Safeguarding Children & Adults at Risk

Policy and Procedure

IMPLEMENTATION DATE	1ST MARCH 2025
REVIEW DATE	1ST MARCH 2027
SIGNATURE	 01.03.2026

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Safeguarding Policy

1. Introduction & Background

1.1 Purpose and Commitment

Roots Foundation Wales is a member led charity that works with children and adults (from age 4 years into adulthood) who are care experienced. We work in a variety of different ways which includes (but is not limited to):

- Drop-in's, supporting young people aged 4-18 with life skills.
- Befriending project to supports young people aged 17-21 who are affected by child sexual exploitation.
- In collaboration with Prince's Trust, providing support to young people to gain qualifications.
- Residential unit for three young people aged 16-18 for semi-independent living.

This policy and procedure sets out Roots Foundation Wales' commitment to protecting children and adults, to preventing harm and promoting their welfare. We recognise that safeguarding is everyone's responsibility, and this document clarifies our safeguarding responsibilities and how we will respond to safeguarding concerns. All safeguarding concerns will be taken seriously, and we will always strive to work in partnership with other agencies.

The welfare of all of our service users is paramount and all have a right to equal protection from harm or abuse, regardless of gender, ethnicity, disability, sexuality, marital status, gender reassignment, age, pregnancy (maternity), beliefs or any other difference.

Roots Foundation Wales works with children and adults. We understand the importance of the 'think family' approach. This aims to improve outcomes for children and adults in families and recognises that the needs of children and the needs of their parents, carers or other adults cannot be separated from each other and their outcomes are mutually dependent on each other's well-being.

This policy and procedure is approved by the board of trustees. It will be reviewed and updated at least annually or more frequently if needed in light of learning from experience or significant changes in legal or practice requirements. It will be available to staff, volunteers and members as well as to others who have an interest in our services.

1.2 Scope

This policy and procedure applies to everyone working for or with Roots Foundation Wales, including trustees, staff, volunteers, and contractors. Hereafter all will be called 'staff' in this policy and procedure.

1.3 Legislation and Guidance

This safeguarding policy and procedure is underpinned by law and statutory guidance, including:

Human Rights Act 1998
The United Nations Principles of Older Persons 1991
The United Nations Convention on the Rights of the Child 1992

Social Services and Wellbeing (Wales) Act 2014
Working Together to Safeguard People Guidance
Wales Safeguarding Procedures
Mental Capacity Act 2005
Safeguarding Vulnerable Groups Act 2006
Protection of Freedoms Act 2012
Sexual Offences Act 2003
Modern Slavery 2015
Female Genital Mutilation Act 2003
Domestic Abuse Act 2021
Counter Terrorism and Security Act 2015
Serious Crime Act 2015
Data Protection Act 2018 (UK GDPR)
Charity Commission Safeguarding Guidance

1.4 Relationship to Other Policies and Procedures

This policy and procedure relates to and works alongside other Roots Foundation Wales policies and procedures which together promote safeguarding across the organisation. They should be read in conjunction with this policy and procedure and they include (but are not limited to):

- Health and Safety Policy
- Confidentiality / Data Protection Procedures
- Grievance and disciplinary procedures – to address breaches
- Bullying and Harassment Policy
- Computer System, Email and Internet Policy

Identifying Abuse and Neglect for Adults at Risk

2.1 Defining safeguarding and well-being

Safeguarding adults covers several aspects including:

- protecting people from abuse, neglect and harm
- preventing impairment of their health or development
- optimising their well-being, voice, choice and control
- ensuring the provision of safe and effective care, provision of effective policies, procedures, systems and training, and promoting a culture of vigilance and responding to concerns.

2.2 Defining ‘adult at risk’

Safeguarding adults applies to people who are ‘adults at risk’ and this is defined in law as someone who is aged 18 years and over who:

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

An adult may be in need of care and support and unable to protect themself from harm for reasons such as learning or physical disability, mental health difficulties, addiction, age, and infirmity.

2.3 Six Principles in Adult Safeguarding

The Guidance 'Working Together to Safeguard People: Vol 6 Handling Individual Cases to Protect Adults at Risk' sets out the principles underpinning safeguarding as follows:

1. The individual's personal outcomes are known, and they can communicate them effectively.

2. The needs of the individual are put first, so that the adult receives the care and support they need before a problem escalates.

3. All professionals who encounter adults at risk are trained and alert to their needs including any potential or suspected abuse or risk of abuse or neglect.

4. All professionals share appropriate information in a timely way and have direct access to advice to discuss any concerns about an individual.

5. All professionals can use their expert judgement to put the individual's needs and personal outcomes at the centre of the system so that the right solution can be found for them.

6. All professionals work in a multi-agency and co-operative way to safeguard and promote an adult at risk's well-being and regularly review progress against the outcomes set out in care and support plans.

Please refer to Appendix 6, Types of Abuse and Neglect & Recognising Signs.

3. Identifying Abuse and Neglect for Children

3.1 Definition of a Child at Risk

The Social Services and Well-being (Wales) Act 2014 defines a child at risk as a child who is a person under the age of 18 years who:

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

3.2 A child centred approach

This principle recognises that the rights of the child, and their best interests are paramount, and we must work to promote and respect the dignity of the child. This includes having regard for the characteristics, culture and beliefs of the child and their family. Further, to take into account the child's views, wishes and feelings and support them to participate in decisions that affect them.

3.3 Principles

The principles for working in children's safeguarding are:

1. The wishes, needs and well-being of the child are put first, so that they receive the care and support they need before a problem escalates.

2. All staff who encounter children are alert to their needs including any suspected abuse or risk of abuse or and understand what action they should take.

3. All staff share appropriate information and have access to advice to discuss any concerns about a child.

4. All staff use professional judgment to put the child's needs at the centre so that the right solution can be found for them.

5. All staff co-operate with other agencies to safeguard and promote a child's well-being and record and review progress.

6. All staff who encounter children can access supervision and support.

Please refer to Appendix 6, Types of Abuse and Neglect & Recognising Signs.

4. How Safeguarding Concerns May Arise

Safeguarding concerns may come up in many and various ways at Roots Foundation Wales. The examples given below are not exhaustive.

- A service user tells you they are currently experiencing abuse.
- A service user tells you of previous abuse they experienced and say that they have never told anyone else before.
- Someone else tells you that a service user has experienced abuse.
- An adult service user tells you they were abused when they were a child, you find out that the person who harmed them currently has access to children
- You notice a service user seems low in mood and has some bruising.
- An adult service user has children, and is struggling to cope and this causes you to worry about how they may care for their children.
- A young adult tells you that their mum is subject to serious forms of domestic abuse. You understand that their mum also lives with a small child.
- An adult tells you they have harmed a child or another adult.
- A service user tells you that a staff member is making them feel uncomfortable, e.g. they are connecting on social media with them, giving them lifts, taking them out outside of work hours.
- You observe a service user bullying another service user.
- You are concerned that a colleague's partner is behaving in a way that leaves you with concerns about your colleague's well-being.
- You observe that the behaviour of staff to the service users is harsh.
- A member of staff tells you they borrowed money from a resident.

5. Roles and Responsibilities at Roots Foundation Wales

5.1 Everybody's Responsibilities

Everyone at Roots Foundation Wales is responsible for safeguarding. Everyone should:

- Be familiar with and follow this safeguarding policy and procedure.
- Be vigilant in the course of their work to signs and indicators of abuse and neglect.

- Address any safeguarding concerns in line with this policy and procedure.
- Treat everyone they meet through their work at Roots Foundation Wales, with respect and promote safe practices.
- Attend safeguarding learning and development opportunities.
- Seek advice and support to address any safeguarding concerns.

5.2 Trustees

The Trustees are responsible for the governance of safeguarding at Roots Foundation Wales, ensuring that services are delivered safely. Their responsibilities include ensuring:

- a culture of safeguarding is promoted, and staff and service users can raise concerns.
- there are policies and systems in place, including (but not limited to) code of conduct, whistleblowing and safer recruitment policies. The a safeguarding policy and procedure is in place which is understood and applied by staff and reviewed annually.
- safeguarding concerns are managed effectively; systems are in place for its management; there is sufficient resourcing of safeguarding including for training; a Designated Safeguarding Lead (DSL) and Designated Safeguarding Persons (DSP) are appointed.
- a Lead Safeguarding Trustee is nominated who maintains regular contact with the DSL.
- safeguarding performance is monitored including regular review of activity (such as gaps, risks), overseeing a risk register and ensuring remedial actions are taken.
- Trustee Chair makes enquiries in the event of an allegation being made against the CEO.
- compliance with the Charity Commission serious incident notification requirements, and other relevant bodies such as regulators, commissioners, grant-makers, insurance companies.

5.3 Designated Safeguarding Lead (DSL)

The DSL is Ceri Evans, Centre Director, who has strategic responsibilities for safeguarding at Roots Foundation Wales, including the following responsibilities which they may delegate:

- promoting a safeguarding culture including allocating sufficient resources for safeguarding work and keeping up to date with safeguarding matters.
- developing the safeguarding policy and procedure in line with statutory guidance, ensuring annual reviews are undertaken, communicating and implementing the policy and procedure.
- monitoring the effectiveness of and compliance with safeguarding policy and procedures as well as the code of conduct, safer recruitment, disciplinary and whistleblowing policies.
- ensuring safeguarding systems are in place, including secure recording, appointing DSP's, safeguarding training and provide accessible safeguarding information to service users.
- assisting and overseeing the work of the DSP's and quality assuring the management of safeguarding cases, including decisions made.
- overseeing the management of safeguarding allegations against staff.
- briefing Trustees about safeguarding activity (eg. data, gaps, risks), maintaining a risk register and providing an annual report on safeguarding.

5.4 Designated Safeguarding Persons (DSP)

The DSPs are Aimee Driscoll and Gemma Wali. This role has operational responsibilities for safeguarding at Roots Foundation Wales. Their responsibilities include:

- keeping up to date with safeguarding including the local multi-agency arrangements.
- being available to staff and providing advice and support on safeguarding to them
- managing individual safeguarding cases including assessing information, making decisions and taking actions, seeking specialist advice, liaising with children and adults at risk and/or their families, referring to police or social services if necessary, working with other agencies, escalating concerns if required and managing record keeping.
- alerting the Designated Safeguarding Lead (DSL) to any safeguarding concerns relating to allegations against staff; poor practice concerns, staff training needs or any other matters related to the management of safeguarding.
- contributing to the safeguarding work, e.g. policy development, data collection, safer recruitment, induction and training of staff.

6. Staff Supervision and Support

Roots Foundation Wales is committed to supporting staff when there have been safeguarding concerns, and we recognise that this work can be challenging both professionally and personally.

All staff receive supervision and oversight which includes safeguarding discussions. Staff are encouraged to bring safeguarding issues at any time to the DSP. All safeguarding concerns, disclosures or allegations about service users or colleagues must be shared with the DSP.

Staff have opportunities at team meetings, one-to-one supervision and support meetings to explore all safeguarding concerns, practices, information sharing and learning needs. Roots Foundation Wales may also undertake a learning review after a safeguarding concern, to learn lessons and improve practices, amend policies and procedures or develop staff training.

Safeguarding is also placed on the agenda at Trustee Board meetings.

7. Learning & Development Plan

Everyone should be equipped with the knowledge and skills to recognise the possible signs of abuse, neglect, exploitation and radicalisation and to know what to do if they have a concern. Everyone should be familiar with this policy and procedure and be able to apply it when required.

Designated Safeguarding Person's and the Designated Safeguarding Lead and Trustees must be able to undertake their specific responsibilities supported by training.

All staff will receive training and development to help them fulfil their role. Roots Foundation Wales offer the safeguarding learning opportunities listed below offered through training, briefings, online, reading etc. Records will be kept of attendance.

Induction

Everyone (staff, volunteers, trustees) when starting work at Roots Foundation Wales will receive safeguarding induction within one week of starting their role. This safeguarding policy and procedure and the Code of Conduct will be shared during induction.

Safeguarding learning and development / training
Everyone will receive, within one month of joining the organisation, safeguarding training to help them to identify abuse and neglect (for children and adults at risk) and report it using this policy and procedure and statutory guidance. This training will then take place annually as a refresher/update.
Safeguarding matters and any updates to law, policy and procedures will be discussed at team meetings regularly. Additional learning opportunities will be made available to staff who have routine contact with children and adults at risk to help them fulfil their roles and as identified in supervision and appraisal.

Safeguarding training for Designated Safeguarding Staff
The DSP's and the DSL will receive training within 3 months of their role commencing and then refresher/updates every two years. This will focus on managing safeguarding including making decisions, making referrals and reports, contributing to the inter-agency process, consent, confidentiality and information sharing and staff support. This training should relate to both the management of concerns for children and adults at risk.

Specialist Safeguarding Training for Designated Safeguarding Leads & Trustees
Those staff and trustees that undertake recruitment will need to have undertaken 'safer recruitment' training. Those staff and trustees who undertake inquiries and manage allegations against staff will be required to have training in this area. This training will be updated every two years.

Safeguarding Governance briefings
Trustees will receive training to be able to fulfil their safeguarding governance responsibilities. This should take place for all Trustees and be updated every two years.

Safeguarding Procedure

8. Responding to Safeguarding Concerns

8.1 Barriers to Speaking Out for Service Users

Adults and children may be reluctant to tell of their experiences of abuse and neglect because they:

- feel shame, guilt or responsibility for the abuse.
- feel embarrassed about talking to someone about what happened.
- do not have anyone that they can turn to or that they can trust.
- may have sought help before but felt let down.
- fear not being believed or being taken seriously.
- fear the consequences of telling, fear the situation could become worse.
- believe they are protecting others (e.g. the abuser, family service users).
- are frightened because they have been threatened.
- have been groomed not to tell.
- believe things would get worse for them if they were found to have told.
- lack language skills eg. have communication impairment, don't speak Welsh or English fluently.
- the abuse or neglect is all they have known, and they have accepted it as a norm.

It is essential that we are available to our service users and work to provide a culture of listening, and that we understand the barriers for people in speaking out.

8.2 Barriers to Hearing

Staff may feel reluctant to hear and act upon accounts of abuse, this may be because we:

- don't understand or recognise the signs and indicators.
- think that what is happening is acceptable or that it will resolve itself or that it is a one-off.
- don't know how to react or who to tell.
- fear the abuser or feel threatened from them.
- feel overwhelmed or fear getting it wrong or making it worse.
- have loyalty to the person who is accused or can't believe that they could have abused.
- are persuaded by the abuser that it won't happen again.
- are worried about breaching the person's confidentiality.
- are concerned that the report will not be taken seriously or that no help will be given.
- lack knowledge or trust in the multi-agency safeguarding system.
- don't want to be involved.

It is essential that we do not allow these barriers to influence us and that we take action, seek advice and contribute to Roots Foundation Wales being a safe and listening organisation.

8.3 Responding to Safeguarding Concerns

Often a child or adult at risk will approach someone that they trust or because they are available and supportive. It is important to be clear about our boundaries if someone tells us about abuse or neglect: the matter may need to be reported to another agency and there may be criminal or safeguarding inquiries that commence, at all times we must apply this

policy and procedure. We are not responsible for undertaking investigations into allegations of abuse and we are not expected to make enquiries or begin detailed questioning.

The list below provides ways of managing and things to avoid when a person first talks to us about their experience of abuse or neglect.

DO…

- Make time and space to listen carefully.
- Actively listen without interruption and allow the person to say what they recall.
- Through your language and body language, show you take the matter seriously and are calm.
- Respond naturally, with compassion and empathy. Reassure the person they are right to tell you/someone.
- Be aware that the person is likely to be anxious and they may have been threatened not to tell.
- If you need to ask questions, use open questions, such as those starting 'who', 'when', 'where', 'how'. Avoid asking 'why' questions. TED (tell, explain, describe) questions such as 'tell me about that', 'explain what happened' and 'describe what you saw' are open questions which help people to speak using their own words.
- Adapt your language so you communicate with the person effectively. Summarise using the person's own words.
- Ask the person what they would like to happen.
- When you have enough information to know what action is needed, you can close the conversation. Explain what will happen next, including that you will have to tell someone.
- Consult immediately with the Designated Safeguarding Person.
- Record the conversation immediately on the Safeguarding Concern Form.

DON'T…

- Push the person to tell you more than they want or keep questioning them if they are reluctant. Let them know that you will be available when they are ready to talk with you further.
- Interrupt the person when they are talking freely.
- Ask leading questions (these are questions that presume an answer).
- Show strong reactions or feelings such as shock, anger or disgust.
- Speculate or blame anyone.
- Ask to look at injuries, especially if it entails them lifting/removing clothing.
- Ask them to repeat or keep repeating their account.
- Promise confidentiality or make other promises such as 'it will all be okay now'.
- Say you know how they feel, you know people who have been through similar etc.
- Give advice about what they should do.

It is important to:

- Secure and preserve anything you believe might be evidence.
- Keep an open mind about what you see and hear.
- Take the matter seriously. It is not for staff to judge the reliability of a safeguarding allegation, that is for the local authority and police to decide after investigation.
- Remember that reporting concerns is not a betrayal of trust. We have a legal duty to report.

8.4 Information Sharing and Consent to Share Information
When sharing information about service users with external agencies, the law on confidentiality and information sharing must be applied. We should aim to seek consent from the adult at risk, the child if they are of an age and understanding to be able to consent or the child's parent where appropriate. Doing this is more likely to lead to engagement and promote effective working relationships.

2. It is possible to make a report without consent in circumstances such as:

- there is a genuine emergency whereby life is at risk.
- it is in the public interest, e.g. a serious crime has been or may be committed.
- a person has experienced serious abuse and the level of risk to them is high.
- a person would be put at further risk, be threatened or otherwise coerced into silence.
- other people are at risk, including children or other adults at risk.
- the person at risk lacks capacity (see 'Mental Capacity' below) to consent or make decisions.
- the alleged abuser is an adult at risk or a child and needs support.
- the risk has been posed by paid carers or professionals.
- the concerns relate to a failure in care, breach of regulation or professional code of conduct.

The safety and welfare of the child or adult at risk is the paramount consideration in making any decisions whether to seek consent prior to making a report. The DSP must be involved in any decision about the appropriateness of seeking consent from the adult, child or their parent. The DSP can seek advice from Social Services without disclosing the identity of the person.

Social Services should be told when making a referral: whether consent has been given or withheld; who was contacted to obtain consent and their wishes and desired outcomes; if consent was refused, that the adult at risk and child and parent/s have still been informed of the report; if no attempts have made to seek consent and why.

When wanting to share information, speak with the adult at risk or child and their parents to explain why information needs to be shared and with whom; check the accuracy of the information, specify what will be shared and ensure the information shared is proportionate for the purpose; explain how it will be shared and any implications of not giving consent.

Where information is shared – with or without consent - what is shared must be only that which is necessary, proportionate, relevant, adequate, accurate, timely and then it must be shared securely.

If information is not shared because consent has not been given and it is judged that therefore it cannot be shared, advice, signposting and guidance can be offered to support the service user. Further opportunities to discuss matters and to share information in future should be given.

Records of information sharing decisions should include what has been shared, with whom and for what purpose. If a service users consent to share information is overridden, this must be recorded.

See factsheet 'Working Together to Safeguard People: Information Sharing to Safeguard Children and Adults', (July 2019) information-sharing-to-safeguard-children-and-adults.pdf (gov.wales)

Mental capacity is a legal concept set out in The Mental Capacity Act 2005 and relates to a person aged over 16 years. It refers to the ability of person at a point in time to understand, retain, use and communicate information to make an informed decision on a specific issue and understand the consequences. Mental capacity relates to the ability to make a specific decision at a particular time. A person may have capacity to make some decisions but not others or can make decisions on some occasions but not others. In order to make a decision some adults at risk may need additional support such as advocacy, simplified explanations, visual aids and additional time. They are entitled in law to receive this support.

Adults are presumed to have mental capacity until it has been assessed that they do not. All practicable steps must be taken to help the person make the decision. Presumption of mental capacity also means that adults can make what may be seen as unwise decisions (everyone has the right to make their own decisions even if others thing they are the 'wrong' decisions). Anything done for, or on behalf of, a person who lacks mental capacity must be in their 'best interests' and the 'least restrictive' of their rights and freedoms.

8.5 Recording

Recording is a key task in safeguarding, and it includes recording concerns, decisions, actions and reasoning. Records may be used in future legal proceedings and be accessed by other parties as well as the individual concerned. Record keeping and storage must be in accordance with Roots Foundation Wales' Data Protection Policy. Good practice in safeguarding recording includes:

- records must be made immediately and at the latest within 24 hours.
- where possible, use the person's own words and phrases.
- state the date, time, place and who was present.
- write legibly, in plain language, free from jargon. Acronyms or initials should not be used unless they are properly explained.
- records should be clear, accurate, concise and up to date.
- include what the person has said, your responses, dates, times, what prompted the conversation and what was happening at the time.
- be objective and differentiate between fact, professional opinion, observations, hearsay and third-party information.
- state the reasons for the decisions made, including decisions to take no further action.
- state what actions are to be taken, and by whom.
- record only on Roots Foundation Wales systems. Records should only be held by Roots Foundation Wales and never be kept at home or in places outside of Roots Foundation Wales or be made on personal equipment such as phones or records.
- records be accessed only by those who are authorised and, on a need,-to-know basis.
- records must never be amended. Additional information or corrections of fact must be written as a separate record and explaining why the additional note is being made.
- hand-written notes must be retained even if these have been typed at a later time.

Information will be gathered, recorded and stored in accordance with Roots Foundation Wales Data Protection and Confidentiality Policy.

9. Managing Safeguarding Concerns Procedure

- **9.1 Overview**
- For any safeguarding concerns, whether they relate to children or to adults at risk, and however small they may appear, staff must speak with the DSP (if the DSP is unavailable, speak with the DSL). Don't worry about being mistaken or that speaking out will make things worse, usually an initial conversation with the DSP can clarify matters and put in plans for support. Not every concern will result in referrals to social services or police, but it is important to work alongside the DSP when making any decisions about safeguarding.

If it is thought that the threshold for referring to social services or police is not been met, support can be provided by Roots Foundation Wales or other agencies. This should be offered to the child or adult at risk, including signposting or offering to refer them to an external agency.

9.2 Duty to Report

The Social Services and Well-being Act 2014 sets out a 'statutory duty to report'. This means that if any person has knowledge, concern, or suspicion that a child, including an unborn child or adult is suffering, has suffered or is likely to be at risk of abuse, it is their responsibility to refer the concerns to social services or police who have powers to make enquiries and intervene when necessary. The duty to report is on relevant partner agencies, however all agencies are expected to report any safeguarding concerns including voluntary sector organisations.

- It is not our responsibility to decide whether anyone has been abused, or to undertake investigations, but we are responsible for responding to and reporting concerns in line with this procedure. Concerns about abuse and neglect must be reported to social services or police, in accordance with this procedure – this is not a matter of personal choice.

- The staff member should contact a DSP to discuss the concern and seek advice and complete the Safeguarding Concerns Form. Check with the DSP before informing or involving parents, carers, or others. The DSP will make the decisions on behalf of Roots Foundation Wales about the action to take.

- The staff member can act without referring to the DSP if: it is an emergency and contacting the DSP will result in undue delay; there is no DSP, DSL or other manager available and a decision to act must be made; the DSP and DSL have not made a report that the staff member thinks is necessary.

Once it is established that a referral is required, it must be made as soon as possible and within 24 hours. The referral must be made by the DSP or where it is made by a staff member, the DSP must oversee the decision making and process. Staff at Roots Foundation Wales cannot remain anonymous when making a referral. It should not be

assumed that someone else will make the report or that other agencies are already aware and will deal with the issue.

Safeguarding reports for adults and children are made to the local authority social services where the person lives and where the concern is thought to have occurred. If it is not clear which local authority to report, the local social services can be contacted for advice.
Outside of office hours, the local authority emergency duty team should be contacted if a child or adult is at immediate risk.
Information sharing must be in line with this policy and procedure.

3. 9.3 Responding to a Safeguarding Emergency

In an emergency where a child or an adult at risk is seriously hurt, is at immediate risk of abuse, is in danger or a criminal offence against them has occurred, you should:

i. Take any immediate action to protect the person from abuse and prevent harm to them or others. This should be done without putting yourself in danger.
ii. Contact the emergency services - police and/or ambulance - and inform a DSP.

Thereafter follow the procedure set out below.

4. 9.4 Responding to Safeguarding Concerns about a Child or Adult at Risk

For all safeguarding concerns, follow these steps:

Stage 1: Speak to a DSP immediately and on the same day and within 24 hours of identifying the concern.

Stage 2: Ensure that any non-emergency medical needs are met and any medical treatment is provided to the child or adult at risk. This may involve discussing with parents/carers so that they can address any medical needs of the person.

Stage 3: Record details on the Safeguarding Concerns Form and pass to the DSP. The DSP will seek clarification and ensure all subsequent actions and decisions are recorded.

Stage 4: The DSP will make decisions about the next steps, without drift or delay and:

- consider if advice is needed from others at Roots Foundation Wales or externally e.g. social services.
- if it does not create further risk, ensure that the safeguarding concern has been discussed with the service user or their parent/carer, their views and wishes obtained, that they have been told of our duty to pass on our concerns (if appropriate) and matters regarding consent to share information have been addressed properly.
- establish if others are affected for whom safeguarding should also be considered, e.g. children in the family, other adults at risk, other service users or staff at Roots Foundation Wales.

The DSP may make any of the decisions below, and if the DSP is not sure, they can seek advice from social services:

i. There is no further action to take because there are no safeguarding concerns.

ii. Concerns are of a degree and nature that do not require a referral to police or social services, or the person (or their parent/carer) does not give consent to report and their right to confidentiality cannot be breached. Roots Foundation Wales may provide support to the service user and/or signpost them to other services with their consent.

iii. A safeguarding referral is made to social services because there is reasonable cause to suspect that the person has experienced or is at risk of abuse or neglect or there are serious concerns about their wellbeing. Consent to make the referral will have been sought and given unless the exceptions noted in paragraph 8.4 have been met. The DSP does not investigate the concerns. The Safeguarding Concerns Form may, if considered relevant, be sent to social services or police in addition to the social services referral form.

The referral must be made using the multi-agency procedures and telephone reports must be followed up in writing within 24 hours. The referral is made to the local authority social services where the safeguarding concern has occurred, and the referrer should ensure that it has been received. Where a child or an adult already has an allocated social worker, the report should be made to them directly. Appendix 2 lists the contact details of social services. Social services should acknowledge within 7 working days that the report has been received and advise of their decision - if this is not done, the DSP must follow this up with them.

The Referral should be clear, thorough and include:

- The full name, address and date of birth of the child or adult at risk.
- The names, addresses and dates or birth of family members, carers and relevant others
- Details of relevant professionals (e.g. GP, CPN, school).
- If there is consent to share information, or if the person has been informed the referral is being made.
- The nature of the concerns, how they have arisen.
- Relevant background history or context, risks.
- Additional needs arising from health needs or disability, language needs, ethnicity, race, religion or other needs.
- Your views and assessment and what you consider needs to happen next.
- Your identifying details and contact details.

The DSP or staff may need to provide reports or attend meetings, contribute to and assist with safeguarding enquiries in line with the multi-agency procedures.

If a referral is not accepted by social services or there are delays that impact on the safety of the person, social services should give reasons and feedback to the DSP. If the DSP remains concerned, they should proactively discuss with social services and then consider using the Regional Safeguarding Board's Protocol for Resolving Professional Differences to ensure that the safeguarding concerns have been addressed thoroughly.

iv. Refer to the police or other emergency services if there is a situation requiring immediate action.

At any time, the DSP can seek advice from internal staff at Roots Foundation Wales, social services, police, or any of the specialist services (see agencies listed in Appendix 2).

Stage 5: Records must be kept of all conversations, actions and reasons for decisions. A decision to take no further action is as serious as a decision to take action and must be recorded.

Stage 6: The DSP has a role at Roots Foundation Wales to debrief staff and to offer support and supervision during and after any safeguarding incidents and to update the DSL.

See Appendices:

Appendix 1: Key Contacts at Roots Foundation Wales
Appendix 2: Key External Contacts and Resources
Appendix 3: Flowchart: Managing Safeguarding Concerns

10. Procedure for Managing Allegations against Staff

This procedure should be used if there are safeguarding concerns against staff (which includes volunteers and trustees). Concerns may relate to staff behaviour which may be causing harm to service users, adults, or children in their private life, the public or staff in our organisation. This procedure also applies to low-level concerns and behaviour that seems to be well-intentioned, but which breaches safe working practices or our Code of Conduct. All staff should apply safer working practices and our Code of Conduct so there is no misunderstanding about conduct expectations.

In the same way we have a duty to report safeguarding concerns about service users, we also have a duty to report concerns about any colleague working for or on behalf of Roots Foundation Wales. It is each person's responsibility to ensure that Roots Foundation Wales is a safe organisation, and we must not ignore or dismiss suspicions about a colleague who may be abusing, neglecting, or causing harm to a child or adult at risk. These concerns may be about the colleague's behaviour at work or in their life outside of work. They may be clear and serious concerns about a staff member, or they may be low level concerns.

A safeguarding allegation relates to a member of staff who may have:

i. behaved in a way that has – or may have - harmed an adult or a child or behaved in a way that could lead to an adult or child being harmed

ii. possibly committed, or is planning to commit a criminal act to an adult or a child

iii. behaved toward an adult or a child in such a way that it indicates that they could pose a risk of harm to service users.

iv. Behaved or may have behaved in a way that indicates they may be unsuitable to work with service users or in any capacity.

whether this has occurred whilst working at Roots Foundation Wales or elsewhere, including online. These concerns about staff may arise in various circumstances, for example:

- someone makes an allegation against them.
- there are concerns about their working practices, they have breached the Safeguarding Policy and Procedure or the Code of Conduct.
- there are concerns about their behaviour outside of work e.g. they have harmed a child or an adult at home or in another organisation or they have accessed illegal online material.
- they no longer work at Roots Foundation Wales, but allegations come to light about them relating to when they did work here (historical concerns).
- their child is subject to child protection procedures, or they have care responsibilities for an adult at risk who has been harmed in their care.
- they are subject to criminal procedures that indicate they could be a risk to others.
- new information is contained in a Disclosure and Barring List (DBS) renewal check.

These concerns may be unfounded, or allegations may be false or malicious, but they may also be founded. The outcome cannot be known until a proper enquiry has been undertaken using this procedure. It is important that all allegations are taken seriously and not ignored. They must be dealt with fairly, consistently and in a timely way.

5. 10.1 Responding to a safeguarding concern about staff.

If anyone needs immediate emergency support, call 999 immediately. Where there are safeguarding concerns about staff, follow the steps below.

Speak to the Designated Safeguarding Lead (DSL) about your concern. If the concern is about the DSL the Chair of Trustees must be notified, or another Trustee if the Chair is not available or the concern is about the Chair. The subject of the allegation should not be notified. The report should be made immediately and on the same day that the concern is identified. Record details on the Safeguarding Concerns Form. If you are not satisfied about your concerns being taken seriously or addressed by the DSL or trustees, you can contact social services directly or use the whistleblowing procedure.

Enquiries by the DSL

The DSL (or Trustee if the allegation is about the DSL) will be the lead in the management of the allegation, dealing with matters quickly, fairly and consistently so that individuals are safeguarded, evidence is secured, and the staff member is supported. This will involve working with others, both internally at Roots Foundation Wales as well as external agencies including police, local authority and the local authority's Designated Officer for Safeguarding (DOS). The DOS is the nominated person in the local authority who is responsible for managing and monitoring safeguarding allegations about paid and unpaid staff who work with children and adults at risk; the DOS will provide advice, information and guidance to employers about safeguarding allegations.

Lines of enquiry

There may be up to four areas of enquiry in the management of a safeguarding allegation and any
or all of them may be required depending on the circumstances. These include:

i. Police investigation if a criminal offence may have been committed: a report must be made to the Police and a crime reference number obtained; allegations about staff who are no longer working for Roots Foundation Wales must also be reported to the Police.

ii. Enquiries by social care about safeguarding a child or adult at risk. If children and adults have been harmed as a result of staff behaviour, their safety needs may need to be assessed and require making referrals to social services as per the above **'**Managing Safeguarding Concerns Procedure' above. Where a child or an adult already has an allocated social worker, they must be advised of the concerns.

iii. Roots Foundation Wales internal inquiry including considerations about disciplinary action need to be made applying relevant policies and with HR advice. Inquiries should consider:

- the subject of the allegations right to confidentiality, to having their case dealt with fairly and quickly and to be kept informed of its progress. A named contact at Roots Foundation Wales may be able to link with them and signpost to external support, e.g. union or counselling services.

- decisions about suspension or allocating alternative duties during the investigation period. Suspension should not be the default option and alternatives to suspension will always be considered. Whilst inquiries are ongoing, the worker in question should preferably not be in contact with service users and must be safeguarded from further allegations being made against them or from the potential they interfere with inquiries. Where suspension takes place, it is viewed as a neutral act which does not imply guilt.

iv. Referral to the Disclosure & Barring Service and/or referral to a professional registration body for professional misconduct.

Roots Foundation Wales has a duty to refer to DBS any person engaged to work in regulated activity where the allegation has been substantiated or where there has been harm caused and where we withdraw permission for a person to work in regulated activity, including moving them to do work that is not regulated activity. We will also refer to DBS where we would have taken this action, but the person left. The DBS referral can take place at any time during the allegations process. Failure to report to DBS in these circumstances is an offence. DBS can advise.

An initial plan for the enquiry with proposed actions and timescales must be confirmed by the
DSL within one working day. The investigation should consider at least these areas:

- Which of the four lines of inquiry are required (this may change as the enquiry progresses).
- Making a referral to the local authority Designated Officer for Safeguarding (DOS). The DOS must be contacted within 24 hours of the incident occurring or becoming known.

The DOS may convene a multi-agency strategy discussion and co-ordinate the safeguarding inquiry.

- Immediate actions to safeguard service users, other staff, the building or services; securing records or removing access (to equipment, information, building etc) from the subject of the allegation).
- What information to share with the subject of the allegation and with any other known employer (if they work elsewhere). Arrangements to support them decisions about suspension or altering their duties.
- What information to share with other staff or service users and managing community or media interest if it should arise.
- If the criteria is met for a serious incident report being made to the Charity Commission.
- Determining an outcome of the investigation: every effort should be made to conclude all investigations, even where the person concerned refuses to cooperate. Outcomes may fall into one of these:
  - Substantiated: there is sufficient evidence to say that the allegation is substantiated.
  - Unsubstantiated: there is insufficient evidence to either prove or disprove the allegation and neither guilt nor innocence is implied.
  - Unfounded: there is no evidence or proper basis which supports the allegation being made, e.g. due to a misinterpretation or being unaware of all the circumstances.
  - Malicious: there is sufficient evidence to disprove the allegation and to say it is invented and made to deceive. Malicious allegations made by another member of staff may result in disciplinary procedure against them.
  - False: there is sufficient evidence to disprove the allegation (but it was not maliciously made).
- Decisions about how to manage the member of staff's work at Roots Foundation Wales will need to be made thereafter, e.g. reintegrating the member of staff into the job role, changing the job description, invoking the disciplinary process, dismissal. Decisions must be implemented as soon as possible and within three working days of the decision being taken. The subject of the investigation must receive a letter within five working days of the conclusion of the investigation clarifying its outcome and any implications for their employment.
- Compromise agreements (an agreement where a person agrees to resign with the understanding that the employer will not pursue disciplinary action) must never be used.
- Thorough records must be kept of the allegation and investigation and records should be stored securely at least until the accused has reached normal pension age or for a period of 10 years from the date of the allegation if that is longer.

See Appendices:

Appendix 1: Key Contacts at Roots Foundation Wales
Appendix 2: Key External Contacts and Resources
Appendix 5: Flowchart: Managing Allegations against Staff

Appendix 1

Key Contacts at Roots Foundation Wales

Designated Safeguarding Lead (DSL)			
Name:	Ceri Evans	**Tel:**	01792584254
Job Title:	Director	**Email:**	centredirector@roots.wales
Designated Safeguarding Person (DSP)			
Name:	Gemma Wali	**Tel:**	07518802599
Job Title:	Trustee	**Email:**	gemma@roots.wales
Designated Safeguarding Person (DSP)			
Name:	Aimee Driscoll	**Tel:**	07452830085
Job Title:	Independent Living co-ordinator	**Email:**	aimee@roots.wales
Lead Trustee for Safeguarding			
Name:	Gemma Wali	**Tel:**	07518802599
Title:	Trustee	**Email:**	gemma@roots.wales
Chair of Trustees			
Name:	Annie Durham	**Tel:**	07943536736
Title:	Chair	**Email:**	annie@roots.wales

Appendix 2

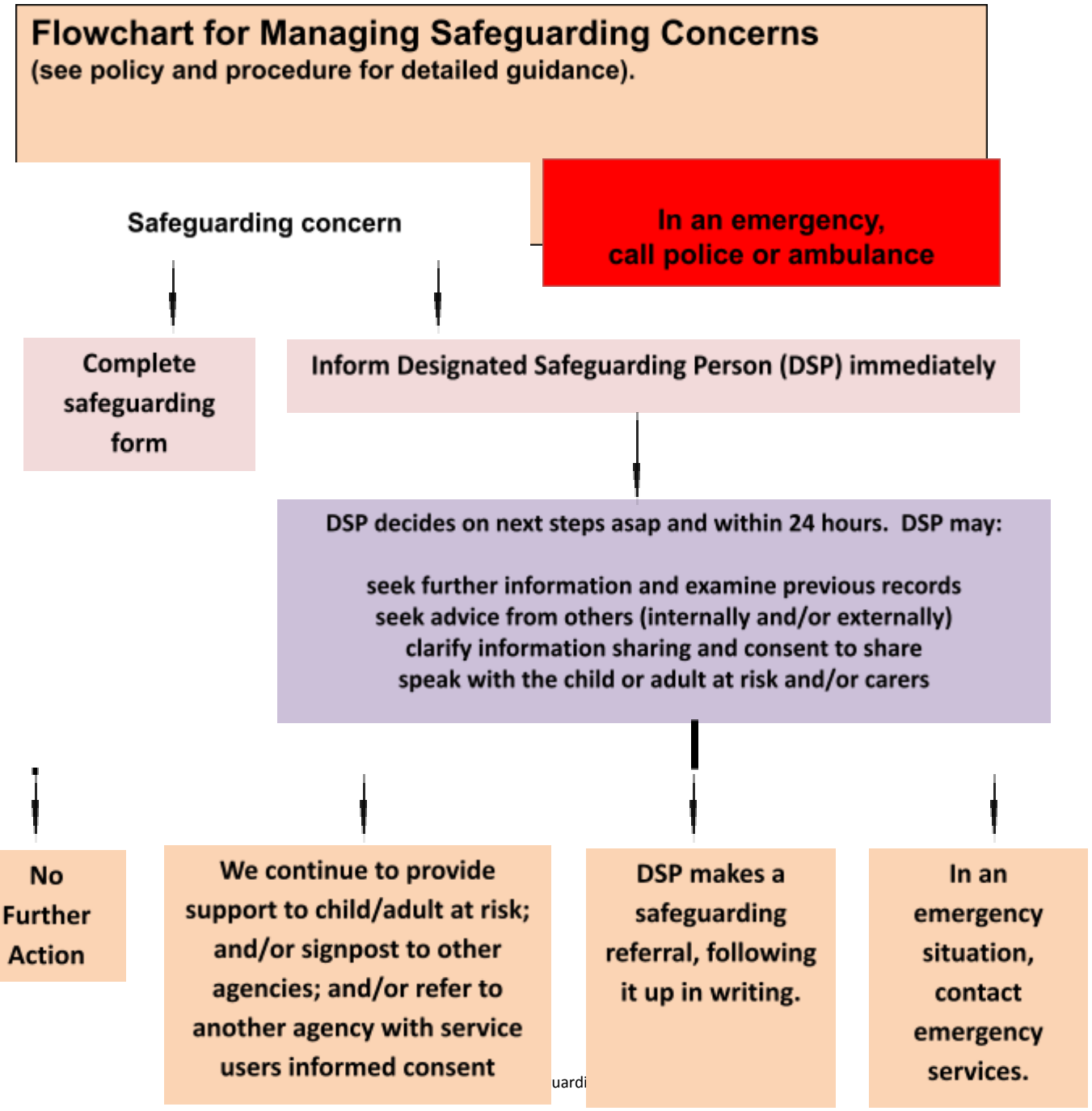
Key External Contacts and Resources

Emergency Services	
Police (non emergency)	Tel 101
Emergency Services	Tel 999
Police Anti-terrorism Hotline	Tel 0800 789 321
Police Prevent Team	Tel 101
Local Authority	
Local Authority Adults Social Services	Tel 01792636519 Email CAP@swansea.gov.uk Emergency Out of Hours
Local Authority Children's Social Services	Tel 01792 635700 Email singlepointofcontact@swansea.gov.uk Emergency Out of Hours 01792775501
Wales Local Authority and their social media links	Welsh Local Authority Links - WLGA
Regional Safeguarding Boards	**Cardiff & Vale** www.cardiffandvalersb.co.uk **Cwm Taf Morgannwg** www.cwmtafsafeguarding.org **Gwent** www.gwentsafeguarding.org.uk **Mid & West Wales** cysur.wales **North Wales** www.northwalessafeguardingboard.wales **Western Bay** www.wbsb.co.uk
Radicalisation	
HM Govt Report radicalisation concerns online	https://act.campaign.gov.uk/
Home Office Radicalisation e-learning module	https://www.elearning.prevent.homeoffice.gov.uk
Adult Safeguarding	

Wales Safeguarding Procedures	Safeguarding Wales
Ann Craft Trust Resources and support for safeguarding adults	Tel 0115 951 5400 Website: http://www.anncrafttrust.org/safeguarding-adults-sport-activity/
NAPAC (National Association for People Abused in Childhood) Helpline and online support	Tel 0808 801 0331 Email support@napac.org.uk
Mencap Direct Helpline and support	Tel: 0808 808 1111 E-mail help@mencap.org.uk www.mencap.org.uk
MIND Helpline and support	Tel 0300 123 3393 Text 86463 E-mail info@mind.org.uk www.mind.org.uk
National Autistic Society Helpline and support	Tel 0808 800 4104 Website www.autism.org.uk
Children's Safeguarding	
Triangle Support and advocacy re disabled children	Tel 01273 305 888 https://triangle.org.uk/
Family Lives	Tel 0808 800 2222
Child Trafficking Advice Centre	0808 800 5000.
Child Exploitation and Online Protection Centre(CEOP)	0870 000 3344
Childline For children to use	Tel 0800 1111
NSPCC Helpline For anyone concerned about a child	Tel 0808 800 5000 Email help@nspcc.org.uk
NSPCC FGM Helpline	Tel 0800 028 3550 Email fgmhelp@nspcc.org.uk
Other National Services	
Victim Support	Tel 0808 168 9111 www.victimsupport.org.uk
National Domestic Violence Helpline	Tel 0808 2000 247
FGM FORWARD Training and Support	Tel 020 8960 4000 Email forward@forwarduk.org.uk
Forced Marriage Helpline	Tel 0800 599 9247
Forced Marriage Unit	Tel 0207 008 0151 Out of office hours contact: 0207 008 1500 (ask for Global Response Centre).
UNSEEN Modern Slavery	Telephone: 0303 040 2888 Helpline: 08000 121 700

	Website: https://www.unseenuk.org/
British Institute of Learning Difficulties Training and Resources	Tel 0121 415 6960 www.bild.org.uk
The UK Safer Internet Centre	0844 381 4772
Disclosure & Barring Scheme	https://www.gov.uk/government/organisations/disclosure-and-barring-service

Appendix 3



Appendix 4

Flowchart for Managing Allegations Against Staff
(includes Volunteers)

(see policy and procedure for detailed guidance).

Safeguarding concern about a member of staff who has:

Behaved in a way that has or may have harmed an adult at risk or a child
Possibly committed a criminal act to an adult at risk or a child
Behaved in a way that indicates they could pose a risk of harm to an adult or child
Behaved in a way that indicates they are unsuitable to work at Roots Foundation Wales

whether this has occurred whilst working at Roots Foundation Wales or elsewhere, including online.

Complete safeguarding Form

Inform Designated Safeguarding Lead (DSL)

Inform Chair of Trustees if concern is about the DSL

DSL decides on next steps asap and within 24 hours. DSL may:

seek further information and examine previous records;
seek advice from others or share information with Local Authority, local authority Designated Officer for Safeguarding (DOS), Police, DBS, commissioners;
speak with staff and/or service users.

These steps apply for current staff as well as those who have left CAPE.

Report to Police where a crime has been committed or is suspected.

Make a safeguarding referral where there are safeguarding concerns for child or adult at risk.

Report to Local Authority Designated Officer for Safeguarding (DOS)

Complete internal investigation in relation to employment or volunteering

Report to DBS

Report to other bodies

All steps are recorded on an ongoing basis.

Appendix 5

Types of Abuse and Neglect & Recognising Signs

Categories and Indicators of Abuse and Neglect

The Statutory Guidance Working Together to Safeguard People sets out these categories of abuse and neglect that children and adults at risk may experience: physical abuse, sexual abuse, psychological abuse, financial abuse and neglect. The Wales Safeguarding Procedures additionally refer to the categories of domestic abuse (including 'honour' based violence, forced marriage and female genital mutilation) modern slavery and self-neglect.

These, plus additional categories, along with their definitions and signs and indicators are listed below. The signs and indicators listed are not an exhaustive list nor should any one sign be taken as proof that abuse is occurring. The signs should alert us to make further assessments. People may show signs as a result of distress and trauma not related to abuse, some people may not show any signs, for some people signs of abuse may be misinterpreted due to medications or disability. Multiple forms of abuse may occur, making it important to look beyond single incidents or types of abuse. Any or all of these types of abuse may be perpetrated deliberately or through negligence or ignorance, it is the welfare of the adult at risk that is of paramount concern however and not the motivation of the abuser.

PHYSICAL ABUSE	
Types of physical abuse	**Signs**
• Assault, hitting, slapping, pushing, punching, kicking, hair-pulling, biting, pushing • Rough handling • Scalding and burning • Physical punishments • Inappropriate or unlawful use of restraint • Making someone purposefully uncomfortable (e.g. opening a window and removing blankets) • Involuntary isolation or confinement • Misuse of medication (e.g. over-sedation) • Forcible feeding or withholding food • Unauthorised restraint, restricting movement, inappropriate sanctions	• Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps • No explanation for injuries or inconsistency with the account of what happened • Injuries are inconsistent with the person's lifestyle • Injuries at different stages of healing, finger marks, unusual sites of injuries • Frequent injuries • Subdued or changed behaviour in the presence of a particular person • Aggression • Fearful and anxious • Signs of malnutrition, dehydration • Illness due to failure to seek medical treatment or frequent changes of GP
SEXUAL ABUSE	
Types of sexual abuse	**Signs**
• Grooming or enticing to take part • Rape, attempted rape or sexual assault • Non-consenting touch anywhere	• Bruising, particularly to thighs, buttocks, genital area, upper arms and neck • Torn, stained or bloody underclothing

• Any sexual activity that the person has not consented to, was pressured to consent to or lacks the capacity to consent to • Inappropriate looking, sexual teasing or innuendo or sexual harassment • Sexual photography or forced use of pornography or witnessing of sexual acts • Indecent exposure	• Bleeding, pain or itching in genital area, infections • Unusual difficulty in walking or sitting • Infections, sexually transmitted diseases • Pregnancy • Uncharacteristic use of sexual language or behaviour • Self-harming • Poor concentration, sleep disturbance, eating difficulties, depression • Excessive fear of a relationship or person • Fear of receiving help with personal care

6. NEGLECT	
Types of neglect and acts of omission	**Signs**
• Failure to provide or allow access to food, shelter, clothing, heating, stimulation, personal or medical care, emotional warmth, education, resulting in harm • Providing care that person dislikes • Refusal of access to visitors • Not taking account of individuals' cultural, religious or ethnic needs • Not taking account of educational, social and recreational needs • Ignoring or isolating the person • Preventing person from making decisions • Preventing access to glasses, hearing aids, dentures, etc. • Failure to ensure privacy and dignity	• Poor environment – dirty or unhygienic • Poor physical condition and/or personal hygiene • Pressure sores or ulcers • Malnutrition or unexplained weight loss • Untreated injuries, infections, medical problems • Inconsistent or reluctant contact with medical and social care organisations • Accumulation of untaken medication • Uncharacteristic failure to engage in social interaction, depression, anxiety • Inappropriate or inadequate clothing
PSYCHOLOGICAL / EMOTIONAL ABUSE	
Types of Psychological abuse	**Signs**
• Isolating and preventing someone getting help, services, educational and social opportunities and seeing friends • Witnessing abuse of others • Coercive control • Removing mobility or communication aids • Preventing someone from meeting their religious and cultural needs • Overriding consent • Failure to respect privacy	• An air of silence when a particular person is present • Withdrawal or change in the psychological state of the person • Sleep disorders • Low self-esteem • Uncooperative and aggressive behaviour • A change of appetite, weight loss/gain • Signs of distress: tearfulness, anger • Self-harm • Running away

• Intimidation, coercion, harassment, use of humiliation, bullying, swearing discriminatory language and behaviour • Threats of harm or abandonment	

FINANCIAL	
Types of finance abuse	**Signs**
• Theft of money or possessions • Fraud, scamming • Being prevented from access to own money, benefits or assets • Undue pressure or threats about loans, wills, property, inheritance or finances • Giving less care than is needed eg. to save money to maximise inheritance • Denying help to manage financial affairs • Misuse personal allowance in care home • Misuse of benefits or direct payments • Exploiting a person's money or assets eg living in their home, using their car • Misuse of a power of attorney, deputy or other legal authority • Rogue trading	• Limited and or missing personal possessions • Unexplained lack of money, hardship or inability to maintain lifestyle, rent arrears and eviction notices, insufficient food in the house • Lasting/Power of attorney obtained after the person has ceased to have mental capacity • The person allocated to manage financial affairs is evasive or unco-operative • Showing unusual interest in the assets of the person • Recent changes in deeds or title to property • A lack of clear financial accounts held by a care home or service • Failure to provide receipts for transactions done for the person • Unnecessary property repairs

DOMESTIC ABUSE	
Types of Domestic abuse	**Signs**
Domestic abuse is any incident or pattern of controlling, coercive or threatening behavior, violence or abuse (psychological, physical, sexual, financial or emotional) between those who are or have been intimate partners or family service users, regardless of gender or sexuality. It includes 'honour' based violence, forced marriage and female genital mutilation. Controlling behaviour is acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and	• signs of sexual abuse, physical abuse, psychological abuse, financial abuse • low self-esteem • self-blame for events outside of their control • injuries • hearing derogatory or intimidating comments • fear of an individual • isolation – not seeing friends and family, partaking in activities • limited access to money, without reason • damage to property • fear of outside intervention

capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is defined as an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.	

FEMALE GENITAL MUTILATION (FGM)	
Definition	**Signs**
FGM is a term given to a range of procedures whereby a female's genitals are cut, injured, removed or changed without a medical reason or other health benefit. It is commonly carried out without medical training or equipment. FGM is carried out on females of any age, from new-borns to teenagers and adult women. FGM is carried out in certain parts of the world and in the UK by people from those communities that practice it. Those who practice it argue it benefits the woman or girl, keeps her 'clean', retains her virginity or makes her 'marriageable'. In fact, it causes extreme pain and life-long physical and psychological damage to women and girls and causes risk to the unborn child. It is illegal in the UK and in many other countries and an offence (Female Genital Mutilation Act 2003).	● Long visit abroad; 'ceremony' to be 'woman' ● Relative or 'cutter' visiting from abroad ● Female relative being cut ● Prolonged absence from school ● Difficulty walking, standing or sitting ● Spend longer in the toilet ● Pain urinating or menstruating ● Appear withdrawn, anxious or depressed ● Reluctant to have normal medical exams ● Severe pain, shock, bleeding, infections, organ damage, blood loss

MODERN SLAVERY	
Types of modern slavery	**Signs**
• Human trafficking (internationally and/or across UK) • Forced labour • Domestic servitude • Sexual exploitation • Debt bondage – being forced to work to pay off debts that realistically they never will be able to	• Signs of physical or emotional abuse • Appear malnourished, unkempt, isolated • Seeming under the control of others • Living in dirty or overcrowded conditions or living at the work address • Lack of possessions or identification • Avoidance of eye contact, appearing frightened or hesitant to talk to strangers

	• Fear of law enforcers

7. SELF-NEGLECT	
Types of self-neglect	**Signs**
• Neglecting own personal hygiene, health or surroundings to an extent that it threatens personal health and safety. • Failure to seek help or access services to meet health and social care needs • Inability or unwillingness to manage one's personal affairs	• Poor personal hygiene, unkempt • Lack of essential food, clothing or shelter • Malnutrition and/or dehydration • Living in squalid or unsanitary conditions • Neglecting household maintenance • Hoarding • Large number of animals, poorly kept • Non-compliance with health or care advice

DISCRIMINATORY ABUSE	
Types of discriminatory abuse	**Signs**
• Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation, for example: • Verbal abuse, derogatory remarks or inappropriate use of language • Denying access to communication aids and interpreters, signers or lip-readers. • Harassment or deliberate exclusion • Denying basic rights to healthcare, education, employment and criminal justice. • Substandard service provision.	• The person appears withdrawn and isolated • Expressions of anger, frustration, fear or anxiety • The support on offer does not take account of the person's individual needs in terms of a protected characteristic • Signs of psychological abuse
8. **ORGANISATIONAL ABUSE**	
Types of organisational abuse	**Signs**
• Abuse that occurs in an organisation • Discouraging visits from relatives or friends • Run-down or overcrowded establishment • Authoritarian management or rigid regimes • Lack of leadership and supervision	• Lack of flexibility and choice for people using the service • Inadequate staffing levels • People being hungry or dehydrated • Poor standards of care • Lack of personal clothing and possessions and communal use of personal items

• Insufficient staff resulting in poor care • Disrespectful attitudes to clients • Inappropriate use of restraint • Lack of respect for dignity and privacy • Failure to manage clients who are abusive • Not providing adequate food and drink • Misuse of medication • Failure to provide care with dentures, spectacles or hearing aids • Not taking account of diversity needs • Failure to respond to abuse appropriately • Interference with personal correspondence • Failure to respond to complaints	• Lack of adequate procedures • Poor record-keeping and missing documents • Absence of visitors • Few social, recreational and educational activities • Public discussion of personal matters • Unnecessary exposure during bathing or using the toilet • Absence of individual care plans • Lack of management overview and support

GROOMING	
Definition	**Signs**
Grooming is when someone tries to build a relationship and create trust with a child or adult at risk to exploit and abuse them. The groomer may set up a false relationship (eg romantic, educative, friendly) or use tactics like pretending to be someone else, showing care, giving gifts or attention. They may isolate the victim from their family and friends, create dependency, introduce 'secrets' to control the victim or frighten them. Grooming can take place over a short or long period of time by males or females, old or young, a stranger or someone who is known. It can take place online or in person. Groomers may also groom other people such as carers, friends or, professionals so	**Victim** • Secretive about how they spend time • Having money or items they can't explain • Drinking or drug taking • Upset, withdrawn or distressed • Sexualised behaviour • Spend time away or going missing **Groomer** ● Sexualised talk or physical contact eg ‘jokes’, ‘banter’, touching, tickling, wrestling ● Not respecting privacy, breaking rules ● Spend excessive time with victim; special attention, favouritism. Giving gifts or money for no apparent reason ● Set up inappropriate relationships e.g. treating a victim as a friend/spouse ● Isolating victim from others

that they seem trustworthy and be able to gain access to the victim. People may not realise they have been groomed.	• Encouraging silence, secrets, criminal behaviour, lies

SEXUAL EXPLOITATION	
Definition	**Signs**
Sexual exploitation occurs when a person or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or adult at risk into sexual activity: (a) in exchange for something the victim needs or wants, including attention and affection, drugs, alcohol, or gifts and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been exploited even if the sexual activity appears consensual. Victim's are often groomed into thinking the sexual activity is consensual, or they may be forced or intimidated. Anybody can be a perpetrator of sexual exploitation, no matter their age, gender or race. The relationship between the perpetrator and victim could be framed as friendship or as romantic. Victim's can be trafficked to be sexually exploited or sexual exploitation may occur online.	• Unhealthy or inappropriate sexual behaviour • Being frightened of some people, places or situations • Being secretive • Sharp changes in mood or behaviour • Having money or things they can't or won't explain • Physical signs of abuse, like bruises or bleeding in their genital or anal area • Alcohol or drug mis/use • Sexually transmitted infections • Pregnancy • Staying out late or overnight • Missing from home or care, or stopping going to school, college or work • Having a new group of friends • Hanging out with older people, other vulnerable people or antisocial groups, or a gang

HUMAN TRAFFICKING	
Definition	**Signs**
Human trafficking is a crime that involves the movement of people by the use of force, fraud, coercion or deception, with the aim of exploiting them. It is a form of modern slavery which involves transporting people across nations as well as trafficking around the UK. It can be for commercial, sexual and bonded labour. There are three elements that form part of trafficking: • the act of recruiting, transporting, transfer, harbouring or receiving persons • use of the means of force, fraud, coercion, deception	• Behaves as if instructed or coached • Signs of physical or psychological abuse • Untreated medical conditions • Has money deducted from their salary • Little or no contact with family or loved ones • Not in possession of their own legal documents • Seems held in the employer's home/workplace • Works in excess of normal hours • Appears frightened, withdrawn or confused

• for the purpose of exploitation.	• With a group of workers of a similar nationality, age, gender.

RADICALISATION & EXTREMISM	
Definition	**Signs**
Radicalisation is a process by which a person comes to support extreme ideologies and be drawn into terrorism. It is a form of harm. It may involve being groomed (online or in person), exploited, exposed to violent material, being harmed or threatened. Anyone can be radicalised but people may be more vulnerable if they are easily influenced, isolated, rejected, discriminated against or feel community tension.. Extremism is “the vocal or active opposition to British fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs and calls for the death of service users of our armed forces” (Counter Extremism Strategy 2015). It can involve targeting vulnerable people by sowing division between communities on the basis of race or faith; or arguing against democracy and the rule of law. The Prevent Duty (s26 Counter-Terrorism & Security Act, 2015) aims to reduce the numbers of people supporting extremism or becoming radicalised. It involves having “due regard to prevent people being drawn into terrorism".	• Isolating self and spending time alone or with social media • Feeling of having no purpose in life; not belonging; low self esteem • Change in emotions and behaviour • Change of routines, in appearance or online activities • Fixated on an ideology, belief or cause • Intolerant of difference such as race, faith, culture, gender or sexuality • Justifying violence to others • Change in language or use of words; closed to new ideas; ‘scripted’ speech • Have materials or symbols associated with the cause • Attending events, rallies etc of an extremist nature • Sense of grievance; sense of ‘them and us’ • Conflict with family/friends or lose interest in people who do not have same beliefs • Try to recruit others to join the ‘cause’

ABUSE THROUGH TECHNOLOGY	
Definition	**Signs**
Technology and the internet are an important source of communication, education and entertainment. However some people use them to harm others including to groom and abuse, for example to sexually or criminally exploit, radicalise, cyber-bullying. Abusers can adopt an identity to ‘befriend’ victim’s, get people to share information and images and access financial information.	• Meeting new friends they've met online • Receiving gifts or money • Withdrawn and secretive • New phone or more than one phone • Receiving large numbers of calls or messages • Worried about being away from their phone • Excessive time on phone or online

Online safety can fall into these areas of risk: **content:** exposure to illegal, inappropriate or harmful material e.g. sexual or violent material, offensive material which serves to breed hatred, fabricated news, radical and extremist views **contact:** subjected to harmful online interaction with other users. **conduct:** personal online behaviour that increases causes harm, e.g. making, sending and receiving explicit images, or online bullying. **commerce:** risks such as online gambling, inappropriate advertising, phishing and or financial scams.	

Appendix 6

CONFIRMATION OF HAVING READ AND AGREEMENT TO APPLY ROOTS FOUNDATION WALES SAFEGUARDING POLICY AND PROCEDURE

To be completed during induction and within two weeks of new policy and procedure being issued annually.

Name:

Date of Appointment:

Date Policy and Procedure Discussed in Supervision:

I have read and I understand the Safeguarding Adults/Children Policy and Procedure. I agree to adhere to its requirements during my work at Roots Foundation Wales.
YES/NO (circle as applicable)

I have had the opportunity to discuss the Safeguarding Adults/Children Policy and Procedure with my line manager.
YES/NO (circle as applicable)

NAME OF WORKER:
SIGNATURE OF WORKER:
DATE:

NAME OF MANAGER:
SIGNATURE OF MANAGER:
DATE: