

**AMGUEDDFA
CYMRU**

**Safeguarding:
Adults Procedure**

amgueddfa.cymru
museum.wales

Index

		Page
1	Introduction and context	3
2	Safeguarding Structure	4
3	Named Responsible Staff and Contact Details	5
4	Recognising and Defining Adults at Risk	6
5	Categories of Adult Abuse	8
6	Signs and Indicators of Abuse and Neglect	10
7	The Differences Between Safeguarding Adults and Children	11
8	Capacity	12
9	Consent and Information Sharing	13
10	What to do if you have a Concern	16
11	Photography and Video	17
12	Additional Actions for Safeguarding Leads	19
13	Glossary and Definitions	20
14	Appendix 1: Safeguarding Flowchart	28
15	Appendix 2: Safeguarding Form	29
16	Appendix 3: Safeguarding guidance for Adults: Respond, Record and Report	31

Please also see **Safeguarding Policy** and **Safeguarding: Children Procedure** which are available on our website and Intranet. These documents are available in Welsh and English.

1. Introduction and Context

Amgueddfa Cymru - Museum Wales (Amgueddfa Cymru) aims to *inspire learning and enjoyment for everyone through the national collection of Wales*. Our Vision, Commitments and Values include the expectation that we will respect others, act responsibly and safeguard each other's well-being.

The Amgueddfa Cymru Safeguarding Policy states that there is an absolute expectation that everyone working for or with Amgueddfa Cymru will abide by the Safeguarding Policy and Procedures; this includes employees, temporary workers, casual staff, volunteers, contractors, community partners and clients.

We recognise that our customer facing staffing team interface with diverse and varied individuals from all across Wales and the world. This includes adults who may have additional vulnerabilities or adults who are at risk. We recognise that all staff, volunteers and contractors have a duty of care towards the people to whom we provide services and that safeguarding and protecting people is everyone's responsibility¹.

Safeguarding adults from abuse is everybody's responsibility.

These procedures apply across all Amgueddfa Cymru sites, premises or elsewhere.

We may learn about situations or have concerns that an adult at risk is being harmed beyond our service or someone may be harmed while involved in an activity or service provided by us. Reporting these concerns using the Amgueddfa Cymru Safeguarding Procedures can result in protecting someone from serious harm.

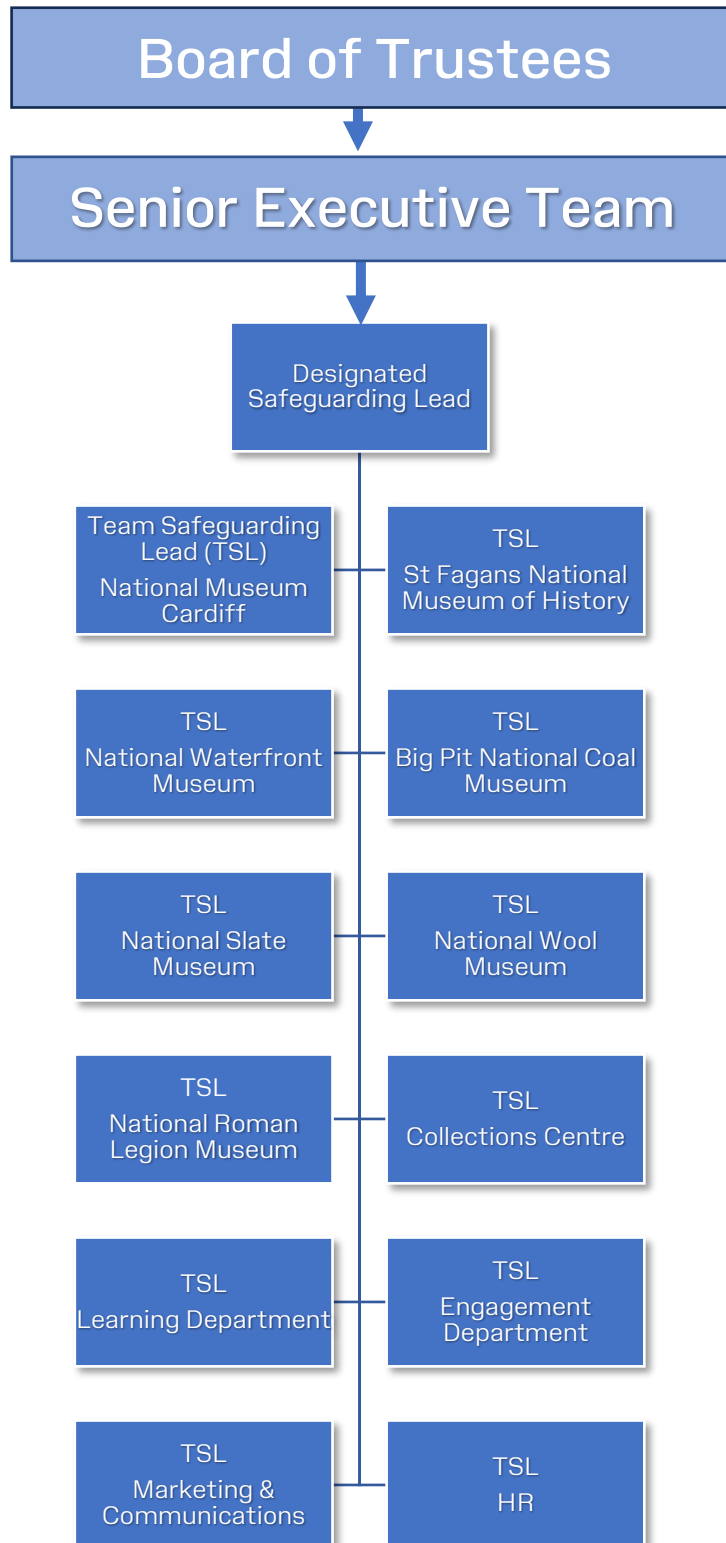
Anyone having concerns about an adult's safety and or wellbeing must act on their concerns using these procedures.

It is not your responsibility to decide whether or not an adult has been abused. It is, however, your responsibility to act on any concerns. Doing nothing should not be an option.

Amgueddfa Cymru will support those raising safeguarding concerns and will promote the welfare of others.

¹ Social Services and Well-being (Wales) Act 2014: Working Together to Safeguard People; Code of Safeguarding Practice

2.Safeguarding Structure



3. Named Responsible Staff and Contact Details

Designated Safeguarding Lead		
Nigel Williams	(029) 2057 3253	nigel.williams@museumwales.ac.uk
Strategic Safeguarding Lead		
Steph Burge	(029) 2057 3394	stephanie.burge@museumwales.ac.uk
National Museum Cardiff: Team Safeguarding Leads		
Kelsey Brown	(029) 2057 3209	kelsey.brown@museumwales.ac.uk
Jade Fox	(029) 2057 3300	jade.fox@museumwales.ac.uk
Stuart Jenkins		stuart.jenkins@museumwales.ac.uk
St Fagans National Museum of History: Team Safeguarding Leads		
Rhiannon Thomas	(029) 2057 3469	rhiannon.thomas@museumwales.ac.uk
Joao Morais	(029) 2057 3415	joao.morais@museumwales.ac.uk
Abbie Owen-Jones	(029) 2057 3451	abbie.owen-jones@museumwales.ac.uk
Rhian Morris		rhian.morris@museumwales.ac.uk
National Waterfront Museum: Team Safeguarding Leads		
Leighton Sault Jones	(029) 2057 3607	leighton.sault-jones@museumwales.ac.uk
Sarah Hixson	(029) 2057 3618 (029) 2057 3627 (029) 2057 3623	sarah.hixson@museumwales.ac.uk
Big Pit National Coal Museum: Team Safeguarding Leads		
Benjamin Price	(029) 2057 3663	benjamin.price@museumwales.ac.uk
Dai Powell	(029) 2057 3675	david.powell@museumwales.ac.uk
National Slate Museum: Team Safeguarding Leads		
Chloe Ward	(029) 2057 3727	chloe.ward@museumwales.ac.uk
Lowri Ifor	(029) 2057 3719	lowri.ifor@museumwales.ac.uk
National Wool Museum: Team Safeguarding Leads		
Non Mitchell	(029) 2057 3081	non.mitchell@museumwales.ac.uk
James Whittall		james.whittall@museumwales.ac.uk
National Roman Legion Museum: Team Safeguarding Leads		
Verdun Howells	(029) 2057 3555	verdun.howells@museumwales.ac.uk
David Howell	(029) 2057 3542	david.howell@museumwales.ac.uk
National Collection Centre: Team Safeguarding Lead		
Nigel Williams	(029) 2057 3253	nigel.williams@museumwales.ac.uk
Learning Department: Team Safeguarding Leads		
Lowri Ifor	(029) 2057 3719	lowri.ifor@museumwales.ac.uk
Benjamin Price	(029) 2057 3663	benjamin.price@museumwales.ac.uk
Verdun Howells	(029) 2057 3555	verdun.howells@museumwales.ac.uk
Engagement Department: Team Safeguarding Leads		
Steph Burge	(029) 2057 3394	stephanie.burge@museumwales.ac.uk
Chloe Ward	(029) 2057 3727	chloe.ward@museumwales.ac.uk
Marketing & Communications: Team Safeguarding Leads		
Gethin Jones	(029) 2057 3192	gethin.jones@museumwales.ac.uk
Rachel Bowyer		rachel.bowyer@museumwales.ac.uk
HR: Team Safeguarding Lead		
Elizabeth Connolly	(029) 2057 3125	elizabeth.connolly@museumwales.ac.uk
Elizabeth Wylie	(029) 2057 3389	elizabeth.wylie@museumwales.ac.uk

4. Recognising and Defining Adults at Risk

All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to live in an enjoyable and safe environment. The rights, dignity and worth of all adults must always be respected.

We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, in particular those adults with care and support needs.

Safeguarding adults is everyone's responsibility. We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately and report concerns whether these concerns arise within Amgueddfa Cymru property or in the wider community.

Safeguarding adult's legislation recognises that it is the circumstances that adults find themselves in that makes them more vulnerable to abuse. The legislation expects adults to be central to the decision-making process and makes the adult's welfare and wellbeing the primary consideration in any decision making.

The concept of 'well-being' is threaded throughout adult safeguarding legislation and guidance and is related to the personal dignity, support and inclusion of all.

Safeguarding legislation has moved away from the term 'vulnerable adult', instead using the term '**Adult at Risk**'.

Adult at Risk

The Social Services and Well-being (Wales) Act 2014 defines an Adult at Risk² as an individual over the age of 18 years who:

- Is experiencing or is at risk of abuse or neglect

AND

- Has needs for care and support

(whether or not the local authority is meeting any of those needs)

AND

- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

² s126 of the Social Services and Well-being (Wales) Act 2014

5. Categories of Adult Abuse

Abuse is a violation of an individual's human and civil rights by another person or persons.

Abuse can occur in many different ways. Some may be easily identifiable, often abuse is hidden and not disclosed or visible. It is for this reason that where concerns are identified they are acted upon, support is provided and where appropriate others are notified.

Abuse can take place upon any individual in any setting. Abuse may for example take place in a home environment but be reported or become visible in a work environment.

There are five defined Categories of Adult Abuse³ (Social Services and Wellbeing (Wales) Act 2014).

- Physical
- Sexual
- Financial
- Emotional
- Psychological

Physical – This includes hitting, slapping, misuse of medication, undue restraint or inappropriate sanctions.

Sexual – This includes rape and sexual assault or sexual acts to which the adult has not or could not consent and / or was pressured into consenting.

Financial – Financial abuse includes theft, fraud, pressure about money, misuse of money.

Emotional/Psychological – This includes 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.

Additionally, it is important to be aware of additional behaviours which fall within the above categories, but are specific forms of abuse in their own right:

Extremism and Radicalisation – Extremism is defined in the 2011 Prevent strategy as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect

³ Section 197, Social Services and Wellbeing (Wales) Act 2014

and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas. Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

Female Genital Mutilation – FGM comprises all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. There is a specific legal duty to report all FGM concerns.

Domestic Abuse – Domestic violence or abuse is abusive behaviour taking place in a relationship as a way for one person in that relationship to gain or maintain control over another. It includes physical, sexual, emotional, psychological and financial abuse.

Modern Slavery– Modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour.

Criminal Exploitation – Criminal exploitation is a form of modern slavery that sees victims being forced to work under the control of highly organised criminals in illegal activities such as forced begging, shoplifting and pickpocketing, cannabis cultivation, drug dealing and financial exploitation.

Remember, it is not your responsibility to decide whether or not an adult has been abused. It is, however, your responsibility to act on any concerns. Doing nothing should not be an option.

6. Signs and Indicators of Abuse and Neglect

Abuse can take place in any context and by all manner of perpetrator. Abuse may take place within the Amgueddfa Cymru premises, or elsewhere. It is important to recognise that abuse victims may be visitors or colleagues and that abuse may have occurred within Amgueddfa Cymru premises or elsewhere.

There are many signs and indicators that may suggest someone is being abused or neglected. These include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- A person's punctuality has changed, being unusually late for work, meetings or appointments.
- Someone losing or gaining weight / an unusually unkempt appearance or a deterioration in hygiene.
- A change in the behaviour or confidence of a person when with others or particular individuals.
- Self-harm.
- They may have a fear of a particular group of people or individual.
- They may tell you / another person they are being abused – i.e. a disclosure.

The presence of one or more of these signs does not necessarily mean that abuse is occurring, but it should prompt further action, not least speaking to the Amgueddfa Cymru Team Safeguarding Lead or Designated Safeguarding Lead (see Section 10 – 'What to do if you have a Concern').

7. The Difference Between Safeguarding Adults and Children

Safeguarding children and adults is fundamentally different in several ways. By means of example, we will routinely make decisions on behalf of children, particularly in regard to safeguarding matters. As adults we have the right morally and in law to make our own decisions, even if they are unwise decisions. Additionally, unless there is an urgency or risk to others, we should seek the consent from the adult concerned before taking action.

When safeguarding adults, we must put the adult at the centre of the decision making, involving them in the safeguarding process and seeking their consent to share information. This is often referred to as 'Making Safeguarding Personal'.

The Social Services and Wellbeing (Wales) Act 2014 defines the principles of Safeguarding Adults:

- Pay attention to what people want.
- Remember people's dignity.
- Think about each person. Think about their culture, beliefs and language.
- Support people to be part of decisions about their life.
- Expect adults to know what is best for themselves.
- Support adults to be as independent as possible.

We all have different lifestyles, preferences and circumstances in life, so it would be unhelpful for any safeguarding procedure to prescribe a precise process that must always be followed whenever a concern is raised. However, there are key issues that should be considered when abuse or neglect are suspected, and there should be clear guidelines regarding this. (see Section 10 – 'What to do if you have a Concern').

8. Capacity

Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. **The starting assumption must always be that an adult has the capacity to make a decision** unless it is known that they lack capacity⁴.

We make many decisions every day, often without realising. We make so many decisions that it's easy to take this ability for granted. But some people are only able to make some decisions, and a small number of people cannot make any decisions. Being unable to make a decision is called "lacking capacity".

Good practice states that every individual has the right to make their own decisions and legislation provides the framework for this to happen. The legislation is designed to ensure that people have the support they need to make as many decisions as possible. The legislation also protects people who need family, friends or paid support staff to make decisions for them because they lack capacity to make specific decisions.

Any intervention in the affairs of an adult should:

- Benefit the adult.
- Take account of the adult's wishes, so far as these can be ascertained.
- Take account of the views of relevant others, as far as it is reasonable and practical to do so.
- Restrict the adult's freedom as little as possible while still achieving the desired benefit.

⁴ Mental Capacity Act 2005

9. Consent and Information Sharing

Although we want to make safeguarding personal, there are some circumstances when we may need to take action without an adult's consent.

We must recognise that an adult at risk may not want you to act on your concerns or their disclosure.

Sharing information with the right people is central to good practice in safeguarding adults. Provided it does not increase risk to the individual, it should be explained to the adult that there is a duty to share the concern with the Team Safeguarding Lead or Designated Safeguarding Lead. You should reassure the adult that they will be fully included on what happens and at the centre of decision making.

Dependent upon the situation, listening to the wishes of the individual, it may be appropriate to protect the identity of the individual by not sharing the name/identity with the TSL or DSL. Nevertheless, there is still a duty to share the concern with the safeguarding lead, albeit without identifying the individual concerned.

Occasionally, it may be necessary to report a safeguarding concern regarding an adult to external agencies, such as Social Care or the Police. Breaching consent/confidentiality is appropriate only in certain circumstances, such as:

- You have reason to believe the adult's health and or wellbeing will be adversely affected by ongoing harm.
- Other people are, or may be, at risk from the person causing harm, including children.
- It is necessary to prevent a crime, or a serious crime has been committed.
- Sharing the information could prevent a crime and help to stop abuse.
- The adult may be under duress or being coerced.
- The alleged abuser has care and support needs and may also be at risk.

Unless in emergency situations (imminent risk), advice should be sought from the Team Safeguarding Lead or Designated Safeguarding Lead, who will take the decision as to whether to refer externally.

Where uncertainty remains regarding the necessity to breach confidentiality/consent, the Team Safeguarding Lead/Designated Safeguarding Lead should speak with Adult Social Care, providing details of the circumstances but not the individual identities. Free, independent and

expert guidance will be given in line with legislation, guidance and best practice around next steps.

When sharing information, remember these golden rules:

- If concerned, always seek advice.
- Be transparent – The Data Protection Act (DPA) is not a barrier to sharing information provided personal data is shared appropriately and where necessary.
- Consider the public interest - Base all decisions to share information on the safety and well-being of that person or others who may be affected by their actions.
- Share with consent where appropriate – Where possible, respond to the wishes of those who do not consent to share confidential information. You may still share information without consent, if this is in the public interest.
- Keep a record – Record your decision and reasons to share or not share information.
- Accurate, necessary, proportionate, relevant and secure – Ensure all information shared is accurate, up-to-date, necessary. Share only the information that needs to be shared and share with only those who need to receive it.

10. What to do if you have a Concern

It is not the responsibility of any Amgueddfa Cymru employees, temporary workers, casual staff, volunteers, contractors, community partners and clients to determine whether abuse or neglect is actually taking place.

It is the responsibility of any Amgueddfa Cymru employees, temporary workers, casual staff, volunteers, contractors, community partners and clients to **Respond, Record and Report** concerns in accordance with the Amgueddfa Cymru Safeguarding Policy. See Appendix 3 for more information on **Safeguarding Guidance Adults: Respond, Record and Report**.

Amgueddfa Cymru will support all employees, temporary workers, casual staff, volunteers, contractors, community partners and clients raising safeguarding concerns.

Any individual having a concern for an adult should take action, doing nothing should not be an option. Concerns may be in relation to a visitor, a staff member or anyone attending our premises – these procedures apply to everyone.

Initially, assess the situation, is there an imminent risk, are emergency services required – if so, take necessary and appropriate immediate action by dialling 999.

Actions to manage immediate risk are likely to include:

- Contacting emergency services.
- Ensuring the safety and wellbeing of the adult.
- Establish what the adult would like to happen.
- Ensuring the safety and wellbeing of others (including yourself).
- if there is a possibility of a crime having occurred, secure any evidence (where possible leave items in situ and guard their presence until instructed otherwise by emergency services).

As soon as possible after the urgent action has been completed, inform your Team Safeguarding Officer or Designated Safeguarding Lead. If they are not available, inform a senior supervisor. Once the TSL, DSL or supervisor has been notified, document all actions taken. See **Appendix 1** for flowchart of actions to take. See **Appendix 2** for the Safeguarding Form that you should complete as soon as possible using the notes you made

If there is no immediate risk or, once the immediacy has abated, speak with the adult concerned. Remember to 'make safeguarding personal'. What is it that they want, how can you assist them, how can you help them? Make efforts to resolve the situation involving the adult in the decision-making process.

Ensure the wishes of the adult subject to the concern have been heard and that they have been involved in decision making.

All documentation/details of the incident or concern together with completed Safeguarding Form should be handed to the Team Safeguarding Lead or Designated Safeguarding Lead.

You should not share information with anyone else unless the adult has agreed you may do so. The only exception being where there is a continuing risk to the adult or to others.

Confidentiality must be maintained, and documentation securely stored, with no details shared outside the reporting process documented within this procedure.

11. Photography and Video

With digital still and video technology now readily available, the capturing of still and moving images within Amgueddfa Cymru premises by visitors/attendees will occur regularly. There must however be appropriate measures in place to safeguard around this.

There will be occasions where image capture is not permitted, for example to protect copyright, for conservation of exhibits or for specific events (which will be clearly publicised as 'No Photography').

Amgueddfa Cymru will allow appropriate non-flash photography for personal use or study across its premises. The use of tripods, bipods, monopods, or hand-held selfie sticks for personal use/study is not permitted except under strict conditions, which are outlined in a declaration form available from the information desk. This should be completed in advance of using the equipment outlined above. Visitors who have completed a declaration wear a coloured sticker to prove that they have done so.

Commercial or Drone photography is not permitted unless agreed in advance with the Communications Department in liaison with Head of Site and Amgueddfa Cymru Head of Security, Health & Safety.

It should also be remembered that some adults may not wish to be captured on video or have their photo taken. Amgueddfa Cymru staff may not be aware of individual preference or concerns relating to this, so recognising that these risks may be present generically is good practice.

Anyone who appears to be taking photographs or video footage in inappropriate circumstances should be appropriately challenged where there are reasonable grounds to do so (see 11.7. below). This may include (but is not limited to):

- Persistent or intrusive photography or filming of an individual or group of people by a stranger; this may include photograph or filming of Amgueddfa Cymru staff. Persistent or intrusive photography could cause harassment.
- An individual not respecting other people's wishes if they ask not to be photographed or filmed and/or not agreeing to delete images or video taken of others by mistake. For example, where a person has been accidentally photographed or filmed in the background of an image.
- Photography in places where people have a reasonable expectation of privacy, for example, in quiet rooms or multi-faith rooms, and in changing or toilet facilities.

- Using a camera at ground level or beneath tables/desks where 'up-skirt' photographs may be taken. Up-skirting is a criminal offence.

Should such a concern (or similar) come to the attention of any staff member, they should challenge the behaviour if they feel safe to do so. They should also immediately notify the Head of Museum, Visitor Services Manager, Mine Manager, or the person on duty and/or responsible for security, as well as the Site Safeguarding Lead, who should also challenge inappropriate behaviour if they feel safe to do so. If they do not feel safe to do so, then in accordance with 11.8 below, immediate referral to the police should be considered.

It should be remembered that it is not an offence to take photographs without consent but depending upon the circumstances it may be an offence to take an indecent image. It is not the responsibility of Amgueddfa Cymru to determine if offences are taking place. However, should any staff member have significant or serious concerns regarding the behaviour of any individual or if a staff member believes that a criminal offence may have occurred the police should be notified immediately.

Photography/Video Capture by Staff.

Unless for pre-planned and pre-authorized occasions, no photography of visitors/attendees to Amgueddfa Cymru premises will take place by staff.

The only exception to this would be where a visitor/attendee asks a staff member to use their device to take a group/individual picture on their behalf. For clarity, the staff member may not use their personal device for such purposes.

Should a visitor/attendee invite an Amgueddfa Cymru staff member to be part of a picture, then it is a matter for the individual if they wish their image to be taken. Staff members must behave appropriately in any such image and take care not to damage the reputation of Amgueddfa Cymru in any way.

Where pre-planned photography is to take place by Amgueddfa Cymru staff or approved contractor then appropriate safeguards must be in place, including:

- Appropriate signage should be displayed to indicate that filming/photography is taking place, with the option for people to identify if they do not want to be filmed/photographed.
- Filming/Photography consent forms should be used by staff.

12. Additional Actions for Safeguarding Leads

Consider all reports/concerns raised, have all actions been completed to manage immediate risk?

If a crime has occurred, but the police not yet informed then ascertain the wishes of the adult involved. If they do not wish for police involvement, consider whether there is a need and authority to do so (see paragraph 8.5). If justification is present, inform the adult of the decision and report using 999 or 101. Adhere to the principles documented at paragraph 8.8.

If a crime has occurred, but the police not yet informed then ascertain the wishes of the adult involved. If they do not wish for police involvement and there is no justification to breach their confidentiality (see paragraph 8.5), then no disclosure should be made to the police or outside agency. The exception to this would be where Amgueddfa Cymru is a victim of crime, or a crime is believed to have taken place on the premises in which case details of that crime can be shared using 999 or 101. Care should be taken in this eventuality and advice sought dependent upon the circumstances, remembering to adhere to the principles documented at paragraph 8.8.

Identify relevant staff members present and ask them to record their actions in accordance with (**Record**) in Appendix 3.

Ensure steps are taken to secure and set aside any CCTV recordings of the incident if available.

Securely collate any and all documentation for submission to the Designated Safeguarding Lead who is responsible for confidential storage.

Designated Safeguarding Lead to report confidentially to the Strategic Lead for safeguarding.

13. Glossary and Definitions

Abuse	Abuse means physical, sexual, psychological, emotional or financial abuse (and includes abuse taking place in any setting, whether in a private dwelling, an institution or any other place), and financial abuse (SSWBA).
ACE	Adverse Childhood Experiences refer to some of the most intensive and frequently occurring sources of stress that children may suffer early in life. It includes for example abuse, neglect, living in a home where there is domestic abuse or substance misuse and has been shown that considerable and prolonged stress in childhood has life-long consequences for a person's health and well-being. It can disrupt early brain development and compromise functioning of the nervous and immune systems. In addition, because of the behaviours adopted by some people who have faced ACEs, such stress can lead to serious problems such as alcoholism, depression, eating disorders [and other significant issues]. (World Health Organisation)
Adult	Anyone over the age of 18 years is an adult in law.
Adult at Risk	An individual over the age of 18 years who: Is experiencing or is at risk of abuse or neglect AND 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 himself or herself against the abuse or neglect or the risk of it
ASB	Meaning of anti-social behaviour: (a)conduct that has caused, or is likely to cause, harassment, alarm or distress to any person, (b)conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or (c)conduct capable of causing housing-related nuisance or annoyance to any person. Anti-social Behaviour, Crime and Policing Act 2014.

Assault	<p>There are three basic types of assault offence set out in law – common assault, actual bodily harm (ABH) and wounding / grievous bodily harm (GBH). They are primarily defined by the harm caused to the victim – with common assault at the lower end of harm and GBH at the upper end.</p> <p>They cover everything from threatening words to a severe physical attack that leaves the victim permanently disabled.</p>
Bullying	<p>There is no legal definition of bullying. However, it's usually defined as behaviour that is:</p> <ul style="list-style-type: none"> • repeated • intended to hurt someone either physically or emotionally • often aimed at certain groups, for example because of race, religion, gender or sexual orientation. <p>It takes many forms and can include:</p> <ul style="list-style-type: none"> • physical assault • teasing • making threats • name calling • cyberbullying - bullying via mobile phone or online (for example email, social networks and instant messenger).
Child	Anyone under the age of 18 years is a child in law.
Child at Risk	<p>An individual under the age of 18 years who:</p> <p>Is experiencing or is at risk of abuse, neglect or other kinds of harm.</p> <p>AND</p> <p>Has needs for care and support (whether or not the authority is meeting any of those needs).</p>
Children Act 1989	Arguably the most important piece of safeguarding legislation for safeguarding children. Mandates that the welfare of children should be the paramount consideration.
Children Act 2004	Builds upon but does not replace the 1989 Act. Includes the duty for all organisations to promote and safeguard the welfare of children.

Emotional Abuse	<p>Emotional abuse is the ongoing emotional maltreatment of a child. It's sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them. Children who are emotionally abused are often suffering another type of abuse or neglect at the same time. Emotional abuse includes: humiliating or constantly criticising a child threatening, shouting at a child or calling them names, making the child the subject of jokes, or using sarcasm to hurt a child blaming, scapegoating, making a child perform degrading acts, not recognising a child's own individuality, trying to control their lives, pushing a child too hard or not recognising their limitations, exposing a child to distressing events or interactions such as domestic abuse or drug taking, failing to promote a child's social development, not allowing them to have friends, persistently ignoring them, being absent, manipulating a child, never saying anything kind, expressing positive feelings or congratulating a child on successes, never showing any emotions in interactions with a child, also known as emotional neglect.</p> <p>(Wales Safeguarding Procedures)</p>
Equality Act 2010	<p>Specific legislation that protects people from discrimination in the workplace and wider society. Specifically protects individuals in regard to:</p> <ul style="list-style-type: none"> - Age - Disability - Gender Reassignment - Marriage and Civil Partnership - Pregnancy and Maternity - Race - Religion or Belief - Sex - Sexual Orientation
Financial Abuse	<p>Includes:</p> <p>(a) Having money or other property stolen.</p> <p>(b) Being defrauded.</p> <p>(c) Being put under pressure in relation to money or other property.</p>

	<p>(d) Having money or other property misused.</p> <p>(SSWBA)</p>
FGM	<p>Female Genital Mutilation comprises all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. The FGM mandatory reporting duty is a legal duty provided for in the FGM Act 2003 (as amended by the Serious Crime Act 2015). The legislation requires regulated health and social care professionals and teachers in England and Wales to make a report to the police if they have reason to believe a girl under the age of 18 years has been subject to FGM.</p> <p>(Wales Safeguarding Procedures).</p>
Forced Marriage	<p>You have the right to choose who you marry, when you marry or if you marry at all.</p> <p>Forced marriage is when you face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (eg if you're made to feel like you're bringing shame on your family).</p> <p>Forced marriage is illegal in England and Wales. This includes:</p> <ul style="list-style-type: none"> • Taking someone overseas to force them to marry (whether or not the forced marriage takes place). • Marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)
Harm	<p>Harm means abuse or the impairment of (a) physical or mental health, or (b) physical, intellectual, emotional, social or behavioural development.</p> <p>(SSWBA)</p>
Hate Crime	<p>Crimes committed against someone because of their disability, transgender-identity, race, religion or belief, or sexual orientation are hate crimes and should be reported to the police.</p> <p>Hate crimes can include:</p>

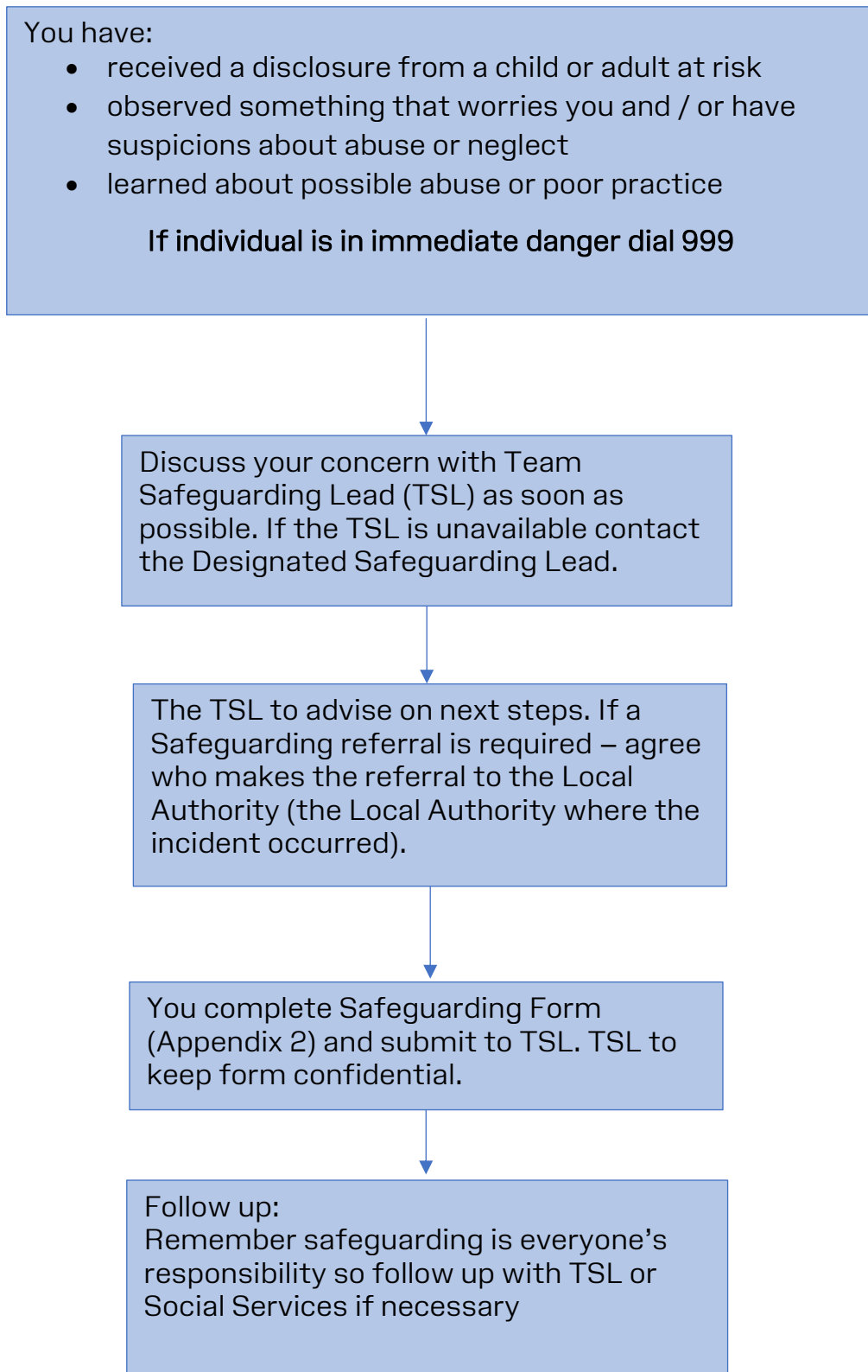
	<ul style="list-style-type: none"> • threatening behaviour • assault • robbery • damage to property • inciting others to commit hate crimes • harassment.
LAC	A 'Looked After Child' is a child who has been in the care of their local authority for more than 24 hours. Looked after children are also often referred to as children in care, a term which many children and young people prefer. (NSPCC)
LADO	A Local Authority Designated Officer is the nominated person within a Local Authority responsible for managing and monitoring safeguarding allegations in relation to paid and unpaid social care workers. Providing advice, information and guidance to employers and voluntary organisations around safeguarding allegations and concerns.
MAPPA	Multi Agency Public Protection Arrangements MAPPA stands for Multi-Agency Public Protection Arrangements. It is the process through which the Police, Probation and Prison Services work together with other agencies to manage the risks posed by violent and sexual offenders living in the community in order to protect the public.
Mental Capacity Act 2005	<p>Critically important legislation that defines the ability for anyone 16 years or over to make their own decisions. The importance of this Act should not be underestimated. In particular:</p> <ul style="list-style-type: none"> • That each individual has the right to make their own decisions even if others perceive it to be an unwise decision • That an adult must be assumed to have consent <p>This is particularly important in regard to recognising that adults have the right to make their own decisions. When working with adults, individuals should be placed at the centre of the decision-making process and involved in outcomes.</p>
Modern Day Slavery	Modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour.

	(Modern Slavery Act 2015)
National Safeguarding Learning and Development Standards	Standards developed by Social Care Wales in collaboration with practitioners across Wales.
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 (for example, an impairment of the person's health or, in the case of a child, an impairment of the child's development). (SSWBA)
Physical Abuse	Adult – This includes hitting, slapping, over or misuse of medication, undue restraint or inappropriate sanctions. Child – Physical abuse means deliberately hurting a child or young person. It includes physical restraint; such as being tied to a bed, locked in a room, inflicting burns, cutting, slapping, punching, kicking, biting or choking, stabbing or shooting, withholding food or medical attention, drugging, denying sleep, inflicting pain, shaking or hitting babies, fabricating or inducing illness. (Wales Safeguarding Procedures)
Psychological Abuse	See Emotional Abuse (above)
Radicalisation	Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. (Government Prevent Strategy)
Safeguarding	Safeguarding means preventing and protecting children and adults at risk from abuse and neglect and educating those around them to recognise the signs and dangers. (Wales Safeguarding Procedures)
Sexual Abuse	Adult – This includes rape and sexual assault or sexual acts to which the adult has not or could not consent and / or was pressured into consenting. Child – There are 2 different types of child sexual abuse. These are called contact abuse and non-contact abuse.

	<p>Contact abuse involves: touching activities where an abuser makes physical contact with a child, including penetration, sexual touching of any part of the body whether the child's wearing clothes or not, rape or penetration by putting an object or body part inside a child's mouth, vagina or anus, forcing or encouraging a child to take part in sexual activity, making a child take their clothes off, touch someone else's genitals or masturbate.</p> <p>Non-contact abuse involves: non-touching activities, such as grooming, exploitation, persuading children to perform sexual acts over the internet and flashing. It includes encouraging a child to watch or hear sexual acts, not taking proper measures to prevent a child being exposed to sexual activities by others, meeting a child following sexual grooming with the intent of abusing them online. Abuse including making, viewing or distributing child abuse images, allowing someone else to make, view or distribute child abuse images, showing pornography to a child sexually exploiting a child for money, power or status. (Wales Safeguarding Procedures)</p>
SSWBA	<p>Social Services and Well-being (Wales) Act 2014</p> <p>An Act of the Welsh Parliament to reform social services law; to make provision about improving the well-being outcomes for people who need care and support and carers who need support; to make provision about co-operation and partnership by public authorities with a view to improving the well-being of people; to make provision about complaints relating to social care and palliative care; and for connected purposes.</p> <p>The SSWBA came into force on the 6 of April 2016.</p>
Violence against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act	<p>The purpose of this Act</p> <p>(1) The purpose of this Act is to improve—</p> <p>(a)arrangements for the prevention of gender-based violence, domestic abuse and sexual violence;</p> <p>(b)arrangements for the protection of victims of gender-based violence, domestic abuse and sexual violence;</p> <p>(c)support for people affected by gender-based violence, domestic abuse and sexual violence.</p>

Vulnerable Adult	Terminology created by the Welsh Assembly Guidance document Safe Hands in the year 2000. The term 'Vulnerable Adult' should no longer be used as it has been replaced by 'Adult at Risk' as defined in the Social Services and Wellbeing (Wales) Act 2014.
Well-being	Well-being is defined in the Social Services and Well-being (Wales) Act 2014. It applies equally to children and adults in relation to any of the following: (a) physical and mental health and emotional well-being; (b) protection from abuse and neglect; (c) education, training and recreation; (d) domestic, family and personal relationships; (e) contribution made to society; (f) securing rights and entitlements; (g) social and economic well-being; (h) suitability of living accommodation; (i) physical, intellectual, emotional, social and behavioural development.
Wellbeing of Future Generations (Wales) Act 2015	Requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change. To ensure everyone has the opportunity to fulfil their potential no matter what their background or circumstances.
Welsh Language Act 1993	Legally protects people from discrimination in the workplace and wider society in regard to the Welsh Language.

14. Appendix 1: Safeguarding Flowchart



15. Appendix 2: Safeguarding Form

Safeguarding Form				
Your Information:				
Full name of person raising concern:				
Are you a:				
Staff Member	Volunteer	Trustee	Amgueddfa Cymru Producer (ACP)	Freelancer
Contact Number:				
Location and time:				
Date and time of incident:				
Location of incident:				
Date and Time form completed:				
Details of child or adult at risk:				
Name:				
Age:				
Address:				
Contact Number:				
Any other important information about the person at risk (e.g. specific vulnerability, information relating to disability etc.)				
Details of incident and / or disclosure:				

Record details of what was said, using exact words if possible or what was observed:

What are your concerns? (noting the type of abuse, if appropriate):

Was anyone else present (if so, please provide contact details for them if possible):

Any further information:

To be completed by Team Safeguarding lead (TSL)

Date and time of discussion with TSL:

Action taken:

16. Appendix 3: Safeguarding guidance for Adults: Respond, Record and Report

Respond

When responding to a safeguarding risk involving an Adult:

- Try to stay cool, calm and collected.
- Try to control your facial expressions; don't show your own fear/horror/shock/disbelief at what is being shared.
- Listen carefully and empathise.
- Do not promise to keep a secret, it may be necessary to share the concerns to protect the adult or others.
- Do not challenge or contradict their account, listen and express concern.
- Even if there is doubt regarding the disclosure or concern, treat the concern as truthful.
- Advise the individual that their safety and welfare is your primary concern.
- Be honest and explain you will confidentially share the concern with your Team Safeguarding Lead or the Designated Safeguarding Lead in order to help the situation.

Record

It is important that you document all actions taken.

- Take details of the person involved.
- Make detailed notes of what you saw/witnessed/heard.
- If a specific allegation has been made, try and record that account in as much detail as possible.
- Include actual speech where relevant, if abusive or unpleasant language is used, document the exact language, do not alter, amend or minimise.
- If an individual is injured, write down a description of the injuries as you saw them.
- Document what you did and why. Complete Safeguarding Form (Appendix 2).
- Document the adult's wishes – consider a person-centred approach.
- Write down who else was present, who else may have overheard or witnessed the issue at hand – take contact details of anyone who is not a staff member.
- Time and date your notes and sign them. If using electronic recording, consider sending your notes to yourself using internal email.

- **Remember** – dependent upon the seriousness of the incident, your notes may be scrutinised by internal or external bodies or even criminal courts. Be factual, be detailed, and do not state opinions.
- **Always** – secure documentation and keep content confidential.

Report

- In the event of emergency, contact emergency services by dialling 999. Report all concerns to TSL or DSL.
- Complete Safeguarding Form (Appendix 2) as soon as possible.

	When?	By Who?
Reviewed:	February 2026	Stephanie Burge
Next Review:	February 2027	Stephanie Burge

Please also see Safeguarding Policy and Safeguarding: Children Procedure which are available on our website and Intranet. These documents are available in Welsh and English.