety in the future because they are unable to protect themselves.

The abuse of adults deemed to be 'at risk' is often linked to their circumstances rather than the characteristics of the people experiencing harm.

Risk of abuse or neglect may be the consequence of one concern or a result of cumulative factors.

4. How TGP Cymru safeguards children and adults at risk

4.1 TGP staff and volunteers work closely and supportively with children, young people and families in a variety of settings often creating close working relationships. This means they are more likely to be in a position to know when a child or adult may be at risk.

4.2 Children or adults at risk will often confide in staff and volunteers as they are in a position of trust but not seen as authority figures. Staff and volunteers should be aware that they may be the only person in whom the child or adult at risk has placed their trust. Staff and volunteers may also be able to assist Social Services with an assessment by providing background information based on their knowledge of the child or adult at risk, with their consent.

4.3 Within TGP Cymru, safeguarding children and adults at risk is one of the core training requirements which all workers (and volunteers who are working unsupervised with children/adults) must attend.

4.4 This document enables you to identify five categories of abuse i.e. **PHYSICAL; EMOTIONAL; SEXUAL; NEGLECT; FINANCIAL** and aims to equip staff and volunteers with an understanding of procedure. It also shares information about other areas of harm or potential harm for both children and adults at risk (see section 9).

These procedures apply equally to both paid staff and volunteers who are working unsupervised with children/adults for TGP Cymru.

5. Purpose of these procedures

5.1 The procedures have been put together to support TGP Cymru staff and volunteers to carry out their duty of care towards children and adults at risk of harm.

5.2 These procedures cover:

- Responsibilities of everyone working with children or families
- Identifying and acting on concerns or suspicion of abuse.
- Recording information.
- Making referrals.
- TGP Cymru's procedures for referrals.

6. Responsibilities of the management of TGP to ensure the safeguarding of children and adults at risk

6.1 Trustees

The Trustees have a duty of care, which includes taking necessary steps to safeguard and protect children. They will act in children's best interests and ensure that they take all reasonable steps to prevent any harm to them. Trustees also have duties to manage risk and to protect TGP Cymru's assets and reputation.

Angharad Price is the Designated Safeguarding Trustee and can be contacted on angharad.price@gmail.com

6.2 Recruitment

In its recruitment and selection procedures, TGP Cymru will take all practical measures to ensure that people unsuitable for working with children or adults are not to be recruited to positions in which they will have contact with children or adults at risk of harm during the course of their work, including references and DBS checks. See relevant extract - ***TGP Cymru Recruitment & Selection Policy***

6.3 Training

All staff and volunteers including Trustees will receive safeguarding training on induction and refresher training throughout their time with TGP Cymru. The Designated Safeguarding Person will receive specialist training in order to support staff and volunteers, and Trustees will receive specialist training for Trustees as it is their duty to ensure there are appropriate Safeguarding Policies and that they are implemented effectively.

6.4 Confidentiality

TGP Cymru will ensure that staff, volunteers as well as the children, young people and families with whom we work will have a clear understanding of the limits of confidentiality when there is a risk of significant harm. All TGP Cymru policies and procedures are compliant with GDPR. See relevant extract - ***TGP Cymru Confidentiality Policy*** and relevant extract - ***Data Protection & Privacy Policy***

6.5 Encouraging openness within the organisation

6.5.1 Complaints and representations

Users of our services will be enabled and encouraged to raise any issues about which they may have concerns. These will be carefully considered and, if there are any aspects of safeguarding, these will be dealt with as a priority. See relevant extract - ***TGP Cymru Representations & Complaints Policy***

6.5.2 Whistleblowing

Staff and volunteers are encouraged to raise concerns they may have about unsafe working practices in the knowledge that there will be no negative consequences in doing so. See relevant extract - ***TGP Cymru Whistleblowing Policy***

7. Responsibilities of everyone working with children, young people and families

7.1 Statutory Duty to Report

7.1.1 If any person has knowledge, concerns or suspicions that a child or adult is suffering, has suffered, or is likely to be at risk of harm, it is their responsibility to ensure that the concerns are made known. They must follow procedural guidelines and refer to Social Services or the Police, who have statutory duties and powers to investigate and intervene when necessary.

THIS IS NOT A MATTER OF PERSONAL CHOICE.

7.1.2 The safety of a child or adult at risk is paramount. If an employee believes action is necessary in order to protect a child (including an unborn child) or adult at risk, they must take that action. They must contact their line manager as soon as possible, who will advise on what action needs to be taken, with the knowledge and advice of the Designated Safeguarding Person or, if unavailable, the Deputy Safeguarding Person. In most cases this would be to contact Social Services. Again, this should be done as soon as possible.

7.2 Managing immediate concerns about the safety of a child.

7.2.1 The safety of a child or adult at risk is paramount. If an employee believes a child or adult is in immediate danger, they must take emergency action in order to protect that child or adult at risk. Staff must contact the police using the emergency number 999. This should be done without delay to protect the child or adult from risk of serious harm.

7.2.2 If there is need for urgent medical attention or if the situation suggests this may become a possibility, e.g., a person is threatening another with a knife, staff must call for an ambulance by dialling 999.

7.3 No employee or volunteer must ever delay taking action (including seeking medical treatment) because of the unavailability of a person to consult with. If this is the case, referral should be made to the relevant Social Services Department immediately.

The relevant authority is the one in which the safeguarding concern is thought to have occurred. This may mean reporting to a local authority that is not in the same area as that in which the practitioner works.

7.3.1 Any such action should be subsequently recorded and reported to the line manager within TGP Cymru without delay.

8. Consent

8.1 When making a safeguarding referral, staff should try to obtain consent from a child or adult at risk of harm and the child's parents or adult's carers. The **Wales Safeguarding Procedures 2020** place the child or adult at risk of harm, at the centre of safeguarding procedures and their views, wishes and feelings are paramount when considering safeguarding concerns. Similarly, parents and carers are more likely to engage in safeguarding procedures if they are aware of and consent to the referral being made. **However**, the safety and welfare of the child or adult at risk of harm must be the overriding consideration when making decisions as to whether to seek consent, prior to making a report. **DO NOT CONTACT PARENTS/CARERS** about the concern if it could possibly put the child or adult at further risk of harm. Also, it could possibly impact upon an investigation. For example, if a child or adult discloses abuse and the alleged perpetrator is a family member.

8.2 Making a referral without consent (children at risk)

In some circumstances, staff may need to speak to a child without the knowledge or consent of the parent or carer as children are sometimes the only source of information about what has happened to them. Where a decision is made *not* to seek parental consent, relevant circumstances for this decision must be recorded.

Staff should discuss whether it is appropriate to seek consent from the child and parents with their line manager or if unavailable, the Designated Safeguarding Person.

If a decision is made not to seek consent from either the child and / or parents, this must be recorded and social services must be notified at the point of referral as to the reasons why.

If attempts to obtain consent from the child and / or parents are made, but it is refused, it is possible to override this decision, if it is felt that there is still a need for a report. If this decision is made, it must be recorded and social services must be notified at the point of referral as to the reasons why.

8.3 Making a referral without consent (adult at risk)

In some circumstances the adult at risk is sometimes the only source of information about what has happened to them. In some circumstances, practitioners may need to speak to an adult without the knowledge of a carer. Where a decision is made not to seek consent relevant circumstances for this decision must be recorded.

Staff should discuss whether it is appropriate to seek consent from the adult at risk with their line manager or if unavailable, the Designated Safeguarding Person.

If attempts to obtain consent are made, but it is refused, it is possible to override this decision, if it is felt that there is still a need for a report. If this decision is made, it must be recorded and social services must be notified at the point of referral as to the reasons why.

8.4 Consent in an emergency situation

If staff find themselves needing to ensure the safety of a child or adult at immediate risk of harm (see 7.3 – 7.6 above), consent is not necessary. The safety of a child or adult at risk is paramount. If an employee believes a child or adult is in immediate danger, they must take emergency action in order to protect that child or adult at risk.

9. Definitions of harm, abuse and neglect

Harm is defined as:

- ill treatment, this includes sexual abuse, neglect, emotional abuse and psychological abuse
- the impairment of physical or mental health (including that suffered from seeing or hearing another person suffer ill treatment).
- the impairment of physical intellectual, emotional, social or behavioural development (including that suffered from seeing or hearing another person suffer ill treatment).

9.1 Physical abuse

Physical abuse may involve hitting, slapping, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, undue restraint, inappropriate sanctions, over or misuse of medication, or

otherwise causing physical harm to someone. Physical harm may also be caused when a parent or caregiver fabricates or induces illness in a person whom they are looking after.

9.2 Emotional / psychological abuse

Emotional abuse is the persistent emotional ill treatment of someone such as to cause severe and persistent adverse effects on the person's emotional development. It may involve causing people frequently to feel frightened or in danger, for example through being bullied, threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks, witnessing abuse of others including domestic abuse within the home or the exploitation or corruption of people. Some level of emotional abuse is involved in all types of ill treatment of a person, though it may occur alone.

9.3 Sexual abuse

Sexual abuse involves forcing or enticing a person to take part in sexual activities, whether or not the person is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts, or non-contact activities, such as involving a person in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging a person to behave in sexually inappropriate ways.

9.4 Neglect

Neglect is the failure to meet a person's basic physical, emotional or psychological needs, which is likely to result in the serious impairment of the person's health or development. It may involve a parent or caregiver failing to provide adequate food, shelter and clothing, failing to protect a person from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a person's basic emotional needs. In addition, neglect may occur during pregnancy as a result of maternal substance misuse.

9.5 Financial abuse

Financial abuse is the theft or misuse of money or personal possessions, which involves an individual's resources being used to the advantage of another person. The activities may involve stealing, controlling access to money or benefits, not meeting care and support needs, provided through direct payments, taking a loan out in someone's name, staff or volunteers borrowing money from children, young people or their families. This category of abuse is more likely to affect adults but may also affect young people who live independently and have control of their own finances. Indicators could be

9.6 Risk from other actual or potential harm to a child or young person may also result from:

- Criminal exploitation such as county lines (CCE)
- Child sexual exploitation
- Radicalisation
- Female genital mutilation
- Modern slavery

9.7 Staff should be aware that the following behaviours could place the adult at risk of abuse or neglect:

- Violence against women, domestic abuse and sexual violence (VAWDASV) this includes
- Female Genital Mutilation

- Modern Slavery
- Domestic abuse and violence against men
- Criminal exploitation

9.8 What is significant harm?

You may hear the term “significant harm” being used in relation to safeguarding. The concept was introduced in the **Children Act 1989** and is the threshold used to justify compulsory intervention in order to protect children. There is no statutory definition of significant harm. Therefore, staff and volunteers must consider whether the harm is significant enough to ‘turn on the child’s health or development’. The child’s health or development is to be compared with that which could reasonably be expected of a similar child (*see Section 31(9) of the Children Act 1989.*)

10. Safeguarding concerns about an unborn child

10.1 **The Children Act 1989** amended by the **Children Act 2004** is the relevant legislation regarding an unborn child. Currently the law in Wales provides limited recognition of the foetus and a woman has the right to refuse to engage with statutory interventions *whilst pregnant*. Nevertheless, it is important that any concerns during a pregnancy are reported as soon as they come to the attention of staff.

10.2 Staff and volunteers should follow the procedures in this document (14. What you as a member of staff or volunteer should do in response to a safeguarding disclosure or safeguarding concern) to record any allegations, disclosures or suspicions and contact their line manager or Designated Safeguarding Person without delay.

10.3 The Designated Safeguarding Person will support the member of staff and their line manager to report the concerns to the relevant authorities – depending on the nature of the concerns this may be the Police, Social Services, Health Authority or CSSIW.

11. Historical abuse

11.1 There may be occasions when a child or adult at risk discloses abuse that happened to them in the past. Although they themselves may no longer be at risk, the perpetrator may currently be abusing others. For this reason, the abuse must be reported.

11.2 Staff and volunteers should follow the procedures in this document (16. What you as a member of staff or volunteer should do in response to a safeguarding disclosure or safeguarding concern) to record any allegations, disclosures or suspicions and contact their line manager or Designated Safeguarding Person without delay.

11.3 The Designated Safeguarding Person will support the member of staff and their line manager to report the concerns to the relevant authorities – depending on the nature of the concerns this may be the Police, Social Services, Health Authority or CSSIW.

12. Third Party abuse

12.1 There may be occasions when a child or adult at risk discloses abuse that is happening or has happened to another child/ adult. Although they themselves may not be at risk, the abuse must be reported.

12.2 Staff and volunteers should follow the procedures in this document (16. What you as a member

of staff or volunteer should do in response to a safeguarding disclosure or safeguarding concern) to record any allegations, disclosures or suspicions and contact their Line Manager or the Designated Safeguarding Person without delay.

12.3 The Designated Safeguarding Person will support the member of staff and their line manager to report the concerns to the relevant authorities – depending on the nature of the concerns this may be the Police, Social Services, Health Authority or CSSIW.

13. Duty to report concerns about a practitioner, member of staff or volunteer

13.1 It is important that staff do not ignore or dismiss suspicions about another practitioner or colleague who may be abusing, neglecting or causing harm to a child or adult at risk in either a professional or private context. Every practitioner has a responsibility to safeguard children and that includes protection from abuse by a professional, paid carer or volunteer.

13.2 Staff and volunteers should follow the procedures in this document (17. Allegations made against a practitioner, member of staff or volunteer) to record any allegations, disclosures or suspicions and contact their Line Manager or the Designated Safeguarding Person without delay.

13.3 The Designated Safeguarding Person will support the member of staff and their line manager to report the concerns to the relevant authorities – depending on the nature of the concerns this may be the Police, Social Services, Health Authority or CSSIW.

14. Concerns from the general public

Staff have a responsibility to report any concerns they are alerted to by the general public - both in their work and private lives. If a member of the public discusses their safeguarding concerns with a member of staff, either in their work or home life, staff have a duty to report the concerns to social services. Staff should advise the member of the public that as a practitioner they have a duty to report these concerns. Staff should record the information provided to them and discuss with their line manager as soon as possible (which might be out of hours) in order to make the referral to social services.

15. Anonymity

Staff and volunteers cannot remain anonymous when making a report to social services, unless to do so would place them at risk. In this case, their concern about risk to themselves should be discussed with social services.

16. What you as a member of staff or volunteer should do in response to a safeguarding disclosure or safeguarding concern

16.1 Receive

- Listen carefully to what is being said, without displaying shock or disbelief.
- Accept what is said. The child or adult making the disclosure may be known to you as someone who does not always tell the truth. However, do not let your past knowledge of this child or adult allow you to pre-judge or invalidate their allegation.
- Do not attempt to investigate the allegation. Your duty is to listen to what is being said and to pass that information on.
- Don't panic – stay calm. Do not call someone else to hear what is being said.

16.2 Reassure

- Provide the child or adult at risk with plenty of re-assurance. Always be honest and do not make promises you cannot keep, for example: “I’ll stay with you”, or, “Everything will be all right now”.
- Make sure the child or adult at risk feels safe and supported.
- Alleviate guilt, if the child or adult refers to it. For example, you could say: “You’re not to blame. This is not your fault”.
- Do not promise secrecy. You will be under a duty to pass the information on in a confidential manner and the child or adult at risk needs to know this.

16.3 React

- You can ask questions and may need to in certain instances but only to clarify what is being said. This is not an opportunity to interrogate the person and go into the territory of in-depth and prolonged questioning. You only need to know the salient points of the allegation that the child or adult is making.
- Do not ask ‘leading’ questions, for example, “What did he / she do next?” (this assumes that he / she did something next), or “Did he touch you?”. Such questions may invalidate your evidence (and that of the child or adult at risk) in any later prosecution in court.
- Always ask open questions using the words “Who”, “What”, “When”, “Where”, “Why” and “How”. When you ask questions using these words it is impossible to get a “Yes” or “No” answer.
- Examples of questions that could be asked:
 - How did this make you feel?
 - How often did this happen?
- Do not criticize the perpetrator as the child or adult at risk may still have a positive emotional attachment to this person.
- Do not ask the child or adult at risk to repeat their allegation to another member of staff. If they are asked to repeat it they may feel that they are not being believed and / or their recollection of what happened may change.
- Do not confront the alleged abuser.

16.4 Record

- Take notes as soon as it is practical to do so.
- Record the actual words spoken by the child or adult at risk – do not interpret/re-word or try to make sense of the structure of what was said. Do not be offended by any offensive language or words used to describe the abuse.
- Time and date your notes and do not destroy them in case they are required by a court.
- If you are able to do so, draw a diagram to indicate the position of any bruising but do not ask the child or adult at risk to remove any clothing for this purpose.
- Record statements and observable things, rather than your interpretations or assumptions.
- Record the reasons for your concerns and the nature of the alleged abuse.
- Write down the nature of your relationship to the child or adult at risk.
- Record the people who were present and where the disclosure took place.
- Record the name, address, age and gender of the child or adult at risk.
- Record the details of any other person who may have come into contact with the alleged abuser.
- Record whether you feel there is a safety risk to anyone visiting the home of the child or adult at risk. Other information which could be relevant includes:
 - Whether the parent or carer is aware of any incidents discussed (only if you are told by the person making the disclosure)

- Details of other family members.
- School/College/Community group
- G.P.
- Medical history.
- Or any other information that you think may be useful.

16.5 Seek consent

16.6 Don't worry if you do not have all the information listed above, but please record as much as possible as these are the types of questions that may be asked by Social Services.

16.7 If a child or adult at risk makes an allegation of either physical or sexual abuse and the alleged perpetrator is either a family member or someone very close to home, then under no circumstances must the member of staff/volunteer, Team Manager or Designated Safeguarding Person speak with the parents/carers/guardians about the allegation.

16.8 The member of staff/volunteer should pass the information through to their line manager who in turn will notify the Designated Safeguarding Person, who should support the member of staff to contact the appropriate Social Services team where further advice can be obtained and a referral made if necessary.

16.9 If the line manager is not available the member of staff should contact the Designated Safeguarding Person.

17. Allegations made against a practitioner, member of staff or volunteer

17.1 Whenever there is a safeguarding allegation against a practitioner, member of staff, volunteer, or board member within TGP Cymru, these are the procedures that need to be followed:

- Listen carefully to what is being said by the participant and accurately record the conversation at the end of the disclosure.
- Upon receipt of the information the member of staff or volunteer must immediately pass details of the allegation through to the Team Manager or Designated Safeguarding Person. If the allegation is against the Team Manager, contact the Designated Safeguarding Person. If the allegation is about the Designated Safeguarding Person, or they are not available, contact the CEO.

17.2 The member of staff who received the disclosure **MUST NOT** discuss the allegation with the member of staff, against whom the allegation has been made, or carry out any initial investigation to establish whether the allegation is true or not.

17.3 The Chair of Trustees should be informed of any allegation made.

18. Support for children and young people or adults who may have been abused

18.1 There may be occasions where staff or volunteers suspect that abuse could have taken place but the child or adult at risk has not actually stated this because they are aware that it would have to be reported. It could be in their best interests to get support from another organisation.

18.2 Children and young people could be directed to call CHILDLINE where they will get counselling and support to disclose abuse.

Childline 0800 1111

18.3 Adults who may have been abused in childhood could be directed to the National Association for People Abused in Childhood

NAPAC 0808 801 0331

Adults may also benefit from being directed to The Samaritans

The Samaritans 08457 909090

19. Making Referrals

- Once you have followed the above guidelines, **immediately** contact / speak to your Line Manager. They will then have a number of options open to them, including requesting you contact the appropriate Social Services team to seek their advice as to what should happen next. They will also ensure that the Designated Safeguarding Person is informed of the situation and seek their advice and support if necessary.
- Any discussions or advice given by Social Services to a member of staff/volunteer will need to be recorded by the member of staff or volunteer and passed to their Line Manager or Designated Safeguarding Person at the first available opportunity.
- The Designated Safeguarding Person will ensure that the Line Manager and member of staff are supported to take whatever action is necessary, including making an appropriate referral, contacting the child, young person or their family if appropriate, completing the necessary TGP Cymru information form and ensuring the wellbeing of all staff involved.
- If the safeguarding concern regarding a child or adult at risk of harm happens after 5pm or on the weekend then Social Services Emergency Duty Team (EDT) should be contacted.
- You must complete and submit a Multi-Agency Referral Form for the relevant Local Authority/region and submit it to the correct team. An example of what this might look like/ what information this form will require can be found in Appendix 1. It is unlikely that you will have all of the information required to complete the form fully, therefore simply add as much detail as you have.
- You must fill in the **Safeguarding Referral Information** form (Appendix 2) at the end of this document and pass it, along with a copy of the completed Multi-Agency Safeguarding Form onto the Designated Safeguarding Person or if unavailable the Deputy Safeguarding Person, once a referral has been made.
- Reporting concerns is not a betrayal of trust.
- People working or volunteering for TGP must follow these referral procedures. **Employees and volunteers cannot remain anonymous when making referrals.**

Appendix 1 – Safeguarding Referral Information Form—**for illustration only**

You should always use the Multi-Agency Safeguarding Referral Form of the local authority/ region to which you will make a referral. Your Line Manager will have the necessary contact details and will support you to do this.

The below gives an illustration of the information that Social Services will require from you.

Safeguarding Referral Information Form

Reporting Details

Date and Time

Location

Staff/volunteer name

Contact number

Child or Adult at Risk's details

Name

Address

Age

Gender

Any Vulnerability?

Any difficulties with communication?

Other relevant information:

Any risk to those who may visit?

Record the details of what was said (please continue over leaf and make sketches, if

necessary)

Using the exact words, write down what you've been told

Record why this causes you concern and the nature of the abuse

Who else could have been in contact with the alleged abuser?

Is the parent, carer or guardian aware of any incidents or concerns discussed

Was anyone else present during the disclosure?

Further information if known

Details of other family members

Don't worry if you don't have all the information listed above, but please record as much as possible as these are the types of questions you may be asked by Social Services. This form must be completed within 24 hours.

Who have you passed this information on to? Please tick and write down the time

Reported to:	Name of person	Time and Date	Action Taken?
TGP Cymru Designated Safeguarding Person			
	Social Services		
	Police		

The Local Authority Referral Form must be returned to your Line Manager and Designated Safeguarding Person without delay.

Safeguarding Referral Record

To: TGP Cymru

For the Attention of: Designated Safeguarding Person

Name of child/young person or vulnerable adult:	
Cygnnet ID Number	
Gender:	
Address:	
Date of birth:	
Tel:	
Type of accommodation:	
Has this referral been discussed with and approved by the Safeguarding Service Manager? Yes No	
Has consent been obtained from the child/ adult at risk and if relevant the child's parents?	
If a decision was taken not to make a referral to social services, please record the reasons.	
Approved by Safeguarding Service Manager:	
Name and signature:	
Date of Referral:	
Has a previous referral ever been made in respect of this person? Yes/No Date:	
Has a previous referral ever been made in respect of this matter? Yes/No Date:	
From: (Name of Line Manager)	
Name of Referrer:	
Project:	

Signed: (Line Manager) Date:	
Referred to: (Contact name in Social Services)	
Job Title:	
Address:	
Tel/ Fax/email: Date:	
Has information on the outcome of the referral been received from Social Services? Please record here:	
Any further notes:	

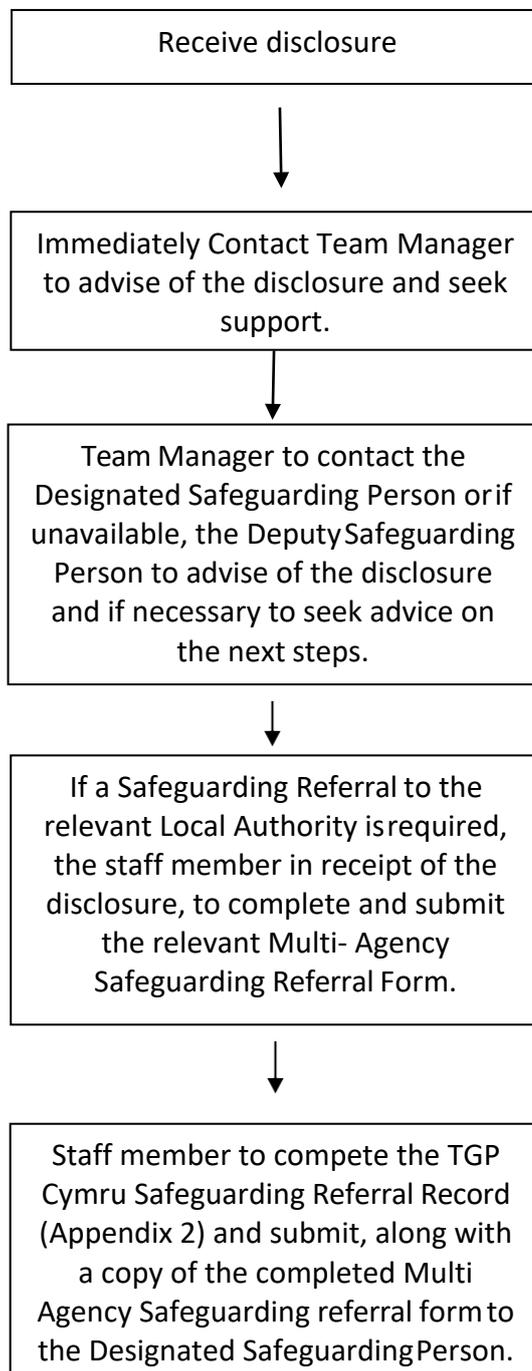
DISTRIBUTION:

**Original to be sent to the Designated Safeguarding Person who will file it with the referral.*

**Copy to be sent to project for their file*

Appendix 3

Safeguarding Referral Flow Chart



Appendix 4

Duty and Out of Hours Contact Details

Anglesey	01248 752 722 teulumon@anglesey.gov.uk 01248 353 551 (out of hours)
Bridgend	01656 642320 mashcentra@bridgend.gov.uk 01443 743665 (out of hours)
Carmarthenshire	01554 742322 01558 824283 & 0300333222 (out of hours)
Cardiff	029 2053 6490 029 2078 8570 (out of hours)
Ceredigion	01545 574000, socservs@ceredigion.gov.uk . 0845 6015392 (out of hours)
Gwynedd	01758 704 455 childreferral@gwynedd.llyw.cymru 01248 353 551 (out of hours)
Conwy	01492 575111 duty@conwy.gov.uk 0300 123 3079 (out of hours)
Denbighshire	01824 712200 cfsg@denbighshire.gov.uk 0345 053 3116 (out of hours)
Flintshire	01352 701000 childprotectionreferral@flintshire.gov.uk 01352 701000 (out of hours)
Merthyr Tydfil	01685 725000 01443 743665 (out of hours)
Neath Port Talbot	01639 686802 spoc@npt.gov.uk 01639 895455 (out of hours)
Newport	01633 656656 info@newport.gov.uk 0800 328 4432 (out of hours - SE Wales EDT)
Pembrokeshire	01437 776444. CCAT@pembrokeshire.gov.uk 0300 333 2222 (out of hours)
Powys	01597 827666 csfrontdoor@powys.gov.uk 0845 054 4847 (out of hours)
RCT	01443 425006 socialservices@rctcbc.gov.uk 01443 743665 / 01443 657225 (out of hours)
Wrexham	01978 292039 spoachildren@wrexham.gov.uk 01978 292039/0345 053 3116 (out of hours)

Extract from Recruitment and Selection policy

A reference must always be obtained from the current or most recent employer, and cover the previous 3 years. Where current employment has been for a shorter period, a further reference should be obtained in relation to any employment immediately prior to this. This "employer" reference must be given by a manager "in the line" or the HR Officer rather than by a colleague of the applicant. If any aspect of references give cause for concern, they should be discussed directly with the referee before an offer is made.

TGP Cymru reserves the right to take up references from any employer whose details appear on the application form.

- e. For all posts, a DBS Check must be taken up. Once medical and employment references have been received, an offer conditional upon satisfactory Police clearance may be made by the recruiting manager using the form outlined in the Recruitment Manual. A start date should be determined that will allow wherever possible the Police check to have been received by that date.*

[Link to TGP Cymru Recruitment & Selection Policy](#)

[Return to Recruitment Section 6.2](#)

Extract from Confidentiality Policy

All TGP Cymru advocates will inform service users that their privacy is respected at all times and that nothing will be disclosed outside the service without their agreement, unless they tell us something which leads us to believe that they or someone else may be at risk of serious harm or abuse or of committing a serious criminal offence, or if disclosure is required by a court order. They are also assured that they will be told if information is to be, or has been, passed on.

[Link TGP Cymru Confidentiality Policy](#)

[Return to Confidentiality Section 6.4](#)

Extract from Privacy Policy

8. How TGP Cymru shares your information

This section sets out how we will disclose information about you to third parties.

We will not share your details with anyone without your consent unless any of the following apply:

- We have reason to believe that you or someone you refer to when sharing information with us is at risk of harm in which case we will submit a multi-agency safeguarding referral and may inform the emergency services.*

Legal basis for processing: compliance with a legal obligation(Article 6(1)(c) of the GDPR

Legal obligation: legal obligations to disclose information which are part of the laws of England and Wales.

- We suspect criminal or potential criminal conduct in which case we will need to contact the appropriate authority, such as the police.*

Legal basis for processing: compliance with a legal obligation(Article 6(1)(c) of the GDPR

Legal obligation: legal obligations to disclose information which are part of the laws of England and Wales.

- We are involved in a legal or potential legal dispute or proceedings in which case we may need to use your information to resolve the issue.*

Legal basis for processing: our legitimate interests (Article 6(1)(f) of the GDPR

Legitimate interests: resolving disputes and potential disputes.

- We are asked to share your information in order to comply with legal requirements. For example we may need to disclose your information pursuant to a court order.

Legal basis for processing: compliance with a legal obligation (Article 6(1)(c) of the GDPR

Legal obligation: legal obligations to disclose information which are part of the laws of England and Wales.

- We use a number of trusted third parties to provide us with services, which are necessary to run TGP Cymru. We may share your information with third parties, which are either related to or associated with the running of our business, where it is necessary for us to do so. These third parties include accountants and auditors, advisors, consultants, business partners, independent contractors and insurers. Further information on each of these third parties is explained below.

Legal basis for processing: our legitimate interest (Article 6(1)(f) of the GDPR.

Legitimate interest: running and managing our organisation effectively.

- There are occasions when we need to report on our work both internally and to external funders / commissioners and to do this we use data collected but ensure that it is anonymised so that you cannot be identified in any way.

Legal basis for processing: our legitimate interest (Article 6(1)(f) of the GDPR.

Legitimate interest: Providing evidence and learning from the service/s delivered both internally and to external funders to demonstrate effective use of resources and to develop and deliver effective future services.

[Link to TGP Cymru Data Protection & Privacy Policy](#)

[Return to Confidentiality Section 6.4](#)

Extract from Complaints and Representations policy

The Representations & Complaints Policy Procedure will not run concurrently with the Child Protection Policy and Procedure or Disciplinary Policies and Procedure. The Representations & Complaints Procedure will normally be suspended pending completion of the other procedure. The Representations & Complaints Officer will determine in consultation with relevant staff whether there are any outstanding issues, which need to be dealt with through the Representations & Complaints Procedure.

[Link to TGP Cymru Representations & Complaints Policy](#)

[Return to Complaints Section 6.5](#)

Extract from Whistleblowing Policy

TGP Cymru recognises that employees or volunteers may, in the course of their work, encounter unauthorised and/or hidden practices, which concern them. These might be unethical, or illegal, endangering or damaging to others, especially children and young people or potentially damaging to TGP Cymru or the wider public interest. The purpose of this policy is, therefore, to encourage staff to raise legitimate concerns about these practices with management openly and without fear.

UNDER NO CIRCUMSTANCES WILL EMPLOYEES WHO EXPRESS THEIR LEGITIMATE VIEWS/CONCERNS IN GOOD FAITH ABOUT ISSUES TO DO WITH TGP CYMRU IN ACCORDANCE WITH THIS CODE BE PENALISED IN ANY WAY OR SUFFER ANY ADVERSE CONSEQUENCES INCLUDING INFORMAL PRESSURES FOR DOING SO.

[TGP Cymru Whistleblowing Policy](#)

[Return to Whistleblowing Section 6.5](#)