Safeguarding Policy

2025-2026

Hope Cardiff CIO is a Registered Charity: 1161235

We uphold safeguarding as one of our core principles, and take the responsibility of developing a safe culture for all seriously.

The following Safeguarding Policy details our commitment to *promoting* the wellbeing and care of children and adults who might be at risk of harm, *preventing* abuse from occurring, and *protecting* those who have been harmed.

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A useful resource:
Wales Safeguarding App
www.safeguarding.wales

SECTION 1

Safeguarding Policy: Promoting the wellbeing of all who access services provided by Hope Cardiff CIO

Hope Cardiff Details

Office Contact:
029 2033 7880 / info@hopecardiff.org
Glenwood Wellbeing Space, Circle Way West, Llanedeyrn, Cardiff, CF23 6UW

The Junction:
07807 608009 / info@thejunctioncardiff.org

Tavs Centre:
07474 661834 / info@tavscardiff.org
Tavs Centre, Tavistock St, Cardiff CF24 3BE

Charity Number:
1125128

Insurance Company:
Aviva Insurance

Safeguarding Team

Hope Cardiff CIO has appointed the following individuals to form part of a Safeguarding Team:

Safeguarding Officer: Jan Moreland
safeguarding@hopecardiff.org

Counselling & Junction Project Lead: Rachel Treseder
rachel.treseder@hopecardiff.org

Going Public Project Lead: Laura Bradford
laura.bradford@hopecardiff.org

Tavs Project Lead: Hannah Westwell
hannah.westwell@tavscardiff.org

Where possible, the Safeguarding Team will work together if and when issues arise. However, each person has a responsibility to report allegations of abuse as soon as they are raised.

Our Commitment to Wellbeing

Hope Cardiff is committed to the wellbeing of all people, and understands the meaning of wellbeing as defined by the 'Social Services and Well-being (Wales) Act 2014'. The wellbeing of a person relates to:

- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- education, training and recreation
- domestic, family and personal relationships
- contribution made to society
- securing rights and entitlements
- social and economic wellbeing
- suitability of living accommodation

In relation to a child: wellbeing also includes their physical, intellectual, emotional, social and behavioural development. In relation to an adult: wellbeing also includes control over day to day life, and participation in work.

Working Together

We believe good communication is essential in promoting safeguarding to those we wish to protect, to everyone working with them, and to all those with whom we work in partnership. This Safeguarding Policy is just one means of promoting safeguarding.

Welsh Government
We work together with the Welsh Government, who have standardised practice across all of Wales and between agencies.

Wales Safeguarding Procedures: www.safeguarding.wales
Safeguarding Guidance: gov.wales/safeguarding-guidance

Thirtyone:eight
We seek policy and procedural advice from Thirtyone:eight who have experts at hand on safeguarding issues.

Helpline: 0303 003 11 11

External Whistleblowing
Children's Commissioner for Wales: 01792 765600
www.childcomwales.org.uk

Older Adults Commissioner for Wales: 03442 640 670
www.olderpeoplewales.com/en/Home

Overview of Responsibilities

It is the responsibility of everyone within Hope Cardiff to develop a safe culture for all.

Prevention and reporting of abuse
It is our duty to prevent the abuse of children and adults at risk, and to respond to concerns about the wellbeing of children and adults at risk. Any abuse disclosed, discovered, or suspected should be reported in accordance with our procedures. The Trust will fully cooperate with any statutory investigation into any suspected abuse linked with Hope Cardiff.

Safe Practices
Each project within Hope Cardiff puts guidelines and safe practices in place to protect children and adults at risk.

Safer Culture
Hope Cardiff is committed to providing an environment that promotes the wellbeing of all. This includes spiritual wellbeing, safety on premises, and online.

Safer Team
Hope Cardiff ensures the safe recruitment, supervision, and training of all those working with children and adults at risk, whether paid or voluntary. The team recruited all adopt a code of conduct that is respectful to others.

SECTION 2

Safeguarding Procedures: for responding well to incidents

“What should I do?”

A 5 step procedure following any allegation, concern, or disclosure

Recognise!

Have you noticed a sign or indicator of abuse and neglect?
Perhaps something isn’t quite right? See Appendix 1 which details types and signs of abuse. If you recognise, it is your duty to respond...

Respond!

It is your duty to respond safely and effectively, don’t insert yourself into the situation, but follow our response protocol listed on page 13. Discuss your concerns immediately with the project lead (if safe to do so). Don’t ignore, respond straight away, and report your safeguarding concern...

Record!

It is important to make a record of everything you have seen and heard. Do this as soon as possible after an incident or disclosure. Be specific, record exact dates, times, and details. Use the Record Form (Appendix 4) as a guide to help you record…

Report!

Your first point of contact is to report a safeguarding concern to the Hope Safeguarding Officer. All safeguarding matters should remain confidential and must only be shared with the people involved in the safeguarding process…

Refer!

If there is a genuine concern for an individual’s safety, you must refer your concerns to the correct authority. This will usually happen with the support of the Safeguarding Officer, who will help to escalate the concern with social services and the local authority contact, police, or any other relevant partner agencies. In this case, you need to ensure that any supporting records and information you have about the incident or individual are passed on as well.

If there is a danger to life, risk of serious injury, a serious crime in progress or about to happen, ring 999 immediately.

How to recognise types of abuse

All people are entitled to protection. When there appears to be a conflict of interest between the protection of the child or adult at risk, and that of the organisation or community, it is the protection of the individual that must come first.

A child is abused or neglected when somebody inflicts harm, or fails to act to prevent harm. There could be a risk of abuse in a family, organisation or community setting, by those known to them or, more rarely, by a stranger. A child up to the age of 18 years could be subject to abuse or neglect and require protection via an inter-agency child protection plan. **For more information on abuse to children: *www.safeguarding.wales/chi***

The safeguarding duties apply to an adult who is experiencing (or is at risk of) abuse or neglect, has needs for care and support (whether or not the authority is meeting any of those needs), and as a result of those needs is unable to protect themselves. We should work with adults to establish what being safe means to them, and how that can be best achieved. Team should not be advocating 'safety' measures that do not take account of individual wellbeing, as defined in Section 1 of the Care Act. **For more information on abuse to adults: *www.safeguarding.wales/adu***

Types of Abuse	Child	Adult at Risk
Physical	Actual or likely physical injury to a child, or failure to prevent physical injury to a child.	To inflict pain, physical injury or suffering to an adult at risk.
Emotional	The persistent, emotional, ill treatment of a child that affects their emotional and behavioural development. It may involve conveying to the child that they are worthless and unloved, inadequate, or that they are given responsibilities beyond their years.	The use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes. Such behaviour can create very real emotional and psychological distress. All forms of abuse have an emotional component.
Sexual	Involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This includes non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.	Any non-consenting sexual act or behaviour. No one should enter into a sexual relationship with someone for whom they have pastoral responsibility or hold a position of trust.
Neglect	Where adults fail to care for children and protect them from danger, seriously impairing health and development.	A person's wellbeing is impaired and their care needs are not met. Neglect can be deliberate or can occur as a result of not understanding what someone's needs are.

Please refer to Appendix 1 for a more detailed list of some types of abuse and their possible indicators.

How to respond to an allegation, concern, or disclosure

If you receive an allegation about any adult or about yourself:

1. Immediately tell your Safeguarding Officer and inform your project lead
2. Record the facts as you know them
3. You must report; you must not investigate

If you have a concern or notice signs of abuse or neglect:

1. Immediately tell your Safeguarding Officer and inform your project lead
2. Record the facts as you know them
3. You must report; you must not investigate

If a person discloses an abuse to you:

1. Allow them to speak without interruption, accepting what is said, but do not investigate
2. Alleviate feelings of guilt and isolation, while passing no judgement
3. Advise that you will try to offer support, but that you must pass the information on
4. Immediately tell your Safeguarding Officer and inform your project lead
5. Record the facts as you know them
6. You must report; you must not investigate

If there is a danger to life, risk of serious injury, a serious crime in progress or about to happen, ring 999 immediately.

How to record an allegation, concern, or disclosure

Workers need to share concerns with the Safeguarding Officer as well as clear allegations made by, or about, children, young people, and adults at risk. Sharing 'gut feelings' at an early stage may assist in helping those who need it.

You should record any disclosure or concern in the following way:

- Make notes as soon as possible (preferably within one hour of the person talking)
- Include a description of any injury, its size, and if possible, a drawing of its location and shape on the child's or adult's body.
- Write down exactly what has been said, when it was said, what was said in reply, and what was happening immediately beforehand (e.g., a description of an activity)
- Write down dates and times of these events and when the record was made.
- Write down any action taken and keep all handwritten notes even if subsequently typed up.

The Safeguarding Officer should be made aware of your written notes, which are to be kept in the locked filing cabinet. These notes will be kept and used to assist if the matter is referred to the statutory agencies such as Social Services or the police.

The person in receipt of allegations or suspicions of abuse should discuss this immediately with the project lead in charge of the activity or group. If this person is not available they should contact the Safeguarding Officer.

See the Safeguarding Folder for copies of the Safeguarding Record Form, which can be used for recording a disclosure or a concern.

How to report an allegation, concern, or disclosure

If you have an allegation, concern, or disclosure, you need to report to the Safeguarding Officer as soon as possible.

If the issue has arisen within a particular project or activity, we advise you speak first with the project lead - who will then help with the practical procedures, and help you to make the report to the Safeguarding Officer.

Make sure to report to one of the Safeguarding Officers on the same day as the incident, if possible.

Name: Jan Moreland
Phone: 07817 860190
Email: safeguarding@hopecardiff.org

Or if unavailable, contact a member of the Safeguarding Team, as listed on page 7.

Our Safeguarding Officer and Team are nominated by the Hope Cardiff Trust to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

The Safeguarding Officer will then liaise with you in contacting the appropriate agency. See page 16 for details on the 'refer' part of this process.

If the suspicions implicate all those within the organisational structure, the reporter should then follow the Whistleblowing Policy. Alternatively contact Social Services or the police.

Where to refer an allegation, concern, or disclosure

Once an allegation, concern, or disclosure has been reported to the Safeguarding Officer, the next step is contacting the appropriate agency.

If anyone is unsure, you may first ring the Thirtyone:eight helpline for advice. (Thirtyone:eight will confirm its advice in writing for future reference.)

MASH (the Multi Agency Safeguarding Hub) should then be contacted, or Social Services in the area where the child, young person, or adult lives.

Our local authority is: Cardiff

For Children's Services, ring: 029 2053 6490
(or out of hours: 029 2078 8570)
www.cardiffandvalersb.co.uk/children

For Adult Social Services, ring: 01446 700 111
Cardiff Multi-Agency Safeguarding Hub (MASH), ring: 029 2233 0888
Out of hours Tel: 029 207 88570
www.cardiffandvalersb.co.uk/adults

The Safeguarding Officer will need to inform the following people, depending on the circumstances and / or nature of the concern:

- **Trustee** responsible for safeguarding, who may need to liaise with the charity commission to report a serious incident and the insurance company

- **LADO** (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18

Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in our locked and secure filing cabinet.

The role of the Safeguarding Officer is to assist in the clarifying and passing on of information to statutory agencies who have a legal duty to investigate.

The Trust will support the Safeguarding Officer in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Officer, their absence should not delay referral to Social Services, the Police or taking advice from Thirtyone:eight.

It is, of course, the right of any individual as a citizen to make a direct referral to the

safeguarding agencies or seek advice from Thirtyone:eight, although the Trust hope that members of the organisation will use the procedure outlined in this document. If, however, the individual with the concern feels that the Safeguarding Officer has not responded appropriately, or, where they have a disagreement with the Safeguarding Officer as to the appropriateness of a referral, they are free to contact an outside agency directly. We hope by making this statement that the Trust demonstrate their commitment to effective safeguarding and the protection of all those who are vulnerable.

Detailed procedures where there is an allegation, concern, or disclosure about a child:

If there is a physical injury, a symptom of neglect, or concerns about emotional abuse:

- Contact Children's Social Services for advice in cases of deliberate injury, if concerned about a child's safety, or if a child is afraid to return home
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g., poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services directly for advice.
- Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

If there are allegations of sexual abuse:

- Contact the Children's Social Services Department Duty Social Worker for children and families, or Police Child Protection Team directly.
- Will NOT speak to the parent/guardian, or anyone else.
- Seek and follow the advice given by Thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Services/Police.

If an accusation is made against a team member, whether they are a paid member of staff or volunteer:

- Work in accordance with the Local Safeguarding Children Board (LSCB) procedures
- Liaise with Children's Social Services regarding the suspension of the worker
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to the Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Detailed procedures where there is an allegation, concern, or disclosure about an adult at risk:

If there are suspicions or disclosures of abuse or harm (including: physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, or domestic abuse):

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. (Alternatively Thirtyone:eight can be contacted in advance, for advice.)
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If an accusation is made against a team member, whether they are a paid member of staff or volunteer:

- Liaise with Adult Social Services regarding the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services
- The Care Act 2014 places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services, not for the church.

Detailed procedures where there is an allegation, concern, or disclosure about spiritual abuse:

- Identify if the abuse has happened within a Hope Cardiff service, the Tavs Centre, or the Glenwood Faith Community
- Identify suitable support services for the victim i.e., counselling or other pastoral support
- Contact the Hope Cardiff Trust if appropriate - or follow the external Whistleblowing policy

SECTION 3

Safer Practices: guidelines for the various projects undertaken within Hope Cardiff

Counselling

Practical guidelines for safeguarding those who are receiving and offering counselling services

Project lead: Rachel Treseder
rachel.treseder@hopecardiff.org

Overview of the project: We provide a counselling support services for anyone living within the local area of Llanedeyrn and Pentwyn. A series of 10-12 sessions are provided by a qualified counsellor (or counsellor in training) and sessions will take place at Glenwood Wellbeing Centre.

Practical Guidelines

Our team: We follow the Hope safe recruitment policy, and ensure that all our volunteers and students are suitable and have signed to abide by the Hope Code of Conduct. We ensure all our team are qualified to the appropriate level and undergo the appropriate training, including on issues of safeguarding.

Counselling: Any counselling that is offered within Hope must be undertaken by a fully trained counsellor, or counsellor in training, and registered with BACP (British Association of Counselling and Psychotherapy), UKCP (UK Council for Psychotherapy), or HCPC (Healthcare Professions Council). We aim to ensure the safety and wellbeing of both counsellor and counselee by ensuring that the Code of Conducts are adhered to during any counselling session. In addition, we aim to provide a safe and nurturing environment within the counselling rooms with necessary risk assessments in place e.g., placement of panic alarms in rooms.

Confidentiality: Individuals are made aware that conversations will be kept confidential, unless there is a risk of harm to themselves or to others (in which case there is a duty to report.) Issues may also be shared for appropriate discussion in supervision for development purposes but personal details are never shared in this context.

Financial expectations: Any counselling, therapy, offered under the Hope Cardiff remit will be offered free of charge. This is part of the service we offer and safeguards any vulnerable people from financial abuse. Donations can only be made to the organisation through official avenues, and should never be asked for.

Therapy with Children and Young people: Any therapeutic intervention for a child or young person under the age of 18 must be undertaken by a fully trained or student

Play Therapist, Art/Music/Drama Therapist, or Counsellor registered with BAPT (British Association of Play Therapists), PTUK (Play Therapy UK), HCPC (Healthcare Professions Council) BACP (British Association of Counselling and Psychotherapy), or UKCP (UK Council for Psychotherapy). No therapy will be undertaken with a young person without informed consent from a parent or carer. A parent or carer will be present in the building while the young person is attending therapy.

In the event of a disclosure, allegation or concern during a therapy session which threatens the immediate safety of the child, the therapist will first explain to the child what will happen. Remaining in the room, the therapist will then use a phone to call another DBS-checked worker present in the building who will come to the playroom. The therapist will leave the room, ideally entering the adjacent counselling room if it is empty, otherwise entering another confidential space. They will then call Children's Social Services and seek their advice.

If advice from Children's Social Services is that the child cannot leave with the parent/carer present, the therapist will (after calling the police if advised to do so) re-enter the room to inform the child what is happening. Either the therapist or the other worker will remain with the child. Whoever is not with the child will politely remove the parent from the waiting area and explain that our safeguarding procedure has been triggered, advice has been sought, and there will now be a wait as we put into action the advice we have received. They will give no other information to the parent/carer at this time.

Risk assessments: We carry out risk assessments for each activity undertaken within this project. These assessments include the safeguarding of all those receiving counselling, and the safeguarding of team members from allegations of abuse. Please refer to the adjacent folder for current activity risk assessments.

Supporting those affected by abuse: We are committed to offering counselling and support to those who have been affected by abuse, whilst acknowledging our own limitations, and knowing where to refer to other organisations for professional help. We also commit to working with the statutory authorities as appropriate.

GOING PUBLIC

Practical guidelines for safeguarding Young People and those working with them as part of our Going Public Project.

Project lead: Laura Bradford
laura.bradford@hopecardiff.org

Overview of the project: We aim to provide safe listening spaces where young people aged 11-25 can develop holistically. The Going Public project offers young people listening spaces through: creative workshops, 1-2-1 support (including counselling), and a Residency Programme (placements, apprenticeships, and work experience opportunities.)

Working in partnership: We align with Youth Work in Wales Principles & Purposes:

Practical Guidelines

Additional needs: We seek advice from parents / carers regarding how we can best welcome and provide for young people with additional needs. We recognise our limitations, but are willing to learn and keen to access training and guidance as we aim to be inclusive to all young people. In some cases, young people may choose to attend with their carer / support worker. Where required we will work with a young person to risk assess around their needs.

Communications: Our official communication channels to young people, parents and carers are via the youth phone (text & whatsapp) email (info@hopecardiff.org) and Instagram (@hopecardiff). We ask for permission to communicate through these channels, and avoid communicating online between 9pm and 9am. All account, page and event settings are set to 'private' so that only invited members can see their content. Team should not message, 'friend' or 'follow' any young people from personal accounts and devices. We use the Whatsapp community feature: Parents and carers have access to the Whatsapp announcement board, but only project leads can message into this. Individual Whatsapp sub groups are accessible by young people and team only.

Conversations: All conversations with young people should be kind and encouraging. We practise sensitivity when they are discussing bullying, bereavement, or personal issues. It is our duty to create an environment in which young people feel able to express their concerns. We never promise to a young person that we will 'keep a secret', but openly explain how we balance confidentiality and their safety. If a disclosure arises within a conversation, we follow the Hope Cardiff procedures for responding and reporting, and involve the young person in this where appropriate.

Detached work: *We currently don't offer detached work, but may look to in the future - working in partnership with the local youth services.*

Entrances: We are clear on which entrance way is designated for young people, and make it clear to the young people with signage. We always have a member of the team on the door as young people arrive, and as they leave. (For small rooms, like the kitchen, we keep the door open so anything happening in there is visible to leaders from the main room.)

Food safety: When providing food and refreshments team members will be aware of allergen requirements as detailed on a young person's consent form.

Harmful substances and weapons: Weapons of any kind, drugs, and alcohol are not permitted during any youth projects and activities. A team member is allowed to confiscate these items without force: they should not attempt any action that may bring harm to themselves or the young person. We encourage a culture of non-smoking and vaping during youth club activities. All nicotine products and vaping should only be used outside the building. If a young person persists in smoking or vaping indoors, a team member can confiscate these items. When confiscating an item: if a person refuses to voluntarily surrender said item, they will be told to leave the premises, or we will contact their parent / carer. If further escalation is required we will contact the police. The situation may raise questions around the young person's safety. In this case, advice should be sought from the project leader to decide if other actions are necessary. Safeguarding procedures may be implemented and a referral may be made to an appropriate support service after screening for a substance misuse problem.

Internship & work experience: We work together with Glenwood Youth to run internships, work experience, and placements for young people aged 16-25. (For recruitment of under 18 volunteers please refer to page 45.) Any young people getting involved with these schemes must adhere to the Team Code of Conduct, sign the Safeguarding Commitment, and complete any appropriate DBS checks (e.g., if over 18 and working with children). All young people involved in working with us will be made aware of our safety policies, receive regular training, and receive appropriate line management.

Photography and filming: We only allow for photographs or video recordings of young people where consent is obtained in advance. Images and film should only be captured on designated devices. If keeping this footage for future use, it should be downloaded to the Hope Cardiff drive only, to be kept securely. Content output could be either internal (social media and displays) or external (promotional, funding purposes, and designated websites). All photos should be suitable, and not include any names or personal details of young people.

Physical Interaction: We recognise physical interaction may sometimes be required, for example when breaking up a fight or administering first aid. However, team members should always avoid inappropriate physical contact with young people and fellow team members, for example: wrestling, tickling, rough tackling, forceful guidance, or being sexually provocative. Team shouldn't initiate or reciprocate hugging.

Ratio of team to young people: There should always be at least two adults who are unrelated running any club or activity. There should always be two before the first young person arrives and as the last young person leaves.

As recommended by the NSPCC, 11-12 year olds require an additional adult for every eight children, and 13-18 year olds an additional adult for every ten children. Consider gender mix to suit the makeup of the group.

Responding to an allegation, concern, or disclosure: It is our duty to respond appropriately and to follow the correct procedure outlined in Section 2: recognise, respond, record, and report, see page 11.

Risk assessments: We carry out risk assessments for each activity undertaken within this project. These assessments include the safeguarding of young people from abuse, and the safeguarding of team members from allegations of abuse. Please refer to the adjacent folder for current activity risk assessments.

Therapy with Young people: Any therapeutic intervention for a young person under the age of 18 must be undertaken by a fully trained or student Play Therapist, Art/Music/Drama Therapist, or Counsellor registered with BAPT (British Association of Play Therapists), PTUK (Play Therapy UK), HCPC (Healthcare Professions Council) BACP (British Association of Counselling and Psychotherapy), or UKCP (UK Council for Psychotherapy). No therapy will be undertaken with a young person without informed consent from a parent or carer.

In the event of a disclosure, allegation or concern during a therapy session which threatens the immediate safety of the young person, the therapist will first explain to the individual what will happen. Remaining in the room, the therapist will then use a phone to call another DBS-checked worker present in the building who will come to the room. The therapist will leave the room, ideally entering the adjacent counselling room if it is empty, otherwise entering another confidential space. They will then call Children's Social Services and seek their advice.

If advice from Children's Social Services is that the young person cannot leave with the parent/carer present, the therapist will (after calling the police if advised to do so) re-enter the room to inform the young person what is happening. Either the therapist or the other worker will remain with the young person. Whoever is not with them will politely remove the parent from the waiting area and explain that our safeguarding procedure has been triggered, advice has been sought, and there will now be a wait as we put into action the advice we have received. They will give no other information to the parent/carer at this time.

Transportation & Trips: The team do not offer lifts to young people. For designated trips, or in emergencies, it is important to ensure that there are at least two adults unrelated, one driving and one supervising the group. Where the group exceeds eight young people, our ratio policy applies.

Trips: We seek parent / carer consent for any trips, defined as activities that take place elsewhere than the Glenwood grounds or field adjacent, or the school we are

working with. These activities are risk assessed. Young People are accompanied at all times by team members, according to the appropriate ratio. When organising overnight trips we ensure that the living and sleeping arrangements are appropriate to the gender, age and makeup of the group - with leaders in separate sleeping quarters to young people.

Youth team: We follow our safer recruitment procedure, which ensures that all our volunteers are suitable, and have been DBS approved. All team undergo regular and appropriate training, including on issues of safeguarding. Everyone has agreed to, and abides by, the Team Code of Conduct.

18-25s: The Welsh Government recognises 11-25s as young people. However, if there is any allegation, concern, or disclosure regarding a young person aged 18-25 we follow the safeguarding report procedure for adults. Where we deem individuals fall into the 'adults at risk' category, we ensure there is an appropriate ratio of team supervising. In all scenarios, it is important to consider appropriateness and gender mix.

THE JUNCTION

Practical guidelines for safeguarding The Junction clients and team members

Project lead: Rachel Treseder
rachel.treseder@hopecardiff.org

Practical Guidelines

Our team: We follow the Hope safer recruitment procedure, which ensures that all our volunteers, and students are suitable, and have received an appropriate level of training before seeing any clients. All team will receive the relevant information on issues of safeguarding. Everyone has agreed to, and abides by, the Hope Team Code of Conduct.

Counselling: Any counselling that is offered within Hope must be undertaken by a fully trained counsellor, or counsellor, either registered with or on a training programme accredited by BACP (British Association of Counselling and Psychotherapy), UKCP (UK Council for Psychotherapy), BPS (british Psychologcial Society) or HCPC (Healthcare Professions Council). We aim to ensure the safety and wellbeing of both counsellor and counselee by ensuring that the Code of Conducts are adhered to during any counselling session. In addition, we aim to provide a safe and nurturing environment within the counselling rooms with necessary risk assessments in place e.g., placement of panic alarms in rooms.

Bereavement Support: Any volunteers providing bereavement support must have received the adequate level of training in baby loss / counselling skills and work within their level of competency.

Confidentiality: Individuals are made aware that conversations will be kept confidential, unless there is a risk of harm to themselves or to others (in which case there is a duty to report.) Issues may also be shared for appropriate discussion in supervision for development purposes but personal details are never shared in this context.

Financial expectations: Any counselling, therapy, offered under the Hope Cardiff remit will be offered free of charge. This is part of the service we offer and safeguards any vulnerable people from financial abuse. Donations can only be made to the organisation through official avenues, and should never be assumed or made to feel under any obligation.

Responding to an allegation, concern, or disclosure: It is our duty to respond appropriately and to follow the correct procedure outlined in Section 2: recognise, respond, record, and report.

TAVS

Practical guidelines for safeguarding adults the various activities and groups taking place with adults at risk in the Tavs Centre

Project lead: Hannah Westwell
hannah.westwell@tavscardiff.org

Overview of projects: Tavs is a community centre hub that offers a range of wellbeing based projects and services. We want to be a safe space to be creative where people can grow in confidence, see positive change and recognise there is hope, giving value and dignity to all. Some of our activities have included a choir, bread making and an art club. We also run the Tavs Food Co-op.

Adults at risk definition: An adult at risk of abuse can be anyone over the age of 18, including community members, staff or volunteers. Whilst personal characteristics may make an individual more vulnerable (e.g., disability and communication difficulties), it is the life circumstances around an individual which may increase risk or place them at potential risk of harm. It is therefore vital to be open to the possibility that any adult may be at risk and that this can be temporary or on-going depending on the support and protective factors around them. Personal characteristics may include, but are not limited to: age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain, drug/alcohol dependence, emotional imbalance and addiction. Life circumstances which may include, but are not limited to: isolation, socio-economic factors and environmental living conditions.

We recognise the NSPCC key principles when working with adults at risk:
Empowerment: People being supported and encouraged to make their own decisions and informed consent.

Prevention: It is better to take action before harm occurs.
Proportionality: The least intrusive response appropriate to the risk presented.
Protection: Support and representation for those in greatest need.
Partnership: Local solutions through services working with their communities.
Accountability: and transparency in delivering safeguarding.

Practical Guidelines

Our team: The Tavs Centre follows the Hope safer recruitment procedure, which ensures that all our volunteers are suitable, and have signed the Safeguarding Commitment. All team undergo regular and appropriate training, including on

issues of safeguarding. Everyone has agreed to, and abides by, the Code of Conduct.

Ratios: There should always be at least two capable adults who are unrelated running any club or activity. There should always be two before the first community member arrives and as the community member leaves. Consider gender mix to suit the makeup of the group. If the group is larger than 10 more team members need to be considered.

Working together: Team should always promote the adult's wellbeing in any safeguarding procedures and practise and should not be advocating 'safety' measures that do not take account of individual well-being, as defined in Section 1 of the Care Act. People have complex lives and being safe is only one of the things they want for themselves. Team should work with the adult to establish what being safe means to them and how that can be best achieved.

Capacity and consent: It is important to be alert to issues of cognitive capacity which can increase the vulnerability of people where they have a reduced ability to make informed decisions in the moment. This may be transient (e.g., due to fear, shock, injury, illness) or long term (e.g., due to learning differences, disability, mental health issues). Whilst this is a complex issue, it should not get in the way of team genuinely seeking to ensure that all individuals are respectfully consulted in relation to participation in activities and/or sharing of information about them.

The following criteria should be considered when assessing whether a person has sufficient understanding at any time to consent, or to refuse consent, to sharing of information about them or participating in specific activities:
• Can the person understand the question being asked of them?
• Are they taking an active part in the discussion?
• Can they rephrase the question in their own words?
• How would they explain it to someone else?
• Do they have a reasonable understanding of what the risks or benefits of giving their consent or saying no?
• What do they say they think would happen if they agree to the action being suggested?
• Can they appreciate and consider the alternatives, weighing up one aspect against another and express a clear and consistent personal view? (Encourage them to say out loud, or write down, their view of the pros and cons. You could recheck these views later or at a later contact with them.)

Adults with additional needs: We recognise our limitations as a team and would liaise on an individual basis to best provide for any person with additional needs. Where we are unable to offer full support, we recommend they attend with a support worker / carer.

Respectful conversations: Team should be respectful of personal boundaries and practice sensitivity if an adult chooses to discuss personal issues and be aware of confidentiality. Team should be creating a safe environment in which people are free to express their concerns, and if a disclosure arises, should follow

the correct procedures as outlined in this safeguarding Policy.

Never promise to 'keep a secret' and if there is uncertainty around an issue the designated Safeguarding officers are at hand to offer advice and support. Team should be aware of possible indicators for abuse that may be more subtle, for example in the case of emotional, psychological, spiritual abuse, or from forms of harm such as domestic violence or hate crimes.

Online communication: Team should be aware of, and adhere to, our policy around all forms of communication, including online and through social media.

Physical activities: Team should always avoid physical contact play such as wrestling or tickling, and never be sexually provocative with community members or fellow team members.

Outdoor activities: Some of our outdoor activities may include a gardening group, and a walking group. A risk assessment is carried out for all these activities. Community walks stick to routes that don't involve going to people's individual homes. At least one team member should be first aid trained, and team should have access to a phone in case of an emergency. Suitable team ratio, appropriateness, and gender mix should all be considered.

Catering & food distribution: We ensure the highest level of kitchen and food safety standards and meet all EHO requirements. We ensure all food is safe to eat, and clearly label allergens on any food prepped. When operating from Tavs Food Co-op, or working with surplus food suppliers to distribute food, we never cook, freeze, or give out food past the use-by date. We also ensure all packaging is safe and secure, stored in the right conditions (including at the right temperature), and help to identify any allergens with community users who may be at risk.

Transport: Team members should not offer to give lifts to community members under any circumstances. If there is an unusual circumstance that you think justifies offering a lift, please first consult with the Tavs Community Worker or Safeguarding Officer.

'At risk' volunteers: All volunteers should have agreed to and signed the Tavs Code of Conduct (which should be explained or made accessible to them by the project lead). Where there are concerns that a volunteer may be an 'adult at risk' they are not counted within the ratio of team to community members. Volunteer tasks should be carefully managed so as not to overload an individual. If there is an allegation, concern, or disclosure the safeguarding procedure applies.

Environmental considerations: In order to safeguard those with reduced mobility and sensory impairments we ensure every activity is properly risk assessed, and that the environment is as safe and accessible as possible (e.g good lighting, minimal obstacles and trip hazards and wheelchair access).

Personal Care: We recognise our limitations as our team. We are not in the position to offer full support for personal care. We have a wheelchair accessible shower that can

be used by an adult who is independent in their selfcare. Anyone needing assistance with personal care, we recommend they attend with a support worker/carer.

Offering Prayer: As Tavs is a part of the Glenwood Faith Community, there may be occasions where we do offer someone prayer or that prayer is requested. It is important to us that this is always done in a sensitive and gentle manner, and always with the full agreement from the person being prayed for. We would never engage in conversion therapy or other similar practices. If people would like to be prayed for, we are happy to do so, but are sensitive in our language, not casting blame but instead instilling peace, away from others who might also be at Tavs to ensure the person receiving prayer does not feel uncomfortable. It is not appropriate to place your hands on the person you are praying for. Consideration should be given to ensuring confidentiality of anything disclosed within prayer, unless there is any concern of risk to individuals or others.

The Tavs protocol is to have 2 or 3 members in the team who can pray for individuals if someone requests prayer or if it is felt appropriate to offer. Those assigned to be able to pray are to be called on to pray for that individual. Prayer is to take place with another team member present.

Photography & filming: We only allow for photographs or video recordings of adults where their consent is obtained. Images and film should only be captured on designated devices for official use only. If being posted on social media, it should only be done so on the approved outlets. All photos should be suitable, and not include any personal details.

Data protection: When holding any information about an adult, they must first sign a GDPR statement of consent. All information held should be in line with our Data Protection Policy.

Financial Integrity: When it is necessary to collect money from an adult at risk, this will be done with a witness and a receipt offered with a copy retained by us for record keeping.

Knives, drugs & alcohol: Knives, drugs and alcohol are not permitted during any Tavs projects and activities. A team member is allowed to confiscate these items, but should only do so with the adult's consent, and in the presence of another member of the team. Team are neither expected nor allowed to confiscate by force and must not attempt any action that may bring harm to themselves or other people. If a person refuses to voluntarily surrender knives or drugs, and also refuses to thereafter immediately leave the premises, then police support may be summoned. The adult involved should be warned that this course of action will be taken. Safeguarding procedures may be implemented and a referral may be made to an appropriate support service if the adult concerned is deemed at risk of harm. When substances need to be handed into the police, the project lead must first call the police station, to inform them they will be carrying the substance. Any case of this must be recorded on an incident report form and reported to the leadership team.

Meeting outside of Tavs: Team members should not plan to meet with members

of the Tavs community outside of the Tavs building. In unusual circumstances, when meeting seems essential, plans should be made in consultation with the Tavs project lead or Safeguarding Officer.

Where children are involved: The best interests of any child are paramount in all considerations about the safeguarding and protection of adults at risk. Any children present at Tavs are to be accompanied by parents or guardians. There will be no incident at Tavs where we have children independent of their parent/guardian. Any children at Tavs are to be cared for and to be held by the responsible adult they came with. No non-related adult should hold or be left in charge of a child that is not their own. Team member to explain this to any parent or responsible adult if the situation arises.

Bookings: Any external groups running sessions within the Tavs building should agree to and sign our Code of Conduct, and be aware of our Safeguarding Policy and procedures.

Risk Assessments: We carry out risk assessments for each activity undertaken within this project. These assessments include the safeguarding of adults at risk, and the safeguarding of team members from allegations of abuse. Please refer to the adjacent folder for current activity risk assessments.

Responding to an allegation, concern, or disclosure: Where concerns are identified, the key principles of working with adults at risk embedded in the Social Services and Well-Being (Wales) Act 2014, will inform our approach to interventions at all times.

Where a concern is identified, we must communicate very clearly what we have done and will be doing to safeguard the adult at risk, unless to do so would in any way increase risk to them or a child. Capacity will be assumed unless there is reason to believe that the person cannot understand. Where we are working together with adults at risk, their carers', family members and other agencies, it is essential to recognise that, in some limited circumstances, it will not be appropriate to engage with carers or family members in order to protect the adult at risk. Concerns or allegations that Hope staff or volunteers have abused or neglected adults will be taken very seriously and managed sensitively and fairly in accordance with these policies, relevant legislation and local procedures. It is our duty to respond appropriately and to follow the correct procedure outlined in Section 2: recognise, respond, record, and report. The following flowchart may serve as a visual guide for team when reporting a safeguarding incident referring to adults at risk.

SECTION 4

Safer Culture: Creating a safe community for all

Managing Challenging Behaviour

There may be incidents of challenging behaviour within the projects of Hope for any number of reasons, and it is important to understand why and how to manage this situation.

Why challenging behaviour may occur:

- Being unwell or in pain (this may be physical or mental health)
- Alcohol/substance misuse
- Fear, anxiety or distress
- Communication or language difficulties
- Unrealistic expectations

Their behaviour may take the form of:

- Being demanding or controlling
- An unwillingness to listen/lack of cooperation
- Verbal abuse or threats
- Physical violence against people or property.

Dealing with challenging behaviour takes care, judgement and self-control:

- Remain calm, listen to what they are saying, ask open-ended questions.
- Reassure them and acknowledge their grievances.
- Provide them with an opportunity to explain what has angered them. Understanding the source of their frustration may help you find a solution.
- Maintain eye contact, but not prolonged.
- Keep an adequate distance from the individual, but keep away from corners.
- It is helpful if the furniture in your room is arranged in such a way that you can easily leave, but the person doesn't feel trapped.
- If the person has a weapon, ask them to put it down. Don't ask them to hand it over. (The police should be informed immediately if a weapon is noted.)
- Use the panic button or if there is not a panic button call another leader for help.
- Leave the room and call the police.
- If possible, move the person to an area away from public view.
- The Project Lead should carry a mobile phone at all times for extra security.
- Any incident should be recorded using our **Accident / Incident Form** template and stored in a locked filing cabinet.
- All personnel involved in incident should receive necessary support and an opportunity to debrief / reflect on the incident
- Safeguarding officer / trustees should be informed of the incident

Whenever there is any form of challenging behaviour the ratio of staff should be 2:1

Risk Assessments

It is important to identify high-risk situations where challenging behaviours may occur and where possible to minimise risk for volunteers and staff as much as possible – project leads are responsible for ensuring risk assessments are completed for situations where any risk is present.

Project leads are also responsible for ensuring that all relevant staff and volunteers are informed and trained in managing violence and aggression.

Online behaviour

We seek to ensure that all internet and social media behaviour, whether by team or clients, is in line with our values and within the law.

All online content, social media posts, and correspondence through Hope Cardiff accounts will be: consistent with our values and aims, appropriate and fit for purpose, and will be monitored by the various project leads.

Any disclosure or abuse reported through social media should be dealt with in the same way as a face to face disclosure, according to our reporting procedures.

All charity users should be aware of this Online & Social Media Policy, and agree to its terms before engaging with Hope accounts and activities online. Users should also be made aware of who manages our social media accounts and who to contact if they have any concerns about the running of the account.

Designated admins will remove inappropriate posts by community users or team members, explaining why, and informing anyone who may be affected (as well as the parents of any young people involved).

Identifying details such as an individual's home address, school name, or telephone number should never be posted on social media platforms.

We treat 'chat' and messaging features as written documents, which are kept for records, and are mindful of how we present ourselves and how we are interacting. Team must not engage in 'sexting' or send pictures to anyone that are obscene, indecent or menacing. Messages and emails should be signed off in a professional manner, avoiding the use of kisses 'xx' or inappropriate emojis.

Team should not communicate with children, young people, or adults at risk via personal accounts or private messages. Personal information should also not be shared which includes: mobile phone numbers, email addresses, social networking accounts, personal blogs, image storing sites, passwords, or pin numbers, etc).

Any communication with young people should be made through the designated youth channels, which is checked first, and overseen by the youth work project lead. A written consent from the parent/guardian must also be obtained. Please refer to the specific practical guidelines in Section 3 for details on online protocol when working with young people.

These principles apply, no matter which current or future technology is used - including laptops, tablets, web-enabled game consoles, etc.

Spiritual Wellbeing

It is important that Hope Cardiff is a helpful, healthy, and safe environment which remains free from spiritual and emotional abuse. In order to maintain a safe culture within the Hope Cardiff, we endorse the following practices which have been identified by Oakley & Kinmond (2013) to help prevent spiritual abuse from occurring:

Empowerment It is important that we encourage everyone to develop autonomy, by creating a culture in which people are able to develop as individuals who can think for themselves and are able to express disagreement or concern.

Supervision We practice supervision and support for both paid and unpaid roles, developing a healthy practice whereby discussions of helpful and unhelpful behaviours can be held.

Support We offer support to those who have experienced spiritual abuse, are sensitive in the way we talk about issues, and speak up in solidarity with those who are discriminated against or victimised.

Training We continue to develop and operate safer practices, and incorporate the issue of spiritual abuse into our regular training. A healthy team that works together to challenge and give an account to, can help to protect against abuse.

Awareness We promote the awareness of spiritual abuse and continue to read and follow guidelines as they develop around this issue. It is important for everyone to be equipped in the understanding of what spiritual abuse is, how to prevent it, and where to report it should an incident occur. It is also important to dialogue around theology and scripture in order that individuals become more aware if manipulation occurs.

We will continue to review our practices around this as new policy emerges on Spiritual Abuse & Conversion Therapy.

Further Policies

Various policies exist within Hope Cardiff, in order to foster a safer working culture.

Equal Opportunities

Hope Cardiff is committed to social justice and resolutely opposed to discrimination in society.

Please refer to the full Equal Opportunities Policy.

Data Protection

Fears about sharing information cannot be allowed to stand in the way of the need to Safeguard and promote the welfare of children and adults at risk of abuse or neglect.

Please refer to the full Data Protection Policy for further details.

Health & Safety

Health & Safety is to be managed as part of all activities. Project leads should ensure that there are sufficient adults within a group that would allow an emergency or accident to be dealt with safely without putting the remainder of the group at risk or with inadequate supervision. If there is an emergency involving injury to a person:

- Stay calm
- Provide immediate first aid when needed
- Alert others to the need for help
- Call an ambulance if needed
- Complete the accident folder
- Consider whether there are implications for the Health & Safety Policy and/or practices and report these to the leadership team.

Whistleblowing

Hope Cardiff is committed to the highest standards of openness, probity and accountability. An important aspect of accountability and transparency is a mechanism to enable all team and community members to raise concerns in a responsible and effective manner.

Please refer to the full Whistleblowing Policy for further details.

Working with those who pose a risk

We want to ensure Hope Cardiff is a safe environment to grow and develop, and so the safeguarding of all children and young people is paramount. We also take seriously the responsibility of safeguarding adults at risk, who may have care and support needs. If we are unsure as to whether or not a person is safe to work with, a risk assessment will be made to evaluate whether or not safeguarding can be maintained, and the corresponding boundaries put in place.

In the incident where someone would like to attend any project under Hope who is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs, we will seek the help of police and probation in carrying out risk assessments which will consider the details of offending and subsequent behaviour and attitudes.

In order to consider working with someone who poses a risk, the following behavioural boundaries would need to be put in place. These should help the offender feel secure and less at risk of false accusations. Most importantly, these boundaries will serve to protect children and young people who attend any Hope project

- An offender should not be permitted to get close to children or adults who are vulnerable (either physically or emotionally)
- An offender must not sit in the vicinity of children or known vulnerable adults at any project
- An offender should never be allowed to work with children and young people or with adults who are known to be vulnerable
- They should not hold positions of leadership or responsibility where they are seen by others as someone who can be trusted.

Alongside this, the people supporting the offender will need to:

1. Challenge risky or wrong thinking and behaviour
2. Not allow themselves to be manipulated
3. Be relied upon to be supportive to help maintain self-control

It would therefore require the setting up of a Support and Accountability Group, particularly for high-risk offenders. This group would share any necessary chaperoning and monitoring of the offender in any project, and also provide a context in which they can address and be supported through the issues they face in life. The group would hold the offender to account for their thinking and behaviour. On-going monitoring would be essential, and it is important that, with changes of staff over time, knowledge of the offender is passed on to new people.

Confidentiality is an important principle in any dealings with people in pastoral situations. However, where safety may be compromised, confidentiality has to take second place to the protection of others. Open communication with the

person who has offended and sharing information with the police and probation service are vital for the protection of children and adults who are vulnerable. A leader may be given confidential information by one of the statutory agencies that cannot be shared with the wider volunteer team. However, leaders responsible for children and vulnerable adults can be made aware of any boundaries that are in place without being given details of the offender's history. This is an important distinction; to know the boundaries without the reasons.

Where we feel we cannot fairly support this individual, or that it is not safe to do so, we would recommend professional support services to help them. These include the following:

The Lucy Faithful Foundation
A national safeguarding agency working with perpetrators of child sexual abuse Phone: 01527 591 922
www.lucyfaithfull.org.uk

Stop It Now!
A campaign to prevent child abuse by encouraging offenders to seek help Helpline: 0808 1000 900
*www.*stopitnow.org.uk

Circles of Support and Accountability
A Community support system for sexual offenders.
Phone: 0118 950 0068
www.circles-uk.org.uk

Please refer to Thirtyone:eight guidance on how to manage a contract, which would be required should we choose to work with someone who poses a risk:
https://thirtyoneeight.org/get-help/resources/practice-guides/practice-guides-text/contr acts-and-agreements/

SECTION 5

Safer Team: Ensuring safe recruitment and training of all staff, volunteers, and trustees within Hope Cardiff

Recruitment of Staff and Volunteers

Commitment of the Trust:

We commit to ensuring that all who work within Hope Cardiff (including staff, trustees, students and volunteers) are safe to work with, have the competency for the role, and will adhere to our Safeguarding Policy and practices.

Recruitment Process:

This will take place as outlined in the Hope Volunteering Policy

The recruitment of any staff, student or volunteer will involve an informed **conversation** with the project lead, detailing: the vision of the work, tasks involved within the specific activity, how we safeguard, their appropriateness, understanding of responsibility involved, skill-set required, and any underlying health complications.

Where the law requires, workers will undergo a **DBS** check to assure their suitability

All those who are offered a role within the team will be asked to sign the **Hope Safeguarding Commitment,** which contains a Safeguarding Declaration and our Code of Conduct.

Everyone on the team will be expected to undergo our training process, which includes the attendance of mandatory **safeguarding training** sessions. Training will then continue to be ongoing as policy changes and develops.

Training of Staff and Volunteers

Commitment of the Trust:

We commit to ensuring on-going training and development opportunities for all team workers within Hope, and to developing a culture of awareness around safeguarding issues to help protect everyone. All team will receive the right support and supervision required, as well as induction training, and recognised safeguarding training on a regular basis.

Training Process:

Induction training takes place during the first week of recruitment for any paid member of staff, and involves reading and understanding the **Staff Handbook.**

The Team **Code of Conduct** is to be signed by all staff, trustees, students and volunteers. It puts into practice our key values which should be adhered to, as well as outlining practices to prevent abuse from occurring.

The **Safeguarding Policy** should be read and understood by all, and team should have the practical guidelines that apply to their project or activity highlighted to them. Team members will also be required to attend regular **safeguarding training**. It is advised that everyone downloads the Safeguarding.Wales App on their phone, has an understanding of abuse and neglect, and is aware of: Government legislation, The UNCRC Rights of a Child, and other relevant conventions and policies.

Other policies should also be read and understood

Specific training sessions may apply for specialised work (e.g., Food Hygiene training for those involved in running projects related to food and cooking)

Those that have accredited registrations should ensure they are up to date in their **professional development.**

We may recommend the relevant teams attend any new and specific courses organised by **Thirtyone:eight** as various contemporary issues arise.

All policies, alongside the Staff Handbook, are kept in our office stationery cupboard for all team members to revisit and look over as and when required.

Young Volunteer Scheme

Hope Cardiff has a strong commitment to developing young people's potential, and part of a young person's personal development might include them volunteering. The Young Volunteer Scheme is for those under the age of 18. The scheme equips young people with transferable life skills, and offers them a chance to develop and give back to the community.

It is important that young people are volunteering because they are well suited to the role, as with anyone, and not just to keep them in a group they "grew up in." If a young person becomes a volunteer in a group where they have been a young member, it may be difficult to adapt to a new role in a familiar environment. We need to enable young people to be aware of the change in role – to clarify what precisely has changed, how that feels to them, how their peers may react, how the other team treat them, and how they can grow in skill, knowledge and confidence over time.

It is helpful to have a general discussion about how the young person feels about taking on this role. The Boys Brigade have suggested a helpful list of what this conversation could include: their hopes and fears, what responsibilities they feel ready for – and what ones they would like training and support for, how to cope with the reactions of their peers, coping with challenging behaviour, who to ask for support/advice, growing into the role and gaining confidence.

All young volunteers must be taken through the appropriate elements of the Safeguarding Policy, and the written procedures for the project in which the young person is helping must be explained to them. These must include guidelines over who is allowed to let people in and out of the building.

Young volunteers must sign and date a declaration where they commit to listening to the instructions of the project leader, commit to turning up regularly to the activity, inform the project lead if they can't, and promise to be a good role model to the people they will be serving. All young volunteers need to agree to the Team Code of Conduct.

These young people should be encouraged to take the opportunity to attend the relevant training courses that are on offer so they can develop their skills and confidence for their role.

A completed consent form must be obtained from the young person's parent or carer before they can become a young volunteer and help out in the activity.

All those on the scheme must be supervised by adult leaders at all times and never left with the sole responsibility of a group of children or young people. Remember, young volunteers do not count as adults for the recommended adult to child ratios.

If the young person is still volunteering when they turn 18 years old, they would be required to register as an adult volunteer and complete a disclosure check at that time.

Project Leads

In addition to the team Code of Conduct outlined in the Safeguarding Commitment, Project Leads who are overseeing activities within Hope are responsible for the following:

- Ensure that everyone within the project, both team and community members, are treated with dignity and respect
- Safely recruit all team members, ensure their regular training, and keep up to date on DBS checks where required
- Consider appropriate ratio and mix of workers needed to run a group
- Do not allow anyone under 16 years of age to be left in charge of children of any age, or children/young people to be left unsupervised
- Make sure that only approved volunteers are assigned to help during the activity - other people are not allowed free access
- Have a clear strategy for summoning additional help (if needed) in situations where a worker is alone with a young person or vulnerable adult
- Keep the practical guidelines for safeguarding your project up to date and relevant
- Complete a risk assessment for each activity within your project
- Liaise with the bookings manager when scheduling activities in the building, and consider safeguarding when multiple events are taking place at the same time
- Ensure good access to the activity and facilities (e.g., considering wheelchair users, or ensuring children have access to toilets without being in contact with other groups using the building)
- Ensure that activities are appropriate to the needs and age of the group
- Establish clear guidelines on personal privacy (e.g., avoid questionable activity such as rough or sexually provocative games and comments)
- Have the appropriate safety equipment to hand for each activity, a phone to hand in case of emergencies, and make sure first aid kits are available
- Deal with all accidents safely, and record them in the accident folder
- Ensure the safe exit of all those taking part in the activity, and leave the room / building in a clean and tidy condition (making sure lights and plugs are all switched off, and when required: shutters down and alarm set).

Trustees

This policy is agreed and adopted by the trustees, who commit to its implementation, and will:

- Ensure practice is in accordance with the legislative requirements and expectations of the Social Services and Well-being (Wales) Act 2014, and the accompanying Working Together to Safeguard People guidance.
- Appoint Safeguarding Officers to work with the team to implement policy and procedures. The Officer will ensure that any concerns about a person or the behaviour of an adult are appropriately reported to the statutory agencies. The Officer will have the right to attend meetings and will report to the Trust at least annually on the implementation of this policy.
- Display a copy of the policy on site where all activities take place.
- Ensure that all those who are in a position of authority are appropriately recruited according to safer recruitment practice, are trained, resourced and supported. This will include ensuring they have access to all relevant polices.
- Ensure that there is appropriate insurance cover for all activities undertaken in the name of Hope Cardiff.
- Review the implementation of this safeguarding policy, procedures and practices at least annually.
- Work to create a culture of informed vigilance that takes all people seriously.
- Ensure that those who may pose a threat to other persons are effectively managed and monitored.
- Ensure that other policies (including health and safety) and the appropriate procedures and risk assessments in respect of premises and activities are in place and that these are reviewed periodically.
- Act without delay on allegations or suspicions of abuse using the procedure laid down by the Welsh Government.
- Respond without delay to any complaints received regarding other persons.
- Ensure that all team will receive regular safeguarding training, and have access to these policies so that they are aware of their responsibilities.
- Cooperate fully with investigations by statutory agencies and not conduct its own investigations except with the prior approval of statutory agencies.
- Seek to offer informed pastoral care to any person who has suffered abuse.
- Agree to the commitment and Code of Conducts outlined
- In addition to the above, the trust will ensure Hope meets the Safeguarding requirements of the Charity Commission, and report any 'Serious Incidents' to the Charity Commission.

SECTION 6

Adoption of Safeguarding Policy

AGREED & SIGNED

Name	Position	Date	Signed

SECTION 7

Appendices

Types of abuse……pages 49-53
Safeguarding Commitments……
Record Forms……

TYPES OF ABUSE

This section considers the different types and patterns of abuse and neglect, and the different circumstances in which they may take place. It is not intended to be an exhaustive list, but an illustrative guide as to the sort of behaviour which could rise to a safeguarding concern.

The following signs could be indicators that abuse has taken place but should be considered in context of the whole life of the child, young person, or adult at risk.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a person. For a child or young person, physical harm may also be caused when a parent or caregiver fabricates or induces illness in a child whom they are looking after.
For an adult, physical harm may include undue restraint, inappropriate sanctions, and overuse or misuse of medication.

Signs of physical abuse could include:

- Injuries not consistent with the explanation given for them
- Injuries occurring in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Repeated urinary infections or unexplained stomach pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

Emotional abuse is the persistent emotional ill treatment of a person. This may involve conveying to a person that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person.

For a child this can cause severe and persistent adverse effects on their emotional development. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children frequently to feel frightened or in danger, for example by witnessing domestic abuse within the home or being bullied, or, the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

In an adult, 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);

Psychological abuse can fall under this category and is defined as that which affects the victims mental capacity. Gaslighting is an example of psychological abuse and involves manipulating someone into doubting their own sanity.

Signs of emotional abuse could include:

- Being humiliated in front of others
- Changes or regression in mood or behaviour (for a child, they may withdraws or become clinging)
- Depression, aggression, extreme anxiety
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Emotional abuse in relation to **Domestic Abuse**, may include indicators such as:

- Being humiliated in front of others
- Being called insulting names, such as "stupid," "disgusting," "worthless"
- Abuser getting angry in a way that is frightening
- Abuser threatening to hurt the adult at risk, or people / pets cared about
- Phrases like, "If I can't have you, then no one can"
- Having things decided on their behalf, like what someone wears or eats
- Abuser acting jealous, including constantly accusing partner of cheating
- Continually pretending to not to understand what the victim are saying, making them feel stupid, refusing to listen to their thoughts and opinions
- Memory of events being questioned, or denial that an event happened
- Changing the subject whenever the victim tries to start conversations, and questioning their thoughts in a way that makes them feel unworthy
- Making the victims needs or feelings seem less or unimportant

Spiritual abuse is a form of emotional and psychological abuse. It is characterised by a systematic pattern of coercive and controlling behaviour in a religious context. Spiritual abuse can have a deeply damaging impact on those who experience it and often occurs through manipulation, fear, and shame. However, holding a theological position is not in itself inherently spiritually abusive, but misuse of scripture, applied theology and doctrine is often a component of spiritually abusive behaviour. A warning sign of spiritual abuse is when scripture is used to support an individual's personal agenda. Instead, it should focus on the needs of others and should encourage people to consider and choose their responses for themselves.

Signs of spiritual abuse could include:

- Taking false responsibility or feeling to blame for any issues or problems a person identifies
- A person being required, forced, or coerced to share personal details or to include another person in your decision-making
- A person feeling fear and shame
- Being pressured to perform or conform to different actions or behaviours
- Forced commitment to a place of worship, even if it means being unable to fulfil other commitments
- The experience of acceptance, followed by rejection, as a way of controlling behaviour

- Use of Bible passages to control or manipulate, or pressurising individuals to behave in a particular way or to make a particular decision
- There may be an unhealthy culture in which people are unable to raise issues or to ask questions without being accused of either threatening unity or causing trouble.
- Often a spiritually abusive individual will find it very difficult to work with others and to be able to take on-board alternative opinions and there is often an absence of team decision-making. There may be a suggestion that the abuser has a 'divine position.'

Sexual abuse For an adult this includes rape and sexual assault or sexual acts to which the vulnerable adult did not or could not consent and/or was pressured into consenting. For a child or young person, this involves forcing or enticing them to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Signs of sexual abuse could include:

- Any allegations made concerning sexual abuse
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia*
- Inappropriate bed-sharing arrangements at home
- For a child: age-inappropriate sexual activity through words, play or drawing, detailed knowledge of adult sexual behaviour, and excessive preoccupation with sexual matters, sometimes being sexually provocative or seductive with adults

Financial or material abuse involves someone using or misusing money or material possessions to control a person's actions and their freedom. Types of financial abuse include scams (both online and in-person), theft, fraud, coercion of an adult for their financial affairs or arrangements – such as their will, property or inheritance – or the misuse or misappropriation of property, possessions or benefits. Financial or material abuse may present itself in some health and social care environments – for example, misuse of personal allowance in a care home, arranging less care than is needed to 'save money' (and then pocketing the difference or maximising inheritance) or denying assistance to access benefits. Additionally, those adults who live alone may be more at risk of scams or rogue trading – where unnecessary, poor-quality or overpriced property repairs are carried out, or fail to be carried out after being paid for.

Though this category may be less prevalent for a child, the Social Services and Well-being (Wales) Act 2014 does include it as a form of abuse that can harm children and young people. For a child or young person, indicators could be: not meeting their needs for care and support which are provided through direct payments, complaints that personal property is missing, or financial decisions that benefit the caregiver over the child.

Signs that may indicate financial/material abuse in adults may include:

- Unexplained lack of money, withdrawal of funds from accounts, or misplaced personal possessions
- Rent arrears or evictions
- Disparity between the person's living conditions and their finances.
- People showing an unusual interest in the individual's finances and assets.
- Changes in the deeds or title to an adult's property
- Lack of financial records in a care service
- 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

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

Signs of neglect could include:

- Under nourishment, failure to grow*
- Constant hunger, stealing or gorging food
- Untreated illnesses, inadequate care, etc
- Poor personal hygiene.

*Where possible signs are marked with a star, these could indicate that a person is self-harming. Approximately 20,000 children and young people are treated in accident and emergency departments in the UK each year.

Additional types of abuse may include…	
Discrimination	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.
Institutional	The mistreatment or abuse of a person by a regime or individuals within any organisation. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment. The church as an institution is not exempt from perpetrating institutional abuse.
Cyber Abuse	The use of information technology (email, mobile phones, websites, social media, instant messaging, chatrooms, etc.) to repeatedly harm or harass other people in a deliberate manner.
Mate Crime	'Mate crime' is when people (particularly those with learning disabilities) are

	befriended by members of the community, who go on to exploit and take advantage of them.
Modern Slavery	Modern slavery is the practice of treating people as property; it includes bonded labour, child labour, sex slavery and trafficking. It is illegal in every country of the world.
Human Trafficking	Human trafficking is when people are bought and sold for financial gain and/or abuse. Men, women and children can be trafficked, both within their own countries and over international borders. The traffickers will trick, coerce, lure or force these vulnerable individuals into sexual exploitation, forced labour, street crime, domestic servitude or even the sale of organs and human sacrifice.
Radicalisation	The radicalisation of individuals is the process by which people come to support any form of extremism and, in some cases, join terrorist groups. Some individuals are more vulnerable to the risk of being groomed into terrorism than others.
Honour / Forced Marriage	An honour marriage / forced marriage is when one or both of the spouses do not, or cannot, consent to the marriage. There may be physical, psychological, financial, sexual and emotional pressure exerted in order to make the marriage go ahead. The motivation may include the desire to control unwanted behaviour or sexuality.
Female Genital Mutilation	Female genital mutilation (FGM) comprises all procedures involving partial or total removal of the female external genitalia or other injury to the female genital organs for non-medical reasons as defined by the World Health Organisation (WHO). FGM is a cultural practice common around the world and is largely performed on girls aged between 10 and 18. Performing acts of FGM is illegal in the UK as is arranging for a child to travel abroad for FGM to be carried out.
Historic Abuse	Historic abuse is the term used to describe disclosures of abuse that were perpetrated in the past. Many people who have experienced abuse don't tell anyone what happened until years later, with around one third of people abused in childhood waiting until adulthood before they share their experience.