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V1.0	May 2017	Catrin Morgan / DOSPG	This was a revision of Interim Safeguarding Policy Children and 'At Risk'/Vulnerable Adults

Cardiff University Safeguarding Policy

1. Scope

- 1.1 This policy sets out the University's duty to safeguard all children and adults at risk¹ who are part of the University or who come into contact with its staff, students, volunteers or the staff of contractors in the course of their work.
- 1.2 Cardiff University is committed to increasing awareness of safeguarding issues relating to children and adults at risk, promoting good practice and assisting members of staff, students and volunteers to make informed and confident responses in relation to safeguarding issues for children and adults at risk.
- 1.3 The University is committed to providing a safe environment for all children and adults at risk who may be encountered through teaching, research, outreach, or other activities.
- 1.4 This policy applies broadly to all staff, students and volunteers, although specific responsibilities fall to certain roles and individuals (see section 15).
- 1.5 All staff, students or volunteers who work with children or adults at risk must familiarise themselves with the procedures prior to engaging in any regulated activity.
- 1.6 When visiting schools and colleges, in the UK or abroad, staff, students and volunteers should ensure they have an understanding of safeguarding principles, have completed any training identified as necessary for the role and are aware of a point of contact for raising safeguarding concerns within the setting.

2. Safeguarding responsibility and duty of care

- 2.1 While the University is committed to meeting its safeguarding obligations, the University does not act "*in loco parentis*" and ultimate responsibility for children rests with those who do have parental responsibility. The University recognises that some adults at risk may have an appointed representative e.g. mental health advocate, legal/enduring power of attorney.
- 2.2 The University recognises its common law duty to take necessary and reasonable steps to ensure that children and adults at risk are safe and that reasonably foreseeable harm does not occur as a result of careless acts or omissions. These measures are in addition to those required under general Health and Safety requirements.
- 2.3 The university has a duty of care to its staff as an employer, to its students, to those engaged in a voluntary capacity and visitors.
- 2.4 The University will discharge its safeguarding duties in line with relevant legislation. Further information can be found on the Safeguarding Public Information pages of the website.

¹ See Appendix 1 for definition

- 2.5 Heads of Schools or Directorates are responsible for ensuring that the appropriate mechanisms are in place to ensure Designated Safeguarding Officer (and deputy where required) are appointed and that risk assessments are carried out and suitable and sufficient control measures are in place and operational.
- 2.6 Where children accompany their parent(s)/guardian(s) onto any part of the University campus (and this includes Residences), they remain the responsibility of their parent(s)/guardians at all times. Whilst staff and students are not prevented from bringing their children into work, they have a responsibility and a legal duty under the Health and Safety at Work Act to ensure that their children are not put at risk or endanger others by their actions. Advice and policy on bringing children on to University premises is available from the Occupational Safety, Health and Environment Unit.
- 2.7 The University reserves the right to direct that a child be removed from campus where the presence of the child is causing an unacceptable health and safety risk or an unreasonable risk to safeguarding.

3. Receiving and reporting safeguarding concerns

- 3.1 It is the responsibility of all staff, students and volunteers engaged in regulated activity² to familiarise themselves with the reporting procedures before undertaking any regulated activity.
- 3.2 The University has a Lead Safeguarding Officer, two Principal Safeguarding Officers and a network of Designated Safeguarding Officers where required. These Officers will work with other agencies where appropriate to ensure legal and regulatory compliance and to achieve the aims of this policy. Current post holders' details can be found on the Safeguarding Public Information pages of the website.
- 3.3 Any concerns should be reported to a Designated Safeguarding Officer (DSO) or who will in turn report to the Lead and Principal Safeguarding Officers as appropriate. All staff should be made aware of who the DSO is in their relevant setting, before working with children or adults at risk.
- 3.4 Allegations or concerns about abuse must be reported to the appropriate person as quickly as possible and at most within 24 hours.
- 3.5 Under no circumstances should members of the University carry out their own investigation into suspicions or allegations of abuse, neither should they question victims closely, as to do so may undermine evidence and obstruct any investigation that may be carried out subsequently by the Police or Social Services.
- 3.6 Any allegation of abuse made against a member of staff, student or volunteer must be dealt with fairly, quickly and consistently, in a way that provides effective protection for the child/adult at risk, and at the same time supports the person who is the subject of the allegation.
- 3.7 Any employee who considers that they themselves may be an adult at risk can seek support from line management and their trade union.
- 3.8 A staff member who considers that they have been subject to inappropriate behaviour or abuse should report and seek support under the Dignity at Work and Study Policy.

² See Appendix 1 for definition

- 3.9 The University will seek to manage and minimise the stress inherent in circumstances where an allegation is made against a member of staff, student or volunteer.
- 3.10 Support for the individual is key to fulfilling this duty and members of staff who face allegations of abuse, harm or neglect can seek support from line management and their trade union.

4. Safeguarding Cardiff University students

Students under the age of 18

- 4.1 An application to study at the University from applicants who will be aged under 18 years at the commencement of their programme of study will trigger a risk assessment, which requires the approval of the Academic Registrar. Where adaptations are reasonable and proportionate, the University will put in place measures in order to control risks and ensure safeguarding and wellbeing.
- 4.2 The University reserves the right to refuse to admit a child or adult at risk to a programme of study, or other University managed activities, if it judges that the adaptations necessary to safeguard that individual's well-being go beyond what is reasonable and proportionate.
- 4.3 The University will provide particular guidance for applicants who will be aged under 18 years at the commencement of their programme of study about the nature of the University environment, which will include links to the University's broader safeguarding policy and contacts. Applicants may request that this guidance also be copied to the applicant's guardian(s) / parent(s) for information, both at the point of offer and prior to enrolment.

Students over the age of 18

- 4.4 Students with additional learning needs may also be adults at risk. Where an accepted applicant has disclosed an appropriate condition, the Disability and Dyslexia Service will request additional information for the purposes of risk assessment to include any safeguarding needs, identifying additional support and reasonable adjustments.

5. Contractors' staff working on University premises

- 5.1 The contractor is responsible, as the employer of staff working on the University's premises, to ensure that each individual has been recruited appropriately to the role they are undertaking, and that DBS checks have been acquired where required for all appropriate roles in accordance with the eligibility criteria.
- 5.2 In line with the University's duty of care, Cardiff University will request confirmation from the employer that each worker requiring a DBS check has had a check at the appropriate level.
- 5.3 Any staff of a contractor whose role gives them contact with children or adults at risk in the course of their duties for the University will be made aware of and will abide by the safeguarding and practice policies of the University, and may be required to attend appropriate training.

6. Research

- 6.1 It will be the responsibility of the School Research Ethics Committee ("SREC") or the /University Research Integrity and Ethics Committee ("URIEC") with the Lead DBS

Counter Signatory³ to consider whether anyone working with children or adults at risk as part of a research project (whether staff or student within the University) requires a DBS disclosure.

- 6.2 All research involving children or vulnerable adults must obtain approval from the relevant SREC (or URIEC) and be consistent with the University's policy on research ethics and the University's Research Integrity and Governance Code of Practice.
- 6.3 Unless otherwise approved by an SREC or URIEC, the researcher should ensure that informed consent has been obtained from parents of children under 18. Children should be given the opportunity also to consent to participation, but parental consent is essential.
- 6.4 Any research activity will respect the person's right to confidentiality and comply with any relevant code of ethics applicable to the type of research being conducted.
- 6.5 The researcher should monitor the effect of the research on the person to ensure that they feel comfortable with continuing with the research.
- 6.6 Wherever possible, a same sex chaperone should always be present during the research.
- 6.7 Further guidelines for conducting research events is available in the Events Guidance online.

7. Training

- 7.1 Any member of the University who will be planning activities with/for children or adults at risk is required to undertake appropriate training.
- 7.2 Training is mandatory for those with identified safeguarding roles. Training for all categories of Safeguarding Officers is required and must be renewed every 3 years and as/when policies and procedures are changed substantially.
- 7.3 Activity organisers for regulated activities (e.g. residential courses for children including supervision between the hours of 2am and 6) are highly recommended to access relevant training.
- 7.4 A recommendation to attend safeguarding training should be triggered by the line manager following a requirement for the post-holder of any role to be subject to an enhanced DBS check.
- 7.5 An outline of training requirements is identified in the supporting guidance on the Safeguarding Public Information pages of the website.
- 7.6 Staff training will be recorded and monitored via the Core HR system. A record of safeguarding training undertaken by students and volunteers should be kept on the training log.
- 7.7 A record of all DSOs and Deputy DSOs, along with their training record, is held in Assurance Services. Reminders to update this information will be sent to the relevant staff on an annual basis.

³ The first point of contact for the Lead DBS Counter Signatory is Human Resources.

8. Relevant Policies and Legislation

8.1 The University has legal responsibilities in areas which align with or otherwise inform our safeguarding duties. Therefore, this policy should be read and actioned in line with the following documents:

- [Code of Practice on Public Interest Disclosure \(Whistleblowing\)](#)
- [Data Protection Policy](#) and [associated data protection information](#)
- [Modern Slavery and Human Trafficking Statement](#)
- [Prevent Policy](#)
- [Code of Practice on Close Personal Relationships](#)

9. Policy Implementation and Review

9.1 This policy document constitutes the general policy that applies to all areas of activity in the University.

9.2 It is the responsibility of the Safeguarding Steering Group to review this policy annually. All versions will be dated and approved versions signed by the Chair of the Safeguarding Steering Group.

9.3 The University will further develop the policy where necessary in line with changes in legislation and best practice guidance and following internal review of the effectiveness of existing procedures

10. Roles and Responsibilities

10.1 A register of the following roles is kept by Assurance Services and is updated on an annual basis.

10.2 Lead Safeguarding Officer (LSO)

The LSO is the Academic Registrar, who has overall accountability and strategic responsibility for safeguarding children and adults at risk within the University.

10.3 Principal Safeguarding Officers

Have responsibility for overseeing the implementation of the safeguarding policy within the University and provide leadership and support to Designated Safeguarding Officer. These are the Director of Human Resources in respect of staff and the Director of Student Support and Wellbeing in respect of University students.

10.4 Designated Safeguarding Officers (DSO)

These are officers appointed in Academic Schools and Professional Service departments where there are programmes or activities where staff and/or students work with children, and adults at risk as part of their roles. A DSO will be appointed to take responsibility for safeguarding within that programme or activity. The DSO will normally be the organiser or coordinator of the programme or activity.

10.5 Deputy Designated Safeguarding Officer (DDSO)

Is appointed to support the DSO and may be the first point of contact for the activity involving children/adults at risk. Depending on the scale of activity, there may be one or more nominated.

10.6 Research DSO

For research activities it will be the responsibility of the Head of School to ensure that a Designated Officer is appointed for any research activities involving children or adults at risk. The Designated Officer will usually be the person with overall responsibility for the activity (e.g. Principal Officer). The Designated Officer may appoint a Deputy Designated Safeguarding Officer (DDSO) who is involved in day-to-day activity to support the DSO.

10.7 A full description of the responsibilities of each of these roles, along with the relevant contact details, can be found on the Safeguarding Public Information pages.

11. Developing Local Procedures

11.1 To ensure consistency and legal and regulatory compliance, it will not be expected that Schools or Services develop local procedures that deviate from the central policy unless they can demonstrate a specific need to do so.

11.2 Where a need is identified for a local procedure, this must be approved by the Principal Safeguarding Officer or Lead Safeguarding Officer and will be reported to the Safeguarding Steering Group.

Appendix 1 - Definitions/terminology

For the purposes of this policy and appendix, the following definitions will apply:

1. Definition of 'Children' and 'Adults at Risk':

Term	Definition	Legislation
Child	<p>The term 'child' is used within this document to refer to anyone under the age of 18.</p> <p>"Young person" is used in this document to refer to someone who might not perceive themselves as a child, but who is still legally defined as a child being under 18.</p>	<p>The Children Act 1989</p> <p>The Health and Safety at Work Regulations 1999 (Reg 19)</p>
Adult at risk	<p>A person over the age of 18 who:</p> <p>(a) has needs for care and support (whether or not the authority is meeting any of those needs) and</p> <p>(b) is experiencing or is at risk of abuse or neglect and</p> <p>(c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it."</p> <p>People with learning disabilities, mental health problems, older people and disabled people may fall within this definition.</p> <p>Adults will be deemed as 'at risk' or 'vulnerable' at the point at which they are receiving regulated activity.</p>	<p>Under Part 7 of the Social services and Well Being (Wales) Act 2014</p>
Regulated activity with children	<p>Regulated activity with a child includes:</p> <ul style="list-style-type: none"> Unsupervised teaching, training or instruction of children (teaching/training provided wholly or mainly for children not courses aimed at/delivered to students who are mainly over the age of 18), carried out by the same person frequently (once a week or more often), or on 4 or more days in a 30-day period, or overnight (2am - 6am); Care (personal and health care) or supervision of children; 	<p>Safeguarding Vulnerable Groups Act 2006 (amended by the Protection of Freedoms Act 2012).</p> <p>Further information is available at: www.gov.uk/disclosure-barring-service-check/overview</p>

	<ul style="list-style-type: none"> • Advice or guidance provided wholly or mainly for children relating to their physical, emotional or educational well-being if carried out by the same person frequently (as above); • Moderating a public electronic interactive communication service likely to be used wholly or mainly by children, carried out by the same person frequently (as above); • Driving a vehicle being used to convey children. 	
Regulated activity with adults at risk	<p>Regulated activity with adults at risk includes</p> <ul style="list-style-type: none"> • personal care (physical assistance with eating or drinking, toileting, washing or bathing, dressing, oral care or care of the skin, hair or nails provided for reasons of age, illness or disability), • healthcare (by a health care professional or a person acting under the direction or supervision of a healthcare professional), • social work, • assistance in day-to-day matters including handling cash, • driving the adult to appointments for the purposes of: health care, personal care or social work required due to age, illness or disability, • people who hold a lasting or enduring power of attorney under the Mental Capacity Act 2005 (MCA), a deputy under the MCA, an Independent Mental Health/Capacity Advocate in respect of the individual. 	<p>Safeguarding Vulnerable Groups Act 2006 (amended by the Protection of Freedoms Act 2012).</p> <p>Further information is available at: www.gov.uk/disclosure-barring-service-check/overview</p>
Abuse	<p>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).</p> <p>The full definition of abuse is available in the appendices.</p>	Social Services and Well-Being (Wales) Act 2014
Neglect	<p>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).</p>	Social Services and Well-Being (Wales) Act 2014

	The full definition of neglect is available in the appendices.	
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Version	Date	Author/Consulted	Notes on Revisions
	2017	DOSPG	Multiple appendices, CoP and Policy produced in 2017 have been used to create this Procedure.

1. Scope

- 1.1 These procedures set out the steps to be taken when a safeguarding concern is disclosed or suspected. Further guidance and frequently asked questions can be found in the appendices.
- 1.2 It is the responsibility of all staff, students, volunteers and staff of contractors engaged in regulated activity to familiarise themselves with the reporting procedures, completed any training identified as necessary for the role and ensured they are aware of a point of contact for raising safeguarding concerns within the setting before undertaking any regulated activity with children or adults at risk.

2. Recognising abuse

- 2.1 The recognition of abuse is not always easy. The University acknowledges that its staff, students and volunteers may not be experienced in this area and may not easily know whether or not abuse is taking place. Indeed, it is not the place of University members to make such a judgement. However, the university recognises that it has a responsibility to act on any concerns in order to safeguard the welfare of children or adults at risk.
- 2.2 Abuse can and does occur both within families and in institutional or community settings. The University acknowledges that some individuals seek to use voluntary and community organisations to gain access to children and adults at risk and that it is necessary to have an open mind when the possibility arises that a member of the University is suspected of abuse or inappropriate activity.

3. What to do if abuse/neglect is suspected or disclosed

- 3.1 The following section sets out how to handle a disclosure of abuse or neglect. If a child or adult at risk says something or acts in such a way that abuse is suspected, the person receiving the information should:

Assess the situation

- Assess whether there is an active threat to the child/adult at risk's safety and the safety of others. If the situation is urgent or dangerous, you should call the police on 999.

React in a calm but concerned way

- Do not confront the alleged abuser.
- Tell the person that s/he is right to share what has happened; and that s/he is not responsible for what has happened.

Classification: Non-Classified

- Take what the person says seriously.
- Keep questions to an absolute minimum only to clarify what the person is saying, not to interrogate.
- Do not interrupt the person when they are recalling significant events.
- Reassure the person that the issue can be dealt with.
- Explain what actions you must take in a way that is appropriate to the age and understanding of the child/adult at risk.

Confidentiality and consent

- Explain the limits of confidentiality to anyone under the age of 18 years, as you have a responsibility to disclose information to those who need to know. Reporting concerns is not a betrayal of trust.
- Explain to an adult at risk that you require their consent to pass on the matter to an agency such as social services or the police.
- Do not give assurances of confidentiality that cannot be kept but reassure the person that the information will only be passed on to those people who need to know.
- Every effort should be made to maintain confidentiality. Suspicions or details of a disclosure must not be discussed with anyone else other than the responsible individuals outlined in section 4.

Record the following information as soon as possible:

- What is said and done when the disclosure is made or the concern becomes apparent. This may be used later in a criminal trial and it is vital that what is disclosed is recorded as accurately as possible. Do not ask leading questions. The record must be drafted in the person's words and should not include the assumptions or opinions of others.
- The person's account of what has occurred and the nature of the allegation or concern.
- Descriptions of any physical injuries (do not remove clothing to inspect injuries)
- The date, time, place and individuals who were present at the discussion.
- Any other dates, times, places or names, or any other potentially significant information.

Please note: a template for logging concerns can be found in the appendices.

In an emergency

- In urgent cases where you have an immediate concern you must make direct contact with the police by calling 999, reporting later to the University's Designated Safeguarding Children Officer.
- You have no right to detain a child or adult at risk, but you should provide a 'place of safety', if possible, until the police or local authority assumes responsibility.
- You should not, under any circumstances, confront or contact the accused, or talk to friends and/or family of the abused.
- The person taking the disclosure must recognise their individual responsibility to their own safety and that of others with whom they work and take appropriate action to minimise risk of harm.

If you need further support

- If you require advice or support, contact the local duty team or NSPCC helpline (see Supporting Compliance and Practice Guidance Note 1; Reporting Concerns for reporting procedures). The need to seek advice however, should not delay any emergency action needed to protect a child. If you are unable to contact social services or your PI/line manager for advice, you should report your concerns to the police;
- All concerns reported to social services are taken seriously. It is better to have discussed it with an expert who has experience and responsibility to make an assessment.
- It is recognised that staff may need support after receiving a disclosure and will be offered appropriate support by line management.
- Where staff, students, volunteers or staff of contractors are unsure and need guidance about safeguarding issues, they must seek support from the Designated Safeguarding Officer, Deputy Designated Safeguarding Officer or Principal Safeguarding Officer

Remember

- never do nothing
- don't assume someone else will do something
- never push for more information
- never discuss your worries with the suspected abuser

4. Making a disclosure

Cardiff University events

- 4.1 Staff, students and volunteers working in direct contact with children or adults at risk may come across possible signs of harm and/or abuse. In each circumstance the individual needs to ensure that any concerns for the wellbeing of a child or adult at risk are reported to the appropriate person as quickly as possible and, at most, within 24 hours.
- 4.2 Staff, students and volunteers should discuss and/or take advice promptly from a Designated Safeguarding Officer (DSO) or a Deputy Designated Safeguarding Officer (DDSO). Your line manager may be able to assist you in contacting the DSO.

- 4.3 All staff should be made aware of whom the DSO or DDSO is in their relevant setting, before working with children or adults at risk. A full list is included in the appendices and is updated annually.

Research

- 4.4 Where the disclosure is made in a research setting, safeguarding concerns should be reported immediately to the Principal Investigator.
- 4.5 The PI should contact the Designated Safeguarding Officer appointed to the activity whenever the alleged perpetrator or victim is a member of the University community or the abuse is alleged to have happened on University property. Allegations may also need to be raised with the relevant University Designated Officer (see appendix 1).

Outreach events

- 4.6 Where there are outreach activities, e.g. in a school or hospital, reported or suspected abuse should be referred to the Designated Safeguarding Officer of the school or hospital. The expectation of the University is that any such referral would be brought to the attention of the University Lead Safeguarding Officer by the school or hospital DSO.
- 4.7 Staff in areas that do not have a DSO or DDSO should report any concerns or seek advice from the Lead Safeguarding Officer or Principal Safeguarding Officers.

Out of hours

- 4.8 If the concern is of a very serious nature and arises out of normal office hours (evenings and weekends), contact should be made directly with the relevant Social Services Emergency Duty Team. In urgent cases, where you have an immediate concern you must make direct contact with the police by calling 999, reporting later to the University's Designated Safeguarding Children Officer.

5. Consent

- 5.1 It is preferable to gain the child or adult at risk's consent before proceeding with a disclosure. However, where this is not possible, the guidelines below should be followed.

Children

- 5.2 There is no requirement to gain consent before reporting concerns about a child to the relevant statutory authorities (police, social service or the NSPCC), nor to determine their mental capacity.

Adults

- 5.3 Wherever possible, consent should be obtained from an adult with capacity, but the requirement for safeguarding children and adults at risk where there are reasonable grounds for concern always overrides the responsibility to maintain confidentiality or obtain consent⁴.
- 5.4 In law, an adult is deemed to have capacity to give or withhold consent to social services referrals, medical examinations, etc. If it is believed that an adult is at risk and may need protection, a responsible person must consider if the individual is capable of giving consent.
- 5.5 If the adult is deemed to have capacity to consent, a professional acting on behalf of the organisation must seek the individual's consent before taking any action, such as a referral to social services or the police.

⁴ Note - this applies to 'adults at risk' – see definitions in appendix 1 of the Safeguarding Policy

- 5.6 If the adult has the capacity to refuse consent to Social Services responding to the alleged abuse and if there are no other adults at risk involved; if a crime has not been committed; and if children are not present (or in the environment where the alleged abuse has taken place), Social Services cannot proceed without consent and therefore, the University would not be able to proceed with external reporting procedures.
- 5.7 There are some exceptions to this rule where consent is not required, these are:
- Where there is a duty to act (e.g. a crime may have taken place); or
 - When it is in the public interest to act (e.g. another person or people, child or adult, is/are put at risk); or
 - When it is suspected that the individual may be under the undue influence of someone else.
- 5.8 Adults at risk always retain the right to utilise University services to receive support in the interests of their own safety and peace of mind.
- 5.9 Notes of the circumstances can be maintained should the individual change their mind at a later stage. Information sharing protocols will evidence that consideration of capacity to consent has taken place, that consent has been given or withheld or the decision-making process to judge that this is not required.

6. What if the allegation relates to a student or member of staff?

- 6.1 Whistleblowing is an important aspect of a safeguarded institution whereby staff, students and volunteers are encouraged to share genuine concerns about a colleague's behaviour, in confidence, with the relevant Principal Safeguarding Officer.
- 6.2 There may be situations whereby staff, students or volunteers have genuine concerns about the conduct of a colleague towards a child or adult. All members of the University have the right and the responsibility to raise concerns, without prejudice to their own position, about the behaviour of staff, students, volunteers, or others, which may be harmful to those in their care and will receive appropriate support when doing so.
- 6.3 Where an allegation of abuse or inappropriate behaviour is made against a member of staff and relates to their actions as an employee of the University, Human Resources will advise and guide the line manager of the member of staff against whom allegations have been made in relation to employment and disciplinary issues. A referral should be made to Children's Services if the allegation involves actual or possible harm to a child, or to Adult Social Services if the allegation involves actual or possible harm to an adult at risk.
- 6.4 Where an allegation of abuse or inappropriate behaviour is made against a student and relates to their actions as a member of the University, the Head of Student Cases will provide advice in relation to student discipline or fitness to practice issues.
- 6.5 The University will support and protect those staff, students, volunteers and others who, in good faith and without malicious intent, report suspicions of abuse or concerns about colleagues and their actions.

7. What will happen next

- 7.1 Disclosures should be reported immediately by the Designated Safeguarding Officer/Deputy Designated Safeguarding Officer to the Lead Safeguarding Officer or Principal Safeguarding Officer who will take the appropriate action.

- 7.2 The Designated Safeguarding Officer, Deputy Designated Safeguarding Officer or the Principal Safeguarding Officer will invoke the appropriate procedures to ensure that children and adults at risk are safeguarded involving Social Services and the Police as appropriate.

8. Referral to Social Services

- 8.1 The Lead Safeguarding Officer and Principal Safeguarding Officer have the responsibility to act on behalf of the University in dealing with allegations or suspicion of abuse or neglect. This will include collating details of the allegation or suspicion and referring the matter to the appropriate statutory authorities.
- 8.2 A written referral to social services should be made as soon as a problem, suspicion or concern becomes apparent, and certainly within 24 hours.
- 8.3 The appropriate Social Services to be contacted in instances of alleged abuse will be the one which covers the local authority area within which the incident occurred (see contact details in appendix 1 above). Therefore, if the incident occurred at the individual's home/school, the appropriate geographical Children/Adult Services would be the one for that local authority area.
- 8.4 During office hours, referrals may be made by telephone to the local social services office. Outside of office hours, a referral should be made to the Emergency duty team.
- 8.5 Social services should acknowledge the written referral within one working day of receiving it. Social services should be contacted again if a response has not been received within 3 working days.
- 8.6 If the decision by social services is that no further action is taken, this should be recorded in writing, including the reasons for that decision.
- 8.7 It is important that any reasonable concerns are referred to social services, even if you think it may be unimportant or that the cultural context is not fully understood. The information provided could be crucial in a broader context.
- 8.8 Under no circumstances should members of the University carry out their own investigation into suspicions or allegations of abuse, neither should they question victims closely, as to do so may undermine evidence and obstruct any investigation that may be carried out subsequently by the Police or Social Services.
- 8.9 You should however be committed to cooperating in any official investigation which may take place.
- 8.10 It is the task of designated statutory bodies (Police, Social Services, NSPCC) not the University, to assess the information given to them and to decide whether to investigate the matter further.

9. Keeping records

- 9.1 Anyone who processes personal information must comply with the principles of the Data Protection legislation, which includes ensuring that personal information is fairly and lawfully processed, not excessive, is accurate, and kept securely.
- 9.2 Sharing of personal information is legal when the organisation has a legal obligation to fulfil, when they are acting to protect the vital interests of the subject or when it assists in the investigation of criminal activity.

- 9.3 All records relating to the disclosure or referral of a safeguarding concern must be stored securely and treated confidentiality in line with [information handling procedures](#).
- 9.4 Assurance Services keep a record of safeguarding concerns, disclosures and referrals. This information is provided to Assurance Services by the DSO/LSO/PSO.

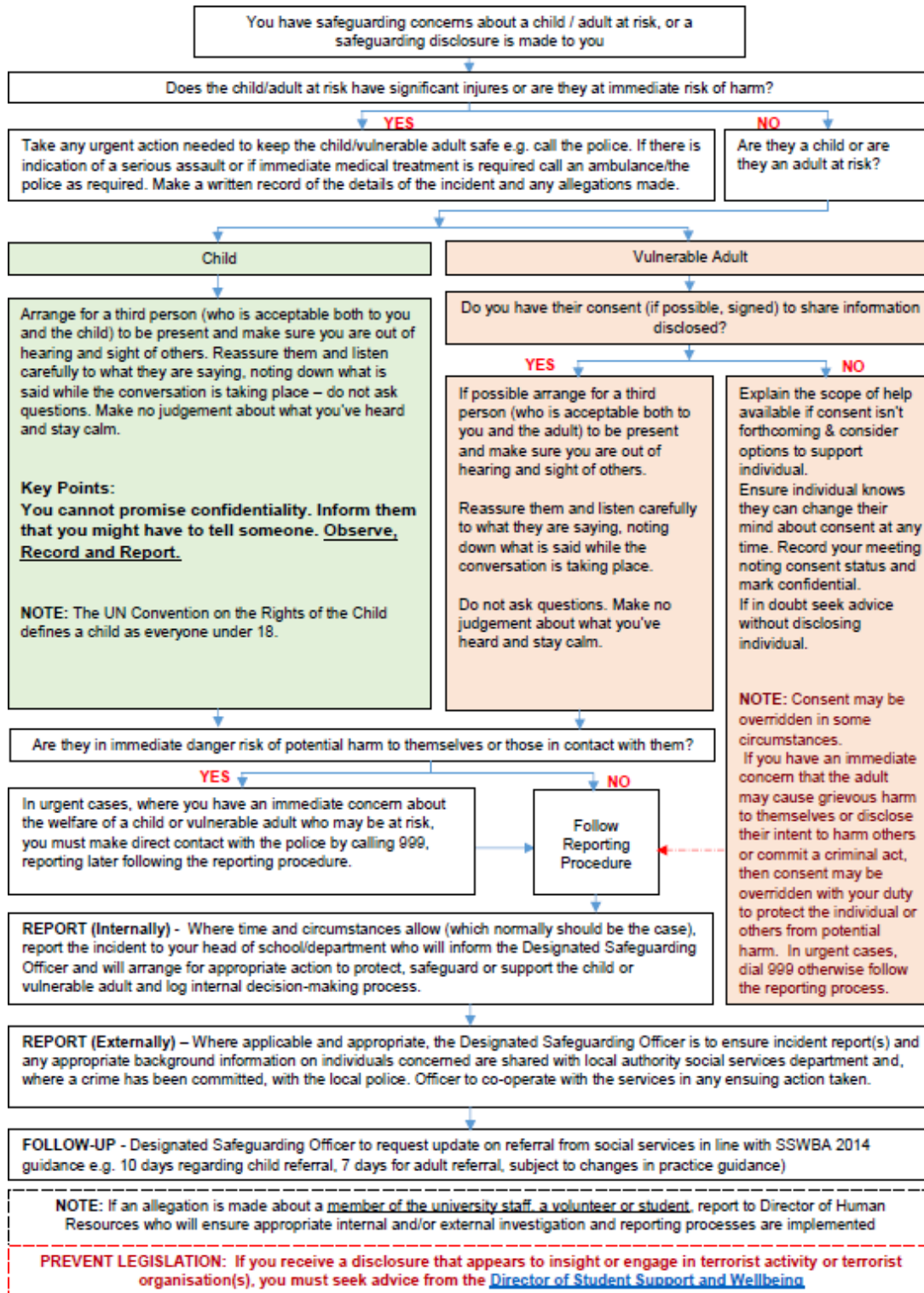
Appendix 1 Notes and frequently asked questions

Question	What To Do	Key Points
What should I do if a child or at risk/ adult at risk asks to speak to me in confidence about what could be a safeguarding matter?	<p>Arrange for a third person (who is acceptable both to you and the child/ adult at risk) to be present and make sure you are out of hearing of others.</p> <p>Reassure them and listen carefully to what they are saying, noting down what is said while the conversation is taking place – do not ask questions. Make no judgement about what you've heard and stay calm.</p>	<p>You cannot promise Confidentiality.</p> <p>Inform them that you might have to tell someone - Observe, Record and Report</p>
Who is responsible for reporting concerns to the appropriate authorities?	You are - but you must, where time and circumstances allow (which normally should be the case), discuss the matter with your Line Manager and/or Designated Officer, who must report.	Talk to Line Manager who will normally consult with the University's Designated Safeguarding Children Officer.
What do I do if I think a child/ adult at risk is in immediate danger?	In urgent cases, where you have an immediate concern you must make direct contact with the police by calling 999, reporting later to the University's Designated Safeguarding Children Officer.	<p>Have the name and address of the individual making the allegation.</p> <p>Refer to your notes – don't filter or withhold any information.</p> <p>You have no right to detain a child or adult at risk, but you should provide a "place of safety", if possible, until the police or local authority assumes responsibility.</p>
Should I contact parents/guardians/carers?	The parents or guardians/carers of a	If parents or guardians/carers are

	child or adult at risk of the disclosure or allegation should normally be informed by the Designated Officer or equivalent as soon as possible that a report is being made to the police or social services.	implicated, do not inform them, but seek advice from the police or social services.
Question	What To Do	Key Points
What should I do if I hear allegations/have suspicions/get a report about potential abuse, and members of the University are implicated?	In cases where you hear allegations about yourself or your colleagues, or hold suspicions or concerns in which your colleagues are implicated, you should consult your Line Manager without delay. If your Line Manager is implicated in any allegations or suspicions, you should immediately consult the University's Designated Safeguarding Officer.	Your Line Manager or equivalent will ensure that the Director of HR is informed.
How many people should be informed?	Only discuss issues with your line manager and/or designated officer.	For reasons of confidentiality, the number of people to be informed of alleged child abuse cases reported to the authorities is to be kept to a minimum ('need to know').
What action does the University take if the case is closed by the police or social services?	If the University ascertains that the social services/civil police decide to take no further action, the University will usually also close the case. However, the University may decide to initiate action under its own policies and procedures if appropriate.	Police and social services have primacy on Child Protection matters.

Appendix 2 Reporting flowchart

Recording and Reporting Safeguarding Incidents Flowchart



Appendix 3
List of roles and responsibilities

Safeguarding Role	Title	Name	Ext	Email
Lead Safeguarding Officer	Academic Registrar	Simon Wright	(0)29 2087 5829	WrightS11@cardiff.ac.uk
Principal Safeguarding Officer - Students	Director of Student Support and Wellbeing	Ben Lewis	(0)29 2087 4179	LewisBM1@cardiff.ac.uk
Principal Safeguarding Officer- Staff	Director of Human Resources	Sue Midha	029 20879243	midha@cardiff.ac.uk

Designated Safeguarding Officers and Deputy Designated Safeguarding Officers

Name	Role	Department	Email	Phone
Karen Tanner	Residences, Sports & Crèche	Campus Facilities	tannerk@cardiff.ac.uk	029208 75813
Helen Mullens	DBS checks; staff records; work experience etc.	HR operations	mullensh@cardiff.ac.uk	029208 79103
Chris Shaw	Research projects/ethics	Research and Innovation Services	ShawC3@cardiff.ac.uk	029 2087 9130
Mike Turner	Safety/ risk management, link to disability staff	Safety & Wellbeing	turnerm@cardiff.ac.uk	029208 74137
Christine Werrell	Disability and at risk students	Student Support & Wellbeing	werrellc@cardiff.ac.uk	029208 79317
Dave Roylance	Recruitment, WP and Summer Schools	Communications and Marketing	roylance@cardiff.ac.uk	029208 75241

Classification: Non-Classified

Sally Rutterford	Admissions	Academic and Student Support Services	rutterfords@cardiff.ac.uk	02920 876864
Geoff Turnbull	Estates and Security	Estates	TurnbullG@cardiff.ac.uk	02920 877304
Daniel Palmer	SU Designated Officer	Students' Union	PalmerD@cardiff.ac.uk	02920 781400

Staff in areas that do not have a DSO or DDSO should report any concerns or seek advice from the Lead Safeguarding Officer or Principal Safeguarding Officers.

Appendix 4
Template for recording disclosures

Name of child / adult raising the issue	Date of birth	Date form completed	Time form completed
Adult / Child details: School:	Student /Staff (circle)	Name: Reporting person	Role:
Incident report as recorded by Safeguarding Officer (or provided by other) from ... Name			
Please record the incident as factually as possible;-			
Provide the following details;-			
Who Is involved?			
What took place?			
Where?			
When?			
Risk of harm considered to be; Low / Medium / High			
Why?			
Any further relevant details:			

Note all action taken, including the names of anyone to whom information was passed.

Internal actions and reporting	
Reports to external agencies	
Involvement of other agencies or organisations	
Safeguarding activity	
Protection activity	

Names and contact details of relevant officers:

Signed by

Role Date

Signed by

Role Date

Signed by

Role Date