



Safeguarding People in Swansea

Swansea Council Corporate Safeguarding Children and Adults Policy

**Version 4
Updated: April 2018**

Swansea's Corporate Safeguarding Policy framework



“Safeguarding is everyone’s business”

Doing nothing is not an option – spot it, report it!

More information and guidance about corporate safeguarding can be found on Swansea Council’s Intranet and Public website.

Version: v4
Effective Date of Revised Policy: April 2018
Review Date: By end March 2020
Policy Owner: Chief Social Services Officer

Introduction

Welcome to Swansea Council's corporate safeguarding policy statement, and as such is a record of our commitments and arrangements in respect of safeguarding.

Within Swansea Council "Safeguarding is Everybody's Business", this Policy applies to, and must be followed by:

- our employees
- elected members
- volunteers and
- contractors.

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

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

Safeguarding people is one of the Swansea Council's five key priorities in the Revised Corporate Plan 2017-2022, and set out within our Well-being Statement: [Swansea - Corporate Plan 2017-22](#)

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

Why this priority is a well-being objective:

→ We are committed to ensuring that citizens live their lives free from harm and exploitation.

→ Safeguarding vulnerable people needs to be seen as everybody's business within every service within the Council, by all elected Members and by those who do work on behalf of the Council.

→ We want children to be safe from harm and to stay with their families or be supported in family settings where it is safe for them to do so.

→ We want to tackle domestic abuse and ensure that victims are fully supported.

→ We want people to age well and be able to live as independently and as safely as possible in their own homes.

This Policy will help the Council address some of the longer-term challenges in as set out in detail in the well-being statement objective.

See Appendix 1 for Glossary of Key Terms used in Safeguarding



1. Safe
Governance

1. Safe Governance

1a) Policy context:

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

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

- Social Services and Wellbeing (Wales) Act 2014
- Children Act 1989 and 2004
- Human Rights Act 1998
- UN Convention on the Rights of the Child
- UN Principles for Older Persons
- UN Convention on the Rights of Disabled People (CRDP)
- Data Protection Act 1998
- Equalities Act 2010
- Regulations and Inspection (Wales) Act 2015

This revised Corporate Operational Safeguarding Policy (March 2018) sets out how the City and County of Swansea will meet its obligations towards the safeguarding of children and adults. It aims to give assurance to members of the public, service users, councillors, employees and people working on behalf of the Council that there are clear arrangements in place to safeguard and protect children and adults

1b) Legal duties for Swansea Council:

- There is a new duty to report a child at risk for all relevant partners of a local authority.
- There is a duty for a local authority to make enquiries (linking into section 47 of the Children Act) if they are informed that a child may be at risk; and to take steps to ensure that the child is safe.
- There is a duty of all relevant partners of a local authority to report a concern about an adult at risk of abuse, and for a local authority to make enquiries if it has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk.

1c) “Safeguarding” is everyone’s business in every service within the Council. “Safeguarding” is a wider concept than the protection of children and adults, and can deal with safety, and the protection of citizen rights within the following:

- Protection from harm and neglect;
- Safety
- Physical health, emotional well-being, and mental health;
- Human rights, and protection of
- Contribution to society
- Social and economic well-being.

1d) Swansea's No 1 Corporate Priority:

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

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

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

1e) Taking a Sustainable approach to Safeguarding

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

- Long Term - The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
- Prevention - How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.
- Integration - Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
- Collaboration - Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
- Involvement - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

1f) Improvement Actions

To achieve this corporate priority, this revised Corporate Safeguarding Policy Supports a number of improvement actions (see section 7).

1g) Safe Governance structures

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

See appendix 2 - Governance Structure

Also Swansea Council has published an *Information, Advice & Assistance Service (IAA) - guidance for practitioners*, which also sets out how our approach to providing adults, children, families and their carers with the **Right Support at the Right Time**.

Our approach is consistent with the principles of the Social Services and Wellbeing (Wales) Act 2014, and the Well-being of Future Generations (Wales) Act.

Work to be undertaken:

- Updating Corporate Safeguarding policy and sign off
- Review of work programme and lead to support policy roll out

2. Safe Employment

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

What we are Swansea currently doing:

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

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

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

Examples of the arrangements that are in place:

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

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

Examples of arrangements that are in place:

- safeguarding is included as part of Authority's induction process,
- all employees are required to undertake mandatory safeguarding children and adults training (for more information go to Training and staff development),
- employees have access to an online safeguarding information hub.

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

In support of the above, the Council has:

- Staff mandatory training programme
- Employee handbook- all staff have access to key procedures and guidance,
- Specialist information, advice and assistance is available, via Social Services, Corporate Services, HR and Western Bay Safeguarding Children Board.
- There is a Council Whistle Blowing Policy in place.
- Domestic Abuse Policy

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

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

Work to be undertaken:

- Updating safeguarding elements within Council recruitment policy and staff handbook
- Ensure CRB/ DBS checks are undertaken
- Safeguarding roles and responsibilities are reflected with all Job Descriptions
- Building safeguarding awareness across contractors and providers
- Staff supported to raise concerns, and through whistle-blowing policy

3. Safe Workforce

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

3a) **Safeguarding is Everyone's responsibility.**

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

The Council's safe workforce covers the following roles:

- Employees
- Managers
- Contractors
- Designated Safeguarding Lead
- Strategic safeguarding Leads
- Social Services designated officer
- Director of Social Services
- Chief Executive
- Elected Members
- Cabinet member for Safeguarding

A safe workforce within Swansea Council should:

- be constantly alert to the possibility of abuse and neglect;
- participate in relevant safeguarding training and multi-agency partnership working to safeguard children and adults;
- be familiar with local procedures and protocols for safeguarding children and vulnerable adults and follow the employer's and any relevant professional codes of conduct;
- report any concerns about the safety or welfare of a child or adult.

3b) **Workforce training**

Staff and councillors receive information and training regarding this policy, and that this is a continuous and permanent arrangement within the Council.

This arrangement will include:

- Lead safeguarding roles within each service are updated
- Designated Safeguarding Reporting Officer training
- Training for volunteers/ casual staff
- Systems for recording training undertaken
- Ongoing training needs:

3c) Key Council roles in Corporate Safeguarding:

Role in Council	Main Responsibilities
Designated Safeguarding Lead	Key role is as a point of contact for employees and volunteers in their directorate service area who have worries or concerns or if someone has made an allegation.
Strategic Safeguarding Leads (see Appendix 4)	<p>As senior managers have additional to the responsibilities they have in their day to day roles leads are responsible for</p> <ul style="list-style-type: none"> • Taking a strategic lead for safeguarding in their directorate and promoting safeguarding • Representing their directorate at the Corporate Operational Safeguarding Group • Undertaking any training specifically identified for this role • Contributing to the development of relevant safeguarding policies, procedures and other documents or resources • Undertaking training and professional development opportunities related to this role including attending conferences, research and reading (where reasonably practicable)
Managers	<p>As employees of the Council, managers also responsible for:</p> <ul style="list-style-type: none"> • Promoting Safeguarding within their team and service area • Monitoring the arrangements for example DBS, Training • Creating an environment in their service area and or team which promotes safeguarding and this policy. • Supporting staff to report their concerns
Employees	<p>Everybody employed, contracted or volunteering for the Swansea Council is responsible for:</p> <ul style="list-style-type: none"> • Understanding and following this Policy and Procedure • Understanding the signs of abuse, neglect or other forms of harm • Reporting if they have any concerns that a child or adult is being abused, neglected or victim of other forms of harm or at risk of these things. This includes concerns about colleagues or other people working in the council. • Reporting any allegations that a child or adult has made

	<ul style="list-style-type: none"> • Undertaking any safeguarding training that has been identified for their job role – For more information go to training section. • Behaving in a way that is safe and appropriate for their role and following policies, procedures and guidance from the Local authority or other organisations or bodies that apply to them • Helping promote safeguarding within their team and to members of the public • Undertaking any roles and responsibilities related to safeguarding and protection that are specific to their job role.
Cabinet member	Cabinet member - with portfolio for health and well-being
Policy Development committee chair and leads	Safeguarding Policy Development and Delivery Committee to drive the development of the Council's Safeguarding Corporate Policies for consideration and adoption by Cabinet and or Council as appropriate.
Elected Members	Elected members, led by the, have a responsibility to be aware of, and support, the council's safeguarding responsibilities and to scrutinise how these are carried out in the planning and delivery of services

Work to be undertaken:

- Lead safeguarding roles within each service are updated
- Implementing whole Council training programme, with updated materials
- Designated Safeguarding Reporting Officer training is delivered
- Raising staff awareness through Council induction
- Carry out training needs analysis within service to ensure all service area managers and employees receive mandatory safeguarding training
- All Council elected members undertake safeguarding training / e-learning
- Monitoring compliance within mandatory safeguarding training requirements

4. Safe Practice

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

Swansea has a Spot It! Report It! Campaign.

By working collaboratively to prevent abuse and neglect where possible, ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred, assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

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

4a) Identifying signs of potential abuse:

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

Some examples may include:

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

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

4b) Reporting any potential concern

Where a possible safeguarding concern is recognised, you, as a Council employee, are responsible for raising the matter with your line manager. On occasion it may be appropriate or necessary to contact Social Services directly via the contact details below

Staff are directed to follow relevant safeguarding procedures for their individual service and directorate.

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

- Adult Services Common Access Point
- Child and Family Information, Advice and Assistance Service

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

Tel: 01792 636854

E-mail: IntakeOPDS@swansea.gov.uk

Monday - Thursday 08.30am - 5pm and Friday 08.30-4.30pm

If a Councillor (or any member of the public) has concerns regarding the safety of a child or young person, then the Social Services Information, Advice and Assistance team should be contacted immediately on

Tel: 01792 635700

SMS: 07796275457

Email: access.information@swansea.gov.uk

Monday - Thursday 08.30am - 5pm and Friday 08.30-4.30pm

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

Tel: 01792 775501

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

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

Work to be undertaken:

- Steps are identified to support prevention and early intervention
- Review and monitoring of reporting concerns and how services link in with Council Information, Advice and Assistance services (see Appendices 3a&b)
- Evaluate Council wider arrangements- by looking at referrals responses and outcomes.
- Support to Council wide campaigns and communications to promote safeguarding awareness

5. Safe Partnerships

This section covers

- Links to Regional safeguarding arrangements

5a) Western Bay Safeguarding Children Board

Western Bay Regional Safeguarding Children Board (WBSCB) has certain powers to lead and direct other organisations in their safeguarding arrangements and in making clear where improvement is needed:

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

5b) Western Bay Safeguarding Adults Board

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

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

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

For more information, see **Appendix 5-** web-links to Western Bay Safeguarding.

Work to be undertaken:

- Building links, within corporate safeguarding governance structure to Regional Boards and within strategic partnerships

6. Safe Voice

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

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

Advocacy

It is open to any individual to invite someone of their choice to support them to participate fully and express their views wishes and feelings. This support can be provided by someone's friends, family or wider support network, where there is no conflict of interest with a safeguarding concern, or investigation that are current. duties under this statutory guidance.

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

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

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

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

An outcomes measurement framework could be developed to help council employees, managers, elected members, teams and partners know how far they are making a difference to the safety and well-being of 'people at risk' in their area.

Work to be undertaken:

- Checking out how Swansea is 'Making safeguarding personal' by carrying out audits or temperature checks

- Development of advocacy and independent support to promote citizen rights
- Working within families, communities and schools to promote safeguarding awareness

7. *What Swansea Council must deliver on?*

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

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

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

Key Performance Measures

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

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

Key performance indicators may include:

- Improved staff awareness of safeguarding policy, and safeguarding leads
- Safeguarding procedures in place and understood across the organisation
- Number of concerns and referrals generated by non-specialist council teams
- All job descriptions to include safeguarding as a key responsibility for all staff posts
- Mandatory safeguarding training completed by staff and elected members
- Self assessments / Section 22 audits completed

Work to be undertaken:

- Delivering on actions to deliver on corporate priority (Safeguarding people is one of the Swansea Council's five key priorities in the Revised Corporate Plan 2017-2022)
- Meeting requirements/ evidencing in support of Wales Audit Office follow up Inspection / Improvement Action plan
- Identifying key performance measures to be reported to Corporate Safeguarding group
- Pulling together a Performance reporting framework, out of work undertaken by all task groups
- Support to data development for reporting and systems to monitor progress

Appendix 1: Glossary of key terms used within Safeguarding:

Abuse: means physical, sexual, psychological, emotional or financial abuse

Harm: means abuse, or the impairment of
(a) physical or mental health,
(b) physical, intellectual, emotional, social or behavioural development

Child protection is a part of safeguarding and promoting welfare. This refers to activity that is undertaken to protect specific children who are suffering or likely to suffer significant harm. Swansea Council is committed to protecting children from any forms of abuse or neglect

Adult at risk of abuse: is anyone who has needs for care and support (whether or not the local authority is meeting any of those needs); is experiencing, or is at risk of, abuse or neglect; and as a result of those needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being'

Physical abuse: causing physical harm, including hitting, shaking, biting, grabbing, withholding food or drink, force-feeding, wrongly administering medicine, unnecessary restraint, failing to provide physical care and aids to living;

Sexual abuse: including sexual assault, rape, inappropriate touching/molesting, forcing or enticing, someone into sexual acts they don't understand or feel powerless to refuse; grooming a child or young person in preparation for abuse, including on-line activity.

Emotional or psychological abuse: persistent emotional ill treatment or rejection (domestic or otherwise), including verbal abuse, shouting, swearing, threatening abandonment or harm, isolating, taking away privacy or other rights, bullying/intimidation, blaming, belittling, silencing, controlling or humiliating;

Financial or material abuse: illegal or improper use of, or withholding of, a person's property, money or other assets without their informed consent or where the consent is obtained by fraud.

Discriminatory abuse: including slurs, harassment and maltreatment due to a protected characteristic (Equality Act 2010).

Institutional abuse: including the use of systems and routines which neglect a person receiving formal care e.g. in a children's home.

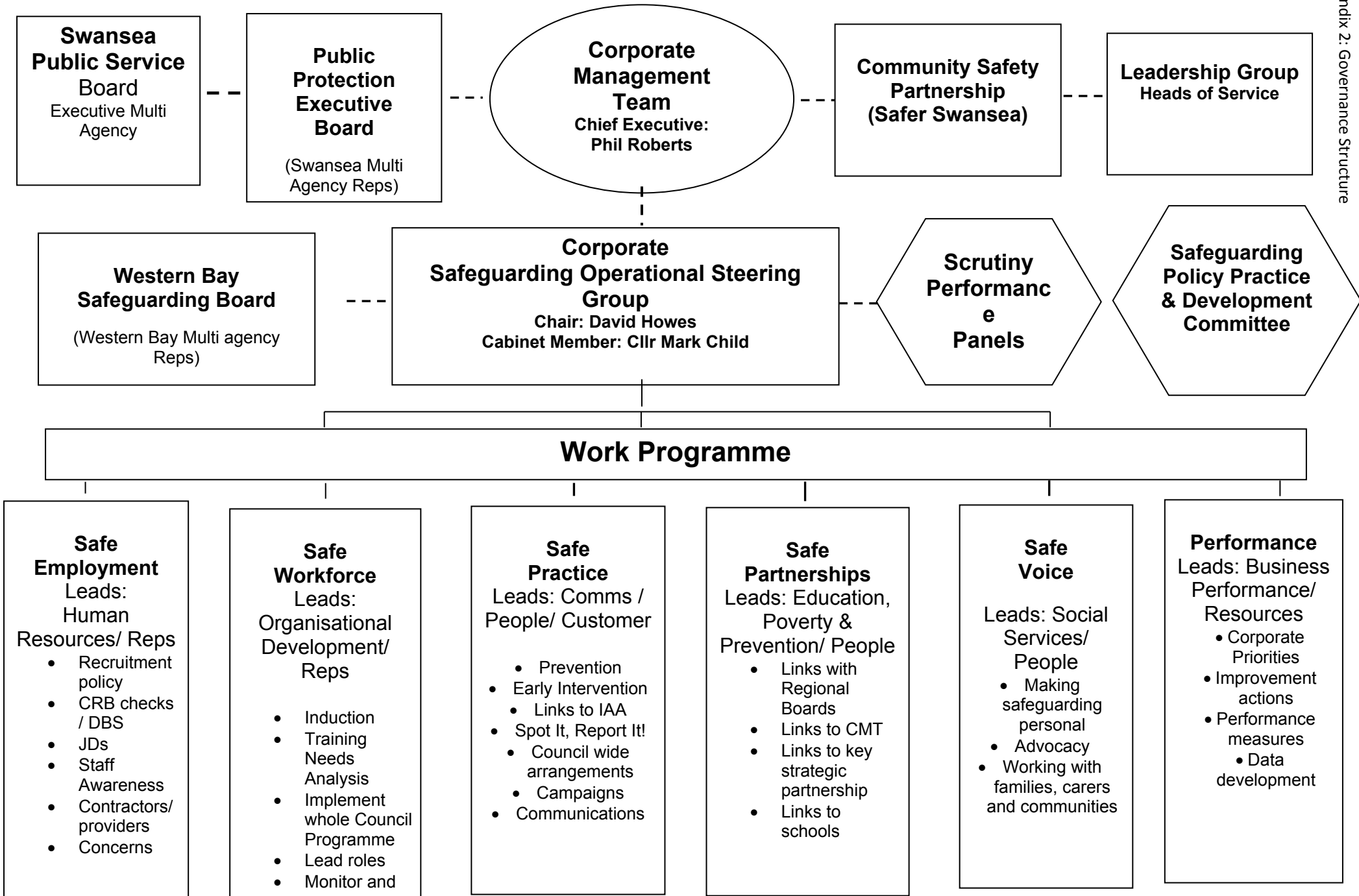
Modern slavery: recruiting people by deception or coercion and moving them to a new place where they can be exploited. This includes human trafficking.

Self-neglect: this is ‘the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of people who self-neglect and perhaps even to their community’ (Gibbons, 2006).

Domestic abuse: an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality.

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

Threat from terrorism – the Council also has a duty under the Counter-terrorism and Security Act 2015 to have ‘due regard to the need to prevent vulnerable people from being drawn into extremism and acts of terrorism’.



Appendix 3a Safeguarding Children and Young People – reporting

SPOT IT, REPORT IT!

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

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

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

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

Contact your Line Manager and /or Safeguarding Lead

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

Employee should speak with Safeguarding Lead or their Line Manager on the same day as the incident, concern or allegation is noticed. A decision can be made immediately as to whether to seek specialist advice on the case, and to apply corporate procedures for making a safeguarding referral to social services.

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

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

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

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

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

SPOT IT, REPORT IT!

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

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

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

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

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

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

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

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

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

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

Contact Social Services Common Access Point on **01792 636519**
EMAIL: IntakeOPDS@swansea.gov.uk

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

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



Appendix 4: Swansea Council's Designated Leads

The Designated Leads and Strategic Managers from each service area are as follows:

Directorate/Department	Designated Safeguarding Lead	Safeguarding Strategic Manager
Social Services (Children)	Principal Officer Safeguarding, and Performance Quality * Also known as the LADO (Local Authority Designated Officer)	Principal Officer Safeguarding, and Performance Quality
Social Services (Adults)	Safeguarding Manager	Principal Officer Professional Social Work Lead
Housing Services & Public Protection	Landlord services manager	Landlord services manager
Cultural Services	Service Development Officer	Service Development Officer
Legal Democratic and Procurement	Directorate lawyer (People Team)	Directorate lawyer (People Team)
Poverty and Prevention	TAF Manager*	Early Intervention Manager
Corporate Learning and Development	Corporate Learning and Development Manager	Corporate Learning and Development Manager
Communication & Customer Engagement	Head of Communications	Head of Communications
Information and Business Change	Transformation & ICT Programme Assistant Head of Information & Business Change	Head of Information & Business Change
Highways and Transport	Group Leader, Transportation	Group Leader, Transportation
Corporate Building Property	Group Leader Maintenance	Group Leader Maintenance
Life Long learning	Operational Manager Learner Services Team Leader	Operational Manager
Education	Education Child Protection and Safeguarding Officer Manager School, Governor and Student Services	Manager School, Governor and Student Services
Waste Management and Parks	Waste Minimisation, Commercial and Domestic Recycling Team Supervisor	Waste Minimisation, Commercial and Domestic Recycling Team Supervisor
Financial and Performance Services	Awaiting allocation	Business Performance Manager
Economic regeneration and planning	City Centre Manager Head of Economic Regeneration & Planning	Head of Economic Regeneration & Planning
Human Resources & Organisational Development	Principal HR Officer	Head of Human Resources & Organisational Development

All Heads of Service

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

Appendix 5: Useful information

Children and Young People rights, including United Nations Convention on the Rights of the Child: •[Swansea - Children and young people's rights](#)

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

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

Swansea Council e-Learning (learning pool), including training modules on Safeguarding Adults v2 & Safeguarding Children v2 which are mandatory for all staff:
[Swansea Staffnet - e-Learning \(learning pool\)](#)

Western Bay Safeguarding Boards: [WB Safeguarding Boards](#)

- Western Bay Safeguarding Adults Board: [WB Safeguarding Adults Board](#)
- Western Bay Safeguarding Children Board: [WB Safeguarding Children Board](#)

Welsh Government Statutory Guidance in relation to Part 7 of the Social Services & Well-being (Wales) Act 2014 has been reviewed and issued:

- [Working Together to Safeguard People: Volume 1 – Introduction and Overview](#)
- [Working Together to Safeguard People: Volume 2 – Child Practice Reviews](#)
- [Working Together to Safeguard People: Volume 3 – Adult Practice Reviews](#)
- [Working Together to Safeguard People: Volume 4 – Adult Protection and Support Orders](#)

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

Making Safeguarding Personal - temperature check (2016)

(Commissioned by the Association of Directors of Adult Social Services (ADASS, England, July 2016): <https://www.adass.org.uk/media/5461/making-safeguarding-personal-temperature-check-2016.pdf>