**Swansea Carers Centre**

**(The Charity)**

**Safeguarding Policy & Procedure**

**Children at Risk and Adults at Risk**

**Definitions**

The **Designated Person** is the Director, 01792 653344.

The term ‘volunteers’ includes the Trustees

**Policy**

1. **Introduction**
   1. The Charity is committed to the protection of adults at risk and children. Employees and volunteers must never condone abuse of any kind. An important part of their role is to prevent abuse.
   2. As a partner and participating member of the Safeguarding Board, The Charity is obliged to ensure that it has its own policy and procedures for the protection of adults.
   3. The Charity works in accordance with the Wales Safeguarding Procedures 2019 which are applicable to all workers paid or unpaid and termed practitioners in the Procedure. The WSP are accessed by app [www.safeguarding.wales](http://www.safeguarding.wales) and we encourage all frontline staff and volunteers and all those with specific safeguarding responsibilities to access and comply with the guidance. The Procedures are drawn from the legislation and guidance contained in the Social Services and Well-being Act (Wales) 2014, part 7 safeguarding, which is the current basis for safeguarding all people who might be at risk, in Wales.
   4. The Charity has a responsibility to report situations where there is reasonable cause to suspect abuse to the appropriate agencies as determined by the Wales Safeguarding Procedures.
   5. The Charity is accountable and responsible for the implementation of its own procedures and the instigation of any disciplinary proceedings that may arise from a breach of these procedures.
   6. The charity will never undertake it’s own investigation of suspected abuse, the charity will always pass on concerns even if they appear insignificant as they may represent a small part of an overall picture of concern.
2. **Who is vulnerable at risk ?**

<https://www.safeguarding.wales/glossary.html>

1. E.g., Adult at risk

Describes anyone over 18 years of age who is experiencing or is at risk of abuse or neglect and 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. (S 126 of the Social Services and Well-being Act 2014)

* 1. It is possible that any adult can be or become vulnerable through illness, disability or frailty, whether temporarily or permanently

4 Child at risk

This describes an individual under the age of 18 years who is experiencing or is at risk of abuse, neglect or other kinds of harm; and who has needs for care and support (whether or not the authority is meeting any of those needs). When a child has been reported under section 130 of the Social Services and Well-being Act 2014, the local authority shall make, or cause to be made, such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child’s welfare under section 47 of the Children Act (1989).

* 1. Children can be considered vulnerable due to their age, a wide range of other factors can make a child increasingly vulnerable
  2. The Charity works with and for carers and recognises that the cared-for are vulnerable to abuse in the home or in care settings.
  3. The Charity recognises that abuse can occur between vulnerable people.
  4. The Charity recognises that carers can be vulnerable to abuse from the cared-for.

**5 What is meant by abuse?**

Abuse can be categorised as:

Physical abuse, Sexual abuse; Financial abuse; Psychological abuse or Neglect.

Abuse reflects a lack of respect and is an infringement of legal and civil rights. It may be an abuse of power and may constitute a criminal act.

Abuse may be a single incident but is more likely to be part of a systematic pattern.

Abuse may be a deliberate act or may be the result of a failure to act appropriately.

Abuse can take place in a variety of settings. These can include the person’s own home, a relative or friend’s home, a day centre, a hospital or a residential or nursing home.

Abuse can take place within both personal and professional relationships. It can be carried out by other service users, or by people who deliberately form a relationship with a vulnerable person in order to exploit them. For the purposes of this policy ‘abuse’ is defined as it is presented in the <https://gov.wales/sites/default/files/publications/2019-05/working-together-to-safeguard-people-volume-i-introduction-and-overview.pdf>

para 22 page 7 and

<https://gov.wales/sites/default/files/publications/2019-05/working-together-to-safeguard-people-volume-i-introduction-and-overview.pdf>

Pages 17/18 para 67 onwards.

**6 Training**

All employees and volunteers are required to attend safeguarding training appropriate to their role, to include an introduction to our safeguarding policy and procedures as part of induction, an appropriate training session proportionate to role within 3 months of joining the Carers Centre, and any required training to meet the needs of a change to that role. Refresher training will take place every 2 years, or when there are major changes to legislation and guidance.

Safeguarding training is provided to support each staff member and volunteer:

* to be able to identify abuse
* to understand the procedures to follow in the event of abuse or allegations of abuse.

All safeguarding training attended will be logged. All employees and volunteers will receive, read and sign a copy of this document. Support will be provided for anyone who needs it in order to understand the policy and their role in safeguarding.

**PROCEDURE**

For information on consent please see separate document

**Employees and volunteers witnessing abuse**

* If the abuser is present, secure your own safety and contact the police as soon as it is safe and possible to do so. Where applicable request paramedics. You do not need anyone’s consent to call for medical assistance.
* Contact your line manager. If your line manager is not available, contact the designated person. See details on page one of this document
* Do not compromise your own health or safety.

**When an incident of abuse or neglect has been alleged, disclosed or is suspected**

* Take a detailed account of the incident, allegation or disclosure and the names of any witnesses. Refer to Guidance Notes on page 3 of this document
* Inform your line manager as soon as possible.

**Employees and volunteers discovering a vulnerable adult or child needing medical attention must summon paramedics and then contact their line manager**

**In all cases**

* If your line manager is not available contact the Director, if the Director is not available contact the Chair or Vice Chair of Trustees. If neither are available contact a Trustee.
* If the abuser or suspected abuser is your line manager then contact the Director, if the Director is not available contact the Chair or Vice Chair of Trustees.
* If the abuser or suspected abuser is the Director then contact the Chair or Vice Chair of Trustees. If neither are available contact a Trustee.

Contact details will be issued to all employees Suggest an appendix of the personnel listed above by name, role and with contact details, which can be easily updated as required.

**THE LINE MANAGER WILL REPORT THE INCIDENT TO THE DESIGNATED PERSON**

The **Designated Person** will:-

* Confirm the details of the incident, allegation or disclosure with the employee or volunteer and ensure that the details are recorded including whether consent has been discussed, given or withheld by the individual.
* The designated person will decide on the appropriate course of action. If the concern is about a child this will be a discussion with or referral to ;

The Child and Family Information, Advice and Assistance Service on Swansea 635700 or by emailing [access.information@swansea.gov.uk](mailto:access.information@swansea.gov.uk)

If the concern is about an adult this will be a discussion with or a referral to;

Social Services ,Tel: 01792 636854 Email: [adult.safeguarding@swansea.gov.uk](mailto:adult.safeguarding@swansea.gov.uk)

Any discussion will be followed up by a written report record, either a VA1 or an email detailing the concerns, a copy of this will be retained in the Safeguarding file , kept by the designated person and a note made on the individual file.

The Social Services department receiving the report should give feedback on the report within 7 working days. If this is not forthcoming, the Designated Person will contact them for this.

When the Home Support Service is involved the CIW should be informed. Copies should be retained on file of any communication with the CIW. NOTE: It is not necessary to forward a copy of the VA1 to the CIW.

The **Designated Person** should inform the Chair of Trustees and report to the Board any recommendations for additional training or changes to procedures.

**Safeguarding allegations made against a practitioner** - person working or volunteering in a role with direct access to a child or adult at risk

Where necessary, any disciplinary action taken by the charity will be undertaken under consultation with, and without undermining any investigation by… subsequent to the outcomes of any Safeguarding Team, Police or CIW investigation.

Where an allegation of a safeguarding nature is made against a staff member or volunteer of the Carers Centre, the Designated Person will inform the Local Authority Designated Officer (LADO) in compliance with the procedures at section 5: <https://www.safeguarding.wales/adu/index.a5.html>

An individual who makes an allegation about another person within the Carers Centre **in good faith**, will not suffer any repercussions or negative response, for doing so in the manner detailed in this policy.

**GUIDANCE**

When presented with an allegation or suspicion of abuse:

|  |  |
| --- | --- |
| **YOU SHOULD** | **YOU SHOULD NOT** |
| STAY CALM | APPEAR SHOCKED |
| LISTEN PATIENTLY | CONDUCT AN INVESTIGATION |
| RE-ASSURE THE PERSON THEY ARE DOING THE RIGHT THING | MAKE JUDGEMENTS OR COMMENTS |
| ENSURE THEY ARE SAFE | PROMISE TO KEEP SECRETS |
| TREAT THE INFORMATION SERIOUSLY | STATE THAT ABUSE WILL / SHOULD NEVER HAPPEN AGAIN |
| EXPLAIN WHAT WILL HAPPEN NEXT | STATE THAT YOU DO NOT BELIEVE THE ALLEGATION |
| PRESERVE PHYSICAL EVIDENCE |  |
| WRITE DOWN AS MUCH DETAIL AS YOU CAN, AS SOON AS YOU CAN, USING THE EXACT WORDS TOLD TO YOU. |  |

**Swansea Carers Centre**

**Children at Risk of Harm Policy**

**Code of Behaviour**

1. Trustees, employees and volunteers must respect children’s rights <https://www.childcomwales.org.uk/uncrc-childrens-rights/uncrc/> which include the right to privacy, to life, to live unharmed, free from abuse, to have their views respected, and to be free to express themselves.
2. Trustees, employees and volunteers should help to create a safe environment where and encourage all children (and adults) to feel comfortable enough to report attitudes or behaviour they do not like.
3. Trustees, employees and volunteers should be aware of the procedures for reporting concerns or incidents, and should familiarise themselves with the contact details of the designated person.
4. If a trustee, employee or volunteer has any concerns relating to the welfare of a child, be it concerns about actions/behaviour of another trustee, employee or volunteer or concerns based on any conversation with the child; particularly where the child makes an allegation, they should report this to the designated persons, Executive Director and/or Caring Break Service Manager.
5. Trustees, employees and volunteers should not spend time alone with children, away from others.
6. Trustees, employees and volunteers should not make physical contact with children.
7. Trustees, employees and volunteers should not take children alone in a car, however short the journey.
8. Trustees, employees and volunteers should not start an investigation or question anyone after an allegation or concern has been raised. This is the job of the authorities. The facts should be recorded and reported to the designated persons, Executive Director and/or Caring Break Service Manager.
9. Trustees, employees and volunteers should never (even in fun)
   1. Initiate or engage in sexually provocative conversations or activity where children are involved.
   2. Allow the use of inappropriate language to go unchallenged.
   3. Do things of a personal nature for children that they can do for themselves.
   4. Allow any allegation made by a child to go without being reported and addressed, or either trivialise or exaggerate child abuse issues.
   5. Make promises to keep any disclosure confidential from relevant authorities.
10. If trustees, employees or volunteers find themselves the subject of inappropriate affection or attention from a child, they should make others aware of this and discuss an appropriate course of action with their line manager
11. The designated person shall keep written records of concerns about children
12. The designated person shall ensure that all records are kept securely.
13. The designated person shall ensure that safe recruitment practices are always followed.

**Swansea Carers Centre**

**Safeguarding Policy and Procedure**

**Incorporating Children at Risk of Harm and Adults at Risk of Harm**

**Safeguarding Agreement**

I confirm that I have received and read Safeguarding Policy and Procedures of Swansea Carers’ Centre.

I confirm that I have received a copy of the Child Protection, code of behaviour.

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Please print)*

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job / Role: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Project Manager, Volunteer, etc)

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