



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

Safeguarding policy & procedure

Version control

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Document review

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Introduction

Llais is an independent statutory body established by the Welsh Government to provide the people of Wales with a greater voice in the planning and delivery of health and social care at local, regional, and national levels. We achieve this by listening to individuals and ensuring their voices are heard. Llais supports individuals with complaints about health and social services when issues arise.

This policy outlines Llais' approach to safeguarding, ensuring that all staff, Board members, and volunteers understand their roles, responsibilities, and obligations in protecting people in vulnerable situations. It applies to everyone within Llais as well as people representing Llais in any capacity. This policy applies to everything we do, whether in person, in writing, or digitally, where safeguarding concerns may arise.

Policy statement

Llais is fully committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We recognise our duty to prevent abuse, neglect, exploitation, and harm through proactive measures, education, and clear reporting protocols. Safeguarding is at the core of our values, and we expect all individuals associated with Llais to uphold this responsibility with diligence and integrity.

Definitions

To ensure clarity and shared understanding within this policy, the following definitions are provided:

- **Safeguarding:** Measures to protect the health, well-being, and human rights of individuals, allowing them to live free from abuse, harm, and neglect.

- **Vulnerable Adult:** A person aged 18 or over who is or may be in need of community care services due to disability, age, or illness, and who is or may be unable to take care of themselves or protect themselves against significant harm or exploitation.
- **Child:** A person under the age of 18.
- **Abuse:** A violation of an individual's human and civil rights by another person or persons. It can take various forms, including physical, emotional, sexual, financial, or neglect.
- **Neglect:** The persistent failure to meet a person's basic physical and/or psychological needs, likely to result in serious impairment of health or development.
- **Designated Safeguarding Lead (DSL):** An appointed person within an organisation responsible for leading safeguarding efforts, including managing reports of concerns and liaising with external agencies.

Roles and responsibilities

Board members:

- Promote a culture of safeguarding across all levels of Llais.
- Seek assurance that safeguarding systems and processes are in place and designed to work effectively
- Model behaviours that reflect respect, integrity, and accountability, as outlined in our Behavioural Framework.

Staff:

- Complete all mandatory safeguarding training and refresher courses.
- Follow safeguarding procedures and report concerns promptly.
- Maintain confidentiality while understanding the limits of confidentiality in safeguarding situations.
- Record safeguarding concerns as outlined in this policy.
- Demonstrate respect and integrity in all interactions, ensuring that conduct aligns with the Behavioural Framework.

Volunteers:

- Adhere to Llais' safeguarding policies and procedures.
- Complete required safeguarding training before engaging in activities involving people in vulnerable situations.
- Report safeguarding concerns to their nominated safeguarding lead.
- Demonstrate respect and integrity in all interactions, ensuring that conduct aligns with our Behavioural Framework.

Regional safeguarding leads (regional directors and **Head of Complaints Advocacy and Engagement):**

- Implement our safeguarding policy and procedure at regional level
- Act as the main point of contact for safeguarding concerns within their region.
- Provide guidance and support to staff and volunteers on safeguarding issues.
- Report safeguarding incidents to the designated safeguarding lead and external agencies as appropriate.
- Ensure that safeguarding records are maintained appropriately.

- Foster a culture of openness and accountability, encouraging team members to speak up about concerns without fear of retribution.
- **Support staff and volunteers following any safeguarding referral**

Tim Arwain (our Senior Leadership Team)

- Develop safeguarding policy and procedures and undertake periodic reviews of these
- Provide strategic leadership and oversight of safeguarding policies and practices.
- Ensure compliance with relevant safeguarding legislation and guidance.
- Provides assurance to the Board and its committees that safeguarding systems and processes are in place and working effectively.
- Promote a culture of openness and accountability, encouraging people to speak up about any concerns without fear of retribution.

Designated Safeguarding Lead:

- Hold overall responsibility for safeguarding within Llais.
- Develop and maintain safe recruitment processes.
- Be notified of all safeguarding concerns and ensure they are recorded **in the safeguarding log and all referral forms are securely stored.**
- Oversee the implementation and effectiveness of safeguarding policies and procedures.
- The Designated Safeguarding Lead in our organisation is the Director for Operations.

The role of the Regional Lead for Safeguarding (Regional Directors/ Head of Complaints Advocacy and Engagement) in deciding appropriate action:

The Regional Safeguarding Leads play a crucial role in ensuring the safety and well-being of individuals by assessing concerns and taking appropriate action. They are responsible for identifying safeguarding issues and liaising with the Designated Safeguarding Lead as well as other relevant agencies to provide necessary interventions and support.

A key part of this role is deciding on the appropriate referral pathway to ensure effective support and protection. Guidance on referral pathways is set out in Appendix 1.

Regional Safeguarding Leads are also responsible for reporting safeguarding concerns to the Designated Safeguarding Lead using the documents and process described in this guidance.

Personal responsibility to report

Nothing in this policy and procedure takes away personal responsibilities to report safeguarding concerns at work or at home.

Learning and development

- **Mandatory training:**

All staff, Board members, and volunteers must complete mandatory safeguarding training as part of their induction programme. This training will cover the basics of safeguarding, including recognising signs of abuse, understanding reporting procedures, and knowing the legal framework for safeguarding.

- **Refresher training:**

Regular refresher training will be provided to ensure that all individuals remain up-to-date with the latest safeguarding practices and legislation. These courses will be mandatory and scheduled annually.

- **Specialised training:**

Additional specialised training will be provided for those in roles with specific safeguarding responsibilities, such as Designated Safeguarding Leads (DSLs). This training will include advanced topics such as managing complex cases, working with external agencies, and understanding the nuances of different types of abuse.

- **Digital safeguarding training:**

Training on digital safeguarding will be provided to all individuals associated with Llais. This will include recognising online abuse, understanding safe online practices, and implementing cybersecurity measures.

- **Prevent duty training:**

Training on the Prevent duty will be provided to ensure that all staff, Board members, and volunteers can recognise signs of radicalisation and understand the referral process

- **Cultural sensitivity training:**

Training on cultural sensitivity will be provided to ensure that safeguarding practices are respectful and inclusive of all cultural backgrounds.

- **Continuous professional development (CPD):**

Llais will support continuous professional development by providing access to additional learning opportunities, workshops, and seminars related to safeguarding. This will help individuals stay informed about new developments and latest practices in safeguarding.

- **Evaluation and feedback:**

Learning effectiveness will be evaluated through feedback from participants, assessments, and regular reviews. This will ensure that the learning meets the needs of all individuals and contributes to a robust safeguarding culture.

Partnership working

- Llais will work collaboratively with other organisations, including local authorities, health and social care providers, and where appropriate, law enforcement agencies, to ensure a coordinated approach to safeguarding.
- Information-sharing protocols are in place with our key partners to facilitate effective communication and collaboration while maintaining confidentiality.

Digital safeguarding

Llais recognises the importance of safeguarding individuals in digital environments. The following measures are in place to ensure digital safeguarding:

- Data protection: All personal data must be handled in accordance with data protection laws and Llais's data protection policies.
- Online conduct: Staff, Board members, and volunteers must adhere to Llais's code of conduct when interacting online, ensuring respectful and appropriate communication.
- Cybersecurity: Llais will implement robust cybersecurity measures to protect against data breaches and cyber threats. This includes regular updates, secure passwords, and encryption.
- Digital training: All individuals associated with Llais will receive training on digital safeguarding, including recognising online abuse and understanding safe online practices.
- Monitoring and reporting: Any digital safeguarding concerns must be reported to the Designated Safeguarding Lead. Llais will monitor digital interactions to ensure compliance with safeguarding policies.

- **Personal devices: personal devices should not be used for Llais purposes.**

Prevent agenda

Llais is committed to supporting the Prevent agenda, which aims to safeguard individuals from being radicalised into joining terrorist groups. The following measures are in place to align with the Prevent duty:

- **Awareness and training:** All staff, Board members, and volunteers will receive training on the Prevent duty, including recognising signs of radicalisation and understanding the referral process.
- **Partnership working:** Where necessary, Llais will work closely with local Prevent teams, the police, and other relevant agencies to ensure a coordinated approach to preventing radicalisation.
- **Referral process:** Any concerns about individuals being at risk of radicalisation should be reported to the designated safeguarding lead, who will follow the local Prevent referral process.
- **Support and intervention:** Llais will refer those at risk of radicalisation to external agencies that offer appropriate support and interventions.

Monitoring and evaluation

- Reviews will be conducted as appropriate to ensure compliance with safeguarding policies and procedures.
- Any feedback from staff, volunteers, and service users will be used to identify areas for improvement.

- Safeguarding incidents and responses will be reviewed periodically to ensure effectiveness and to learn from any issues.

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Appendix 1 – Referral pathways

Type of Concern	Actions	Referral Pathways
Concerns that do not indicate immediate harm but may require monitoring or support. Examples include minor neglect, occasional low-level distress, or situations where the individual has a support network in place.	Signpost to relevant resources. Refer to organisations that offer well-being support if client agrees.	Third-sector support organisations, community mental health services, primary care (GP), social services for early intervention.
Situations where there is an increasing pattern of distress, neglect, or mild harm, requiring intervention. This may include repeated expressions of distress, history of threatening self-harm, moderate self-neglect, or exposure to risk factors that could escalate.	Refer individuals to external agencies for structured support advocacy. Escalate if risk increases.	Local Authority Safeguarding Teams, 111 Press 2 for Mental Health, voluntary sector mental health services, social care assessments.
Severe Risk of Harm	Local Safeguarding Lead must make the referral to Statutory Services. Take guidance from the Designated Safeguarding Lead. Advocate for crisis intervention.	Local Authority Safeguarding Teams, Police, NHS crisis mental health teams, 111 Press 2 for Mental Health, specialist safeguarding teams, domestic abuse services.

Type of Concern	Actions	Referral Pathways
Immediate risk of harm to self or others, requiring urgent intervention. This includes active threats of harm, physical abuse, severe neglect, or evidence of immediate danger.	Immediate action required. Contact emergency services if there is an immediate threat. Engage statutory safeguarding agencies. Advocate for crisis intervention.	Emergency services (999), Local Authority Safeguarding Teams, NHS crisis mental health teams, 111 Press 2 for Mental Health, specialist safeguarding teams, domestic abuse services.

What to do if you are unsure

If you are unsure whether a situation is a safeguarding concern, it is important not to hesitate. Always err on the side of caution. Llais is required to share information with an external agency if a safeguarding concern is identified.

Regional teams should consult either the Director or the Head of Complaints Advocacy and Engagement: If you are unsure, immediately consult the lead for safeguarding in your regions, whether it is the Director or the Head of Complaints Advocacy and Engagement, for guidance.

- 1. If you lead on safeguarding in your regions and are unsure** of the appropriate action in relation to a concern, consult with the Designated Safeguarding lead for the organisation (the Corporate Director of Operations). The Designated Safeguarding Lead can help assess whether further action is required
- 2. Report your concern:** If contact cannot be made with the Designated Safeguarding lead, report your concern anyway. Even if you are uncertain whether a matter is a safeguarding concern.
- 3. Do not delay:** Safeguarding is time sensitive. If in doubt, it is better to raise a concern and have it reviewed than to overlook a potential safeguarding risk

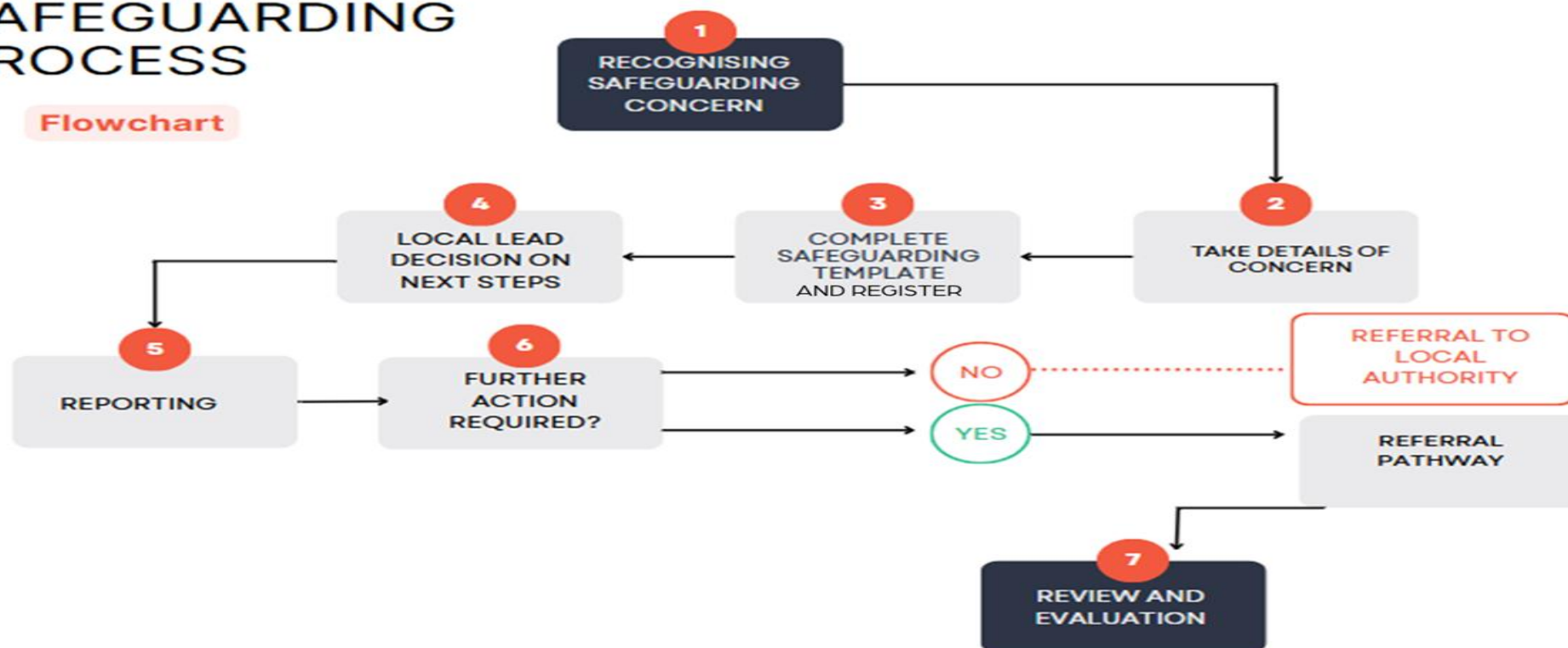
4. Contact information: You may not always have the person's contact details. If you only have their name, you should still make a referral. However, if no personal information is available, a referral cannot be made, but you must still complete the safeguarding log.

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Appendix 2 – safeguarding process

SAFEGUARDING PROCESS

Flowchart



Appendix 2 – safeguarding process

Safeguarding Process

1. Recognising a Safeguarding Concern

- Identify signs of abuse, neglect, or exploitation.
- Be observant and document concerns.

2. Take Details of Concern

- Assess immediate danger
- Report concerns to the regional lead (Director or the Head of Complaints Advocacy and Engagement).
- Ensure immediate and accurate documentation.

3. Completing the Safeguarding Template

- Ensure key details are recorded:
 - WHO was involved?
 - WHAT happened?
 - WHERE did it occur?
 - WHEN did it happen?
 - WHY is it a concern?

4. Local Lead Decision on Next Steps

- Determine if:
 - No further action is needed.
 - Contact emergency services if necessary.
 - Refer to relevant authorities (Local Authority, Police, HIW, CIW).

5. Reporting

- Submit incident report to designated safeguarding lead.
- Complete safeguarding register
- Enter documentation on CRM.

6. Further Action Required?

- If YES: Refer to referral pathway for appropriate action.
- If NO: Make a referral to the appropriate authority.

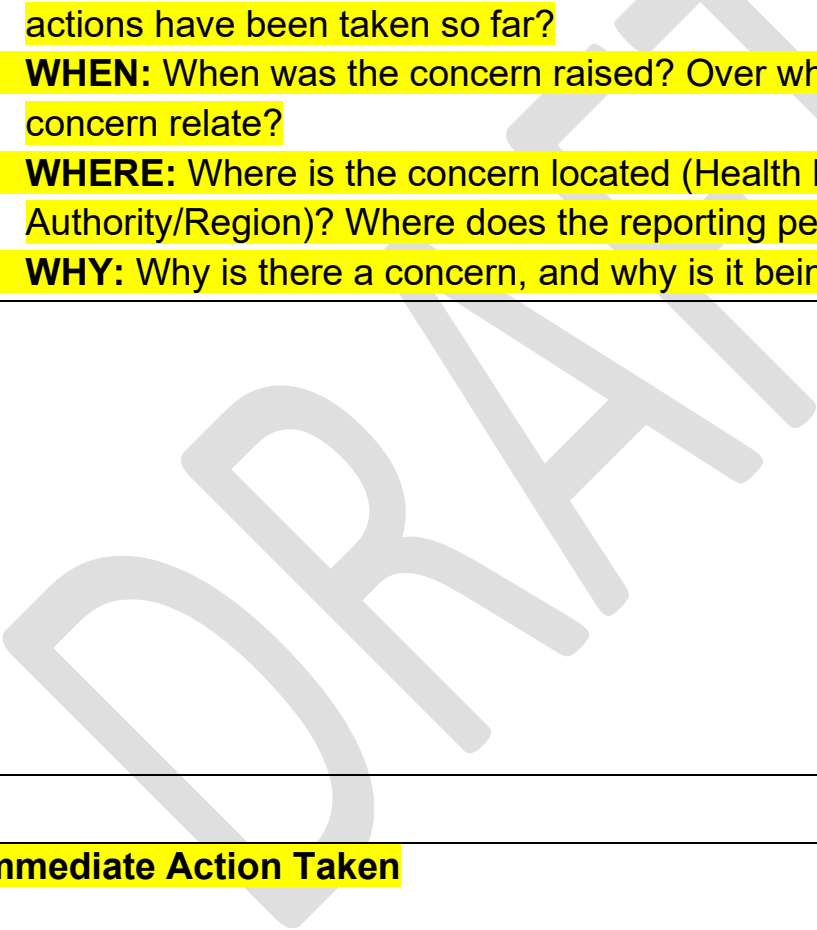
7. Review & Evaluation

- Conduct case reviews to improve safeguarding measures.
- Implement learnings from past cases.

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Appendix 3 - Safeguarding Incident report template

1. Incident Details	
Date of Incident:	
Time of Incident:	
Location of Incident:	
Type of Safeguarding Concern: (e.g., neglect, physical abuse, emotional abuse, sexual abuse, exploitation, radicalisation, self-harm)	
2. Details of the Individual(s) Involved (if known)	
Full Name:	
Date of Birth/Age:	
Gender:	
Address (if known):	
Contact Information (if available):	

Relationship to Llais (e.g., service user, volunteer, staff member):	
3. Description of the Incident	
Provide a detailed description of the incident, including:	
• WHO: Who is reporting the concern, who is the concern relating to, and who else is involved? Record age and vulnerability. • WHAT: What is the concern? What is the level of urgency? What actions have been taken so far? • WHEN: When was the concern raised? Over what period does the concern relate? • WHERE: Where is the concern located (Health Board/Local Authority/Region)? Where does the reporting person reside? • WHY: Why is there a concern, and why is it being raised?	
	
4. Immediate Action Taken	
Was medical attention required? Yes ☐ No ☐	
If yes, provide details:	
Were emergency services contacted? Yes ☐ No ☐	
If yes, provide details:	

Who else was notified (e.g., Designated Safeguarding Lead, external agencies)?	
5. Individual's Response	
Did the individual disclose any concerns? Yes ☐ No ☐	
If yes, provide a summary of what was said (verbatim if possible):	
6. Witnesses (if any)	
Full Name(s):	
Contact Details:	
Relationship to the Incident:	
7. Follow-Up Actions Required	
Referral to external agencies? Yes ☐ No ☐	
If yes, provide details:	
Further internal review required? Yes ☐ No ☐	
If yes, provide details:	

8. Report Completed By	
Full Name:	
Role/Position:	
Date:	
Signature:	
9. Submission and Review	
Update the safeguarding register Safeguarding Referrals	
Report submitted to the Corporate Director of Operations	
Yes ☐ No ☐	
Date of Submission:	
Designated Safeguarding Lead Review	
Full Name:	
Date of Review:	
Further Action Taken (if applicable):	

Confidentiality Notice:

This report contains sensitive information and must be handled in accordance with Llais safeguarding policies and data protection regulations. Unauthorised sharing of this document is strictly prohibited.

Instructions for Use:

1. Complete this form as soon as possible following the incident.
2. Provide factual and objective details; avoid assumptions or opinions.
3. Submit this report to the Designated Safeguarding Lead.
4. Ensure the report is submitted to the Corporate Director of Operations.
5. Ensure all required follow-ups are actioned and recorded appropriately.

Appendix 4 - Guidance on responding to disclosures

Do:

- Stay calm.
- Listen carefully.
- Take it seriously.
- Tell the child/adult at risk that they have done the right thing by telling you.
- Explain who you need to share the information with.
- Make accurate notes using the child or adult at risk's own words.
- Consult immediately with the designated safeguarding personnel.

Do Not:

- React strongly (e.g., by saying "how awful").
- Stop someone who is speaking freely.
- Jump to conclusions, especially about the situation.
- Ask leading questions.
- Use your own words to describe events.
- Investigate.
- Promise confidentiality.
- Deal with it alone.
- Contact anyone referred to in any allegations.

Appendix 5 – Legislation and guidance

Legislation and guidance

[The Social Services and Well-being \(Wales\) Act 2014](#) came into force on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support. The Act is made up of 11 Parts with Part 7 relating to Safeguarding specifically. This legislation provides the framework for the Wales Safeguarding Procedures.

The Act is supported by regulations, statutory guidance (known as [Working Together to Safeguard People](#)) and relevant codes of practice. These provide a lot of detail about the practical arrangements that need to be in place.

In June 2020, the Welsh Government introduced the Wales Safeguarding Procedures 2019. These procedures have been produced as an online tool and can be accessed at <http://www.safeguarding.wales/>.

The procedures have been written to provide clear guidance and expectations for safeguarding both adults and children.

They aim to help anyone who works with adults or children (whether through paid or unpaid work) to apply the legislation and statutory guidance of the Social Services and Well-Being (Wales) Act 2014 to their roles and duties by explaining what their responsibilities are and how to meet them.

Appendix 6 - Regional contact details for safeguarding referrals:

Below is list of contact details for safeguarding referrals across all regions. These contacts should be used when escalating concerns to external agencies.

South Wales

- **Vale of Glamorgan Council:** Lance Carver - lcarter@valeofglamorgan.gov.uk
- **Cardiff Council:** Sarah McGill - s.mcgill@cardiff.gov.uk | 029 20 872900
 Director of Children's Services: Deborah Driffield - d.driffield@cardiff.gov.uk | 029 20 873803
- **Bridgend Council:** safeguarding@bridgend.gov.uk | 01656 642740
- **Rhondda Cynon Taf Council:** socialservices@rctcbc.gov.uk | 01443 425003
- **Merthyr Tydfil Council:** safeguarding@merthyr.gov.uk | 01685 725000
- **Caerphilly Council:** safeguarding@caerphilly.gov.uk | 0808 100 1727
- **Blaenau Gwent Council:** safeguarding@blaenau-gwent.gov.uk | 01495 315700
- **Newport Council:** safeguarding@newport.gov.uk | 01633 656656
- **Torfaen Council:** safeguarding@torfaen.gov.uk | 01495 762200

West Wales

- **Ceredigion Council:** Audrey Somerton Edwards - audrey.somertonedwards@ceredigion.gov.uk | 01545 574000

- **Pembrokeshire Council:** Michael Gray - michael.gray@pembrokeshire.gov.uk Adult Safeguarding: 01437 776056 | Child Safeguarding: 01437 776444
- **Carmarthenshire Council:** Jake Morgan - JakeMorgan@carmarthenshire.gov.uk | Adult Safeguarding: 0300 333 2222 | Child Safeguarding: 01554 742322

North Wales

- **Gwynedd Council:** Dylan Owen - dylanowen@gwynedd.llyw.cymru
- **Conwy Council:** Jenny Williams - Jenny.Williams@conwy.gov.uk
- **Wrexham Council:** Alwyn Jones - alwyn.jones@wrexham.gov.uk
- **Isle of Anglesey Council:** Fon Roberts - FonRoberts@ynysmon.llyw.cymru
- **Denbighshire Council:** Nicola Stubbins - nicola.stubbins@denbighshire.gov.uk
- **Flintshire Council:** Craig Macleod - craig.macleod@flintshire.gov.uk

Mid Wales

- **Powys County Council:** Safeguarding Team Manager: Jess Antrobus - jess.antrobus1@powys.gov.uk Senior Manager: Karen Arthur - karen.arthur@powys.gov.uk

Additional National Support Contacts

- **Samaritans (24/7 crisis support):** 116 123 | www.samaritans.org
- **Mind (Mental Health Support):** 0300 123 3393 | www.mind.org.uk
- **Live Fear Free (Domestic Abuse Support):** 0808 80 10 800 | Text: 07860 077 333 | info@livefearfreehelpline.wales
- **NSPCC (Child Protection Services):** 0808 800 5000 | www.nspcc.org.uk
- **Age UK (Support for Older People):** 0800 678 1602 | www.ageuk.org.uk

- **Shelter Cymru (Housing and Homelessness Support):** 08000 495 495 | www.sheltercymru.org.uk
- **Victim Support (Crime-related Support Services):** 0808 16 89 111 | www.victimsupport.org.uk
- **National Drugs Helpline (Talk to Frank):** 0300 123 6600 | www.talktofrank.com