



Maindee

Maindee Unlimited - UK Charity No: 1160272

SAFEGUARDING CHILDREN, YOUNG PEOPLE & VULNERABLE ADULTS

A) Principles and Procedures

Understanding abuse and neglect

Defining child abuse or abuse against a vulnerable adult is a difficult and complex issue. A person may abuse by inflicting harm, or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or vulnerable adult (see appendix 1 'What is abuse').

In order to safeguard those in our organisation and connected activities we adhere to the UN Convention on the Rights of the Child and have as our starting point a definition of abuse, (see appendix 2).

Safeguarding Awareness

- Maindee Unlimited is committed to on-going safeguarding awareness.
- Maindee Unlimited is committed to on-going safeguarding training and development opportunities for all volunteers who work with children or vulnerable adults, developing a culture of awareness of safeguarding issues to help protect everyone.
- We are working towards all our volunteers receiving induction training and undergoing recognised safeguarding training on a regular basis, based on the range of training available.
- The Trustees will also ensure that children and vulnerable adults are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other related matter where they have a concern.

- The Trustees will ensure that the Wales Safeguarding Procedures App is downloaded onto all of the charity's mobile phones. They will also encourage all staff and volunteers, who work with young children or vulnerable adults to download and view this app.
- The Trustees will appoint a Safeguarding Co-ordinator.

Safeguarding at Events

Where 'parents' is used in this guidance it also includes guardians, carers and other appropriate adults.

- For events in Maindee Library, the charities protocol for use of the library must be followed.
- In general, Maindee Unlimited events are family events which parents also attend.
- A risk assessment must be carried out before the event.
- The event organiser should liaise with the Safeguarding Co-ordinator before the event to ensure that appropriate measures are in place.
- A minimum of two adults should be present during the event.
- If an event is organised with a school, they will be responsible for ensuring appropriate levels of supervision.
- If an event is organised where parents may not be attending, then a minimum of two adults must have valid DBS checks in place. Outside organisations using the library for children only events must have two supervisors who hold valid DBS checks.
- Volunteers, members of staff when working with children or vulnerable adults should adhere to the mitigation measures, in the risk assessment, to reduce the risk of a complaint of inappropriate behaviour.

B) Responding to allegations of abuse

Under no circumstances should an employee / volunteer carry out their own investigation into an allegation or suspicion of abuse.

Follow these procedures:

DO

- Be patient and sympathetic
- Listen carefully but do not question the person about what has happened or press them to disclose further information

- Show acceptance of what they say by reflecting back words or short phrases they have used
- Reassure them that they are doing the right thing by disclosing the information to you and that you are treating the information seriously
- If they are in immediate danger call the Police (999).
- If you believe a child or vulnerable adult has been the victim of a crime eg assault, sexual assault, serious neglect etc but not in immediate danger then ring Gwent Police on 101 or 01633 838111. If a vulnerable adult ensure they are happy for you to contact the police.
- If in doubt seek advice from Social Services Duty Desk 01633 656656 (out of hours 0800 3284432)
- Let the person know what you intend doing, with whom you will share the information and why, and, in simple terms, what will happen next
- Make detailed notes asap after the disclosure and date and sign them. Keep it factual and do not express an opinion.
- As soon as possible inform the charities Safeguarding Co-ordinator

DO NOT:

- Promise to keep secret any kind of abuse which is drawn to your attention. For example, do not say “This will never happen to you again or I won’t mention it to anyone else”
- Express shock or disbelief
- Do not discuss the matter with the individual who is accused of or suspected of committing the abuse. In no circumstances should you investigate any circumstances, assertions or disclosures. It is not your role or that of the Charity to decide whether or not abuse has taken place. Your responsibility is to report the abuse to the appropriate person / agency. This information is confidential and must not be discussed with anyone else.

If in doubt ask for advice

Do not assume that someone else will take necessary action

- If an allegation is deemed credible by Police and/or Social Services, and requiring further investigation the Safeguarding Co-ordinator will work with the Chair of Trustees to support the investigation and ensure that Maindee Unlimited has followed all safeguarding procedures. If the incident is linked to any activity involving Maindee Unlimited then the Charity’s insurance company and the Charity Commission should be informed.

Allegation against volunteer / employed member of staff.

In addition to the above actions

- The Safeguarding Co-ordinator will liaise Social Services to ensure that we follow local Safeguarding Board policies.
- A meeting will be held as soon as possible of the Chair and two other trustees. The Co-ordinator will give details of the allegation to the meeting together with any recommendations from Social Services. The meeting must be minuted.
- The meeting should agree a course of action to ensure there is no further risk to children or vulnerable adults.
- It maybe that the member of staff is asked to work in an area where they will not come into contact with the complainant or other vulnerable person. In some cases, it will be more appropriate to suspend the person from work whilst the investigation is carried out. Where this is a paid member of staff, this will be on full pay.
- Any action recommended by the meeting should be reviewed on a time scale agreed at the meeting. When completed the Chair and Safeguarding Co-ordinator will report to a meeting of Trustees, if they recommend that disciplinary action should be considered. This information is confidential and must not be discussed with anyone else.

Approved by:

A handwritten signature in black ink, appearing to read 'D. Moses', is written over a faint rectangular stamp.

David Moses, Chairperson, on behalf of Maindee Unlimited Trustees

September 2025

Review date September 2028

Appendix 1 - What is 'abuse'?

The Social Services and Well-Being (Wales) Act 2014 states that: "abuse" means physical, sexual, psychological, emotional or financial abuse taking place in any setting, whether in a private dwelling, an institution or any other place.

"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.

Abuse is mistreatment by someone who does or says things that can hurt, upset you or make you frightened. This includes behaviour that can cause or has the potential to cause actual physical harm. Abuse can involve treatment that ignores human and civil rights, causes mental or physical suffering and can significantly affect quality of life. Abuse can be one single event or multiple acts repeated over time. It includes deliberate acts and non deliberate acts or omissions.

Abuse can happen anywhere - in a residential or nursing home, a hospital or health setting, in the workplace, a persons own home, at a day centre, in an educational establishment, in supported housing or in the street.

Forms of abuse include:

Physical abuse such as hitting, pushing, pinching, shaking, using too much medication or not allowing a person to take their medication.

Sexual abuse such as forcing someone into unwanted sexual activity, being touched inappropriately, rape, sexual assault, or sexual acts which have not been consented to, or which were pressurised into consenting to.

Psychological or emotional abuse such as being intimidated, threatened, verbally abused or humiliated, being blamed, controlled or harassed, being ignored on purpose or isolated from friends, family, services or support.

Financial abuse such as fraud or exploitation, stealing or withholding money or spending it inappropriately, putting pressure on a person to make changes to your will or misusing their property, inheritance, possessions or benefits.

Neglect such as ignoring your medical or physical care needs, preventing access to health, social care or educational services, not caring properly, not providing adequate food, or putting a person at risk.

Any of these forms of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. Sometimes people may be being abused in more than one way.

Who might cause abuse?

The person who is responsible for the abuse may be known to the victim and could be:

- a paid carer or volunteer
- a health worker, social care or other worker
- friend or neighbour
- another resident or service user
- partner (husband/wife boyfriend/girlfriend)
- a relative (children/uncle/aunt/niece/nephew)
- someone who deliberately exploits vulnerable people
- anyone else.

For further information see the Wales Safeguarding Procedures App

Appendix 2 – UNCRC Article 19

Article 19 of the UNCRC makes it clear that children and young people have the basic human right to dignity. This means they have the right to be protected from violence, just like everybody else. Article 19 states:

Article 19.1. Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

Article 19.2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Of the activities listed in Article 19.2, our role is to provide effective procedures for prevention, identification, reporting and referral. We will be supportive of, and work as required with, Social Services and the Police in their duties of investigation, treatment, follow-up and judicial involvement.

For adults, the starting point is the Universal Declaration of Human Rights particularly Article 5 which states:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Appendix 3 – your checklist

Complete boxes that you are able /appropriate. Not all boxes will apply in all cases.

Name of Person Receiving the complaint	
Your role within Maindee Unlimited	
Your telephone number	
Names of anyone else present when the complaint was made.	
Complainant	
Name	
Date of Birth	
Address	
Is there a safe way of contacting them eg phone, social media etc	
Why do you consider the person to be vulnerable. e.g age learning difficulties , mental health issues etc.	
What is their relationship with the alleged offender.	
Name of alleged offender (if known)	
Complaint	
When –time and date	
Where	
What happened	
Has this happened before When and where	
Action taken	
What action has been taken. What have you done	
Has the Safeguarding Co-ordinator (Maggie Bain - 07714008796 or Chair (Dave Moses 07505377985) been informed.	