



Safeguarding People in Swansea

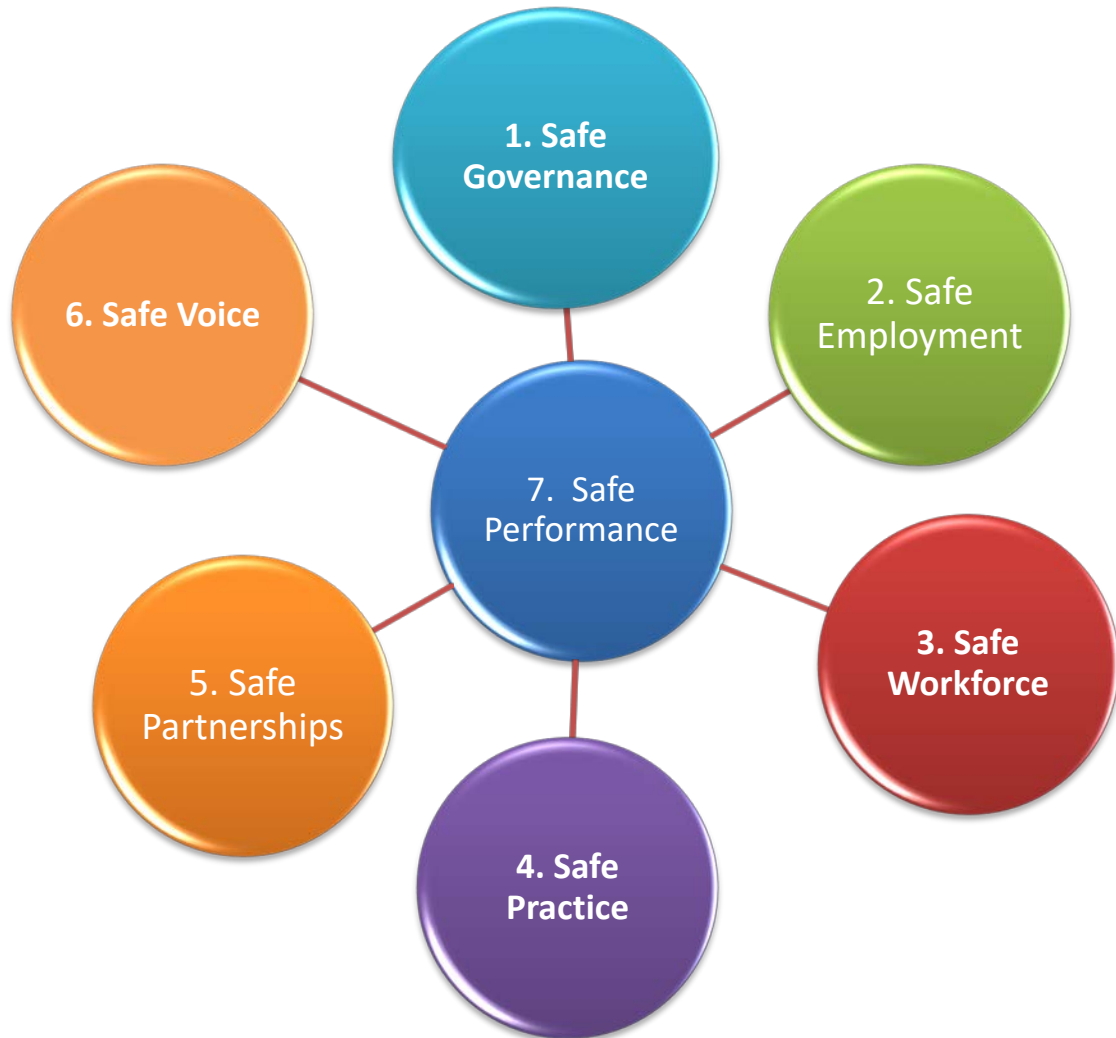
Swansea Council Corporate Safeguarding Children and Adults Policy

Mae'r ddogfen hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

**Version 5.4
Updated: April 2023**

Swansea's Corporate Safeguarding Policy framework

“Safeguarding is everyone’s business”



“Doing nothing is not an option – Spot it, Report it!”

Change Log

Version: v5 4

Effective Date of Revised Policy: 1st April 2023

Review Date: By end March 2024

Policy Owner: Director of Social Services

Change to previous v5.3

- p15 update reference to Swansea Council e-learning- removing 'learning pool'

Version: v5 3

Changes to previous v5.2 Nov. 2018 (requested by Corporate Safeguarding group):

- p2) Changes to Swansea model headings to align to working groups
 - Intro_ Change link to latest Corporate Plan (2021-22) and updated objective 1: Safeguarding vulnerable people
Note: Corporate Plan 2022-25 yet to be formally adopted by new Council,
 - 1a) Primacy of SSAct in Wales, references/links to Wales Safeguarding Procedures, WGSB, Keeping Learners Safe,
 - 1b) added 'duty to cooperate' and Reducing Restrictive Practices framework
 - 1f) Improvement actions- update text
 - 1g) Ref/ link to Swansea's Continuum of Need Indicators For Support (CONIFS)
 - 1g) Ref/ link to West Glamorgan Safeguarding Policy for Escalation of Professional difference
 - 2c) update links to Council's safeguarding page and mandatory training
 - 2d) update links to domestic abuse policy and VAWSVDA strategy 2018-22
 - 2d) Include link to other Council policies and procedures
 - 3. Updated link to code of conduct
 - 3c) Table updated text relating to Social Services Lead Officer: Safeguarding Children / Social Services Lead Officer: Safeguarding Adults
 - 3c) Updated Table – Cabinet details on Council's safeguarding lead
 - 3d) Added to reference training resources
 - 4b) Linked to Named Safeguarding Persons list
 - Added reference to Wales Safeguarding Procedures 2019 and to the App
 - 4b) Added links to public webpages: safeguarding concerns adults, children
 - 4b) Change references to Child and Family IAA team to single point of contact
 - 4b) Change contact details for Adults CAP, & by including Safeguarding team email
 - 5a) Added West Glamorgan Safeguarding Board
 - 5b) Changed to West Glamorgan Safeguarding children (not Board)
 - 5c) Changed to West Glamorgan Safeguarding children (not Board)
 - 6. Updated link to code of practice - advocacy services
 - 7. Changed heading to add Safe performance, and removed reference to s22 audit
- Appendix 1: Glossary-
- Additions: Wales Safeguarding procedures, social services code of practice, keeping learners safe, named safeguarding persons
 - Update links code of practice 7, safeguarding adults, safeguarding children, CSE, Domestic Abuse, FGM, Human Trafficking, Prevent, Hate Crime
 - Removed FGPO, Fabricated Illness
- Appendix 2: Updated Governance structure, and included Junior Safeguarding Board
- Appendix 2b. Improvement Actions, updated to reflect latest actions improvements
- Appendix 3. Updated flowcharts with NSPs and SPOC & contact details
- Appendix 4. Updated to NPS, some NSP roles, and some Strategic role
- Appendix 5. updated to public information resources (to avoid duplication)
- Additional - corrections for accuracy suggested by Head of Adult Services

Introduction

Safeguarding is about protecting children and adults at risk from abuse or neglect and educating those around them to recognise the signs and dangers.

Welcome to Swansea Council's corporate safeguarding policy, which is statement of shared corporate expectations, a record of our policy commitment and gives detail on the arrangements in respect of future safeguarding actions to be taken.

Within Swansea Council there is a “Safeguarding is Everybody’s Business” principle, and this is central to this policy which applies to, and must be followed by:

- our employees
- elected members
- volunteers and
- contractors (though specific conditions or policies may apply within contracts)

Swansea Council’s Corporate Safeguarding Policy is written to protect the most vulnerable people in our communities, so it is vitally important that members of the public and organisations are aware of how the Council contributes to safeguarding people in Swansea.

All children at risk and adults at risk have a right to be protected from abuse, neglect and other forms of harm regardless of their age, disability, gender, racial heritage, religious belief, sexual orientation or identity.

Safeguarding people is one of the Swansea Council’s six key priorities in the Revised Corporate Plan 2021-2022, and set out within our Well-being Statement: [Corporate Plan - Swansea](#)

Objective 1. Safeguarding people from harm – so that our citizens are free from harm and exploitation.

Why this priority is a well-being objective:

- We are committed to ensuring that citizens live their lives free from harm and exploitation.
- Safeguarding vulnerable people needs to be seen as everybody’s business within every service within the Council, by all elected Members and by those who do work on behalf of the Council.
- We want children to be safe from harm and to stay with their families or be supported in family settings where it is safe for them to do so.
- We want to ensure all vulnerable adults are safeguarded from harm and able to live to their maximum potential.
- We want to tackle domestic abuse and ensure that victims are fully supported
- We want people to age well and be able to live as independently and as safely as possible in their own homes.

This Council's corporate safeguarding policy will help address some of the longer-term challenges in as set out in detail in the well-being statement objective, and to apply five ways of working, as required by Well-being of Future Generations (Wales) Act 2015.

This policy takes into account:

- a) The European Convention of Human Rights, particularly Articles 2,3,5 6 and 8;
- b) The United Nations Principles for Older Persons; and
- c) The United Nations Convention on the Rights of the Child

Under section 6 of the Human Rights Act 1998, public bodies have to act in a way that is compatible with human rights under the European Convention of Human Rights.

Within the Social Services and Well-being (Wales) Act 2014, henceforth SS&WbA, and the Part 7, safeguarding codes of practice and statutory guidance, there are expectations that a number of specific rights, are protected and upheld:

Article 2. – right to have life protected;

Article 3. – right not to be subjected to inhuman or degrading treatment;

Article 5. – right to liberty and security;

Article 6. – right to a fair hearing;

Article 8. – right to respect for private and family life, home, and correspondence

See Appendix 1 for Glossary of Key Terms used in Safeguarding

1. Safe Governance

1a) Policy context:

Swansea Council has a statutory duty to safeguard and promote the welfare of children at risk and of adults at risk.

The council aims to ensure that everyone working with, or on behalf of, children and/or adults is competent, confident and safe to do so, by working within the legal and statutory frameworks set out in the following:

- Wales Safeguarding Procedures 2019: <https://safeguarding.wales/>
- Social Services and Wellbeing (Wales) Act 2014 (SS&WbA)
- Children Act 1989 and 2004
- Human Rights Act 1998
- UN Convention on the Rights of the Child
- UN Principles for Older Persons
- UN Convention on the Rights of Disabled People (CRDP)
- Data Protection Act 2018
- Equalities Act 2010
- Regulations and Inspection of Social Care (Wales) Act 2015
- Modern Slavery Act 2015

This revised Corporate Operational Safeguarding Policy (v5 3, June 2022) sets out how the Swansea Council will meet our statutory obligations towards the safeguarding of children and adults at risk, as set out in Wales Safeguarding Procedures (2019), codes of practice and statutory guidance.

It aims to give assurance to members of the public, service users, councillors, employees and people working on behalf of the Council that there are clear arrangements in place to safeguard and protect children and adults:

[Welsh Government | Codes of practice and statutory guidance](#)

Also, in relation to:

Keeping Learners Safe - The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002 –

[Keeping Learners Safe \(gov.wales\)](#)

West Glamorgan Safeguarding Board (WGSB)

The West Glamorgan Safeguarding Board (WGSB) was established to promote, inform and support multi-agency safeguarding for Children and Adults across Neath Port Talbot and Swansea. The Board are the key statutory mechanism for agreeing how organisations will co-operate to safeguard and promote the welfare of Children and Adults living in the region.

The WGSB is responsible for agreeing on how the different services and professional groups should co-operate to safeguard Children and Adults, for making sure that arrangements work effectively in bringing about better outcomes for Children and Adults in West Glamorgan.

[West Glamorgan Safeguarding Board \(wgsb.wales\)](#)

Appendix 5 provides a full set of links to useful information.

1b) Legal duties for Swansea Council:

- To ensure our approach is consistent with the principles of the Social Services and Wellbeing (Wales) Act 2014, and the Well-being of Future Generations (Wales) Act 2015.
- To apply Wales Safeguarding Procedures (2019) for children and adults at risk of abuse and neglect. These are the national Wales Safeguarding Procedures. They detail the essential roles and responsibilities for practitioners to ensure that they safeguard children and adults who are at risk of abuse and neglect. <https://safeguarding.wales/>
- There is a *duty to cooperate*, working together as partners with the lead organisation in the exercise of any of its safeguarding functions.
- There is a *duty to report* a child at risk for all relevant partners of a local authority. Under [section 130 of SS&WbA 2014](#)
- There is a duty for a local authority to make enquiries (linking into section 47 of the Children Act) if they are informed that a child may be at risk; and to take steps to ensure that the child is safe. Under [section 130 of SS&WbA 2014](#)
- There is a duty of all relevant partners of a local authority to report a concern about an adult at risk, and for a local authority to make enquiries if it has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk. Under [section 126 of SS&WbA](#)
- To apply the Reducing Restrictive Practices Framework- A new framework to promote measures and practice that will lead to the reduction of restrictive practices in childcare, education, health and social care settings for people of all ages: [Reducing Restrictive Practices Framework \(2021\)](#)

1c) “Safeguarding” is everyone’s business in every service within the Council. “Safeguarding” is a much wider concept than the protection of children and adults. It involves the promotion of rights, supporting individuals to live safely and minimising risk, where possible, and the protection of citizen rights within the following areas of well-being:

- Protection from harm and neglect;
- Safety
- Physical health, emotional well-being, and mental health;
- Maintaining and protecting an individual’s human rights
- Contribution to society
- Social and economic well-being.

1d) Swansea's No 1 Corporate Priority:

Safeguarding people from harm - so that our citizens are free from harm and exploitation.

In support of Safeguarding as the number one corporate priority and well-being objective, the following **are key**:

- Every child and adult (whatever their background, culture, age, disability, gender, ethnicity, religious belief) has a right to participate in a safe society without any violence, fear, abuse, bullying or discrimination;
- Every child and adult has the right to be protected from harm, exploitation and abuse;
- We will put the wellbeing of children and adults at the centre of all our policies and procedures;
- We will work closely in partnership with children, their parents, carers and adults and other agencies to safeguard and promote the wellbeing of children and adults;
- We will strive to respect the rights, wishes, feelings and privacy of children and adults by listening to them and minimising any risks that may affect them;
- We will invest in preventative and early intervention services and endeavour to minimise situations where abuse or allegations of abuse, neglect or harm may occur.

1e) Taking a Sustainable approach to Safeguarding

The Well-being of Future Generations (Wales) Act 2015 puts in place a 'sustainable development principle' which tells organisations how to go about meeting their duty under the Act. There are 5 ways of working that should underpin all policies and practice:

- **Long Term** - The importance of balancing short-term needs alongside ensuring that long-term needs are met.
- **Prevention** - Intervening early to minimise the risk of problems occurring or getting worse may help public bodies meet their objectives.
- **Integration** - Considering how the public body's well-being objectives may impact upon each of the well-being goals, on other corporate objectives, or on the objectives of other public bodies.
- **Collaboration** - Acting in collaboration with any other person (or different parts of the public body itself) that could help the public body to meet its well-being objectives.
- **Involvement** - The importance of involving people with an interest in achieving the national well-being goals, the Council's well-being objectives and their own well-being goals. Also ensuring that those people involved and supported reflect the diversity of the area which the body serves.

1f) Improvement Actions

To achieve this corporate priority, and to apply corporate safeguarding as everyone's business, this revised Policy comes under the governance of the Corporate Safeguarding Group, with a work programme to take forward improvement actions and report on progress (see Appendix 2b).

1g) Safe Governance structures

There is a strong governance structure in place to ensure these legal duties are carried out, and Swansea's approach to safeguarding is delivered.

See appendix 2 - Governance Structure

Swansea Council sets out how our approach to providing children, families and their carers, with the **Right Support at the Right Time** in a document:

[Continuum of Need Indicators For Support \(CONIFS\) - Swansea](#)

Where there are professional differences then we follow the West Glamorgan Safeguarding Policy for Escalation of Professional difference:

[wgsb-resoultion-of-professional-differences-17th-april-2020-docx.pdf](#)

2. Safe Employment

This section outlines the safe employment arrangement in place to safeguard vulnerable children and adults.

What we in Swansea are currently doing:

2a) Recruitment and selection- policies and procedures to prevent, wherever possible, unsuitable people from working in/volunteering for certain roles, particularly roles that involve children and adults who may be at risk. This includes:

- A Disclosure and Barring Policy which follows UK Law and requires every job role/volunteer position to have a risk assessment which will decide whether a disclosure and barring check is required,
- Managers cannot be involved in the recruitment and selection process unless they have undertaken specific training,
- Where a person's role requires a DBS check it must be rechecked every 3 years,
- Ensuring a person's identify and references are confirmed before they start their role,
- Adhering to the Authority's Employment of Ex-Offenders Policy

2b) On commencement of employment: all employees, volunteers and contractors are expected make a commitment to safeguarding when they join the Authority or work on its behalf

Examples of the arrangements that are in place:

- all job descriptions include a committed to safeguarding statement,
- where there are any specific safeguarding requirements and responsibilities these will be included in the job description, personal specification and taken into account as part of the selection process.

2c) Awareness and understanding of safeguarding role: All employees, volunteers and contractors understand their roles and responsibilities for safeguarding and are aware that this includes reporting concerns or worries about children and adults they come into contact with

Examples of arrangements that are in place:

- safeguarding is included as part of Authority's induction process,
- all employees are required to undertake mandatory safeguarding children and adults training (for more information go to Training and staff development [Swansea Staffnet - Courses that all staff must complete](#))
- employees have access to Safeguarding information and resources via StaffNet: <https://staffnet.swansea.gov.uk/safeguarding>

2d) Identifying and raising concerns – all staff are aware that any behaviour causing concern whether by another employee, volunteer contractor or citizen towards a child or adult at risk are reported sensitively and effectively, in accordance this policy.

In support of the above, the Council has:

- Staff mandatory training programme for all staff
- Employee handbook- all staff have access to key procedures and guidance,
- Specialist information, advice and assistance is available, via Social Services, Corporate Services, HR and West Glamorgan Safeguarding Board.
- There is a Council Whistle Blowing Policy in place:
[Swansea Staffnet - HR - Whistleblowing policy](#)
- Supporting employees affected by domestic abuse and sexual violence policy:
<https://staffnet.swansea.gov.uk/domesticabusepolicy>

Also Safe Swansea VAWDASV Strategy - Violence Against Women, Domestic Abuse & Sexual Violence Strategy 2018- 2022 (swansea.gov.uk)
[Violence Against Women, Domestic Abuse & Sexual Violence Strategy](#)

- Other Council policies and procedures: [Our policies and procedures - Swansea](#)

Section 4 of this Safeguarding Policy describes the processes for reporting allegations and concerns.

Also, see flowcharts for reporting (**Appendix 3a & b**).

3. Safe Workforce

This section sets out what is expected of all Council staff and partners

3a) Safeguarding is Everyone's responsibility.

Swansea council expects all employees to take all reasonable steps to ensure the safety of any child or adult involved in any activity or interaction for which they are responsible.

The Council's safe workforce covers the following roles:

- Employees
- Managers
- Contractors
- Named Safeguarding Persons
- Safeguarding Strategic Managers
- Social Services Lead Officer Safeguarding Children
- Social Services Lead Officer: Safeguarding Adults
- Director of Social Services
- Chief Executive
- Elected Members
- Cabinet member for Safeguarding

A safe workforce within Swansea Council should:

- be constantly alert to the possibility of abuse and neglect;
- participate in relevant safeguarding training and multi-agency partnership working to safeguard children and adults at risk;
- be familiar with local procedures and protocols for safeguarding children and vulnerable adults and follow the employer's and any relevant professional codes of conduct: [Swansea Staffnet - HR - Code of conduct policy](#)
- report any concerns about the safety or welfare of a child or adult.

3b) Workforce training

Staff and councillors receive relevant training on Safeguarding, appropriate to their role, and are aware of this policy. This must be a continuous and permanent arrangement within the Council. This training should be completed every three years. The Policy should continue to be reviewed in line with relevant policy and legislative changes.

This arrangement will include:

- Lead safeguarding roles within each service are reviewed regularly, as team structures/ posts/ personnel may change
- Designated Safeguarding Lead's to have role-specific safeguarding training
- Safeguarding Awareness training for volunteers/ casual staff
- Corporate workforce information system to act as the sole record of safeguarding training undertaken by staff
- Annual training needs analysis is undertaken to audit compliance to mandatory training in all service areas, and to identify gaps.

3c) Key Council roles in Corporate Safeguarding (see Appendix 4):

Role in Council	Main Responsibilities
Local Authority Named Safeguarding Person	Key role is as a point of contact for employees and volunteers in their directorate service area who have worries or concerns or if someone has made an allegation.
Safeguarding Strategic Manager	<ul style="list-style-type: none"> • Taking a strategic lead for safeguarding in their service area and promoting safeguarding • Representing their directorate at the Corporate Operational Safeguarding Group • Undertaking any training specifically identified for this role • Contributing to the development of relevant safeguarding policies, procedures and other documents or resources • Undertaking training and professional development opportunities related to this role including attending conferences, research and reading (where reasonably practicable)
Social Services Lead Officer Safeguarding Children	<ul style="list-style-type: none"> • Preparing and presenting reports on the contribution of Children's Services in relation to safeguarding to West Glamorgan Safeguarding Children's Board, its sub-groups and to other audiences as required; • Leading on the development and review of terms of reference, definitions, protocols, policies and procedures with respect to safeguarding children both internally and as required for West Glamorgan Safeguarding Children's Board • To lead the development, implementation and review of the Children's Services work programme in relation to safeguarding within the context of the overarching Children's Services Plan • Overseeing quality assurance within Children's Services. • Acting as the Local Authority Designated Officer for Safeguarding • Developing with partners a quality assurance system that will enable monitoring and evaluate the effectiveness of corporate safeguarding as well as other agencies in their statutory and duties in respect of safeguarding children.

Social Services Lead Officer: Safeguarding Adults	<ul style="list-style-type: none"> • Role is held by Principal Officer - Professional Social Work Lead Adults • Works with social workers across all teams within Adult Services to develop and implement a Social Work Practice Framework. • Overseeing quality assurance within Adult Services. • Leading new Safeguarding Team (Adults)
Director of Social Services/ Senior Officers	<ul style="list-style-type: none"> • Responsible officer for the Council in delivering effective corporate safeguarding arrangements. • All Council's Directors, Chief Officers and Heads of Service – through their Management Teams – are jointly responsible for ensuring that all the statutory requirements in terms of safeguarding and promoting the welfare of children and adults receive due consideration. This includes the quality, content and frequency of training provided and maintaining sufficient staff training records.
Managers	<p>As employees of the Council, managers also responsible for:</p> <ul style="list-style-type: none"> • Promoting Safeguarding within their team and service area • Monitoring the arrangements for example DBS, Training • Creating an environment in their service area and or team which promotes safeguarding and this policy. • Supporting staff to report their concerns
Employees	<p>Everybody employed, contracted or volunteering for the Swansea Council is responsible for:</p> <ul style="list-style-type: none"> • Understanding and following this Policy and Procedure • Understanding the signs of abuse, neglect or other forms of harm • Reporting if they have any concerns that a child or adult is being abused, neglected or victim of other forms of harm or at risk of these things. This includes concerns about colleagues or other people working in the council. • Reporting any allegations that a child or adult has made • Undertaking any safeguarding training that has been identified for their job role – For more information go to training section. • Behaving in a way that is safe and appropriate for their role and following policies, procedures and guidance from the Local authority or other organisations or bodies that apply to them

	<ul style="list-style-type: none"> • Helping promote safeguarding within their team and to members of the public • Undertaking any roles and responsibilities related to safeguarding and protection that are specific to their job role.
Corporate Safeguarding Working Group	Swansea Council's Corporate Safeguarding Group is the management and leadership group overseeing implementation of Corporate Safeguarding policy. The group provides 'safe governance' as set out in the policy, and, through an agreed work programme, aims to ensure that all Council service areas are operating effectively within this policy with robust safeguarding arrangement in place.
Cabinet	Cllr Louise Gibbard, Cabinet member for care services is also safeguarding lead
Scrutiny	Scrutiny performance panels to continue monitor the delivery of the Council's Safeguarding Corporate Policies for consideration and adoption by Cabinet and or Council as appropriate.
Elected Members	Elected members have a responsibility to be aware of, and support, the council's safeguarding responsibilities and to scrutinise how these are carried out in the planning and delivery of services

3d) Training Resources

Swansea Council's e-Learning (now accessed via Oracle Fusion) including training modules on Safeguarding Adults v2 & Safeguarding Children v2 which are mandatory for all staff.

4. Safe Practice

Safeguarding practice is both person-centred and outcome-focused.

Swansea has a Spot It! Report It! Campaign.

By working collaboratively to identify and prevent abuse and neglect, where possible. To ensure all agencies, services and individuals can give timely and proportionate responses, when possible occurrence of abuse or neglect of children and adults at risk has noticed.

As an organisation, the Council can be assured that effective safeguarding arrangements are in place, and that all safeguarding practice within the wider workforce (including partners, providers and volunteers) is continuously improving and working towards enhancing the lives and well-being of Swansea citizens.

This section describes the practice and practical arrangements put in place to achieve this new framework.

4a) Identifying signs of potential abuse:

As mentioned, there are many types of abuse, and there are many possible signs of abuse, none of which are conclusive on their own.

Some examples may include:

- Unexplained injury / weight loss / cuts and bruises / dirtiness
- Sudden or unexplained changes in behaviour
- Depression / low self-esteem / anxiety
- Lack of self-care / dehydration / abnormal eating pattern
- Harm to self
- Obsessive behaviour
- Changes in financial circumstances- bills not being paid or sudden poverty
- Decline in living standards, or neglect of property
- An overly critical or disrespectful carer or guardian or boss (in cases of trafficking) who may control, bully or undermine
- Isolation from usual network of friends, family or community
- No access to GP / local services and legal documents e.g. passport (trafficking)

See- Appendix One: glossary of terms & Appendix 5: Useful Information

4b) Reporting any potential concern

When a child protection or adult protection concern is being raised then, first and foremost, we must adhere to the **Wales Safeguarding Procedures 2019**.

The Wales Safeguarding Procedures detail the essential roles and responsibilities to safeguard children and adults who are at risk of abuse and neglect.

See Appendices 3a and 3b: corporate safeguarding flow charts for reporting concerns about children and adults at risk.

Where a possible safeguarding concern is recognised, you, as a Council employee, are responsible for raising the matter with your Line Manager or the Named Safeguarding Person: [Swansea Staffnet - Named safeguarding persons](#)
On occasion, it may be appropriate or necessary to contact Social Services directly via the contact details shown below.

Staff are directed to follow relevant safeguarding procedures for their individual service and directorate, and services should have their own safeguarding procedures which are accessible to staff in the course of their daily work.

Together with their safeguarding lead, they can then decide whether to contact the safeguarding lead in their service area, or to contact specialist help:

- Adult Services Common Access Point:
<https://www.swansea.gov.uk/commonaccesspoint>
- Child and Family Single Point Of Contact:
<https://www.swansea.gov.uk/contactSPOC>
- Safeguarding adults concerns:
<https://www.swansea.gov.uk/safeguardingadultsconcerns>

If a Councillor (or any member of the public) has concerns regarding the safety of an adult, then the Social Services Common Access Point should be contacted immediately by completing a referral form or by phone.

- Adult Services Common Access Point for Health & Social Care:
Tel. 01792 636519
CAP@swansea.gov.uk
- Safeguarding Adults: safeguarding@swansea.gov.uk
Tel. 01792 636519

Office Hours: Monday - Thursday 08.30am - 5pm and Friday 08.30-4.30pm

If a Councillor (or any member of the public) has concerns regarding the safety of a child or young person, then the Social Services Single Point Of Contact Team should be contacted immediately on:

- Child & Family Services Single Point of Contact
Email: singlepointofcontact@swansea.gov.uk
Tel: 01792 635700
SMS: 07796275457
Monday - Thursday 08.30am - 5pm and Friday 08.30-4.30pm

Social Services Out-of-Hours Team should be contacted if the issue arises after 5.00pm, Monday to Thursday, after 4.30pm on Fridays, and on weekends and Bank Holidays. Tel: 01792 775501

The emergency services (Police, Ambulance, Fire and Rescue) must be contacted immediately if the child or adult is in immediate danger.

5. Safe Partnerships

This section covers

- Links to Regional safeguarding arrangements

5a) West Glamorgan Safeguarding Board (WGSB)

WGSB is responsible for agreeing on how the different services and professional groups should co-operate to safeguard Children and Adults, for making sure that arrangements work effectively in bringing about better outcomes for Children and Adults in West Glamorgan.

5b) West Glamorgan Safeguarding Children

West Glamorgan Safeguarding Board has certain powers to lead and direct other organisations in their safeguarding arrangements and in making clear where improvement is needed.

These include:

- Coordinating the work of all agencies represented on the board for the purposes of safeguarding and promoting the welfare of children in their area,
- Through Section 28, carrying out checks to assess whether partners are fulfilling their statutory obligations set out in statutory guidance
- Ensuring the effectiveness of what is done by each such person or body for those purposes
- Developing policies and procedures for safeguarding and promoting preventative approaches which promote the welfare of children in their area
- Communicating the need to safeguard and promote the welfare of children
- Participating in the planning of services for children in the area, and assess the effectiveness of the help being provided to children and families
- Carrying out practice reviews to learn

5c) West Glamorgan Safeguarding Adults

West Glamorgan Safeguarding Adults supports organisations in their arrangements to safeguard adults with managed care and support needs. It does this by: assuring itself that local safeguarding arrangements are in place, and checking these are working effectively.

Activities include:

- Publishing a business plan setting out how they will meet their objectives and how their members and partner agencies will contribute
- Publish an annual report detailing how effective their work has been
- Carry out a work programme to check the effectiveness of current arrangements,
- Hold events to promote safeguarding and preventative practices
-

Overall, the West Glamorgan Regional board has statutory responsibilities, defined within regulations, statutory guidance, and codes of practice by the Social Services and Well-being (Wales) Act 2014, to lead and coordinate adult safeguarding arrangements across its locality and oversee and coordinate the effectiveness of the safeguarding work of its member and partner agencies.

For more information, see **Appendix 5-** West Glamorgan Safeguarding Board.

6. Safe Voice

The Social Services and Well-being (Wales) Act 2014 gives people a stronger voice and real control over the support they need to remove barriers to their wellbeing. It focusses on earlier intervention to prevent needs becoming critical, and promotes investment of resources in the short term, towards a more sustainable approach.

Each citizen must feel that they are an equal partner in their relationship with Professionals, in discussions about their safety and well-being

Advocacy

An individual must be made to feel safe, and that they are an equal partner in their relationship with professionals. It is open to any individual to invite someone of their choice to support them to participate fully and express their views wishes and feelings. This support can be provided by someone's friends, family or wider support network.

Under Part 10 of the Act that deals with Advocacy, there are further requirements on a local authority to work, in partnership with the individual, must reach a judgement on how advocacy could support the determination and delivery of an individual's personal outcomes, including safeguarding outcomes; together with the circumstances when a local authority must arrange an independent professional advocate.

[Advocacy services: code of practice | GOV.WALES](#)

Making Safeguarding Personal (MSP) is a UK wide initiative which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances

The development of Making Safeguarding Personal is not simply about a focus on personalised, safe practice at the front line. It requires a whole system approach across and within organisations, to promote the voice and control of the person at the centre.

Some examples of a "Safe Voice" approach to safeguarding would be:

- treating people with 'lived experience' as equal partners in the safeguarding adults relationship, and with dignity and respect
- making sure that each person's involved in safeguarding activities is valued for their experience, strengths and knowledge, and this includes staff and carers
- making sure the voice of families, groups and communities are heard with safeguarding activities, including groups who are seldom heard.
- making sure safeguarding processes and user involvement as made as clear and simple and accessible as possible, with easy-to-understand information about what each activity entails made available

- Undertaking temperature checks of how safeguarding processes are experienced by staff and citizens.
- By focusing on an individual's own outcomes

7. Safe Performance- what the Council must deliver on

This section cover how the Council will know if it is delivering on this framework.

In support of Safeguarding as the number one corporate priority and well-being objective, the Council needs to deliver on the following

- Continue to improve understanding and awareness of safeguarding and how to identify and report concerns amongst Council staff, elected Members, partners, the public and those working on behalf of the Council.
- Continue to ensure that effective safeguarding arrangements are in place to protect those at risk from significant harm and exploitation.
- Continue to strengthen collaboration and partnerships on safeguarding through the West Glamorgan Safeguarding Board.
- Continue to involve looked after children in getting their voice heard about the services that they receive through engagement with children and young people and through strengths-based practice that focusses on their strengths and assets and what they and their families can do to help themselves.

Key Performance Measures

Swansea Council through the corporate safeguarding steering group board will collect, analyse, monitor and review data associated with these safeguarding objectives arising from the improvement actions listed above, and to report on a range of key performance measures, both quarterly and annually.

The Council is also independently audited annually by the regional Safeguarding Board, and may be subject to inspection by Audit Wales.

Key performance indicators may include:

- Improved staff awareness of safeguarding policy, and safeguarding leads
- Safeguarding procedures in place and understood across the organisation
- Number of concerns and referrals generated by non-specialist council teams
- All job descriptions to include safeguarding as a key responsibility for all staff posts
- Mandatory safeguarding training completed by staff and elected members

Appendix 1: Glossary of key terms used within Safeguarding:

Safeguarding is about protecting children and adults from abuse or neglect and educating those around them to recognise the signs and dangers, and as this policy makes clear there is a duty to report:

Wales Safeguarding Procedures (2019) - <https://safeguarding.wales/>

Wales Safeguarding Procedures app is available for download via the Apple App Store and Google Play Store.

Social Services legislation: <https://gov.wales/safeguarding-guidance>

Welsh Government Guidance on reporting suspected abuse, harm or neglect (safeguarding): <https://gov.wales/reporting-suspected-abuse-harm-or-neglect-safeguarding>

Keeping Learners Safe - The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002 - [Keeping Learners Safe \(gov.wales\)](https://gov.wales/keeping-learners-safe)

Welsh Government Codes of Practice: [Social Services - Codes of Practice](https://gov.wales/social-services-codes-of-practice)

Under the [CodeOfPractice7_Working Together to Safeguard People](https://gov.wales/code-of-practice-working-together-to-safeguard-people) of the Social Services and Well-being (Wales) Act 2014, redefines children and adults 'at risk':

Section 130 (4) defines a 'child at risk' as a child 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).

Section 126(1) defines an adult at risk.

An "adult at risk", for the purposes of this Part, is an adult who:-

- (a) is experiencing or is at risk of abuse or neglect;
- (b) has needs for care and support (whether or not the authority is meeting any of those needs); and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it."

This definition of an "adult at risk" applies in relation to the statutory powers and duties included in Part 7 of the Act and, for those purposes, replaces the definition of a "vulnerable adult" included within *In Safe Hands* (Welsh Assembly Government 2000).

In relation to 'adults and children at risk', **section 197(1)** of the Act provides definitions of "abuse" and "neglect":

Abuse - means physical, sexual, psychological, emotional or financial abuse (and includes abuse taking place in any setting, whether in a private dwelling, an institution or any other place), and “financial abuse”.

Neglect - under the Act, “neglect” means a failure to meet a person’s basic 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 or, in the case of a child, an impairment of the child’s development).

Categories of Abuse and Neglect: [CodeOfPractice7_Working Together to Safeguard People](#) (p8) provides a non-exhaustive list of examples for each of the categories of abuse and neglect:

- **physical abuse** - hitting, slapping, over or misuse of medication, undue restraint, or inappropriate sanctions;
- **sexual abuse** - rape and sexual assault or sexual acts to which the vulnerable adult has not or could not consent and/or was pressured into consenting;
- **psychological abuse** - threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks (coercive control is an act or pattern of acts of assault, threats, humiliation, intimidation or other abuse that is used to harm, punish or frighten the victim);
- **neglect** - failure to access medical care or services, negligence in the face of risk-taking, failure to give prescribed medication, failure to assist in personal hygiene or the provision of food, shelter, clothing; emotional neglect
- **financial abuse** in relation to people who may have needs for care and support. Possible indicators of financial abuse include:
 - unexpected change to their will.;
 - sudden sale or transfer of the home;
 - unusual activity in a bank account;
 - sudden inclusion of additional names on a bank account;
 - signature does not resemble the person’s normal signature;
 - reluctance or anxiety by the person when discussing their financial affairs;
 - giving a substantial gift to a carer or other third party;
 - a sudden interest by a relative or other third party in the welfare of the person;
 - bills remaining unpaid;
 - complaints that personal property is missing;
 - a decline in personal appearance that may indicate that diet and personal requirements are being ignored;
 - deliberate isolation from friends and family giving another person total control of their decision-making.

Council’s Safeguarding: [Safeguarding and abuse - Swansea](#)

Safeguarding children – Swansea: [Safeguarding children - Swansea](#)

Safeguarding adults – Swansea: [Safeguarding adults - Swansea](#)

Named Safeguarding Persons: As part of Swansea Council's safeguarding arrangements, there are lead officers within each service who have role-specific safeguarding training and who can advise colleagues in their service about safeguarding issues. These officers are called Named Safeguarding Persons:
<https://staffnet.swansea.gov.uk/namedsafeguardingpersons>

OTHER TERMS /LINKS:

Child and Young People Sexual Exploitation (CSE): where there is coercion or manipulation of children and young people into taking part in sexual activities. This serious form of sexual abuse may involve an exchange of some form of payment which can include; money, mobile phones and other items, drugs, alcohol, a place to stay, 'protection', friendship, or affection. The intent of the perpetrators, as evidenced by the grooming process employed, often via social media, is to prey on the vulnerability of the child or young person, who are unable to give informed consent. Their actions seek to render a victim powerless, and unable to recognise the exploitative nature of relationships, and to prevent them, by coercion, from reporting it on their own behalf. Child sexual exploitation - Swansea

Domestic Abuse- any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse: psychological, physical, sexual, financial or emotional (UK Home Office Definition of Domestic Abuse, 2013) [Violence Against Women, Domestic Abuse & Sexual Violence Strategy \(swansea.gov.uk\)](#)

Female Genital Mutilation – there is a mandatory duty on professionals to report Female Genital Mutilation (FGM) under the FGM Act 2003 (England & Wales):
[Female genital mutilation | GOV.WALES](#)

Hate Crime – involves a criminal offence perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's actual or perceived disability, race, religion and belief, sexual orientation and transgender:
<https://gov.wales/hate-hurts-wales>

Human Rights- duty on public authorities under section 6 of the Human Rights Act 1998 not to act in a way that is incompatible with rights under the European Convention of Human Rights. Part 7 of the Social Services and Well-being (Wales) Act 2014 engages a number of rights included in the Convention:

Article 2 – right to have life protected;

Article 3 – right not to be subjected to inhuman or degrading treatment;

Article 5 – right to liberty and security;

Article 6 – right to a fair hearing;

Article 8 – right to respect for private and family life, home, and correspondence

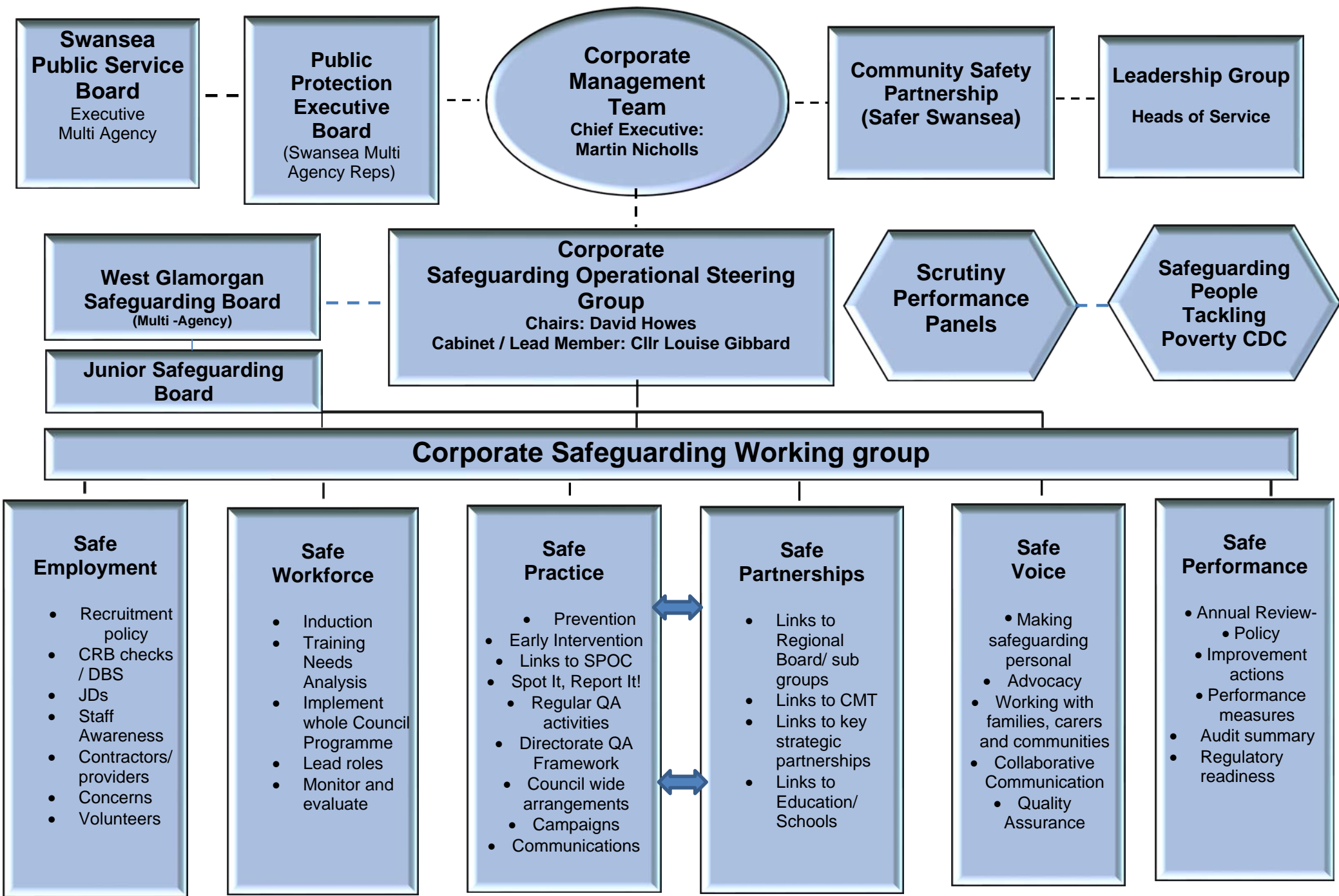
Human Trafficking – victims are coerced or deceived by the person arranging their relocation. However, there is a difference between adult and child trafficking – where the victim is a child neither coercion nor deception need to be present for the

child to be considered trafficked: [Human trafficking | South Wales Police \(south-wales.police.uk\)](https://www.south-wales.police.uk)

Modern Slavery: recruiting people by deception or coercion and moving them to a new place where they can be exploited: [Swansea Staffnet - 7.18 Modern slavery](#)
The Modern Slavery Act 2015 makes provision around slavery, servitude, forced or compulsory labour and human trafficking, including provision for the protection of victims. The Act consolidates and clarifies the existing offences of slavery and human trafficking whilst increasing the maximum penalty for such offences. The Act introduces measures for the support and protection of victims, and disclosure requirements for businesses with the aim of eliminating slavery and trafficking from supply chains. [Slavery | GOV.WALES](#)

PREVENT — the Council also has a duty under the Counter-terrorism and Security Act 2015 to have ‘due regard to the need to prevent vulnerable people from being drawn into extremism and acts of terrorism’: [Swansea Staffnet - PREVENT strategy](#)

APPENDIX 2a: Governance Structure



Appendix 2b. Improvement Actions (linked to policy sections)

Task Groups	Improvement Actions
<p>1. Safe Governance</p> <p>Responsible Officer (s): David Howes</p>	<ul style="list-style-type: none"> - By working with Cabinet Lead elected member in giving leadership and direction to Council in corporate safeguarding arrangements, achieving a safeguarding as a corporate priority, and by operating within five ways of working to contribute to Swansea's wellbeing objectives - Embedding corporate safeguarding policy into improved practice across whole Council - Signing off work programmes/ improvement actions - Monitoring performance improvement - Lessons learned approach to any critical incidents /reports
<p>2. Safe Employment</p> <p>Responsible Officer (s): Nicola Reed</p>	<ul style="list-style-type: none"> - Updating safeguarding elements within Council recruitment policy and staff handbook. - Ensure DBS checks are undertaken for roles that have identified as required and review of DBS processes/policies – who reviews decision on DBS risk assessments and the need for this. - Safeguarding roles and responsibilities are reflected with all Job Descriptions - For all contractors to confirm that they comply with Swansea Council Safeguarding Policies and their staff or their sub-contractors staff are aware of their responsibilities and duties and when required provided or able to provide safeguarding awareness raising and training. - Safe recruitment of volunteers
<p>3. Safe Workforce</p> <p>Responsible Officer (s): Teresa Mylan-Rees</p>	<ul style="list-style-type: none"> - To ensure that all Staff, Elected Members across Swansea Council (SC) directorates as well as our Foster Carers, Direct payment PA's and commissioned providers are trained/qualified to the appropriate level and therefore aware of their responsibilities and duties to report regarding the safeguarding of Adults and Children. - To ensure SC has a register of Safeguarding leads in each area and that each area has a Named Safeguarding person (NSP).
<p>4. Safe Practice</p> <p>Responsible Officer (s): Damian Rees</p>	<ul style="list-style-type: none"> - Steps are identified to support prevention and early intervention - Review and monitoring of reporting concerns, and how leads link into Council's statutory Information, Advice and Assistance services (see Appendices 3a&b). - Evaluate Council wider arrangements- by looking at referrals responses and outcomes. - Regular Quality Assurance activity – both qualitative and quantitative within children's services - Development of similar framework in adult services - Support to Council wide campaigns and communications to promote safeguarding awareness
<p>5. Safe Partnerships</p> <p>Responsible Officer (s): Damian Rees</p>	<ul style="list-style-type: none"> - Building links, as set out in within corporate safeguarding governance structure e.g. CMT, Swansea Public Services Board, Public Protection Board, Community Safety Partnership - Links to and within schools - Representation to Regional Boards and within strategic partnerships - Reporting on regional developments / campaigns

<p>6. Safe Voice</p> <p>Responsible Officer (s): Ffion Larsen</p>	<ul style="list-style-type: none"> - To ensure individuals have a “safe voice” on safeguarding matters by providing stronger voice, meaningful control over the support they receive and remove any barriers to achieving their wellbeing outcomes. - Also, there is a need to ensure that individuals feel that they are equal partners in the process and that intervention is meaningful. - There will be focus on early intervention to prevent needs escalating
<p>7. Safeguarding Performance</p> <p>Responsible Officer (s): Simon Jones</p>	<ul style="list-style-type: none"> - Corporate Performance Framework, with improvement activities linked to corporate priority- safeguarding (Golden thread) - Annual review of progress – Corporate Plan/ Annual Reporting - Corporate Safeguarding Policy- update/ refresh as required (coproduce with elected members) - Data Quality/ reporting of key performance measures - Regulatory readiness / demonstrating compliance with evidence

SPOT IT, REPORT IT!

A concern may involve any child or young person under the age 18 years old. There is a statutory duty to report concerns regardless of whether the child is living permanently in the Swansea area or not. If you think, there are child protection concerns, then you should seek immediate advice from your safeguarding lead, or from the specialist IAA service.

When a Swansea Council employee, elected member or partner is concerned about a child’s welfare or safety

Every service within the Council has a Named Safeguarding Person for helping employees in dealing with safeguarding children concerns and issues. Staff must also follow relevant policies procedures for their individual service and directorate

A. If the child is not thought to be in immediate danger but there is still a concern for their safety or well-being

Contact your Line Manager and /or Safeguarding Lead

Try to make sure you have their numbers in your work mobile. If you do not have their telephone number, call the contact centre or use the telephone directory on staffnet. Email addresses can also be found on the outlook email address book

Employee should speak with Safeguarding Lead or their Line Manager on the same day as the incident, concern or allegation is noticed.

A decision can be made immediately as to whether to seek specialist advice on the case, and to apply corporate procedures for making a safeguarding referral to social services.

B. If the child is thought to be in immediate danger

First, if an emergency response is needed - do not delay!
(Police, Ambulance, Fire and Rescue)
Call 999, or contact Swansea Central Police.
TEL: 01792 450699
Then inform your line manager, and/ or safeguarding lead.

Contact **Social Services SPOC** for specialist advice on child protection and child safety concerns.
TEL: 01792 636700
SMS: 07796275457
EMAIL: singlepointofcontact@swansea.gov.uk

Out of office hours
Emergency Duty Team
TEL: 01792 775501
EMAIL: edt.edt@swansea.gov.uk

This team deals with out of hours emergency situations that cannot be left until the next working day.



SPOT IT, REPORT IT!

Under the Social Services & Well-being (Wales) Act 2014, which came into effect in April 2016, there are new statutory duties to protect a vulnerable ‘adult at risk’. There is a duty to report any concerns about an adult at risk, and for a local Authority to make enquiries if it has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an ‘adult at risk’.

When a Swansea Council employee, elected member or partner is concerned about an adult at risk

Every service within the Council has a Named Safeguarding Person for helping employees in dealing with safeguarding children concerns and issues.
Staff must also follow relevant policies procedures for their individual service and directorate

A. If the vulnerable adult is not thought to be in immediate danger

Contact your Line Manager and /or Safeguarding Lead, with the details you already have.

Try to make sure you have their numbers in your work mobile.
If you do not have their telephone number, call the contact centre or use the telephone directory on staffnet. Email addresses can also

Employee should speak with Safeguarding Lead or their Line Manager on the same day as the incident, concern or allegation is noticed.

A decision can be made immediately as to whether to seek specialist advice on the case. and to apply corporate procedures for making a safeguarding referral to social

B. If the vulnerable adult is thought to be in immediate danger

First, if an emergency response is needed - do not delay!
(Police, Ambulance, Fire and Rescue)
Call 999, or contact Swansea Central Police.
TEL: 01792 450699,
Then inform your line manager, and/ or Safeguarding Lead.

Contact Social Services Common Access Point on **01792 636519**

EMAIL: IntakeOPDS@swansea.gov.uk

Out of office hours
Emergency Duty Team
TEL: 01792 775501
EMAIL: edt.edt@swansea.gov.uk

This team deals with out of hours emergency situations that cannot be left until the next working day.



Appendix 4: Swansea Council's Named Safeguarding Persons (roles)

The NSPs and Strategic Leads from each service area are as follows (subject to change, refer to link below):

<https://staffnet.swansea.gov.uk/namedsafeguardingpersons>

Directorate/Department	Named Safeguarding Person Roles	Safeguarding Strategic Manager roles
Social Services (Children)	Principal Officer Safeguarding, and Performance Quality * Also known as the LADO (Local Authority Designated Officer)	Principal Officer Safeguarding, and Performance Quality
Social Services (Adults)	PO for Professional Social Work Adults	PO for Professional Social Work Adults
Housing Services & Public Protection	Landlord services manager	Landlord services manager
Cultural Services	Principal Librarian	Head of Cultural Services
Legal Democratic and Procurement	Directorate lawyer (People Team)	Directorate lawyer (People Team)
Early Help	Early Help Hubs Manager	Principal Officer for Early Help or Principal Officer Safeguarding, and Performance Quality
Corporate Learning and Development	Corporate Learning and Development Manager	Corporate Learning and Development Manager
Communication & Customer Engagement	Head of Communications	Head of Communications
Information and Business Change	Transformation & ICT Programme Assistant Head of Information & Business Change	Head of Information & Business Change
Highways and Transport	Integrated Transport Unit Manager	Group Leader, Transportation
Corporate Building Property	Group Leader Maintenance	Group Leader Maintenance
Life Long learning	Operational Manager Learner Services Team Leader	Operational Manager
Education	Education Safeguarding Officer	Head of Vulnerable Learners
Waste Management and Parks	Waste Minimisation, Commercial and Domestic Recycling Team Supervisor	Waste Minimisation, Commercial and Domestic Recycling Team Supervisor
Financial and Performance Services		Business Performance Manager
Economic regeneration and planning	City Centre Manager Head of Economic Regeneration & Planning	Head of Economic Regeneration & Planning
Human Resources & Organisational Development	Principal HR Officer	Head of Human Resources & Organisational Development

All Heads of Service

All Heads of Service – through their Management Teams – will be jointly responsible for ensuring that all the statutory requirements in terms of safeguarding and promoting the welfare of children and adults receive due consideration. This includes the quality, content and frequency of training provided and maintaining sufficient staff training records.

Appendix 5: Other useful information (Public Information)

Audit Wales: [Corporate Safeguarding across Wales | Audit Wales](#)

Care Inspectorate Wales: <https://careinspectorate.wales/>

Children and Young People rights, including United Nations Convention on the Rights of the Child:

- [Swansea - Children and young people's rights](#)
- [Doing it the Rights Way! - Swansea](#)

Children's Commissioner: <https://www.childcomwales.org.uk/>

DEWIS CYMRU a primary web search resource for information about well-being in Wales, including "Being Safe": [Home - Dewis Wales](#)

National Independent Safeguarding Board (NISB): <https://safeguardingboard.wales/>
NISB Corporate Safeguarding Good Practice Guidance: [Corporate Safeguarding Good Practice Guidance - Safeguarding Board Wales](#)

Older People's Commissioner for Wales: <https://olderpeople.wales/>

Public Ombudsman [Social Services – General Information \(ombudsman.wales\)](#)

Rights of Older Adults: <https://www.swansea.gov.uk/olderpersonrights>

SCIE – Safeguarding: <https://www.scie.org.uk/safeguarding>
– **Making Safeguarding Personal** [Making Safeguarding Personal \(MSP\) - SCIE](#)

Swansea Council Corporate Safeguarding Policy: [Corporate Safeguarding Policy - Swansea](#)

WASPI: <http://www.waspi.org/home>

Welsh Government: [Social care Wales \(safeguarding.wales\)](#)