



SWANSEA

SAFEGUARDING

YMCA Swansea  
May 2026

# Contents

|  |    |
|--|----|
| 1. ABOUT THIS POLICY.....  | 2  |
| 2. PURPOSE .....   | 2  |
| 3. DEFINITION OF TERMS .....   | 2  |
| 4. GENERAL PRINCIPLES .....  | 1  |
| 5. OUR COMMITMENT .....  | 1  |
| 6. RESPONSIBILITIES.....   | 2  |
| 7. CONTACT DETAILS.....  | 3  |
| Other Contact Details: .....   | 3  |
| 8. POLICY MONITORING AND REVIEW .....                                  | 3  |
| 9. RECRUITMENT AND VETTING .....                                       | 4  |
| 10. INDUCTION AND TRAINING .....                                       | 4  |
| 11. BARRING AND CRIMINAL CONVICTIONS.....                              | 4  |
| 12. ALLEGATIONS AND SUSPICIONS OF ABUSE .....                          | 4  |
| 12.1 Referrals.....  | 4  |
| 12.2 Concerns regarding employees or volunteers.....                   | 5  |
| 12.3 Concerns regarding another child (peer-to-peer abuse) .....       | 6  |
| 12.4 Historic abuse.....   | 6  |
| 13. DISCLOSURE REVIEWS.....  | 7  |
| 14. GOOD PRACTICE WITH CHILDREN, YOUNG PEOPLE AND ADULTS AT RISK ..... | 7  |
| 14.2 Things you must do when working with CYPAR:.....                  | 7  |
| 14.3 Things you must not do when working with CYPAR:.....              | 7  |
| 15. PLANNING .....   | 8  |
| 16. PARTNER ORGANISATIONS .....  | 8  |
| 17. USING DEVICES TO TAKE PHOTOS AND VIDEOS .....                      | 8  |
| 18. THE ROLE OF THE DESIGNATED SAFEGUARD OFFICER (DSO).....            | 9  |
| 19. EXTERNAL AGENCIES AND CONTACTS .....                               | 10 |
| 20. APPENDIX 1 – INDICATORS OF ABUSE .....                             | 11 |
| 20.1 – Children .....  | 11 |
| 20.2 – Adults .....  | 12 |
| 20.3 – Other types of abuse.....                                       | 13 |
| 21. APPENDIX 2 – REPORTING INCIDENTS ON MY CONCERN/MY VOICE            |    |
| 22. APPENDIX 3 – GUIDANCE  |    |
| WHEN DEALING WITH A DISCLOSURE .....                                   | 14 |
| 22.1 General Points.....   | 15 |
| 22.2 Helpful things you may say or do.....                             | 15 |
| 22.3 Things not to say:.....   | 15 |
| 22.4 Concluding: .....   | 15 |
| 22.5 Follow Up.....  | 16 |

# **SAFEGUARDING**

## **1. ABOUT THIS POLICY**

- 1.1 This policy applies to employees, workers (including bank, casual, and sessional workers), agency workers, contractors, apprentices, students, secondees, volunteers, Trustees, and Directors (hereafter referred to as "Colleagues") of YMCA Swansea and its subsidiaries (hereafter referred to as "YMCA Swansea"); and
- 1.2 All other persons supporting, providing or delivering services for or on behalf of YMCA Swansea (hereafter referred to as "Partner Organisations") of YMCA Swansea.
- 1.3 This policy is to be read in conjunction with the **Grievance, Disciplinary, Equal Opportunities, Bullying and Harassment, Data Protection, Whistleblowing, Health & Safety, IT and Social Media** Policies and Procedures.
- 1.4 Colleagues are expected to comply with this policy at all times. Failure to comply may be detrimental to Children, Young People and Adults at risk. (here after, "CYPAR"); it may also result in legal liability for YMCA Swansea and/or have a detrimental impact on YMCA Swansea's reputation.
- 1.5 It should be noted that whereas the methods of planning for the protection and safety of vulnerable adults are very similar to that of children, the legislative framework is very different. This particularly applies to such matters as levels of responsibility and reporting abuse when the adult has a legal status quite different from that of a child.
- 1.6 This policy does not form part of any employment contract, and we may amend it from time to time. If you fall below the standards set out below, this may result in grounds for dismissal. If you are not working under a contract of employment (for example, you are a volunteer or trustee), falling below the standards set out below, may mean that we have to ask you to cease being a volunteer or trustee.

## **2. PURPOSE**

- 2.1 This policy sets out YMCA Swansea's commitment to ensuring that CYPAR who we come into contact with are protected. It also provides you with the overarching principles that guide our approach to safeguarding.
- 2.2 Colleagues should understand the procedures for recognising, responding to and referring any concerns, allegations or disclosures of harm or abuse in accordance with the Procedures.

## **3. DEFINITION OF TERMS**

- 3.1 **Child or Young Person** – The term 'child' or 'young person' applies to any person under the age of 18 years.
- 3.2 **Adult at Risk** – The term 'adult at risk' applies to any person aged 18 or over who is or may be in need of, care and support (e.g. health care, relevant personal care or social care) and is experiencing or is at risk of abuse or neglect and as a result of this is unable to protect themselves from either the risk or experience of neglect or abuse.
- 3.3 **Volunteers** – Anyone volunteering for YMCA Swansea regardless of their role, including trustees.

- 3.4 **Safeguarding** - Protecting children from maltreatment; preventing impairment to their health or development; taking action to enable all children to have the best life chances and ensuring children grow up in circumstances consistent with the provision of safe and effective care. In relation to adults at risk it means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect whilst at the same time making sure that the adult's wellbeing is promoted.
- 3.5 **Child Protection** - Is part of safeguarding and promoting welfare and is the activity undertaken to protect specific children who are suffering or likely to suffer significant harm. The welfare of the child is paramount.
- 3.6 **Abuse and neglect** - Are forms of maltreatment of a child or adult at risk. Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, in an institutional or in a community setting; by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults or another child or children. Abuse can be physical, sexual, emotional, financial or due to neglect. Abuse of adults at risk can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering. Abuse can be a single or repeated act or omission, which causes harm or distress. Abuse can be physical, financial, discriminatory, due to neglect or omission, psychological, sexual, organisational or as a result of self-neglect, modern slavery, domestic violence. See Appendix 1 for more information and for potential indicators of abuse.
- 3.7 **Youth Work Environments; (Specified Places)** the purposes of YMCA Swansea – The definition of Youth Work Environments for the YMCA Swansea in summary is: work within a limited range of environments ('specified places'), with opportunity for engagement in e.g.
- Youth Clubs
  - Groups
  - Drop in sessions
  - One to Ones
  - Schools,
  - Children's homes,
  - Childcare premises,
  - Home visits
  - Detached/Street work
  - Online Digital Places.
  - Day Trips
  - Residentials
  - Transport
- 3.8 **Regulated Activity** – The Term 'regulated activity' in relation to children includes, in summary:
- a. Unsupervised Activities: teaching, training, instruction, care for or supervision of children, or providing advice or guidance on well-being, moderating a public electronic interactive communication service which is likely to be used wholly or mainly by children or driving a vehicle only for children;
  - b. work for a limited range of establishments ('specified places'), with opportunity for contact: e.g. schools, children's homes, childcare premises. Not work by supervised volunteers.
  - c. relevant personal care, e.g. washing or dressing; or health care by or supervised by a health care professional;

- d. registered childminding; and foster-carers;
  - e. day to day management or supervision of those carrying out regulated activity (or which would be regulated activity if it were unsupervised).
- 3.9 Work under (a) or (b) is regulated activity only if done frequently (once a week or more often), on 3 or more days in a 30-day period or overnight.
- 3.10 Work under (c), (d) or (e) is always regulated activity.
- 3.11 Any frequency (even a one-off occurrence) of one of the following activities is regulated activity relating to an adult:
- a. Providing healthcare;
  - b. Providing personal care;
  - c. Providing social work;
  - d. Assistance with general household matters;
  - e. Assistance in the conduct of a person's own affairs;
  - f. Conveying; and
  - g. Day to day management or supervision of regulated activity.

#### **4. GENERAL PRINCIPLES**

- 4.1 All CYPAR have the right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs, sexual identity, personality or lifestyle.
- 4.2 We recognise the importance of its work with CYPAR and its responsibility to protect and safeguard their welfare.
- 4.3 We seek to serve the needs of CYPAR promoting holistic development. In doing so, we take seriously the welfare of all CYPAR who come onto our premises or who are involved in any of our activities.
- 4.4 We aim to ensure that all CYPAR are welcomed into a safe, caring, environment with a happy and friendly atmosphere.
- 4.5 It is the responsibility of everyone covered under the scope of this policy to protect and safeguard CYPAR and to report any concerns, allegations, or disclosures of abuse in accordance with the Procedures.
- 4.6 We recognise our responsibility to implement appropriate and comprehensive policies and procedures for safeguarding and to review them regularly, which are designed to recognise, respond and refer such abuse.
- 4.7 We are committed to supporting, resourcing, and training those who work with CYPAR and to provide ongoing support and supervision, including support for you in reporting any concerns, allegations, or disclosure of abuse.
- 4.8 We are committed to checking the suitability of all those who work with CYPAR and anyone else covered under the scope of this policy.
- 4.9 We are committed to maintaining good links with the statutory safeguarding authorities.

#### **5. OUR COMMITMENT**

- 5.1 We seek to keep CYPAR safe by:
- a. Valuing them, listening to them and respecting them and taking steps to ensure they understand how to raise a concern.
  - b. Providing a comprehensive safeguarding strategy and a comprehensive portfolio of policies and procedures (including complaints and whistleblowing policies) and reviewing them regularly.

- c. Appointing a Designated Safeguarding Officer (DSO), a deputy DSO and a lead board member for safeguarding.
- d. Operating safe recruitment procedures, ensuring all necessary checks are made.
- e. Ensuring that positions are risk assessed to identify the levels of Disclosure and Barring Service Check required.
- f. Ensuring that we have policies and systems in place for the recording and storing of information professionally and securely.
- g. Ensuring that there is a consistent and effective response to any concerns, allegations or disclosures of abuse which are raised in accordance with the Procedures.
- h. Providing effective management for you through supervision, support, training and quality assurance measures and supporting you in reporting and investigating any concerns, allegations or disclosures of abuse.
- i. Ensuring you have a knowledge and understanding about CYPAR protection and that they receive appropriate training on adhering to our policies and procedures.
- j. Ensuring that all individuals covered under this policy adhere to best practices for preventing abuse within our premises.
- k. Sharing information about safeguarding and good practice with children, their families, carers and staff.
- l. Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately.
- m. Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.

## **6. RESPONSIBILITIES**

- 6.1 It is the responsibility of the Board of Trustees to ensure that there is a robust policy and procedure for safeguarding, to monitor safeguarding issues at each Board meeting and to make Serious Incident Reports to the Charity Commission, Education Workforce Council and Swansea Local Authority Child and Family Services SPOC (Single Point of Contact).
- 6.2 The DSO and the Chief Executive Officer are responsible for reviewing the policy at least annually for formal approval by the Board of Trustees.
- 6.3 Managers and the DSO are responsible for ensuring that you are aware of and comply with the Safeguarding Policy and Procedure and that they receive training appropriate to their role.
- 6.4 It is the responsibility of all /you to be familiar with the Safeguarding Policy and Procedure, to reread it annually and to be aware of other policies and procedures including in relation to Whistleblowing and Data Protection.
- 6.5 It is the responsibility of all /you to promote the wellbeing of the CYPAR with whom they work.
- 6.6 It is the responsibility of all /you who work with Partner Organisations, contractors, and volunteers to ensure that they agree to comply with the Safeguarding Policy and Procedure.
- 6.7 It is the responsibility of all you who receive an allegation or disclosure of abuse from any source, or who suspect abuse to report their concerns to their line manager and/or the DSO using YMCA Swansea's Safeguarding Reporting System 'My Concern/My Voice'. In the situation where an allegation or suspicion of abuse involves or implicates the line manager or DSO, they should inform the Chief Executive Officer.
- 6.8 In the situation where an allegation or suspicion of abuse involves or implicates another member of the Senior Leadership Team, they should inform the Chief

Executive Officer. If the allegation or suspicion involves or implicates the Chief Executive Officer, the matter should be referred to the Board of Trustees' Safeguarding Lead.

- 6.9 The DSO receiving allegations is responsible for referring the concerns to the appropriate bodies, maintaining confidential records and reporting matters to the trustees so that they may consider whether to make a Serious Incident Report to the Charity Commission.
- 6.10 In the case of allegations relating to you it is the responsibility of the DSO to liaise with the Local Authority Designated Officer (LADO) or the Local Adult Social Care office before progressing the issue.
- 6.11 It is the responsibility of the DSO to make any required referrals to the Disclosure and Barring Service (DBS).

## 7. CONTACT DETAILS

- 7.1 If required, referrals to external agencies will be made by the DSO. Such referrals should be made as soon as possible once a concern has been received and certainly no more than 24 hours later.
- 7.2 Concerns must be dealt with by the DSO, in liaison with the Local Authority Single Point of Contact Service.

| Name                                | Area                                       | Telephone                                |  |
|-------------------------------------|--|--|--|
| Carlie Torlop – DSO                 | Youth and Community                        | 01792 652032 [EXT – 530]<br>07896 438757 | <a href="mailto:Carlie@ymcaswansea.org.uk">Carlie@ymcaswansea.org.uk</a>                     |
| Gillian Wilde - DDSO                | Youth and Community                        | 07846094424                              | <a href="mailto:G.Wilde@holoseducation.org">G.Wilde@holoseducation.org</a>                   |
| Richard Williams - CEO              | CEO  | 07719518141                              | <a href="mailto:rwilliams@ymcaswansea.org.uk">rwilliams@ymcaswansea.org.uk</a>               |
| Phil Treseder                       | Safeguarding Trustee                       | 07775916160                              | <a href="mailto:Phil.Treseder@swansea.gov.uk">Phil.Treseder@swansea.gov.uk</a>               |
| Swansea Single Point of Contact     | Swansea Child and Family (Social Services) | 01792 635700                             | <a href="mailto:singlepointofcontact@swansea.gov.uk">singlepointofcontact@swansea.gov.uk</a> |
| Swansea Emergency Duty Team         | Social Services Out of Hours               | 01792 775501                             | N/A  |
| Swansea Council Safeguarding Adults | Swansea Social Services Adult Team         | 01792 636854                             | N/A  |

### Other Contact Details:

- a. CEOP: [www.ceop.police.uk](http://www.ceop.police.uk)
- b. NSPCC Helpline: 0808 800 5000
- c. ChildLine: 0800 1111
- d. Thirtyoneeight – Safeguarding Helpline - 0303 003 1111
- e. Silverline - 0800 4 70 80 90.
- f. Age Cymru - 0800 169 2081.
- g. Action on Elder Abuse - 080 8808 8141.

## 8. POLICY MONITORING AND REVIEW

- 8.1 This policy will be reviewed annually by the Designated Safeguarding Officer, Chief Executive Officer and YMCA Swansea Board of Trustees.

## **9. RECRUITMENT AND VETTING**

It is a criminal offence to allow someone to work with CYPAR if they are barred from doing so.

- 9.1 For those working directly with children, at least one of the references should be from the most recent setting where the applicant worked with children.
- 9.2 Where the activity of the role means that YMCA Swansea is required to request a Disclosure and Barring Service (DBS) check (i.e. basic, standard or enhanced with or without a check of the barred list), a check will be undertaken at the appropriate level.
- 9.3 As appropriate, DBS disclosures/checks of the DBS Update Service will be repeated during employment. For those working directly with CYPAR this will be on at least a three-yearly basis. Refusal to comply could be grounds for dismissal for gross misconduct.
- 9.4 On an annual basis all staff and volunteers will complete a confidential annual declaration form regarding their ongoing suitability to continue working with CYP.

## **10. INDUCTION AND TRAINING**

- 10.1 You will receive basic training in safeguarding CYPAR, identifying and responding to evidence or suspicions of abuse. This training is included in the induction process for all you and is then supplemented by further training and individual supervision for those working with CYPAR. Ongoing safeguarding training will be provided throughout employment as appropriate to the role.

## **11. BARRING AND CRIMINAL CONVICTIONS**

- 11.1 If an employee is facing criminal charges or is convicted of a criminal offence, they must inform their line manager and HR immediately (and complete a Declaration of Criminal Background form) so that appropriate action (which may include redeployment or dismissal) can be taken. Failure to inform will result in dismissal.
- 11.2 Employees who, whilst employed with us, become barred from working with children and/or vulnerable adults must inform their line manager and HR immediately so that appropriate action (which may include redeployment or dismissal) can be taken. Failure to inform will result in dismissal.

## **12. ALLEGATIONS AND SUSPICIONS OF ABUSE**

### **12.1 Referrals**

- a. A child, young person, adult at risk, member of staff, volunteer, relative or member of the public may disclose to a Colleague information about an incident or incidents that could be construed as abuse. You must:
  1. Find an appropriate and early opportunity to explain that it is likely that the information will be shared with others. Do not promise to keep secrets even if the CYPAR says that they will 'only tell' if it is a secret. If the CYPVA decides not to tell you further information in case you tell others, you must record that s/he wanted to make a disclosure so that the DSO can follow up as necessary (which may include notifying the relevant agencies that an individual may be at risk).
  2. Listen to and record exactly what is said.
  3. Ask questions only to seek clarification and make sure they are not leading questions. Do not attempt to 'interview' a child or vulnerable adult as this is a highly sensitive and specialised area and you may inadvertently do more harm than good.
  4. Explain what will happen next and who will be told.

5. Ask if the person is injured in case immediate medical treatment is required. If emergency medical treatment is required, call an ambulance and while you are waiting for it to arrive, get help from your first aider. If the child is in immediate danger, remain with him/her and call the police, or if the child is elsewhere, contact the police and explain the situation; and
  6. Every allegation must be recorded using YMCA Swansea Safeguarding Reporting System 'My Concern/ My Voice' and reported to a DSO, whether or not the staff member/volunteer hearing the allegation believes it is well founded. See the guidance for dealing with a Disclosure at Appendix 3 for further details.
- b. If you believe that a child/young person or adult at risk has injuries or requires medical attention they should be supported in gaining access to emergency treatment. The clinical staff should be informed of the nature of the suspicions about the source of the injury so that they can take steps to ensure that potential evidence is not destroyed or compromised.
  - c. If you suspect abuse, it is their responsibility to report their concerns to a DSO or their line manager who will then report the issue immediately to the DSO. They should give as much detail as possible about the nature of their concerns and the time, place, content and nature of any discussions with anyone else involved.
  - d. Grounds for suspecting that abuse is occurring may also be based on personal knowledge of the child/young person or vulnerable adult and observations of changes in their mood, behaviour, or personal presentation, as well as evidence of injury or disclosure. These indicators should be reported to the DSO and recorded in detail.
  - e. The DSO will document the full details of the situation and make further enquiries if necessary to ensure that the child or young person or adult at risk is protected from any further harm while the appropriate authorities are informed. Where risk of harm is suspected, the DSO /CEO will take further steps to protect that child/young person or vulnerable adult from further harm.
  - f. The DSO will decide who should inform the child's family and when they should be informed.
  - g. If there is not an immediate explanation, the suspicion that abuse has occurred must be referred by the DSO to Child and Family Services or Adult Services at Swansea Single Point of Contact office (SPOC) in accordance with the local authority's procedures and within one working day of being advised of the concern.
  - h. If the DSO decides, (after investigation) that a referral is not required (for example independent witnesses to an accident) the incident must still be fully documented, and the senior DSO informed.

## **12.2 Concerns regarding employees or volunteers**

- A. If any concerns or allegations relate to a Colleague, the DSO must be informed immediately, and they will consult with SPOC office prior to any action and before the Colleague is informed. This is to ensure that child/adult at risk processes and any criminal investigations are not compromised. In the absence of the DSO or Deputy DSO, this contact should be made by the Chief Executive Officer and, in either case, must be done within one working day of being advised of the concern.
- B. If an allegation is received out of office hours that requires immediate attention, then the DSO should consult with SPOC or the local police.
- C. An allegation against a Colleague could come from a number of sources including a report from a child/adult at risk, a concern from a colleague or a complaint by a parent or carer. It may also arise from the volunteer's/employee's life outside work.

- D. When informed of a concern or allegation, the DSO must not investigate the matter or speak to the child/vulnerable adult, parent, volunteer, employee, witness etc. They must obtain written details of the concern/allegation, signed and dated by the person receiving or making the allegation; approve and date the written details and record any additional information. Single Point of Contact must then be contacted, and the allegations discussed with them. SPOC will consider how much information can be shared with the Colleague, whether a police investigation may be required, whether the child needs additional support, if anyone else needs to be informed and what the next steps will be.
- E. Where, as a result of investigation, a Colleague is permanently removed from regulated activity through dismissal or permanent transfer (or would have if the person had not left, resigned, retired or been made redundant), the DSO must refer to the DBS if he/she believes that the Colleague, in summary, has engaged in conduct (including by omission):
  - which endangers or is likely to endanger a child or vulnerable adult
  - which if repeated against or in relation to a child or vulnerable adult would endanger or be likely to endanger the child or vulnerable adult
  - which involves sexual material relating to children (including possession of such material)
  - which involves sexually explicit images depicting violence against a person (including possession of such images)
  - which is of a sexual nature involving a child; or
  - has harmed a child or vulnerable adult (e.g. there has been no relevant conduct but a risk of harm to a child or vulnerable adult exists); or
  - has been cautioned or convicted of an automatic barring offence.
  - For further information please see: **DBS guidance about making referrals**
  - We want to encourage staff and volunteers to feel confident about raising concerns about the actions and attitudes of colleagues and want to create an atmosphere of transparency, openness, shared good practice and professionalism. If a concern is raised but the individual does not believe it is being dealt with appropriately then the individual should speak to the DSO and, if still not satisfied, could use our Whistleblowing Procedure or contact SPOC directly.

### **12.3 Concerns regarding another child (peer-to-peer abuse)**

- a. Where a concern or allegation relates to another child, it should be referred to the DSO who will decide, in consultation with the Colleague responsible for the child, the Colleague's manager/supervisor and if necessary, SPOC, whether the problem behaviour constitutes bullying or a child protection concern. If it is a child protection concern, it will be dealt with in accordance with the procedure above.
- b. The Colleague should consider whether either the child who has been allegedly abused or the child who has allegedly perpetrated the abuse is in immediate danger or needs emergency medical attention.
- c. The DSO will decide who should inform the families of both children (if known) and when to inform them.

### **12.4 Historic abuse**

- a. It is not unusual for people to disclose experiences of physical, sexual, and/or emotional abuse and / or neglect only when they reach adulthood. Our response to allegations by an adult of abuse experienced as a child must be of as high a standard as a response to current abuse because:
  1. There is a significant likelihood that a person who abused a child/ren in the past will have continued and may still be doing so;
  2. Criminal prosecution may be possible if sufficient evidence can be carefully collated.

- b. When an adult discloses childhood abuse, the Colleague receiving the information should record the discussion in detail. If possible, the Colleague should establish if the adult has any knowledge of the alleged abuser's recent or current whereabouts and contact with children. The Colleague should refer the allegation to the DSO who will refer it to SPOC.

### **13. DISCLOSURE REVIEWS**

- 13.1 Copies of all concerns will be retained securely and in compliance with the Data Protection Act 1998/General Data Protection Regulations. Safeguarding activity will be reviewed quarterly by the DSO and/or Chief Executive Officer to check the policy is being followed correctly, to identify any areas of practice improvement and/or training needs for staff, and to monitor the outcomes of concerns raised. The DSO and/or Chief Executive Officer will report to the Board of Trustees.

### **14. GOOD PRACTICE WITH CHILDREN, YOUNG PEOPLE AND ADULTS AT RISK**

- 14.1 When working with CYPAR you should act as an ambassador for YMCA Swansea and embody our core values of caring, honesty, respect, and responsibility in all that you do. We aim to create an atmosphere of professionalism, support, caring and transparency where good practice can be shared, and concerns can be raised and resolved.

#### **14.2 Things you must do when working with CYPAR:**

- a. Maintain professionalism in their conversations and conduct at all times.
- b. Maintain appropriate dress and personal appearance when working with CYPAR
- c. Not undertake other work e.g. babysitting services, childminding etc. for children / young people who are receiving services from us or attending our provisions.
- d. Not disclose their home address or personal phone numbers, share information about their personal lives, arrange to meet children, young people, their parents or adults at risk socially or allow access to their personal social networking sites, online messaging systems etc.
- e. Never start a personal relationship with a child, young person or adult at risk receiving our services or accessing our schemes. In posts working directly with CYPAR any potential relationship with an individual who has previously accessed our provisions should be discussed with the line manager and formally declared. In the interests of transparency, pre-existing relationships must be declared to the line manager and on a declaration of interest form.
- f. You should treat all CYPAR with respect and dignity befitting their age and always be sure to be mindful of your own language, tone of voice, body language and dress.
- g. You should never encourage the use of alcohol, drugs or tobacco or the watching /playing of violent films, games etc. and you must never smoke or drink alcohol in front of the children or young people in your care and be prepared to actively intervene to stop any inappropriate games/activities/conversations etc.

#### **14.3 Things you must not do when working with CYPAR:**

- a. Participation in rough, physical or sexually provocative games – your role could be to supervise for example a game of rugby etc.
- b. Inappropriate and intrusive touching of any form
- c. Any scapegoating, intimidating, ridiculing, or rejecting of a CYPAR
- d. Invade the privacy of CYPAR when they are showering or toileting.
- e. Make sexually suggestive comments to or about a CYPAR, even in 'fun'.
- f. Let CYPAR involve you in excessive attention seeking, especially that which is overtly sexual or physical in nature.
- g. Invite a child or young person or adult at risk to your home or communicate with them via personal social media/online messaging sites.

- h. Use corporal, physical, verbal or psychological punishment in dealing with CYPAR.

## **15. PLANNING**

- 15.1 Unless instructed and in-line with YMCA Swansea's Lone-Working Procedures and the activity is part of your role, you will not plan to be alone with CYPAR in an environment where activities cannot be observed by others. This may mean leaving a door open or staying in a public area.
- 15.2 Those covered under the scope of this policy should not meet CYPAR outside of YMCA Swansea services or premises without a parent/carer or other member of staff being present; where this is not possible the meeting must take place in a public area.
- 15.3 However, there will be occasions where employees will engage with CYPAR outside of YMCA Swansea on outings arranged by the Organisation, taking CYPAR to professional appointments etc. In these instances, there will be appropriate departmental procedures covering these events and a comprehensive risk assessment will be in place.
- 15.4 Ratios of staff to children/young people will be adhered to for appropriate age range: gender and/or specific need.
- 15.5 A minimum of two adults are to be present with a group particularly when it is the only activity taking place on the YMCA Swansea's premises. A group of solely under 18's must never be taken off the premises with fewer than two adults.
- 15.6 Unsupervised routes to and from premises must be appropriate for the safety of children and young people.
- 15.7 A diary or daily log of activities, register of attendees (where practicable), you present, and any significant incidents must be kept for each service delivered.
- 15.8 Children or young people being transported by car must wear seatbelts and should not normally be seated in the front seats. In minibuses children/young people are able to sit in front seats and staff escorts should be seated in the rear if any rear seats are occupied.
- 15.9 Youth Work Staff (that are approved too within their role) must follow the YMCA Swansea Travel Policy and YMCA Swansea Lone Working Policy.
- 15.10 All destinations, stops, and areas where the vehicle is stopped for long periods of time must be pre-planned and approved by the line manager. Any emergency/unplanned departures from the pre-approved travel itinerary should be immediately reported to the line- manager, and if out of hours the DSO, once it is safe to do so. Participants must never travel to, enter, or know the location of private dwellings that are related to staff members.

## **16. PARTNER ORGANISATIONS**

- 16.1 When working with Partner Organisations, the following clause will be included in agreements which must be signed and dated by the Partner Organisation:
  - a. "The Partner Organisation confirms that they have read and understood our Safeguarding Policy and Procedure and agree to abide by it."

## **17. USING DEVICES TO TAKE PHOTOS AND VIDEOS**

- 17.1 Please remember that only colleagues within the Youth and Community Team are authorised to publish photos, images or moving images on behalf of the Organisation.

- 17.2 When taking still or moving images the following key principles should be remembered:
- a. Parents/carers/children, young people and adults at risk have a right to decide whether images are to be taken, and how those images may be used.
  - b. Parents/carers/children, young people and adults at risk must provide written consent using the standard consent form, to take and use their image, which will be stored confidentially by YMCA Swansea, for images to be taken and used. This consent must state how long the image(s) will be stored for as well as for what purpose(s) in line with YMCA Swansea's social media and Data retention policy.
  - c. Care must be taken to ensure that images are not sexual or exploitative in nature, nor open to obvious misinterpretation and misuse.
  - d. All images of children, young people and adults at risk will be securely stored and in the case of images used on websites, particular care will be taken to ensure that no identifying details facilitate contact with a child, young people or vulnerable adult by a potential abuser.
  - e. If YMCA Swansea uses external photographers they will be advised of our safeguarding and other pertinent policies and will sign to acknowledge that they have read, understood, and will abide by them.
- 17.3 If spectators or visitors are intending to photograph or video at an event/activity, they must be told of our expectations and wherever possible written notices to this effect will be displayed. Any concerns regarding inappropriate or intrusive photography / filming should be reported to the event / Duty manager / coordinator immediately and dealt with in the same manner as any other safeguarding concern.
- 17.4 In very exceptional and rare circumstances you may be allowed to take photographs of service users on their own phone or camera but this is only with the express prior permission of their DSO /CEO or line manager and all images must be downloaded as soon as possible only onto designated YMCA equipment and deleted from the phone/camera.

## **18. THE ROLE OF THE DESIGNATED SAFEGUARD OFFICER (DSO)**

- 18.1 The DSO will be appointed from within YMCA Swansea and will be responsible for overseeing the Safeguarding Policy and the way it is put into practice. They will be responsible for ensuring Child Protection/Adults at risk issues are reported to the relevant authorities and for maintaining a proper record of any child protection referral, complaint or concern.
- 18.2 The senior DSO will be a senior member of staff with appropriate experience and training in safeguarding procedures and in working with CYPAR. The DSO has a key duty to take lead responsibility for raising awareness with the staff on issues relating to the welfare of CYPAR and the promotion of a safe environment for CYPAR within the Organisation.
- 18.3 The appointed person(s) will be ratified by the Board. The DSO will be accountable to the Chief Executive and the Senior Leadership Team. They will be trained in child protection issues and inter-agency working and will be required to keep up to date with developments in child protection and safeguarding issues.
- 18.4 Where an individual may be implicated the DSO must ensure the case is reported in confidence to the Chief Executive Officer in order for the necessary support and advice to be made available.
- 18.5 The DSO shall ensure that their contact details shall be displayed in all appropriate operational sites of YMCA Swansea.

## **19. EXTERNAL AGENCIES AND CONTACTS**

- 19.1 Please see section 7 of the policy for the contact details of YMCA Swansea's DSO and deputy DSO.
- 19.2 In an emergency and/or in the unlikely event that the DSO is unavailable then, depending on where the child lives, a referral can be made to or advice sought from:
- a. Swansea Single Point of Contact
  - b. Police – 999 or 101
  - c. The NSPCC can also be contacted for advice or guidance on their free helpline - 0808 800 5000.
- 19.4 These procedures are to be read in conjunction with the **Grievance, Disciplinary, Equal Opportunities, Anti-Harassment and Bullying, Data Protection, Whistleblowing, Health & Safety, Lone Working, Transporting Young People, IT, Social Media policies.**
- 19.5 This policy is informed by the National Wales Safeguarding Procedures and the following policy guidance,
- Social Services and Wellbeing (Wales) Act 2014
  - Working Together to Safeguard People: code of safeguarding practice: [Working together to safeguard people](#)
  - Youth friendly version: [Code of Safeguarding Practice \(gov.wales\)](#)
  - Safeguarding Wales Board: [Home - Safeguarding Board Wales](#)
  - West Glamorgan Safeguarding Board (WGSB) covers Swansea: [West Glamorgan Safeguarding Board \(wgsb.wales\)](#)
  - Education Workforce Council (EWC) Code of professional conduct and practice: [Professional Conduct-and-Practice](#)

## 20. APPENDIX 1 – INDICATORS OF ABUSE

### 20.1 – Children

|                 |  |
|-----------------|--|
| Physical Abuse  | <p>Physical abuse is the deliberate infliction of pain, physical harm or injury and includes withholding or misuse of medication.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Any injuries not consistent with the explanation given for them</li> <li>• Injuries which occur to the body in places which are not normally exposed to falls, bumps, etc.</li> <li>• Injuries which have not received medical attention</li> <li>• Reluctance to change for, or participate in, games or swimming</li> <li>• Finger marks or multiple bruising</li> <li>• Bruises, bites, cuts, scratches, burns, fractures, etc. which do not have an accidental explanation</li> <li>• Flinching or evidence of pain/discomfort during normal activity</li> </ul>   |
| Emotional Abuse | <p>Emotional abuse is the emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless, unloved or inadequate, or causing a child to frequently feel frightened or in danger, or the exploitation or corruption of children. It may feature age or developmentally inappropriate expectations. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging</li> <li>• Nervousness, frozen watchfulness</li> <li>• Obsessions or phobias</li> <li>• Sudden under-achievement or lack of concentration</li> <li>• Inappropriate relationships with peers and/or adults</li> <li>• Attention seeking behaviour</li> <li>• Running away/stealing/lying</li> </ul>   |
| Sexual Abuse    | <p>Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not they are aware what is happening. This may involve physical contact, including penetrative (e.g. rape, buggery) or non-penetrative acts or non-contact activities, such as involving children in looking at, or the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Any allegations made by the child concerning sexual abuse</li> <li>• Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play</li> <li>• Sexual activity through words, play or drawing</li> <li>• Child who is sexually provocative or seductive with adults</li> <li>• Inappropriate bed sharing arrangements at home</li> <li>• Unexplained bruising around or bleeding from the genital area</li> <li>• Stained or bloody underclothing</li> <li>• Unexplained difficulties in walking</li> </ul> |
| Neglect         | <p>Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter or clothing, failure to protect a child from physical harm or danger, or failure to ensure access to appropriate medical care or treatment. Indicators include:</p> <ul style="list-style-type: none"> <li>• Persistent hunger</li> <li>• Weight loss</li> <li>• Poor hygiene</li> <li>• Dress inappropriate to weather or activities</li> </ul> <p>Physical problems and medical needs that are not attended</p>  |
| Organised Abuse | <p>Organised or multiple abuse may be defined as abuse involving one or more abuser and a number of related or non-related abused children and young people. The abuser concerned may be acting in concert to abuse a child, sometimes acting in isolation, or may be using an institutional framework or position of authority to recruit a child for abuse.</p> <ul style="list-style-type: none"> <li>• Indicators include: Series of complaints from different parents about the same staff/situations/issues</li> <li>• Records regularly being mislaid/poor record keeping</li> <li>• Controlling relationships</li> </ul>   |

## 20.2 – Adults

|                              |   |
|------------------------------|---|
| Physical Abuse               | <p>Physical abuse is the deliberate infliction of pain, physical harm or injury and includes withholding or misuse of medication.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Injuries not consistent with falls or offered explanations</li> <li>• Unexplained loss of hair in clumps</li> <li>• Cuts that are not likely to be explained by self-injury</li> <li>• Finger-marks</li> <li>• Flinching or evidence of pain/discomfort during normal activity</li> </ul>   |
| Psychological abuse          | <p>Psychological abuse is any pattern of behaviour by another that results in harm and may include insults, humiliation, ridicule, bullying, threats, enforced isolation, interference in relationships and contact between consenting adults, coercion, lack of privacy or choice, denial of dignity.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Signs of strain within a relationship and/or tension when a particular person is present</li> <li>• Indicators that an individual acts differently when a third person is present than at other times</li> <li>• Suggestions of refusal to allow a choice e.g. to eat or not eat more or less of particular foods, to dress according to preference</li> <li>• Signs of withdrawal or fear or other changes to emotional state</li> <li>• Signs of unexplained sleep or weight loss</li> </ul> |
| Sexual Abuse                 | <p>Sexual Abuse is any sexual activity involving but carried out without the informed consent of an adult at risk. Sexual abuse may include sexual intercourse, inappropriate touching, offensive or suggestive language, 'voyeuristic' behaviour, and exposure to the suggestive or sexually explicit activities of others, including films, photographs, images etc.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Unexplained bruising around or bleeding from the genital area;</li> <li>• Stained or bloody underclothing</li> <li>• Unexplained difficulties in walking</li> <li>• Reluctance of the person to be alone with an individual known to them</li> </ul> <p>Unusual and inappropriate sexualised language</p>  |
| Financial or material abuse  | <p>Financial abuse is the misappropriation of funds (savings or income) or property of an adult at risk. This may include exploitation, theft or fraudulent use of money, misuse of property or possessions and incurring financial liabilities on behalf of an adult at risk without their informed consent.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Unexplained shortage of money despite a seemingly adequate disposable income</li> <li>• Unexplained withdrawals from savings accounts</li> <li>• Unexplained disappearance of financial documents for example bank statements, receipts for non-routine expenditure</li> </ul> <p>Loss of personal possessions</p>  |
| Neglect and acts of omission | <p>Neglect may be deliberate or by default where the abuser is not able to provide the care and support needed or may not recognise the need for the care and support to be given. The abuser may also be neglecting themselves.</p>  |
| Discriminatory abuse         | <p>When the adult at risk is harassed or discriminated against because of their age, race, gender, sexuality, religion, disability, culture etc</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Signs of strain within a relationship and/ or tension when a particular person is present</li> <li>• Signs of withdrawal or fear or other changes to emotional state</li> <li>• Unexplained outbursts</li> <li>• Out of character discriminatory language, behaviour</li> </ul>   |

### 20.3 – Other types of abuse

|                      |  |
|----------------------|--|
| Organisational abuse | <p>Where neglect and poor professional practice impact on care. It can occur when poor communication, systems, practice and norms mean the care received is below what should be expected.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Medication errors</li> <li>• Poor record keeping</li> <li>• Complaints from service users and their family</li> <li>• Loss of personal possessions / clothing</li> <li>• Controlling relationships between staff and service users</li> </ul>     |
| Self-Neglect         | <p>Where the adult at risk is neglecting to care for their own personal hygiene, health, or surroundings</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• Hoarding</li> <li>• Poor personal hygiene</li> <li>• Unexplained weight loss</li> <li>• Wearing the same clothes for a number of days</li> <li>• Physical problems and medical needs that are not attended to</li> </ul>  |
| Modern Slavery       | <p>Includes forced labour, debt bondage, sexual exploitation, criminal exploitation and domestic servitude. Indicators include:</p> <ul style="list-style-type: none"> <li>• Not being allowed to travel alone or make decisions</li> <li>• Lack of personal possessions</li> <li>• Reluctance to seek help</li> <li>• Poor levels of nourishment, dress, and energy</li> </ul>  |
| Domestic violence    | <p>Includes controlling, coercive, or threatening behaviour and/or violence between people who are or have been intimate partners or family members</p> <p>Indicators include:</p> <ul style="list-style-type: none"> <li>• 'Honour' based violence</li> <li>• Female genital mutilation (FGM)</li> <li>• Forced marriage</li> <li>• Signs of strain within a relationship and/ or tension when a particular person is present</li> <li>• Signs of withdrawal or fear or other changes to emotional state</li> </ul> |

## 21. APPENDIX 2 – REPORTING INCIDENTS ON MY CONCERN/MY VOICE



Here for young people  
Here for communities  
Here for you

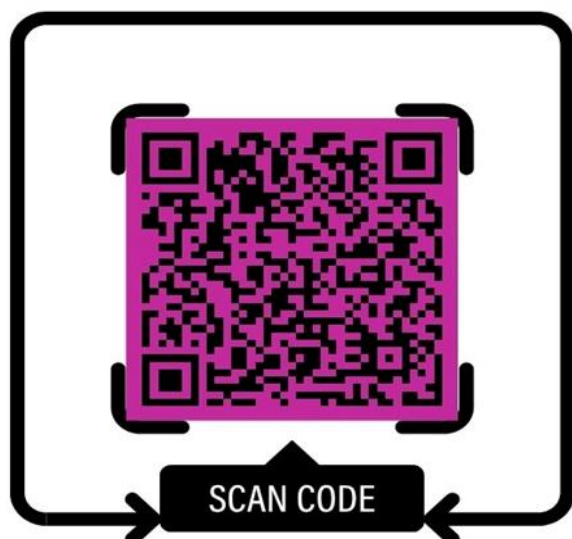
Yma i bobl ifanc  
Yma i gymunedau  
Yma i chi

# Reporting Safeguarding Concerns

**Your safety and the safety of others are of the utmost importance to us at YMCA Swansea.**

If you suspect someone has suffered abuse or if someone discloses to you that they have been abused, the following 4 step procedure should be followed: -

1. If the child/adult at risk is in immediate danger - Ring 999 for emergency service
2. LISTENING
  - o Stay Calm
  - o Show you accept what they are saying and that you take what they are saying seriously
  - o Do not prompt them or ask leading questions
  - o Use the TED technique - Tell me, Explain to me and Describe to me
  - o Explain what action you must take and keep them informed
  - o Do not promise confidentiality as you have a duty of care to pass information on
3. Reporting - As soon as possible contact the on-duty designated safeguarding officer/lead. It will be their responsibility to decide the actions needed.
4. Recording - Ensure you record, date time, names of people and places and use the exact words used by the person/people making the disclosure. Always remember FACTS not opinions.



**Scan The QR Code to Record & Report your concern to the Safeguarding Team**

<https://form.thesafeguardingcompany.com/b01003a5-e2f8-4383-9c6c-0d98c3067eb4>

This form is designed for reporting any concerns you may have regarding the well-being or safety of a child, young person, or adult at risk. Whether you have witnessed something directly or have concerns based on information you've received, your report can help ensure that appropriate action is taken.

If you would like to talk through a concern with YMCA Swansea's Designated Safeguarding Officer then please contact Carlie Torlop:

Office: 01792652032 ext-530

Mobile: 07946197929

Email: [Carlie@ymcaswansea.org.uk](mailto:Carlie@ymcaswansea.org.uk)



## **22. APPENDIX 3 – GUIDANCE WHEN DEALING WITH A DISCLOSURE**

### **22.1 General Points**

- a. Keep Calm
- b. Tell the young person/child or vulnerable adult you will need to let someone else know – do not promise confidentiality
- c. Look directly at the child or adult
- d. Show acceptance/belief of what the child or adult says (however unlikely the story may sound). Show you care, help them open up: Give your full attention to the child or young person and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important. Phrases such as 'you've shown such courage today' help.
- e. Take your time, slow down: Respect pauses and don't interrupt the child/adult – let them go at their own pace. Recognise and respond to their body language. And remember that it may take several conversations for them to share what's happened to them.
- f. Even when a child or adult has broken a rule e.g. used the internet when told not to, they are not to blame for the abuse, and you should not react to this. They may be scared of sharing anything they might not have done correct in their story.
- g. Show you understand, reflect back: Make it clear you're interested in what the child is telling you. Reflect back what they've said to check your understanding – and use their language to show it's their experience.
- h. Be aware that the child or adult may have been threatened or bribed not to tell anyone.
- i. Listen quietly, carefully and patiently. Do not assume anything – don't speculate or jump to conclusions.
- j. Never push for information. If the child or adult decides not to tell you, then accept that, and let them know you are always ready to listen and respond immediately
- k. Do not investigate, interrogate or decide if the child is telling the truth. Remember that an allegation of child abuse may lead to a criminal investigation, so don't do anything that may jeopardise a police investigation. Let the child explain to you in his or her own words what happened, but don't ask leading questions.
- l. Do not ask the child to repeat what they have told you to another member of staff. Explain what you have to do next and whom you have to talk to

### **22.2 Helpful things you may say or do**

- a. I believe you (or showing acceptance of what the child or adult says)
- b. Thank you for telling me
- c. It is not your fault
- d. I will help you
- e. Use the Ted approach: Tell Me/Explain to me/ Describe to me

### **22.3 Things not to say:**

- a. Why didn't you tell anyone before
- b. I can't believe it
- c. Are you sure this is true?
- d. Why? How? When? Who? Where?
- e. Make any false promises
- f. Never make statements such as "I am shocked, don't tell anyone else".
- g. You will not tell anyone else

### **22.4 Concluding:**

- a. Reassure the child or adult that they were right to tell you and show acceptance
- b. Let the child or adult know what you are going to do next and that you will let them know what happens (you might have to consider referring to the Police)
- c. Contact one of the DSOs directly or via your line manager as soon as possible
- d. Consider your own feelings and seek appropriate pastoral support if needed whilst maintaining confidentiality

## 22.5 Follow Up

- a. Make notes as soon as possible (preferably within one hour of being told), writing down exactly what the child or vulnerable adult said and when, what you said in reply and what was happening immediately beforehand (e.g. description of activity)
- b. Record dates and times of these events and when you made the record. Keep all handwritten notes securely, even if these have been typed subsequently
- c. Report the discussion to your manager and / or one of the DSOs as soon as possible
- d. You must not discuss your suspicions, allegations, or any disclosure with anyone other than those named in this policy.

Name:... Emma Gilroy

A handwritten signature in black ink, appearing to be 'Emma Gilroy', written over a horizontal line.

Signed.:

Date:.....27<sup>th</sup> May 2026



Llywodraeth Cymru  
Welsh Government

**YMCA** | Here for young people  
Here for communities  
Here for you

**YMCA** | Yma i bobl ifanc  
Yma i gymunedau  
Yma i chi