Urdd Gobaith Cymru

Child and Young People Protection and Adults at Risk Policy Statement and Procedures.

English translation – based on the Welsh document

Version 26

Reviewed: April 2028

Child and Young People Protection and Adults at Risk Policy Statement and Procedures.

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1. Policy Statement

Urdd Gobaith Cymru is committed to safeguarding and promoting the welfare of children and young people (under 25 years of age) and Adults at Risk, and to protecting them from all forms of harm, abuse, and neglect. Staff and volunteers accept and recognise their statutory and ethical responsibilities to identify, respond to, and report any safeguarding concerns in accordance with Welsh legislation **and national guidance.**

We will strive to protect children, young people and adults at risk by :

- adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- sharing information about our safeguarding procedures and good practice with children, parents, carers, staff and volunteers
- sharing information about concerns with agencies that need to know, and involving parents and children where appropriate
- following careful staff and volunteer recruitment and selection procedures
- providing effective management for staff and volunteers through supervision, support and training
- ensuring that everyone understands their duty to safeguard children, young people, and adults at risk.

We are committed to regularly reviewing our policy and best practice.

Child and Young People Protection and Adults at Risk Policy Statement and Procedures.

English translation

April 2026

Signed



Sian Lewis

Chief Executive

2. Designated Persons

Urdd Gobaith Cymru have designated persons responsible for dealing with any child protection concerns.

2.1 Principal Designated Persons

The Urdd's Principal Designated Persons are responsible for centrally co-ordinating policies and training issues and the development of child protection procedures.

In the absence of the principal Designated Persons, the responsibilities are delegated.

Chief Executive	02920 635689 07826 000704
Head of Policy, Grant and Governance – Policy lead	07984148622

2.2. Designated Persons within Urdd departments

See below, the individuals identified as the designated persons for child protection policies within individual departments.

To report any issues or concerns relating to the safeguarding of children and young people, contact one of the Designated Safeguarding Children Persons from the list below, or email diogelu@urdd.org

Department	Name	Phone number	Mobile number
Corporate / Central Services	Chief Executive	02920 635689	07826 000704
Community and Youth	Director	01745 818600	07974 089668
Eisteddfod and the Arts	Director, Eisteddfod		07824 998637
Gwersyll Glan-llyn and Outdoor Services	Centre Director or the manager on duty	01678 541000	
Gwersyll Caerdydd / Cardiff	Centre Director or the manager on duty	02920 635672	
Gwersyll Llangrannog	Centre Director or the manager on duty	01239 652140	
Sport Department	Director, Sport	02922 405335	07944 621040
Apprenticeships Department	Director of Apprenticeships and Training	02922 405347	07966 403394 / 07930 964625

2.3 Role of the Designated Person is:

- attend Designated Person Training
- establish contact with senior social services officers responsible for child protection in the Urdd's catchment area;
- providing information and advice on child protection within the Urdd;
- ensuring the Urdd's child protection policy and procedures are followed, and in particular informing social services regarding any relevant concerns about individual children;
- appoint child and young person safeguarding deputies within their departments informing all staff and volunteers who the designated persons are
- being aware of the Area/Regional Child Protection Committee and familiar with local procedures;
- ensuring suitable information is available at time of referral and the referral is confirmed in writing, maintaining confidentiality;
- contacting social services and other agencies, as appropriate;
- ensuring relevant people within the Urdd, in particular the Urdd's Chief Executive, is informed of any action and further action required, for example, taking disciplinary action against member(s) of staff;
- ensuring that an individual case record is kept of the actions taken by the organisation, the contact with other agencies and outcome;
- advising the Urdd on child protection training needs.
- Attend practice meetings and review meetings for Urdd designated safeguarding officers for children, young people, and adults at risk.

3. Legislative Context

- The Social Services and Well-being (Wales) Act 2014 which provides the legal framework for the provision of social services in Wales.
- At local level, regional child safeguarding boards coordinate and ensure the effectiveness of work to protect and promote the welfare of children. They are responsible for local child protection policy, procedures and guidelines.

- Wales Safeguarding Procedures https://diogelu.cymru/cy/

- Guidance to help you follow the law on protecting people. Welsh Government Welsh Government Safeguarding Guidelines.

4. Advice and Information Resources

4.1. **Meic** is the helpline for children and young people up to the age of 25 in Wales. From finding out what's happening in your local area to getting help coping with a difficult situation, Meic will listen even if no one else will. They will not judge you and give you information, useful advice and help to change things. You can:
- Talk to someone from the Meic online service: www.meiccymru.org/
- Call Mike for free to speak to someone: 0808 802 3456
- Free Mic Texting on: 84001

4.2. **The Children's Commissioner for Wales' Investigation and Advisory Service** is free and confidential. It is there as a source of help and support if children and young people or those who care for them feel that a child has been treated unfairly. You or your parent/carer can:

- Call the service for free: 0808 801 1000
- E-mail the service: council@complantcymru.org.uk

4.3. **Childline** is a free confidential and private service where anyone under the age of 19 can get help and advice. The Childline website www.childline.org.uk/ has information and support pages as well as tools to help you work through problems on your own. If you want to talk or chat with Childline you can:

- Call Childline for free: 0800 1111
- Register online to email Childline or chat online with a counsellor: www.childline.org.uk/get-support/

5. Working safely with children and young people

5.1. Preventing Unsuitable People from Working with Children

The Urdd implements recruitment and management procedures that take into account the need to protect children and young people. These include arrangements or appropriate checks on staff and volunteers

The Urdd has procedures for advertising, interviewing and recruiting staff. These include the requirement for Exclusion and Disclosure Service checks and consideration of good and current Human Resources recruitment practices.

5.2. Code of Conduct

A code of conduct and best practice must be for the benefit of children, parents, staff and the Urdd's volunteers in terms of limiting the scope for abuse and for allegations or false allegations to be made.

In following the code of conduct and best practice, you should always provide guidance and support to unexperienced assistants.

The code of conduct is reviewed annually byd the Designated Safeguarding Leads

See Urdd Gobaith Cymru's Code of Conduct

5.3. Outdoor Activities

No member of staff or volunteer has the right to organise outdoor activities for members in the name of Urdd Gobaith Cymru without suitable qualifications, a record of a risk assessment and contact with a member of staff entitled to give consent.

The Deputy Director of Glan-llyn is available to advise about field activities by initially contacting by phone: 01678 541000.

For example, outdoor activities include sailing, canoeing, boating, climbing, mountain walking, river walking, coastal walking and any activity in the sea, lake or river, walks, cycling trips.

5.4. Planned Activities

- Staff and leaders who can organise trips/visits should plan and prepare a detailed programme of activities for the children involved in the project.

- Organisers are responsible for the welfare and safety of children and young people for the entire time they are away from home.

- Young people should not normally be left to go on their own, for example to town for the evening or a shopping trip unless definite boundaries have been set and meeting arrangements made.

- Every child/young person should always be properly supervised and kept busy in suitable activities.

- In circumstances where planned activities were disrupted e.g. due to the weather, organisers should then have planned several different activities.

- Organisers should obtain written parental consent for children/young people to join an organised trip.

- Parents should be given full information about any trip, including details of the activities programme, the activities the children will follow and the supervision ratio.

5.5. Supervision of children and young people

- Responsible leaders should be satisfied that employees and those adults accompanying group parties are fully competent to do so.

- Children and young people must be supervised in accordance with the activity guidelines, preferably by two or more adults.

- In accordance with the Risk Assessment, supervision arrangements should be in place. The level of supervision can vary depending on the age of the young people, the nature of the activity and the location of the activity.

- Employees should always know where the children and young people are and what they are doing.

- Staff should give constant supervision when dangerous equipment is being used.

- Children and young people should not be allowed to behave dangerously.

5.6. Risk Assessments – *see Urdd's Health & Safety policies*

Assessing risk is at the heart of Health and Safety policy, which is a careful audit of the workplace to see what exactly could happen that would result in an employee or visitor being injured. Consideration needs to be given as to whether adequate safeguards have been or need to be done to prevent harm. The aim is to ensure that no one is injured or becomes ill. Don't over-complicate things.

All Urdd staff are required to assess the risk of all activities and events. If there is a problem, the risk assessment document is the first

document the court will require. If no risk assessment is available, the Urdd as an employer and an organisation, will be very susceptible to criticism, even if the outcome of the incident in question was not serious.

Clear guidelines on how to complete a risk assessment can be found within the Urdd's Health & Safety policies and on the Urdd staff website. mewnrwyd Staff yr Urdd trwy Sharepoint

Contact the residential centres individually for their risk assessments:- Llangrannog, Glan-llyn, Cardiff and Pentre Ifan.

For the Eisteddfod department's risk assessments, contact the Eisteddfod department.

5.7. Staffing polices for activities and supervising children

The guidelines below should be used as the minimum when completing the risk assessments. See http://oeapng.info/about-ng/ and https://oeapng.info/download/1186/?tmstv=1729171727 for the update advice.

See below the adult ratio guide for children and young people. The ratios can increase in accordance with the specific risk assessment of the activity / journey / period of residence / the needs of the young people.

School Year 1 to 3	1:6
School Year 4-6	1:10
School Year 7-13	1:15
Foreign Travel	1:10 or 15 (depending on the risk assessment)

The standard ratios above can change depending on further information/needs/nature of the activity/guidelines of National Governing Bodies (e.g. Sports)

A risk assessment must be carried out in order to review the ratio if any element of an event is 'different' to the norm.

Ensuring arrangements for children and young people to be properly supervised is one of the most effective ways of reducing the opportunities for children to suffer any kind of harm while they are in the care of the Urdd.

5.8. Arrangements for keeping young performers safe.

Staff who organise performances, where a children's license is required, must arrange this with the relevant licensing authority to secure the welfare and safety of young performers.

This is relevant for organising children to participate in stage, television, film or other performances, as well as those taking part in paid sports or modeling activities,

https://llyw.cymru/sites/default/files/publications/2019-08/cadw-performers-safe-safe- guidelines-i-gyd-from-and-regulations-2015-for-performations-children.pdf

5.9. Urdd Apprenticeships

Safety and welfare cases involving apprenticeships are recorded by a designated person in the Apprenticeship Department on a system called My Concern. This system feeds into the wider ACT Training data and is used to maximise the support of the apprentice.

An apprentice gives permission for this data to be kept in registers for the apprenticeship.

Reporting on the My Concern system does not replace the actions of this policy.

6. Support for Staff

Dealing with safeguarding issues and the abuse of children and young people can be emotional and difficult and you or your staff will need support or someone to talk to.

Support can be accessed as follows:
• Talk to your Line Manager
• Contact the Human Resources department
• Use the RISE service for a counselling sessions service among the other services available - Services (myrisehub.co.uk)

7. Responding to signs or suspicion of abuse

General notes

- Remember it is **not** the person who first comes across the allegation of abuse, or suspected abuse, who is responsible for deciding whether the abuse took place. This is the job of professional child protection agencies once they receive information if there is concern about the child.

- Don't worry that you might be wrong.

- You will always be taken seriously by Social Services.

- It's better to have discussed the matter with someone with the experience and the responsibility to make an assessment.

8. Data Sharing

YOU HAVE THE RIGHT TO SHARE INFORMATION AND DATA TO PROTECT CHILDREN AND YOUNG PEOPLE. Sharing information helps to ensure that an individual receives the right services at the right time and prevents the case from becoming more serious and difficult to act / respond to.

REMEMBER THE GENERAL DATA PROTECTION REGULATION (GDPR), DATA PROTECTION ACT 2018 and human rights law are NOT barriers to sharing information where there is justification for doing so, but rather they offer a framework to ensure that personal information about living individuals is shared in an appropriate way.

See - - https://www.llyw.cymru/rhannu-gwybodaeth-i-ddiogelu-pobl-taflen-ffeithiau

9. Safeguarding Adults at Risk

9.1. Definition – Adult at Risk

In accordance with the **Social Services and Well-being (Wales) Act 2014**, an Adult at Risk is defined as a person aged 18 or over who:

- is experiencing or is at risk of abuse or neglect;
- has needs for care and support (whether or not the authority is meeting any of those needs); and
- as a result of those needs, is unable to protect themselves from the abuse or neglect, or the risk of it.

This definition is based on the same principles used in safeguarding children and young people, as outlined in this document.

9.2. Types of Abuse Affecting Adults

Abuse of an adult may include any of the following:

- **Physical abuse** – hitting, pushing, restraint, or withholding treatment plans.
- **Emotional/Psychological abuse** – threats, humiliation, controlling behaviour, or preventing social contact.
- **Financial abuse** – theft of money, undue influence over financial decisions, fraud, or use of bank cards without permission.
- **Sexual abuse** – any sexual activity without consent, or where an individual lacks the mental capacity to consent.
- **Neglect** – failure to provide basic care, medication, safety, food, or hygiene.
- **Domestic abuse** – physical, sexual, psychological, emotional, or financial abuse by a partner or former partner.

(This document already includes definitions of domestic abuse which are also applicable to adults.)

- **Exploitation/Modern Slavery** – forced labour, trafficking, financial or social coercion.
- **Institutional abuse** – unfair treatment, inappropriate restrictions, or an environment within an organisation that places an individual's safety at risk.

9.3. Core Principles for Safeguarding Adults

When working with Adults at Risk, the following principles are essential:

- **Respect for independence** – adults have the right to make their own decisions, including decisions that involve a high level of risk.
- **Consent** – consent should normally be obtained before making a referral.
- **No consent** – information may be shared or a referral made without consent if:
    - there is a significant risk of harm;
    - others are at risk;
    - a crime has occurred or is likely to occur; or

    - the individual lacks the mental capacity to make the decision.
- Staff and volunteers have the same duty to report concerns about adults as they do for safeguarding children and young people.

9.4. Mental Capacity

Staff and volunteers must follow the principles of the **Mental Capacity Act 2005**:

1. An adult must be presumed to have capacity unless there is evidence suggesting otherwise.
2. A lack of capacity must not be assumed simply because a person makes an unusual or high-risk decision.
3. Every reasonable support must be offered to enable the individual to make their own decision.
4. Decisions may be made on behalf of the individual if:
    - a lack of capacity has been established; and
    - the action is in the person's best interests.

Urdd staff are not responsible for carrying out formal capacity assessments, but they must identify concerns and consult with the Designated Person and/or Adult Social Services.

9.5. Procedure for Responding to Concerns or Disclosures from an Adult

Where a member of staff or volunteer is concerned that an adult may be at risk, the following steps must be followed:

1. **Remain calm** – listen carefully and respectfully, following the same listening principles used for children.
2. **Do not promise complete confidentiality** – information must be shared where there is a risk of harm.
3. **Record the details** – use the individual's exact words and record the date, time, and who was present.
4. **Inform the Designated Person immediately** – the same designated role applies to both children and adults.
5. **MyConcern** – record the concern on the system in the same way as required for child safeguarding.

(This reflects the recording procedures already included in the policy.)

6. **Refer to Adult Social Services** – normally with consent, or without consent where there is a significant risk.
7. **Emergency action** – where there is immediate danger, contact the emergency services.

9.6. Role of the Designated Persons in Safeguarding Adults

The Designated Persons (listed within this policy) will also be responsible for:

- providing advice on matters relating to adult safeguarding;
- ensuring that staff follow safeguarding procedures;
- working collaboratively with Adult Social Services, the Police, and partner agencies;
- ensuring appropriate recording on MyConcern;

- advising on training requirements and statutory responsibilities;
- following the procedures of regional safeguarding boards (within a single framework covering both children and adults).

9.7. Data Sharing and the Appropriateness of Information Disclosure

The same information-sharing principles that apply to children also apply to adults:

- The **UK GDPR** and the **Data Protection Act 2018** do not prevent information sharing where it is necessary to prevent harm or manage risk.
- Information must be shared in accordance with Urdd safeguarding policies, with particular emphasis on:
    - the need-to-know principle;
    - professional confidentiality; and
    - appropriate record-keeping.

10. Steps to be taken if someone tells you they or another child or young person is being abused.

See the flow charts

Introduction

10.1. Children and young people have the right to be safe and happy in the activities they or their parents or guardian choose, and parents have the right to believe that the organisations their children go to are safe.

10.2. Therefore, we have a duty to care for the children and young people.

10.3. If a member of staff or volunteer is concerned that a child or young person has been abused or in danger of being abused, the following guidelines must be followed immediately:

- Don’t panic.

- Listen carefully to what is being said and show that you take the allegation seriously. Reassure the child/young person that they are doing the right thing telling you.

- Encourage the child or young person to speak, without prompting or asking leading questions. Don’t interrupt the child or young person when they recall significant events. Don’t make the child/young person repeat the description of what happened.

- Explain what steps you must take, in a way that’s appropriate to the child/young person’s age and understanding.

- Ensure that the young person has support either through the help of a youth worker, experienced staff, school staff or external support.

- Try to tell them as soon as possible that the information will have to be shared with others - don't promise to keep a secret. Reporting concerns does not betray trust.

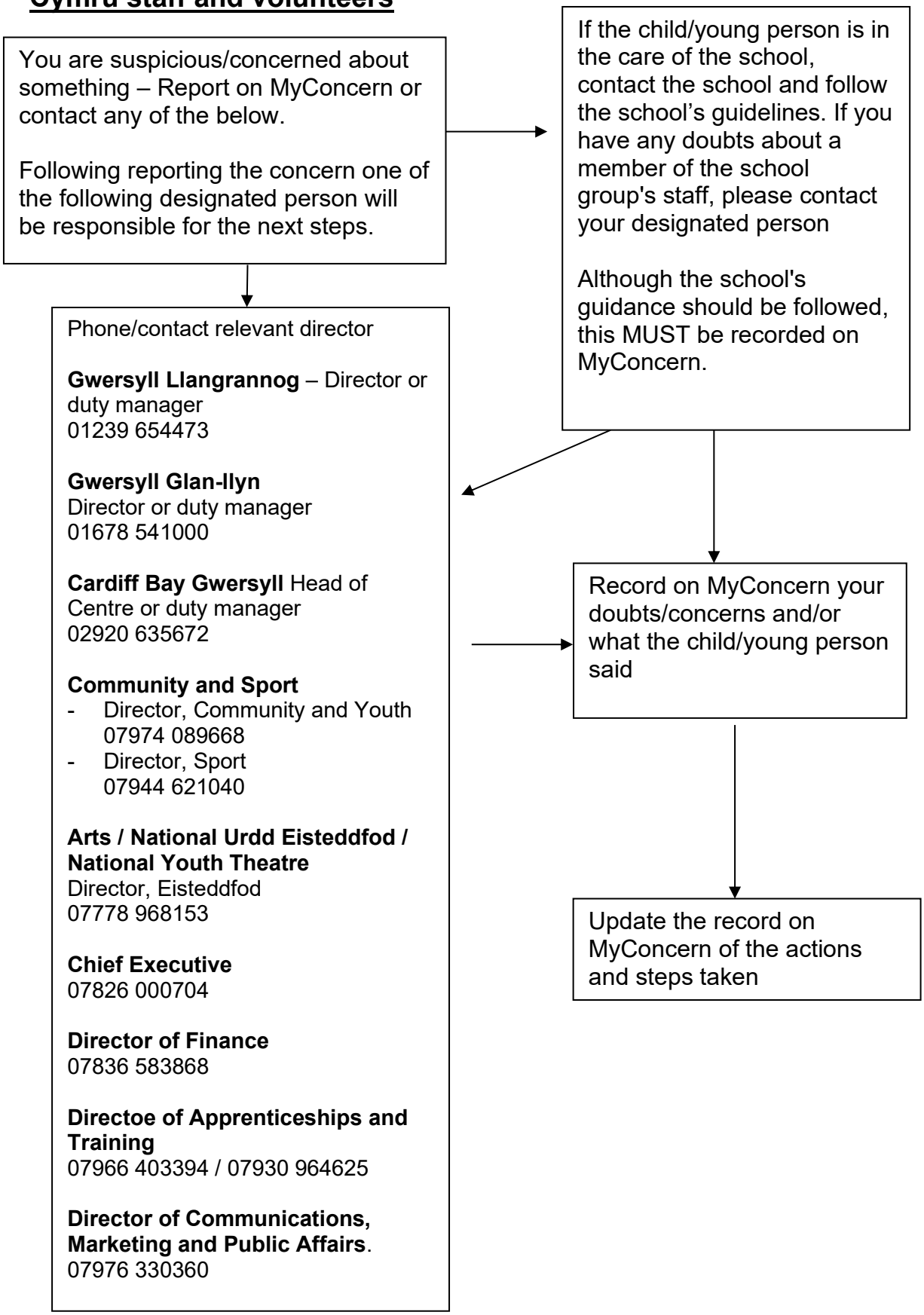
- Record what was said on paper using the child’s own words as soon as possible – make a note of the date, time, any names mentioned, to whom did the child say this, and ensure that the record is signed and dated. This information will be used to record the concern on MY CONCERN.

- Don’t talk to the alleged abuser.

- **Following the disclosure or allegation of abuse, the concern should be passed immediately to any of the directors, or the residential centre’s duty managers – contact details are listed below.**

Gwersyll Llangrannog – Director/Duty Manager	01239 652140
Gwersyll Glan-llyn – Director/Duty Manager	01678 541000
Gwersyll Caerdydd – Director/Duty Manager	02920 635672
Director Youth and Community	07974 089668
Director Sports and Apprenticeships	07944 621040
Arts and Eisteddfod Director	07778 968153
Chief Executive	07826 000704
Finance Director	07836 583868
Director of Apprenticeships and Training	07966 403394 / 07930 964625
Director of Communications, Marketing and Public Affairs.	07976 330360

11. A step by step guidelines flowchart for all Urdd Gobaith Cymru staff and volunteers



12. Action to be taken if you are concerned about the behaviour of any adult or colleague (including a member of the public) towards children or young people.

- Everyone has a responsibility to report concerns regarding a member of staff or a volunteer. See the Urdd Staff Handbook - on disclosing professional malpractice.

- Your concerns may relate to an individual's personal behaviour outside of work which affects trust and professionalism when working and engaging with a plan and young people

- Don’t dismiss your concerns.

- Don't raise the issue with the person you have concerns about.

- It is very important that you do not ignore or dismiss doubts about another employee.

- If the person is employed by the Urdd or volunteers for the Urdd, discuss your concerns with that person’s Director. If you feel that is inappropriate, or if you are dissatisfied with the response, contact the Urdd’s Chief Executive.

- If the person isn’t employed by the Urdd or volunteers for the Urdd, discuss your concerns with your Director or Chief Executive.

13. Contacting Children and Guardians

Although the Urdd is not required to obtain parental consent before making a child protection referral, a Designated Person(s) will take advice from social services if, in the child's best interests, it is appropriate to discuss the refer with the family and, where appropriate, seek their agreement.
This will only happen when such a discussion and agreement does not put the child/young person at risk or significant harm.

Receive a concern against a person under 18 years of age

When receiving a concern or disclosure against a person under the age of 18, advice should be received from social services. There is a right to give a description of the disclosure or the concern to the child's parents / guardians.

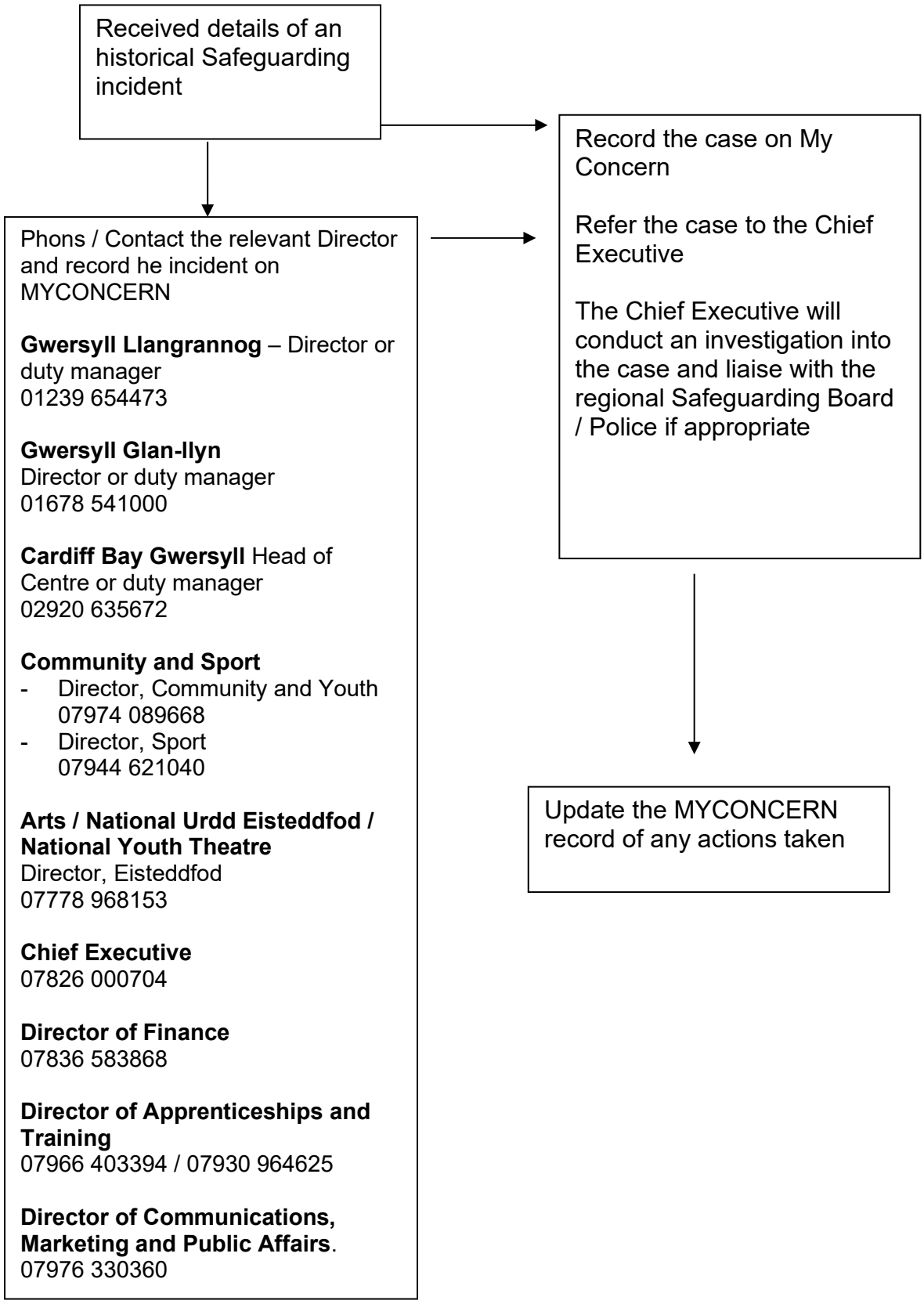
This will only happen when, in your opinion and on receiving social services advice, sharing the information will not put the child/young person at risk or significant harm.

14. Concerns and accusations against staff and Volunteers

If there is a case against staff or a volunteer, the individual must immediately be stopped from working while the case is investigated following the organisation's disciplinary procedures. There should be no delay in notifying Social Services / Police.

As a result of the decision of the investigation the Education Workforce Council (if relevant) and the DBS will be notified

15. Guideline Flow chart for historical concerns



16. Information to be collected when receiving a case or concern about historical abuse

- Name and contact details
- The name and contact details of the individuals who have been abused
- Details of the accused
- The name of the children and young people who have or may have had contact with the accused
- The day and time of the abuse
- Information about the case, what, who, when, etc
- Establish if possible if the person accused is still working with children and young people
- Are there other organisation(s) involved in the historical case that need be be contacted

17. For the Attention of Designated Persons – Making a Referral: Next Steps to Be Taken

All the evidence and information must be weighed in the decision to make a reference.

The decision is not always a clear one and on some occasions it is better to refer than not. If unsure follow the following steps:
• Discuss with a designated person
• Discuss with the local social services department

- Referrals should be made by phone to the relevant Local Authority Social Services department as soon as a problem, suspicion or concern becomes apparent, and certainly within 24 hours.

- Out of office hours, referrals should be made to the emergency or out of hours telephone number of the relevant Local Authority or Police.

- **All telephone referrals should be confirmed in writing within 2 working days using MYCONCERN**

- No one should question the child/young person any further about the abuse.

- The following information should be given to the duty social worker that receives the referral:

    - the reason for concern;

    - full name, address and date of birth (or age) of the child;

    - names, addresses and dates of birth/age of family members, along with any other names they or other people use for them;

    - names of all those with parental responsibility;

    - names of other professionals involved with the family, including the name of the child's school and GP; and

    - any relevant information for staff safety.

- **When meeting anyone connected with the concern, insist that you have a witness present to support the recording and receive information.**

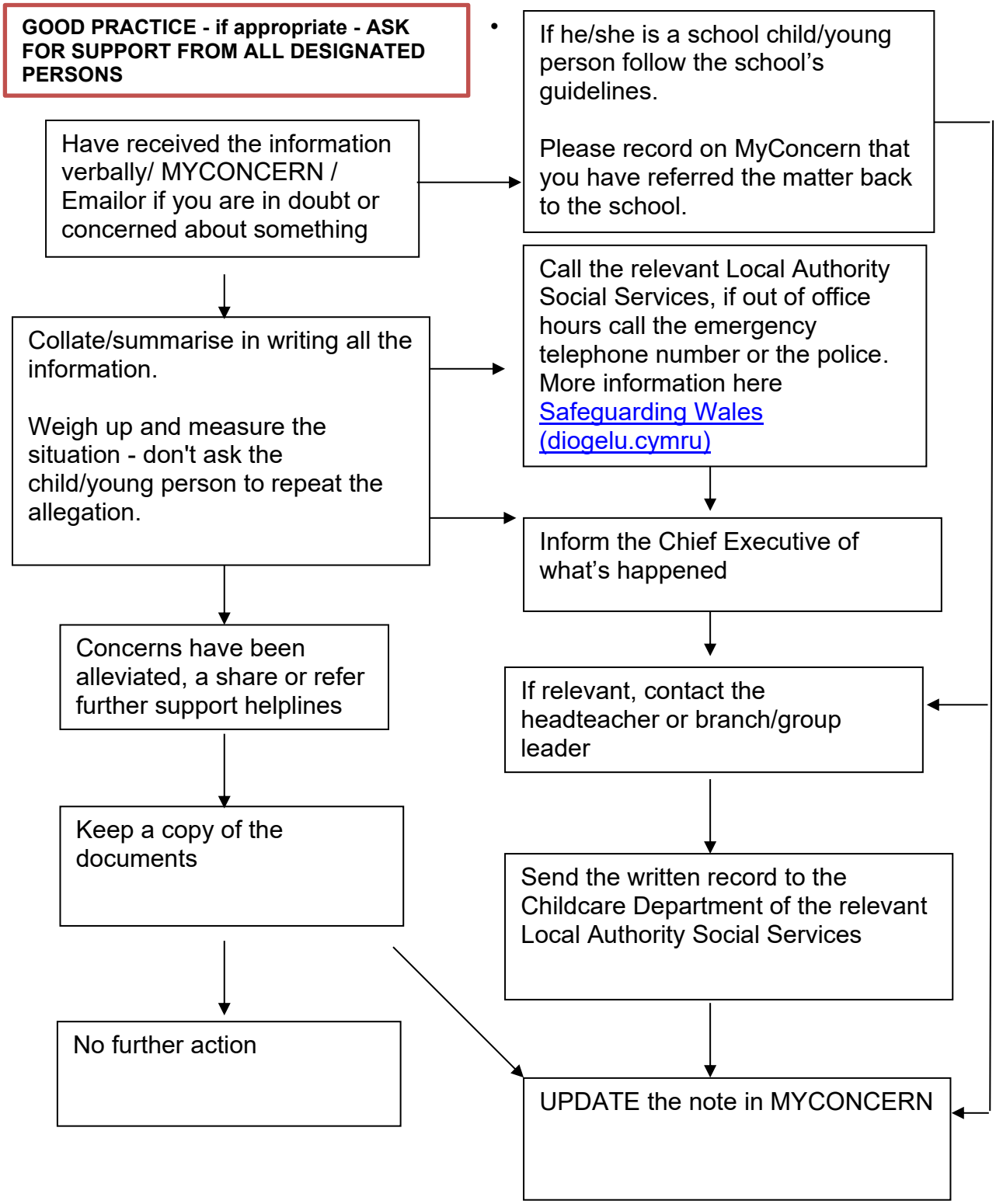
- Information should be given to the headteacher or Urdd branch leader (whichever is relevant) about the Social Services department's consultation process. **This should be done following the referral and should not slow down the referral process.**

- If the child/young person needs urgent medical treatment and there are suspicions that it derives from the abuse, the following steps should be followed:

- Contact the Ambulance emergency services.

- The Local Authority Social Services Department should be contacted immediately, as they may want the child/young person to be examined by a children's doctor on arrival at the hospital.

18. Guidelines flowchart for Directors and Chief Executive



19. Record Keeping and Information Sharing (MyConcern)

All welfare and child protection cases are recorded directly on MyConcern

- MyConcern is monitored throughout the day by the Senior Management Team. The Designated Person or their deputy, will consult (if relevant) with the other designated persons decide on the actions and report back to the person who raised the concern / cause in the first place.

- Details of the case and any additional information will be recorded and uploaded to MyConcern

- Each case on MyConcern will be an individual record along with the ability to flag or identify concerns over a period of time.

- All action details will be recorded on My Concern

- If making a reference to Social Services, on the Multi-Agency Referral Form (MARF), a copy of the form must be uploaded and attached to the record on MyConcern.

- There should be no delay in making the referral.

- The referral must clearly state the name of the person making it.

- A record of any referral will be entered on MyConcern

- **The Urdd has a duty to report concerns and cases relating to staff to the following regulatory bodies:**
    - Education Workforce Council (EWC)
    - The DBS Disclosure and Barring Service

20. MYCONCERN

- “MyConcern” is safeguarding software, run by a safeguarding company, which enables anyone responsible for safeguarding children at risk to manage and record all safeguarding and well-being concerns online.

- It is a secure, password-protected platform that protects, stores and transmits personal information.

- The data and MyConcern are retained for a permanent period, this will support action in historical cases of abuse

21. Statement on taking photographs and creating video clips

The aim of the Urdd's statement on taking photographs and creating video clips is to strike a balance between the desire to draw attention to members' successes and our desire to protect our members from the misuse of images of them. The statement will form part of our Safeguarding Children and Young People Policy.

Best practice and policies of other relevant bodies are followed if they exist, and as a result we:-

1) Allow photographs to be taken and video images to be created by staff, press and professional photographers for television or press use.

2) We will also use pictures of children and young people, or video clips, which are sent to us for inclusion in our magazines or as content elsewhere. Where possible, parental permission will be obtained if we take photographs or create video clips for promotional use.

3) Allow Urdd staff and professional photographers to take photos and create video clips for use on the Urdd's website. We will not name individual members or use photos or video clips of our members in inappropriate costumes. Where practicable, parents will be asked to confirm through a visits form, their permission for us to take photographs and create video clips of their children for use on the web whilst on visits and taking part in activities.

4) Allow photos to be taken by cameras, mobile phones and video cameras, by the public in swimming competitions in accordance with local authority policies and individual swimming pools. This can vary from introducing a system of registering cameras in swimming competitions to banning them completely.

5) Encourage parents and supporters to use our service which provides stage photos and videos of performances at the Urdd Gobaith Cymru National Eisteddfod Pavilion in fairness to competitors and in accordance with best practice in theatres.

6) As Urdd members register to compete in eisteddfodau and sports competitions, they agree to have their photos taken and video clips made, unless they specify otherwise.

7) Urdd Gobaith Cymru have no control over any photos and/or video clips once they appear in the public domain.

8) Urdd Gobaith Cymru will keep all photos and video clips for a considerable time for historical purposes.

22. Summary – Example of a summary

Child Protection is everyone's business
Child protection advice for Urdd Gobaith Cymru staff and volunteers

Working for Urdd Gobaith Cymru, as employees or volunteers, we all have a duty to protect children.

In exceptions you may come across cases of abuse, and you have a duty to keep them from harm.

You must take care that your behaviour does not cause a child to worry or is in danger of being misinterpreted.

If you suspect a child is being abused, or if a child tells you they are being abused or if you receive information of an adult abusing a child, you must follow the guidelines on this card.

It's important to remember:

- We all have a responsibility to ensure that children at risk are protected from harm.

- Don't assume someone else will recognise the signs and report a child at risk.

- Those people who raise their concerns are entitled to confirmation that the matter will be properly investigated.

If you not satisfied with the response you receive, or if the child continues to be at risk or any unexplained sign, try discussing your concerns with the person dealing with the case.

Contact telephone numbers to discuss or report possible cases of abuse

Gwersyll Llangrannog – Director/Duty Manager	01239 652140
Gwersyll Glan-llyn – Director/Duty Manager	01678 541000
Gwersyll Caerdydd – Director/Duty Manager	02920 635672
Director Youth and Community	07974 089668
Director Sports and Apprenticeships	07944 621040
Arts and Eisteddfod Director	07778 968153
Chief Executive	07826 000704
Finance Director	07836 583868
Director of Apprenticeships and Training	07966 403394 / 07930 964625
Director of Communications, Marketing and Public Affairs.	07976 330360

If someone tells you they or another child or young person is being abused:

- Show that you believe what they say, and that you take their allegations seriously.
- Encourage the child to speak, but don't suggest anything or ask any leading questions.
- Explain the steps that must be taken.
- Do not promise complete confidentiality as staff and volunteers have a responsibility to disclose information to those who need to know.
- Record what you have been told using the exact words if possible.
- Make sure you raise your concerns immediately with the relevant Director.
- Do not discuss the matter with the accused.

If you are concerned about the behaviour of a colleague or member of the public towards children or young people:

- Do not put your concerns to one side.
- Do not discuss the matter with the person causing you the concerns.
- If you are concerned about a colleague's behaviour, then you should discuss your concerns with your manager/director/Chief Executive and agree the next steps.
- Do not hesitate to discuss your concerns with someone who is in a position to do something about the situation and ensure an appropriate investigation.
- Do not worry that you have misunderstood. It is better to discuss the matter with someone who has experience and responsibility to assess a case.