



Arolygiaeth Ei Fawrhydi dros Addysg a Hyfforddiant yng Nghymru
His Majesty's Inspectorate for Education and Training in Wales

Estyn policy and procedures

for

Safeguarding

The purpose of Estyn is to inspect quality and standards in education and training in Wales. Estyn is responsible for inspecting:

- ⬆ nursery schools and settings that are maintained by, or receive funding from, local authorities
- ⬆ primary schools
- ⬆ secondary schools
- ⬆ all-age schools
- ⬆ special schools
- ⬆ pupil referral units
- ⬆ independent schools
- ⬆ further education
- ⬆ adult learning
- ⬆ local authority education services for children and young people
- ⬆ teacher education and training
- ⬆ Welsh for adults
- ⬆ work-based learning
- ⬆ learning in the justice sector

Estyn also:

- ⬆ provides advice on quality and standards in education and training in Wales to the Senedd and others
- ⬆ makes public good practice based on inspection evidence

Every possible care has been taken to ensure that the information in this document is accurate at the time of going to press. Any enquiries or comments regarding this document/publication should be addressed to:

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Information sheet

Information box

For further advice contact: Estyn's Safeguarding Officer on 02920 446482 or safeguarding@estyn.gov.wales

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This and other Estyn publications are available on our website: www.estyn.gov.wales

Impact assessment

A business rationale assessment has been carried out and this policy contributes to our strategic objectives and delivery principles.

An equality impact assessment has been carried out and this policy is not deemed to adversely impact on any people on the grounds of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation or language.

Policy agreement

This policy and its associated procedures are agreed by our management and Trade Unions.

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Introduction

This policy and the associated procedures and guidance provide consistent advice on dealing with potential safeguarding issues.

This policy and the associated procedures and guidance apply to:

- All of our staff (including HMI, secondees, Central Services staff, and temporary staff)
- Additional Inspectors
- Peer Inspectors
- Registered Inspectors, Registered Nursery Inspectors, Team Inspectors, Lay Inspectors and
- Inspectors from other inspectorates joining our inspection teams

Reporting Inspectors or Registered Inspectors/Registered Nursery Inspectors should ensure they make providers of education and training aware of this document prior to each inspection.

For ease, throughout this document, where reference is made to 'Inspectors', this refers to all of the Inspectors, which are listed above.

What are our principles?

We are committed to upholding the safety and welfare of young people and vulnerable adults, therefore we are vigilant in all of our work. All our staff, and anyone working with us have a duty to report any disclosures or safeguarding concerns they may have. This policy sets out the procedures to be followed when reporting any such concerns.

Key principles

The key principles that underpin this Safeguarding Policy and the guidance for safeguarding children and vulnerable adults are contained in the Human Rights Act 1998 and the Children Act 2004. They are explained in the documents 'Safeguarding Children: Working Together under the Children Act 2004', the 'UN Convention on the rights of the child', to which the United Kingdom is a signatory, 'Keeping Learners Safe' and 'In Safe Hands: implementing Adult Protection Procedures in Wales'.

See Appendix 3 for definitions of 'children' and 'vulnerable adults'.

Children

All children deserve the opportunity to achieve their full potential. They should be able to:

- be as physically and mentally healthy as possible
- gain the maximum benefit possible from good-quality education opportunities
- live in a safe environment and be protected from harm
- experience emotional well-being
- feel loved and valued, and supported by a network of reliable and affectionate relationships
- become competent in looking after themselves and coping with everyday living
- have a positive image of themselves and a secure sense of identity, including cultural and racial identity
- develop good interpersonal skills and confidence in social situations

All staff working with children should:

- treat children's welfare with utmost importance
- be alert to potential indicators of abuse and neglect
- be alert to the risks which individual abusers, or potential abusers, may pose to children
- be aware of the effects of abuse and neglect on children
- contribute as necessary to all stages of the safeguarding process

Vulnerable adults

All adults who may be vulnerable to abuse also have the right to be protected from abuse and supported in seeking treatment and redress in the event that they have been abused.

What is our policy?

In all aspects of our work, the needs interests and well-being of children, young people and vulnerable adults must be put above the needs and interests of all others. Hence, this policy and the guidance contained within it must have priority over all other policies and advice. Through this guidance and through appropriate training we will raise the awareness of our staff to potential abuse, neglect and unsafe professional practice both within settings we inspect and within other settings we visit.

To implement this policy we will:

- ensure that all staff, including all inspectors, are appointed following appropriate and stringent safe recruitment procedures
- ensure that, through regular training and development, all staff are aware of the need for safeguarding children and vulnerable adults and are familiar with the procedures to follow when they have concerns
- follow locally agreed safeguarding procedures with referral, where appropriate, to local authority social services and/or the police
- ensure that staff take positive actions to respond to allegations, suspicions or incidents of abuse
- evaluate how well providers of education and training carry out their responsibilities in a manner which safeguards children, and where appropriate vulnerable adults
- evaluate whether education and training providers have appropriate safeguarding procedures for children, and where appropriate vulnerable adults, that take account of locally agreed multi agency procedures
- work actively with other agencies to respond to national and local initiatives and to develop strategies that are designed to prevent and/or reduce the risk of abuse from occurring

What do I need to do?

See the flow chart identified below at Appendix 1.

All staff have a duty to report any disclosures or concerns they may have about the safety and well-being of children and vulnerable adults. In order to manage this responsibility, we have a team of designated safeguarding lead officers with responsibility for managing safeguarding, as well as allocated clerical and administrative support. Safeguarding issues should always be referred to the safeguarding lead officer team following our on-line referral process. However, if staff require advice or support they should contact the lead officer responsible for safeguarding within the appropriate sector in the first instance to discuss the matter or, if not available, a member of our designated safeguarding lead officer team directly. If none are available, contact either our secretariat section or if it is a matter concerning an employee of Estyn, contact the Assistant Director with responsibility for safeguarding.

Guidance on the procedure to follow in the event of alleged or suspected abuse or neglect, or the identification of unsafe working practices

All of our staff have a duty to report any safeguarding concerns. All staff should **always refer any concerns** to a member of our safeguarding lead officer team.

Following a disclosure, staff should always record all relevant details on our safeguarding initial contact form, which can be found On our intranet home page 'Report a safeguarding issue', on our website, and at Appendix 5 in this document.

Before sharing any information with a provider's own safeguarding officer, Inspectors should always check with a safeguarding lead officer what information if any, can be shared, and with whom. Inspectors should not share with the provider before speaking with a member of the safeguarding team. In cases of alleged professional misconduct for example, a member of our safeguarding lead officer team should normally seek advice about this from the local authority social services or the police before making any decision. An agreed protocol is in place with WG, Audit Wales and CIW for sharing concerns or for discussing particular cases, as necessary.

Recording and sharing information

There are a number of principles that assist all staff, in consultation with the safeguarding lead officer team, in making decisions about sharing information:

Necessary and proportionate – When taking decisions about what information to share, staff should consider how much information they need to release. Not sharing more data than is necessary to be of use is a key element of the GDPR and Data Protection Act 2018, and staff should consider the impact of disclosing information on the information subject and any third parties. Information must be proportionate to the need and level of risk.

Relevant – Only information that is relevant to the purposes should be shared with those who need it. This allows others to do their job effectively and make informed decisions.

Adequate – Information should be adequate for its purpose. Information should be of the right quality to ensure that it can be understood and relied upon.

Accurate – Information should be accurate and up to date and should clearly distinguish between fact and opinion. If the information is historical then this should be explained.

Timely – Information should be shared in a timely fashion to reduce the risk of missed opportunities to offer support and protection to a child. Timeliness is key in emergency situations and it may not be appropriate to seek consent for information sharing if it could cause delays and therefore place a child or young person at increased risk of harm. We should ensure that sufficient information is shared, as well as consider the urgency with which to share it.

Secure – Wherever possible, information should be shared in an appropriate, secure way. We must always follow our policy on security for handling personal information.

Record – Information sharing decisions should be recorded using our internal case management recording system, whether or not the decision is taken to share. If the decision is to share, reasons should be cited including what information has been shared and with whom, in line with organisational procedures. If the decision is not to share, it is good practice to record the reasons for this decision and discuss them with the requester. In line with each our retention policy, the information should not be kept any longer than is necessary. In some rare circumstances, this may be indefinitely, but if this is the case, there should be a review process scheduled

It is not the role of our staff to investigate or seek out evidence on matters relating to safeguarding concerns and they must not attempt to do so.

When in the office or working from home

If a member of our staff (including an inspector) receives any communication (a letter, email or telephone call) that might have implications for safeguarding, it should be referred immediately to our safeguarding team.

Details of an allegation should be recorded using our internal case management recording system by completing an initial contact form which can be found here - [Report a Concern | MyConcern](#) . This includes the name and contact details of the caller, the alleged victim, the name of the provider if known, and any subsequent actions taken by a member of staff. Once an initial contact form has been completed, this will give the concern and automatically generated case file number and a member of our safeguarding team will be alerted immediately via the automated system.

If the concern is reported via a telephone call, the person taking the call should assure the caller that if the concern relates to a safeguarding matter, it will be followed up. Staff should record the conversation using initial contact form. There are no legal or ethical restrictions on sharing information within our organisation or with other agencies, if it is for safeguarding purposes. There are agreed processes for external safeguarding referrals by **our** safeguarding officers to the Police, Social Services, Local authority designated lead officer for safeguarding in education, CIW, CCfW, WG as appropriate.

When carrying out an inspection

During an inspection, one of our inspectors may receive an allegation about a safeguarding matter or may see something of concern for themselves. This may include emotional, physical, or sexual abuse. It may also include inappropriate actions or behaviour from a professional, or the inappropriate care or neglect of a child or vulnerable adult. In all cases, the inspector must act on this immediately.

The inspector raising the issue should inform the Reporting Inspector (except where the allegation is about the Reporting Inspector). The Reporting Inspector must then inform a member of our lead officer safeguarding team. Where the allegation is against the Reporting Inspector, a member of our safeguarding lead officer team

should be informed immediately. The safeguarding lead officer team member will record the concern using our internal case management system and must make the necessary referral and inform the Assistant Director with responsibility for safeguarding immediately. Details of the relevant safeguarding phone numbers and email address are in Appendix 6.

In all cases, the Reporting Inspector is responsible for ensuring:

- a record is made of the safeguarding issue, using our internal case management system. This will trigger an automated alert which will be sent immediately to our safeguarding team
- all advice from a member of our safeguarding lead officer team is followed, in particular with regard to any limits to the information shared with the provider's own safeguarding officer about the referral, and any subsequent referral by us to the local authority social services or the police

Where the Reporting Inspector is the subject of the allegation, the inspector who raises the issue is responsible for carrying out the above process, which includes informing a member of our safeguarding lead officer team immediately.

Where any member of our safeguarding lead officer team is the subject of an allegation, another member of the safeguarding lead officer team should be notified directly as well as the Strategic Director with responsibility for safeguarding.

When working with other inspectorates

Where we are the lead inspectorate for a multi-disciplinary inspection team, our Safeguarding Policy will be followed. The Reporting Inspector will provide all other team members with a link to a digital copy of our Safeguarding Policy and procedures as part of their initial briefing before they join the team. Those inspectors from other inspectorates are expected to work within these procedures.

Where one of our inspectors is working as part of a multi-agency team and we are not the lead inspectorate, our Inspector will follow the safeguarding procedures of that lead inspectorate, unless to do so would cause a delay in referral to social services or the police and place a child at risk of further harm. The inspector will also inform a member of our safeguarding lead officer team and record details using our internal case management system. The safeguarding lead officer managing the case will write to the lead inspectorate to ensure that the referral has been followed up and to ascertain any further action we may need to take.

When a disclosure is made to the inspection team

If a child, or vulnerable adult makes the disclosure, the details must be recorded immediately via our internal case management system and forwarded to a member of our safeguarding lead officer team. In responding to the person making the disclosure:

- Do not promise confidentiality but explain that you are obliged to pass this information on
- Listen carefully and sympathetically, but avoid being overly emotive in your

response

- Seek help from medical staff, social services or the police if there is immediate risk
- Clarify what has happened but try to ask as few questions as possible

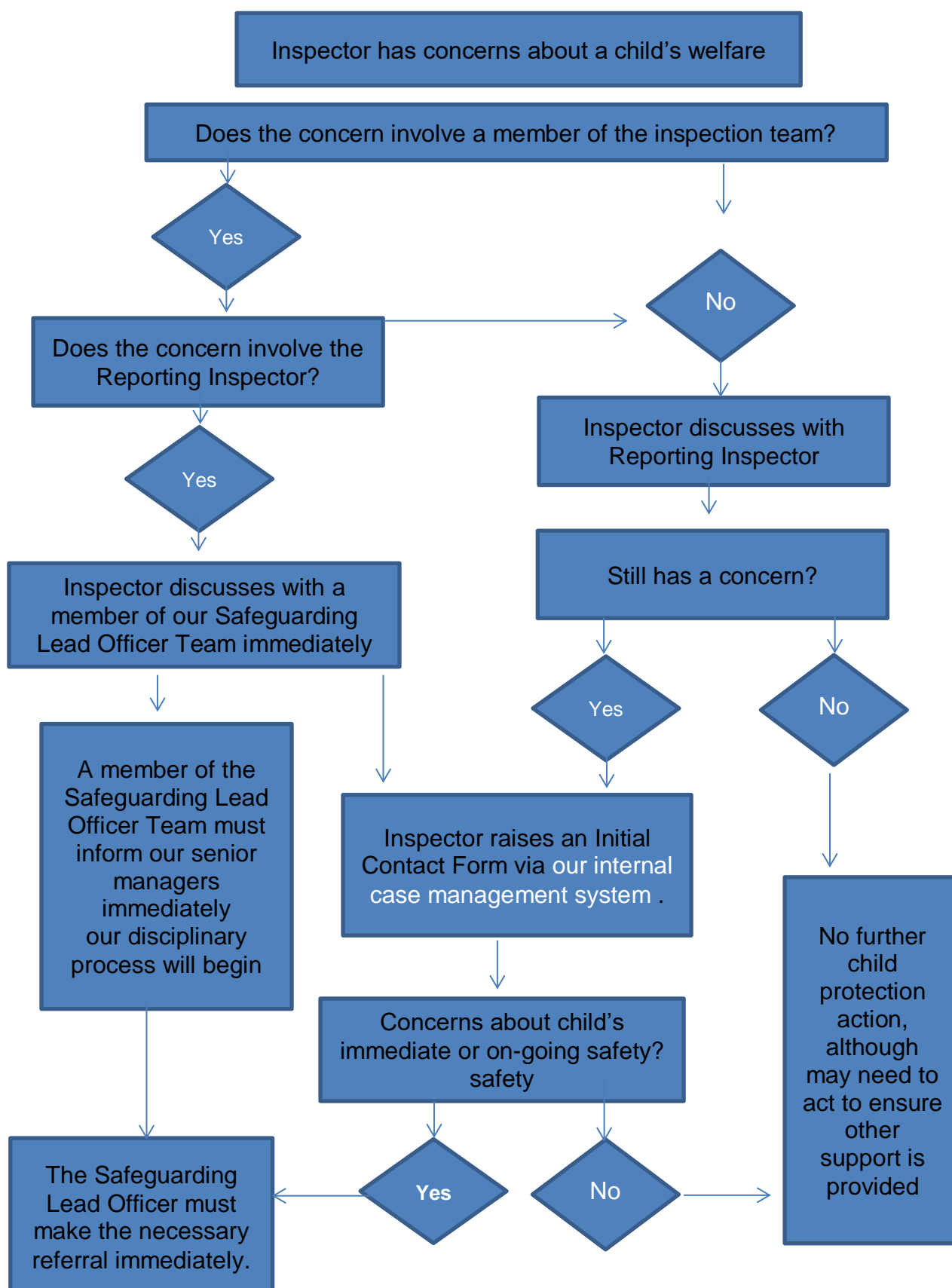
When informing the provider about a disclosure:

- Always seek advice from a member of our safeguarding lead officer team first
- Following the advice of the safeguarding officer about what information you should and should not share, if appropriate tell the provider that a disclosure has been made to the team and that you have referred it to us
- Share only the basic details of the disclosure
- Tell the provider the general nature of the issue, for example that it refers to bullying, or to the actions of one of their staff members
- Do not become involved in investigating the matter
- If appropriate, advise the provider to make its own referral.

To make a referral to the appropriate authority, a member of our safeguarding lead officer team will:

- Check that details of the disclosure are recorded appropriately on our internal recording system
- Refer the matter on to the relevant social services department and/or the police
- Monitor follow-up action taken as a consequence of the referral

Appendix 1: Safeguarding actions flow chart for inspectors



Appendix 2: How do we discharge our responsibilities for safeguarding?

Governance and structure of the safeguarding team

Our organisational structure supports a strategic focus on all three strands of our core purpose. We will continue to develop staff and leadership capacity, and support succession planning, through our distributed leadership model, which includes roles for:

- sector leads
- link inspectors for local authorities, post-16 and other providers
- corporate roles, such as Equality and Diversity, and Health & Safety

Within this distributed leadership model there is a **strategic director** and **assistant director** with corporate and line management responsibilities for safeguarding. The team for safeguarding works across the organisation. The team consists of **three HMI with lead officer responsibilities and a member of the corporate services staff**. They are supported by a **further 5 inspectors** who represent the educational sectors and one member of the corporate services team. This forms the **wider Safeguarding Group**.

Our arrangements for managing and monitoring safeguarding relate to our responsibilities in four areas:

- our role as an employer
- how we report, record and refer any safeguarding concerns
- how we inspect safeguarding arrangements in providers
- the provision of advice and intelligence to the Welsh Government through partnership working with the Welsh Government's safeguarding in education team and CIW.

The following responsibilities are defined for the Safeguarding Lead Officer Team, who will be supported in the achievement of these by the wider Safeguarding Group.

The Safeguarding Group meets termly in order to oversee, monitor, inform and develop our safeguarding work. They also prepare an annual report which provides an overview of how we have fulfilled our safeguarding responsibilities during that year and sets priorities for the year ahead. This report is then received by the Executive Board and Strategy Board. The Executive Board and Strategy Board also receive termly management information reports about our safeguarding activity, which include data relating to safeguarding case management, inspection evaluations of safeguarding and DBS checking

Inspecting safeguarding

- Work with ADs and ICs to ensure post inspection letters to providers following the identification of important safeguarding and health and safety or site management issues are administered appropriately

Policies

- Ensure that our safeguarding policy is reviewed at least annually and kept up to date
- Ensure that our procedures and guidance on managing safeguarding and inspecting safeguarding are reviewed at least annually and kept up to date

Referrals

- Support every member of staff to take necessary steps in response to allegations, suspected or actual cases of abuse
- Make all necessary referrals, record referrals using our Initial Contact Form and safeguarding record, and monitor follow-up activity to ensure appropriate action is taken
- Monitor the nature and outcome of referrals to identify patterns
- Ensure that our disciplinary procedures are put in place and, where appropriate, that external employers are notified if a safeguarding allegation is made against Estyn staff or an externally employed inspection team member or agency staff

Training

- Inform staff and inspectors of our policy and procedures and make them aware of their roles and responsibilities in recognising and acting upon indicators that a child's or vulnerable adult's welfare or safety may be at risk.
- Liaise with Human Resources to co-ordinate training for our staff and work with other agencies to provide effective training on safeguarding.
- Liaise with sector Lead Officers for the delivery of up-to-date training and support for inspectors within their sectors to include annual training on our internal case management system.
- Ensure new HMI and secondees undertake induction training, which covers our safeguarding policy and its requirements, and a basic introduction to inspecting safeguarding and responding to concerns. Following this HMI undertake a three hour, six module on-line safeguarding course every three years.
- Monitor our training plan annually. The plan sets out how differentiated professional learning is available to those HMI who need it according to their prior experience, and to their roles within our organisation. The plan also sets out the training provided to registered Inspectors and contracted additional inspectors as well as peer and lay inspectors.

Joint working

- Work with other agencies to inspect and respond to national and local initiatives and to develop strategies that are designed to prevent or reduce the risk of abuse
- Liaise with DfES officials and others with regard to specific safeguarding referrals
- Liaise with the DBS regarding reporting issues or individuals as necessary

Leadership Role of Safeguarding Lead Officer team

- Undertake the quality assurance of our management of safeguarding referrals,

and the management of well-being issues raised through inspections

- Provide leadership and advice across our organisation in relation to all aspects of safeguarding
- Act as the first point of contact within our organisation on safeguarding disclosures and referrals for members of our staff and for external bodies

Reporting

- Advise His Majesty's Chief Inspector of any action required to safeguard children and vulnerable adults including any advice that needs to be given to other statutory bodies, for example the Welsh Government
- Maintain an on-going summary of relevant issues, including the implementation of our safeguarding procedures, an analysis of enquiries, queries and referrals made to us. These matters will be subject to termly and annual reports to our Executive Board.

Case management using our internal case management system

We use a bespoke safeguarding system to record, monitor, report and manage case files effectively and efficiently.

All Safeguarding LO have received extensive training in using our internal case management system and all staff have received guidance on recording concerns via the initial contact form.

Our internal case management system:

- is a simple, secure recording and case management system used to record incidents and track case management;
- is free from the risks associated with paper-based solutions which can become lost or damaged;
- generates customised reports on either the whole organisation, specific aspects of safeguarding or individual profiles to help evaluate impact performance, trends, patterns and monitor cases
- generates automated concern chronologies to provide a comprehensive overview of each profile. The safeguarding LO team track actions and securely share data with trusted professionals when appropriate;
- categorises each concern using a library of different categories of concern which the safeguarding LO team use to categorise concerns. Definitions are provided to ensure accurate identification and appropriate support;
- stores historic concerns so that incidents involving individual providers and alleged victims can be re-visited for reference and context.

Safeguarding Team Roles and responsibilities 2024-2025

The following responsibilities have been defined for the safeguarding lead officers and they are supported in their roles by the wider safeguarding team

Name	Safeguarding roles
Jassa Scott	<ul style="list-style-type: none"> • Strategic Director with responsibility for safeguarding • Overarching corporate responsibility for our safeguarding duties. • Representation of safeguarding matters at senior management group meetings, IPC meetings, and external meetings with Inspection Wales and Welsh Government. • Link to EWC and safeguarding matters
Dyfrig Ellis	<ul style="list-style-type: none"> • AD with line management responsibility for safeguarding, and main point of contact for external bodies • Provision of leadership and advice across Estyn in relation to all aspects of safeguarding • Liaison with Welsh Government and joint working with other inspectorates included safeguarding in independent schools • Oversight for and internal liaison in response to allegations against our staff or deployed external inspectors • Safeguarding data owner (GDPR) and nominated contact for DBS MOU • Representation of safeguarding matters at senior management group meetings, IPC meetings, and external meetings with Inspection Wales and Welsh Government. • Case management • Link to Children's Commissioner • Link to CIW <p>Individual lead area:</p> <ul style="list-style-type: none"> • Child Sexual Exploitation
Liz Counsell	<ul style="list-style-type: none"> • Safeguarding Case Officer • Case management • Oversight of well-being letters • Induction of new staff

	<p>Individual lead area:</p> <ul style="list-style-type: none"> • Child Criminal Exploitation
Delyth Gray	<ul style="list-style-type: none"> • First safeguarding officer 2023/4 with responsibility for reporting to HMCI, Senior Management Team and Executive Board • Safeguarding case officer • The monitoring of the effectiveness of our safeguarding policies and procedures with the annual review and updating of safeguarding inspection policies and guidance • Oversight of corporate safeguarding training, • Case management <p>Individual lead area:</p> <ul style="list-style-type: none"> • Violence against women – including FGM and forced marriage.
Lisa Guildford	<ul style="list-style-type: none"> • Safeguarding case officer • Case management • Office services representative, including periodic feedback on safeguarding matters to the corporate services group • Assist in the induction of new corporate services staff • Safe recruitment practice for school inspections including DBS requirements • Administration of our internal case management system • Liaison with external safeguarding company (digital system) <p>Individual lead area:</p> <ul style="list-style-type: none"> • LGBTQ+ and linked issues
Andrea Davies	<ul style="list-style-type: none"> • Safeguarding case officer • Case management • Ongoing oversight of providers who are subject to a safeguarding alert <p>Individual lead area:</p> <ul style="list-style-type: none"> • Issues around child refugees and child trafficking • Oversight of liberty protection safeguards

Rachel Hackling	<ul style="list-style-type: none"> • Post 16 sector rep (for sector lead responsibilities see below) <p>Individual lead area:</p> <ul style="list-style-type: none"> • Prevent duty - The Counter-Terrorism and Security Act 2015 – across all sectors
Ceri Jones	<ul style="list-style-type: none"> • Secondary sector representative (for sector lead responsibilities see below)
Sally Abadioru	<ul style="list-style-type: none"> • Non maintained sector representative (for sector lead responsibilities see below) • Link into CIW <p>Individual lead area:</p> <ul style="list-style-type: none"> • Bullying including characteristics protected by the Equalities Act 2010
Tony Bate	<ul style="list-style-type: none"> • Primary sector representative (for sector lead responsibilities see below) <p>Individual lead area:</p> <ul style="list-style-type: none"> • Online safety
Richard Murray	<ul style="list-style-type: none"> • Independent and Special sector representative (for sector lead responsibilities see below)
Gwawr Meirion	<ul style="list-style-type: none"> • LGES sector representative (for sector lead responsibilities see below)
Rhiannon Bell	<ul style="list-style-type: none"> • Safe recruitment representative <p>Sector responsibilities include:</p> <ul style="list-style-type: none"> • Discharge operational duties regarding safe recruitment and DBS checking • Provide monitoring information regarding these duties
Lisa Jordaan	<ul style="list-style-type: none"> • Safe recruitment representative <p>Sector responsibilities include:</p> <ul style="list-style-type: none"> • Line management duties regarding safe recruitment and DBS checking
Paige Jones	<ul style="list-style-type: none"> • Secretariat support

<p>Sector Lead safeguarding representative responsibilities include:</p>	<ul style="list-style-type: none">• Ensure the inspection of all aspects of safeguarding in education are robust within the sector, with lines of inquiry developed for each provider according to identified risk;• Monitor the inspection outcomes for safeguarding within the sector, and share with the safeguarding group any significant emerging themes;• Identify any emerging issues regarding the inspection of safeguarding within the sector, and share these with the safeguarding group;• Contribute to sector specific training needs
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Appendix 3: Definitions – What is safeguarding?

Safeguarding children

Whilst there is no statutory definition of safeguarding, 'Safeguarding children: working together under the Children Act 2004' sets out that safeguarding and promoting the welfare of children is concerned with:

- protecting children from abuse and neglect
- preventing impairment of their health or development
- ensuring that they receive safe and effective care

...so as to enable them to have optimum life chances.

Safeguarding vulnerable adults

In respect of safeguarding vulnerable adults, again, there is no statutory definition. Whilst 'In Safe Hands: implementing Adult Protection Procedures in Wales' contains no definition of safeguarding of vulnerable adults, it does separately define the concepts of a 'vulnerable adult' and 'significant harm' (see below for these definitions).

Essentially, all vulnerable adults have the right to be protected from abuse and neglect, the right to receive proper care and be supported in seeking help in the event that they have been abused.

What is a child?

The Welsh Assembly Government (2007) document 'Safeguarding children: working together under the Children Act 2004' explains that a child is anyone who has not yet reached their 18th birthday. 'Children' therefore means 'children and young people' throughout that document. The fact that a child has become sixteen years of age is living independently or is in Further Education, or is a member of the armed forces, or is in hospital, or in prison or a young offenders institution does not change their status or their entitlement to services or protection under the Children Act 1989.

Under Section 175 of the Education Act 2002, local authorities (LAs) and governing bodies in the maintained sector are required to ensure that they safeguard and promote the welfare of children and young people. This requirement also extends to the governing bodies of institutions, for example within the further education sector.

What is a vulnerable adult?

The definition of a 'Vulnerable Adult' is set out in section 126 of the Social Services and Well-being (Wales) Act 2014.

- (1) An "adult at risk", for the purposes of this Part, is an adult who—
 - (a) is experiencing or is at risk of abuse or neglect
 - (b) has needs for care and support (whether or not the authority is meeting any of those needs)

- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

What are safeguarding risks to Children and vulnerable adults

The Social Services and Well-being Act (Wales) 2014 came into force in April 2016. The Act contains the following definitions of abuse and neglect:

“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)

“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.

Examples of each of the categories of abuse and neglect include:

Physical abuse – hitting, slapping, over or misuse of medication, undue restraint, or inappropriate sanctions

Sexual abuse – Forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening, including:

- physical contact, including penetrative or non-penetrative acts
- non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities
- encouraging children to behave in sexually inappropriate ways
- organised trafficking of children for sexual exploitation

In relation to adults at risk, the Act states that sexual abuse includes rape and sexual assault or sexual acts to which the vulnerable adult has not or could not consent and/or was pressured into consenting

Psychological abuse – 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.

Neglect – failure to access medical care or services, negligence in the face of risk taking, failure to give prescribed medication, failure to assist in personal hygiene or the provision of food, shelter, clothing and emotional neglect

Financial abuse in relation to people who may have needs for care and support includes having money or other property stolen, being defrauded, being put under pressure in relation to money or other property and ☐ having money or other property misused

Significant harm

Section 31 (10) of the Children Act 1989 states that 'where the question of whether harm suffered by a child is significant turns on the child's health or development, his health or development shall be compared with that which could reasonably be expected of a similar child'.

Extremism and radicalisation

Young people may be inadvertently drawn into extremist thinking or behaviour through the deliberate grooming by others. This may lead them into a range of inappropriate or illegal activity, including the grooming and recruitment of other young people.

The Counter-Terrorism and Security Act 2015 came into force in July 2015. Section 26 of the [Counter-Terrorism and Security Act 2015](#) (the Act) places a duty on 'specified authorities' (listed in Schedule 6 to the Act), in the exercise of their functions, to have 'due regard to the need to prevent people from being drawn into terrorism'. What the duty means in practice is set out in the [Counter-Terrorism and Security Act 2015](#) and the accompanying [Prevent duty guidance](#) under section 29 of the Act.

In Wales, the specified authorities relevant to our work include all schools (including independent schools), PRUs, early years childcare providers, further education institutions (FEIs), higher education providers re Initial Teacher Education (ITE) and provision within the criminal justice sector.

This legislation places a duty on 'specified authorities' to have 'due regard to the need to prevent people from being drawn into terrorism'.

Appendix 4: Further reading

- Our code of conduct for inspectors as set out in the guidance handbooks for each sector we inspects
- [Safeguarding Children: Working Together under the Children Act 2004](#)
- [Keeping Learners Safe](#). Welsh Government statutory guidance for education providers which includes relevant guidance, direction to other publications and regulations
- [Social Services and Well-being \(Wales\) Act 2014](#). Working Together to Safeguard People - Information sharing to safeguard children, non-statutory guide for practitioners
- [Wales Safeguarding Procedures](#)

Appendix 5: Contact details for all referrals

Estyn Office: 02920 446446 (office hours only) Anchor Court,
Keen Road Cardiff

Email: safeguarding@estyn.gov.uk

Social services duty officer telephone contacts for safeguarding referrals for children or vulnerable adults (all details updated 2024)

County	Child referrals	Adult referrals	Out of hours if different	Designated Lead Officer – Safeguarding in Education
Blaenau Gwent	01495 315700	01495 315700	0800 328 4432	Sarah Dixon 01495 356 016 Sarah.dixon@blaenau-gwent.gov.uk
Bridgend	01656 642320	01656 642353	01443 734 665	Gail Biggs 01656 642 314 gail.biggs@bridgend.gov.uk
Caerphilly	0808 1001727	0808 1002500	0800 328 4432	Many Morris 01443 866643 morrim4@caerphilly.gov.uk Sarah Ellis ELLISS@CAERPHILLY.GOV.UK
Cardiff MASH	029 2053 6490	029 2053 6490 (also adult out-of-hours)	029 2078 8570 (children)	Jo Bowman 029 2053 6490 JoBowman@cardiff.gov.uk and Eductionsafeguarding@cardiff.gov.uk
Carmarthenshire	01554 742 322	01558 825 371 + 01267 228944	01558 824 283	Rebecca Copp 01267 246 595 rcopp@carmarthenshire.gov.uk
Ceredigion	01545 574000	01545 574000	0845 6015392	Kizzie Garner 01970 633 624 Kizzie.Garner@ceredigion.gov.uk
Conwy	01492 575111	01492 576333	01492 515 777	Sian Pineau 01492 575 036 Sian.Pineau@conwy.gov.uk
Denbighshire	01824 712200	03004 561000	0845 053 3116	Wayne Wheatley 01824 708 169 wayne.wheatley@denbighshire.gov.uk
Flintshire	01352 701000	01352 803444	0345 0533116	Claire Sinnott 01352704122 Claire.Sinnott@flintshire.gov.uk and Vicky Barlow Vicky.barlow@flintshire.gov.uk

Estyn policy and procedures for safeguarding

County	Child referrals	Adult referrals	Out of hours if different	
Gwynedd	01758 704455	01286 682888	01286 675 502	Delyth Griffiths 01286 679 007 DelythGriffiths@gwynedd.llyw.cymru
Isle of Anglesey; Ynys Môn	01248 752733	01248 752752	01286 675 502	Gwyneth Hughes 01248 752 936 01407 767 782 GwynethHughes@ynysmon.gov.uk
Merthyr Tydfil	01685 725 000	01685 725 000	01443 743665	Sarah Bowen 01685 725 082 Sarah.Bowen@merthyr.gov.uk
Monmouthshire	01291 635669	Caldicot/Chepstow 01291 635666 Monmoth/Usk/Raglan 01600 773041 Abergavenny 01873 735885	0800 328 4432	Heather Heaney 01633 644 392 07917 707343 heatherheaney@monmouthshire.gov.uk
Neath Port Talbot	01639 686803	01639 686802	01639 895 455	John Burge 01639 763 226 j.burge@npt.gov.uk and s.jones3@npt.gov.uk
Newport	01633 851423	01633 656656	0800 328 4432	Nicola Davies 01633 235664 Nic.Davies@newport.gov.uk
Pembrokeshire	01437 764551 Martin Reynolds 01437 776 688	01437 764551 Karen Panter 01437 776 330	08708 509 508	Cheryl Loughlin 01437 776 549 Cheryl.Loughlin@pembrokeshire.gov.uk
Powys	01597 827 666	01597 827 666	0845 757 3818	Michael Gedrim 01597 827 / 01597 82 michael.gedrim@powys.gov.uk
Rhondda Cynon Taff	01443 742 928 Debbi Davies 01443 742 927	01443 742 940	01443 743 665	Treena Morris 01443 744 005 Treena.Morris@rctcbc.gov.uk
Swansea	01792 635700	01792 636519	01792 775501	Paul Henwood 01792 637 148

Torfaen	01633 647249	01633 647248	0800 328 4432	Jacquiline Watkins - 01495 766 932 Jacquiline.Watkins@torfaen.gov.uk
Vale of Glamorgan	01446 725202	01446 700111	02920 788570	Dorian Davies 01446 709 867 jdredrup@valeofglamorgan.gov.uk
Wrexham	01978 292039	01978 292066	0345 0533116	John Grant 01978 295 418 John.hodgson@wrexham.gov.uk

Other helpful numbers

Childline UK **0800 1111**
 NSPCC Help and advice **0808 800 5000**

CSSIW contact details

National Office contact details **0300 7900 126**

The link below provides contact details for CIW regional offices:

<https://cssiw.gov.wales/contactus/?lang=en>