

# Cathays and Central Youth and Community Project (CCYCP) Safeguarding Policy

## **SAFEGUARDING IS EVERYBODY'S BUSINESS**

Safeguarding is the responsibility of everyone. This policy outlines CCYCP's duty to uphold this principle and the right of young people and vulnerable adults to be protected from abuse. We commit to ensuring all staff and volunteers work together to prevent and minimise abuse. We commit to acting promptly when dealing with allegations or suspicions of abuse.

Where there are concerns about someone's welfare, CCYCP has an obligation to address those concerns and follow the appropriate procedures. It is the responsibility of the first person aware of an issue to follow this and deal with the immediate needs of the person. They should take reasonable steps to ensure the person is in no immediate danger and seek medical help if necessary.

The first person made aware of a concern should, as soon as is reasonably possible, make their designated safeguarding officer (DSO) aware. It is then the responsibility of the DSO to decide on the most appropriate course of action.

## **CCYCP DSO's**

Children: Debbie Davies 07894668564/ [debbie.davies@cathays.org.uk](mailto:debbie.davies@cathays.org.uk)

Adults: Justin Witney 07538388610/ [justin.witney@cathays.org.uk](mailto:justin.witney@cathays.org.uk)

If the above are unavailable: Bud Harper 07971324280 /  
[bud.harper@cathays.org.uk](mailto:bud.harper@cathays.org.uk)

Safeguarding Lead Trustee: Rhiannon Mcnamara  
[rhinannon.mcnamara@cathays.org.uk](mailto:rhinannon.mcnamara@cathays.org.uk)

## Key Definitions

**Abuse:** Can be physical, sexual, psychological, emotional or financial (includes theft, fraud, pressure about money, misuse of money). Can take place in any setting, whether in a private dwelling, an institution or any other place.

**At risk:** 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;

**Adult at risk(s126(1) SSW(W)A 2014:** 1. Is experiencing or is at risk of abuse or neglect, 2. Has needs for care and support (whether or not the authority is meeting any of those needs), and 3. As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

**Child at Risk (s130(4) SSW(W)A 2014:** as a person under the age of 18 who; (a) Is experiencing or is at risk of abuse, neglect or other kinds of harm and; (b) Has needs for care and support (whether or not the authority is meeting any of those needs).

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

**Significant Harm:** Concerns about likely or actual significant harm or abuse will justify the threshold for initiating s47 enquiry. The standard for significant harm is the objective reasonable person test from s31(9) Children Act 1989: *Where the question of whether harm is significant turns 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*

**Neglect:** failure to meet a person's basic needs, physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being (for example, an impairment of the person's health).

## Recognising abuse

This policy demonstrates CCYCPs duty to protect those vulnerable. Therefore it is important that all members of staff are able to recognise the different ways in which someone suffer from, or become at risk of abuse:

CCYCP recognises that **abuse** is a violation of an individual's human and civil rights by any other person(s) or group of people. Abuse may be single or repeated acts. It can be:

**Physical:** for example, hitting, slapping, burning, pushing, restraining or giving the wrong medication.

**Psychological and emotional:** for example, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse.

**Financial:** including the illegal or unauthorised use of a person's property, money, pension book or other valuables, pressure in connection with wills, property or inheritance.

**Sexual:** such as forcing a person to take part in any sexual activity without his or her informed consent – this can occur in any relationship.

**Neglect and acts of omission:** including ignoring medical or physical care needs. These can be deliberate or unintentional, amounting to abuse by a carer or self-neglect by a vulnerable person: for example, where a person is deprived of food, heat, clothing, comfort or essential medication, or failing to provide access to appropriate health or social care services.

**Discriminatory:** including racist or sexist remarks or comments based on a person's disability, age or illness, and other forms of harassment, slurs or similar treatment. This also includes stopping someone from being involved in religious or cultural activity, services or support networks;

**Institutional:** the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. This includes a failure to ensure the necessary safeguards are in place to protect vulnerable adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.

**Exploitation:** Exploitation refers to the use of an adult or child for someone else's advantage, gratification or profit often resulting in unjust, cruel and harmful treatment. There are two main forms of exploitation that are recognised: Sexual exploitation - Economic exploitation. Forced marriage can be considered a form of abuse through exploitation.

## Legal Requirements

We ensure that:

[Social Services and Well-being \(Wales\) Act 2014](#) and the accompanying [Working Together to Safeguard People guidance](#): this details promoting the wellbeing of those who need care and carers who need support.

[The Mental Capacity Act\(MCA\) 2005](#): Designed to protect and empower those who lack the capacity to make their own decisions. CCYCP is designed to help those vulnerable, wherever possible, make their own decisions and guide them through this process.

Domestic Abuse (Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015: as part of our safeguarding agreement as a voluntary organisation (S.5 4b) our actions are capable of contributing to the purpose of combatting domestic abuse and sexual violence

The European Convention of Human Rights, particularly Articles 2,3,5,6 and 8: They are the right to life; the prohibition of torture; right to liberty and security; right to a fair trial; and right to respect for private and family life.

The United Nations Principles of Older Persons: CCYCP does not condone age discrimination and we give older people the opportunity to both work and volunteer in a safe environment

The United Nations Convention on the Rights of the Child, particularly Articles 8, 13, 19, and 42: They are protection of identity; freedom of expression; be safe from violence; and to know their rights. \_

The Social Services and Well-being (Wales) Act 2014: Provides the legal framework for improving the well-being of people who need care and support. It is this legislation that provides the framework for the Wales Safeguarding Procedures.

Welsh Language Standards and the “More than Just Words” Framework.: This act details our commitment to improving the quality of care and outcomes Welsh speakers. (the policy asks for an ‘active offer’? Do we have that? Its where a welsh speaker can receive a service in welsh without having to ask)

## **Statutory duty to report**

The Social Services and Well-being (Wales) Act 2014 s128 includes the duty on the practitioner or relevant partners to report under s162 of the Act to report both adults and children where they have reasonable belief they are at risk of harm.

## **General Commitments**

CCYCP is committed to supporting people who are experiencing or at risk from abuse through:

1. Identifying abuse where it is occurring.
2. Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of anxiety are expressed.
3. Ensuring the active participation of individuals, families, groups and communities wherever possible and appropriate.
4. Raising awareness of the extent of abuse on vulnerable people and its impact on them.
5. Promoting and supporting work designed to reduce abuse and the fear of abuse.

6. Regularly monitoring and evaluating how our policies, procedures and practices for protecting vulnerable people are working.
7. Making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding.
8. That all staff and volunteers have relevant DBS checks before having direct contact with vulnerable people or their carers.
9. CCYCP is committed to following the guidance set out in the Wales Safeguarding Procedures (WSPs). We will ensure every staff member involved in a safeguarding role can easily access these.
10. Following the framework of recognise, respond, report, record and refer to appropriately act and monitor safeguarding situations

## Operation, Monitoring, Review, and Complaints

### Operation

#### Prevention of Abuse and Confidentiality

All staff and volunteers will be requested to read Cathays & Central Youth and Community Project's Safeguarding Policy and Procedure, and will be requested to attend safeguarding training according to our training policy.

Where abuse is alleged, suspected, reported or concerns are raised, the Safeguarding Procedure must be followed. Confidentiality will be respected wherever possible and consent obtained to share information. The person involved should be made aware that staff cannot ignore issues around abuse and that steps will be taken to deal with them in as sensitive a manner as possible. The welfare of the individual is paramount.

Information will be recorded and stored in line with our General Data Protection Regulation Policy, which can be found here:

<https://drive.google.com/file/d/1clR--w61grg34GeZTYOVIXOJ2q78a0FG/view>

## What to do if you believe an individual is at Risk

1. Complete a CCYCP Safeguarding Form, These can be found in:
  - Your project whatsapp group description.
  - Your work google chrome account bookmarks
  - You can ask a duty manager if you are on site
2. Send the completed copy of any form and responses to [Safeguarding@cathays.org.uk](mailto:Safeguarding@cathays.org.uk)
3. Contact your designated safeguarding officer:
  - Children: Debbie Davies  
Contact no 07894668564  
Email: [debbie.davies@cathays.org.uk](mailto:debbie.davies@cathays.org.uk)
  - Adults: Justin Witney  
Contact no: 07538388610  
Email: [justin.witney@cathays.org.uk](mailto:justin.witney@cathays.org.uk)
  - If the above are unavailable: Bud Harper  
Contact no 07971324280  
Email: [bud.harper@cathays.org.uk](mailto:bud.harper@cathays.org.uk)
4. They may ask you to contact Cardiff Council Safeguarding Team using:
  - An AS1 form for Adults:  
<https://www.cardiffandvalersb.co.uk/wp-content/uploads/Adult-Safeguarding-Duty-to-Report-Adult-at-Risk-AS1.docx>
  - A MARF form for Children:  
<https://www.cardiffandvalersb.co.uk/wp-content/uploads/Multi-Agency-Report-Referral-Form.pdf>

In an emergency or for any advice completing the forms, these are the numbers to contact:

- If you believe a child or adult is in immediate danger, do something straight away- contact 999 by calling or texting (If Deaf or hard of hearing) and tell the operator what is happening.
- Adults:  
If you think or believe an adult is being abused, please contact the Adult Safeguarding Team on: 029 2233 0888
- Children:  
If you think a child is at risk, not being looked after properly, or you have concerns about their welfare, please contact 029 2053 6490

For emergencies that fall outside of normal working hours, you can contact these numbers

- Cardiff Multi-Agency adult Safeguarding Hub (MASH):  
02922 330888
- Adult Out of Hours:  
02920 788570
- Children's safeguarding hub (MASH):  
029 2053 6490
- Children's Out of Office Hours Emergency Duty Team:  
• 029 2078 8570

## Monitoring

Safeguarding concerns will be processed upon receipt by the relevant DSO who will make an assessment on what action to take next. Throughout the required action the DSO will liaise with all relevant parties to ensure best practice is followed, these actions shall be shared and monitored throughout by the three named DSO's.

## Review

Safeguarding operations and procedures are reviewed every other month by the three named DSO's. The Safeguarding lead on the Board of Trustees and other trustees on the Protection Committee. This is summarised to the Board of Trustees also every other month in order to review progress made, plan for future developments and ensure a high level of standards based on good practice is maintained.

## Complaints

Professional Concerns will be dealt with by the DSO and reported via the AS1 and MARF forms but also reported to the Safeguarding Lead on the board of Trustees in the event that an internal investigation or the Charity's disciplinary procedures need to be invoked. It may be necessary to contact the Police. Complaints concerning DCO's and the Charity's safeguarding procedures should be directed towards the Safeguarding Lead Trustee and/or Chairperson of the Board who may wish to follow investigatory or disciplinary procedures.

## Helpful Resources:

### **Welsh Government safeguarding guidance:**

<https://www.gov.wales/safeguarding-guidance>

### **Children in Wales safeguarding guide:**

<https://www.childreninwales.org.uk/safeguarding/>

### **Wales Safeguarding procedures:**

<https://www.safeguarding.wales/en/>

### **Code of Safeguarding Practice:**

[https://www.gov.wales/sites/default/files/publications/2022-01/working-together-to-safeguard-people--code-of-safeguarding-practice\\_0.pdf](https://www.gov.wales/sites/default/files/publications/2022-01/working-together-to-safeguard-people--code-of-safeguarding-practice_0.pdf)

## Operational plan (Safeguarding procedure)

### *Safer Recruitment*

As part of our commitment to safeguarding, CCYCP will endeavour to request appropriate background checks for new and continuing members of staff (inc. volunteers). For further information on this please see the Safer Recruitment and DBS Policies and Procedures.

### *Commitment to Training & Development*

As part of CCYCP's commitment to safeguarding, all staff (inc. Volunteers and students on placement) and trustees will undergo regular safeguarding training as part of their induction process and at regular intervals of at least 18 months.

Within this structure there are training requirements for safeguarding, the level of which corresponds to the persons involvement with the public and their role in the organisation. All staff who work in a public facing role with young people or adults will be required to attend the Local Authority's Level 2 Safeguarding training for Children and Adults.

### *External hirers*

External Hirers not directly operated by the CCYCP and who are regularly working with children and/or vulnerable adults, shall refer to our terms of hire which contains a clause to demonstrate that the organisation, group or individual is appropriately taking safeguarding precautions and that they agree to fall in-line with this policy which shall be provided to them. We will request contact details for a Safeguarding lead with an up to date DBS check. All external hirers will be provided with a link to our Safeguarding policy.

### *Adults at Risk and Consent*

As part of CCYCP's ethical and legal requirements there is an importance to protect people's information, but we must also meet our ethical and legal requirements to safeguard the welfare of our beneficiaries as a charity and the legal duty discharged through our partnership with the Local Authority. To ensure legal compliance CCYCP will endeavour to seek consent from a service user where it is possible before sharing information with relevant authorities, where this consent is refused but the concerns or disclosure of information would put adult-at-risk, then we shall carry out our legal obligation to report this information.

### *Managing Risks for activities*

For the management of activities, it is important that staff appropriately risk assess their planned activities. This should be done in-line with the organisations Health & Safety Policy.

### *Ratios of service users to staff*

#### Youth provisions

In the youth provisions the staff to young person ratio should be 1:10 unless where additional needs make up more than 50% of the demographic of the young people attending, which then the staff ratio should be 1:8. In this calculation there should always be at least 2 members of staff (inc. volunteers and students on placement). When working out the calculation if a person is receiving designated one-to-one or two-to-one support then these members of staff must not be included in the ratio. These must be recorded on session sheets to be used as part of our annual reporting. When running residential activities please see the section Residentials With Service Users for more information.

#### Adult services

These services shall maintain a 1:15 ratio, unless the service is targeted to those with additional needs due to; disability, age or ill-health, which then a ratio of 1:10 should be maintained. When working out the calculation if a person is receiving designated one-to-one or two-to-one support then these members of staff must not be included in the ratio. When running residential activities please see the section Residentials With Service Users for

more information.

Mixed Services

To follow Youth Service Ratios

Open Access Community Activities/events

These ratios shall be determined for the staff member who has carried out the risk assessment for the activity or event.

### *Residential with service users*

Residential rules apply when staff are expected to work with services users after 11pm and before 7am. During residential there are many factors that can add to pressures on staff to appropriately safeguard beneficiaries, such as length of hours, need for breaks, tiredness, etc. For this reason additional rules have been created regarding residential. These include a blanket 1:8 staff to service user ratio. These ratios should not include staff members that are designated to provide one-to-one or two-to-one support.

In regards to sleeping arrangements of service users there should be an age division when allocating rooms or sleeping quarters of under the age of 16 and those 16+ or 16/17 year olds separated from 18+ year olds where all participants are 16 or over. Additional age divisions can be added at the discretion of the lead worker. Staff should be suitably placed that they can appropriately safeguard service users without intruding on their right to privacy such as an adjacent sleeping quarter. Due to the consideration of varying gender identities and sexual orientations of service users it is not down to workers to decide artificial gender divides in sleeping arrangements but to proactively work on respectful relationships prior to the residential, creating agreed ground rules for the residential and empowering service users to make choices that would actively make them feel safe and secure.

There are some extenuating circumstances such as under the age of consent individuals who are known to have sexual or romantic history. Workers can at their discretion provide additional boundaries to appropriately safeguard those young people.

### Risk Assessments

Each project and department should have an individual risk assessment designed for the make-up of the group it works with. In addition to this each youth or adult provision should then include activity risk assessments, these are recommended to be accompanied by an activity plan in the NAOMIE format, with the worker in charge of carrying out the activity to sign off that the safety precautions for the session will be carried out. All risk assessments should be approved by our Site Manager responsible for Health and Safety.

Cyberbullying and digital safety

CCYCP have a commitment to provide an effective web filtering system that disables harmful content such as Pornography, Gambling, Terrorism and other inappropriate content for young people and vulnerable adults. Workers have duties to safeguard children and adults they work with from not only in the physical world but also to assist in their safety in the digital one. It can be sometimes difficult navigating a safe response to emerging technologies without disempowering the service user and preventing them from engaging in the potential benefits of socially focussed technology.

Should a person disclose that they are a victim of cyberbullying then some guidance for staff would include:

1. Reassuring the victim that they have done the right thing in their disclosure to the worker
2. Showing empathy for the person's situation
3. Reiterating that the victim has the right to feeling safe and that the behaviour of the bully is inappropriate
4. Suggesting that the victim keep a record should this need to go further to police or other services
5. That the staff member where possible will facilitate them speaking to friends, family, or other significant individuals or specialist agencies about this
6. Advising the victim not to reply or if they do feel compelled to reply that this is done non-aggressively but assertively enough that the message is clear. They will also be reminded how to prevent the bully from contacting them such as; blocking them on social media apps/sites, adding them to a block list in their contacts, changing their number or temporarily deactivating their account.

#### Youth Provisions and Adult Services

In youth and adult service settings where the environment or activity is hosted and/or organised by us, the safe use of technology should be done as part of developing group codes of conducts. Articles on this agreement could include but not limited to; only using phones on downtime, not posting other group members photos without consent, defining and prohibition of inappropriate websites and apps such as those used for porn, not to use social media to troll people and to not add staff on social media.

Further to this there should also be regular workshops throughout the year, particularly before residential with service users, to refresh service users with the code of conduct and to cover safety measures such as; ensuring that privacy settings on social media settings are appropriately set, that they don't post images with identifiable information such as a school logo or their home street address in it.



As part of digital safety, staff and volunteers must get written consent around whether a service user can be featured in materials posted using CCYCP social media outlets and the CCYCP website. In addition to the written consent staff are also advised to clarify this consent verbally before images or otherwise other potentially sensitive information can be posted about the service user such as disclosing they attend provisions that may reveal that they are LGBTQ+ or that if the post relates to overcoming a personal struggle.