

# Safeguarding Children, Young People and Vulnerable Adults Policy and Procedures

Next Review Date: May 2025

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# The Policy

## 1. Purpose and Scope

- 1.1. This policy and delivery document is provided for National Library of Wales (the Library) staff as guidance for interacting with any children, young people or vulnerable adults who are either visiting the Library or participating in activities involving the Library. Its purpose is to foster a safe and welcoming environment and to ensure that all users have a positive experience.
- 1.2. It outlines our policy for safeguarding children, young people and vulnerable adults using the Library's services. It does this by:
  - Providing consistent processes for dealing with potential safeguarding issues.
  - Setting the overall standards expected from staff when engaging with children, young people, and vulnerable adults.
  - Providing guidelines for staff welcoming children to the Library as part of an organised visit, or staff delivering outreach activities or online activities.
  - Providing guidance for staff who are supervising or accompanying children undertaking work experience at the Library.
  - Outlining the course of action for staff in response to a safeguarding disclosure, incident, or allegation.
  - Identifying the procedures to be followed by staff when taking and using still or moving images or sound recordings of children and young people.
  - Promoting the safety and well-being of Library staff working with children, young people, and vulnerable adults.
- 1.3. This policy will apply to all members of staff employed by the Library, its volunteers and contractors working on site. It applies to any activities at the Library, online activities, outreach activities and events at other locations.
- 1.4. The Library will always refer any child protection issues to the relevant agencies. If a matter arises which we believe could lead to criminal proceedings, we will contact the police.
- 1.5. This policy will be reviewed annually and when there are significant changes in legislation and guidance. The policy will be reviewed by the Designated Safeguarding Person (see *Section 5: Responsibilities*).

## 2 Declaration

- 2.1 The Library is committed to safeguarding the welfare of children, young people and vulnerable adults who visit us or participate in any activities involving the Library.
- 2.2 The Library has a legal and moral duty to safeguard all visitors, and to ensure that the highest level of care is provided for those who are most vulnerable.
- 2.3 The Library acknowledges that some young people have additional vulnerabilities and will work to ensure that all children and vulnerable adults have the same protection regardless of any barriers they may face.
- 2.4 The Library is a 'public building' and is openly accessible to all. As a result, all our staff need support and information to effectively deliver our policy statement.
- 2.5 The well-being of children, young people and vulnerable adults is paramount, and everyone has the right to be protected from abuse, whatever their age, ability, gender, race, religion or belief or sexuality. More details regarding how we are promoting equality and diversity can be found on our website: <https://www.library.wales/about-nlw/about-us/governance/equality-and-diversity>

- 2.6 Any allegation or suspicion of abuse will be taken seriously and will be responded to in a relevant way and with immediate effect.
- 2.7 We will ensure that all members of staff, contractors and volunteers understand what constitutes appropriate behaviour and how to respond appropriately, and that they understand that they have a duty to report any concerns to the relevant place.
- 2.8 In applying and implementing the policy, the Library promotes the safety and well-being of all vulnerable children, young people, and adults to enable them to participate in any Library activities in a safe, enjoyable, and inclusive environment.
- 2.9 When working in partnership with other organisations or at other venues, the Library's safeguarding procedures will always be applied, regardless of location or which other partners are involved.
- 2.10 In some cases, the Library may disagree with a decision made regarding a safeguarding concern when working in partnership with other organisations or at other venues. Failure to resolve disagreements are to be addressed using the Regional Safeguarding Board's Resolution of Professional Concerns and Differences protocol.

### 3 Definitions

- 3.1 A child can be any young person who has not yet reached their 18<sup>th</sup> birthday.
- 3.2 A vulnerable adult can be any person aged 18 or over who needs, or may need, community care services because of:
- a learning disability or a physical disability;
  - mental health issues;
  - a sensory impairment;
  - substance or alcohol dependency;
  - age or illness and cannot care for themselves; or
  - not being able to protect themselves from substantial harm or serious exploitation.
- 3.4 Abuse can be defined in many ways. More information on different types of abuse can be found in *Appendix 1: Types of abuse and definitions*.
- 3.5 Possible sources of abuse could include:
- abuse by members of the public;
  - abuse by Library staff;
  - abuse by a spouse, partner, or child;
  - abuse by parents;
  - self-harm; or
  - the abuse of peers or bullying. Children are vulnerable to abuse by their peers and abuse of this nature should always be regarded as seriously as abuse by adults. Peer abuse should never be disregarded as usual behaviour between young people.
- 3.6 The Wales Safeguarding Procedures for children and adults at risk of abuse and neglect describe possible signs and indicators of neglect and abuse in the [Signs and Indicators of Possible Abuse, Neglect and Harm In a Child](#) section.

## 4 Legislation

- 4.1 The Children Act (1989) allocates duties to local authorities, courts, parents, and other agencies in the United Kingdom, to ensure children are safeguarded and their welfare is promoted.
- 4.2. The Social Services and Well-being Act (Wales) 2014, that came into effect in April 2016, sets out the legal framework for Social Services provision in Wales. Local Safeguarding Children Boards coordinate and ensure the efficacy of child protection and the promotion of child welfare.
- 4.3 The Wales Safeguarding Procedures detail the essential roles and responsibilities for practitioners to ensure that they safeguard children and adults who are at risk of abuse and neglect. They can be found online or as part of an app for Android and Apple devices: <https://safeguarding.wales/en/>
- 4.4 The UN Convention on the Rights of the Child (UNCRC) underpins all our work. It is the most complete statement of children's rights ever produced and is the most widely ratified international human rights treaty in history.
- 4.5 The Disclosure and Barring Service (DBS) assists employers with safer recruitment decisions and supports them to prevent inappropriate individuals from working with vulnerable groups, including children, young people or vulnerable adults.

## 5 Responsibilities

- 5.1 The Library's Human Resources Unit is responsible for the administrative procedures involved with the recruitment, selection and induction of staff, and for advising on any disciplinary action.
- 5.2 Line managers will monitor this policy in practice and take appropriate action should the policy be breached within their area of responsibility.
- 5.3 The **Designated Safeguarding Person** (DSP) is responsible for overseeing this policy and for taking the following action should there be any safeguarding disclosures, incidents, or allegations:
  - assess the information promptly and with due care, requesting further clarification or information on the matter as appropriate;
  - consult with a statutory child protection agency in the first instance, such as the local social services department, the Local Health Board, or the NSPCC's helpline to weigh-up any doubts or uncertainties surrounding the concerns;
  - refer the issue formally to a statutory child protection agency or the police.

A detailed description of the role of the Designated Safeguarding Person can be found in *Appendix 2: The Designated Safeguarding Person*.

- 5.4 The Library also has a **Deputy Designated Safeguarding Person**.
- 5.5 In the event that the Designated Safeguarding Person or the deputy DSP are not available, matters should be referred to **the Library's Head of Shift**. The shift rota and contact details

for heads of shift can be obtained from the Control Room on extension 532. There are also electronic copies on SharePoint and the NLW Intranet.

- 5.6 Throughout this document the Designated Safeguarding Person, the Deputy Designated Safeguarding Person and the Library's Head of Shift are referred to as **The Safeguarding Team**.
- 5.7 Contact details for the Designated Safeguarding Person, the Deputy DSP and members of the Library's Head of Shift rota can be found in *Appendix 3: The National Library of Wales Safeguarding Team*.
- 5.8 All members of staff are responsible for maintaining appropriate standards of behaviour and recording any incidents that breach the expected conduct. The Designated Safeguarding Person or a member of the Safeguarding Team should be informed of any reasonable concerns or suspicions.
- 5.9 It is not up to Library staff to decide whether abuse has occurred. This is the role of the social services department with legal responsibility, or the police. The NSPCC also has powers to investigate any child protection concerns.
- 5.10 The name and job title of the nominated senior leader who supports the Designated Safeguarding Person and the safeguarding team can also be found in *Appendix 3: The National Library of Wales Safeguarding Team*.

## Delivery

### 6 Code of conduct for Library staff

- 6.1 You should act in the following way:
  - if a child, young person, or vulnerable adult seems to be in distress, approach them and ask if they need help;
  - ask for the support of a colleague or supervisor where appropriate;
  - be aware of the possible risks and any suspicious situations;
  - keep an eye out for children, young people or vulnerable adults who appear to be alone, and inform the Control Room on extension 532 of any lost or missing persons so that they can contact a member of the Safeguarding Team;
  - keep any lost person in a public and visible place;
  - act professionally always;
  - challenge any visitors that you see taking any images or recordings of children, other than their own children, and ask them to stop unless they have the permission of the parent or school to do so;
  - immediately inform the Designated Safeguarding Person or a member of the Safeguarding Team of any allegation or suspicion of abuse or inappropriate behaviour.
- 6.2 You should not, under any circumstances, do any of the following:
  - engage in physical games or horseplay,

- restrain or hold back any person physically, other than in extreme circumstances (e.g., to prevent injury to others, damage to property or the collections, or to prevent a theft) and even then, use as little force as possible;
- make sexually suggestive comments to any visitor, or use indecent or abusive language;
- physically attack or abuse any visitor, or touch any one in an inappropriate way nor allow that to happen;
- do anything of a personal nature for children if they can do it themselves or if a parent / leader is able to do it for them;
- share personal information including email addresses, social media account details or phone numbers with any child or young person.

6.3 Unless there is an emergency, we strongly recommend that staff do not do any of the following:

- go to the toilet with a child unless another adult (including a parent, teacher or group leader) is present or gives permission for you to do so.
- spend time with a child, young person or vulnerable adult who is alone. If you are alone with a child, young person or vulnerable adult ensure that you are clearly visible to others. You should avoid being alone in a vehicle with children, young people and vulnerable adults wherever possible although this will not always be practical e.g., when escorting young people on work experience.

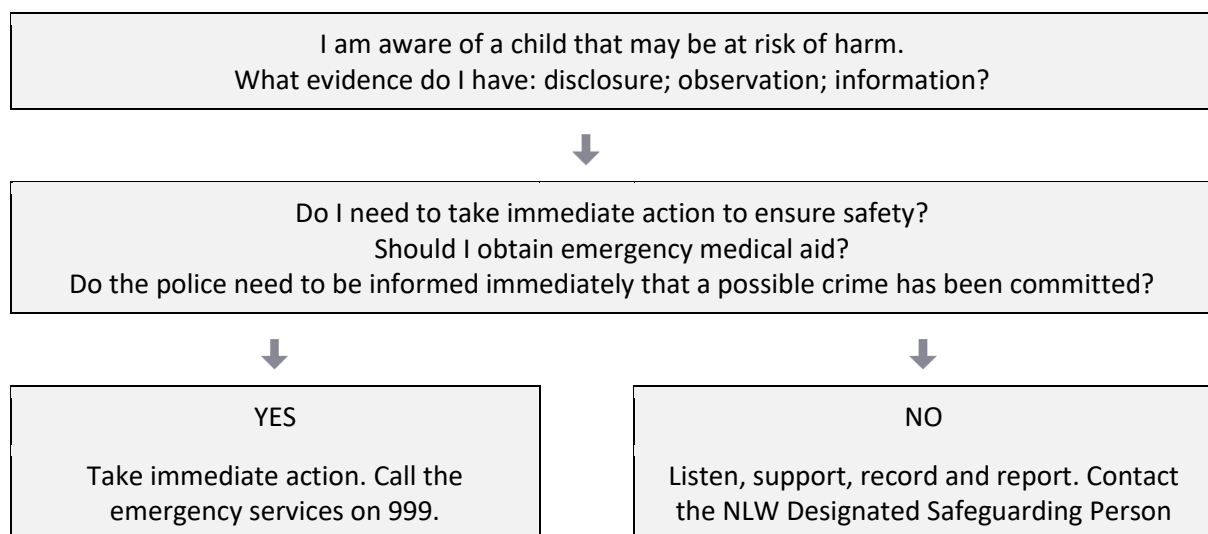
6.4 Staff are expected to always maintain these standards of behaviour when engaging with children, young people, or vulnerable adults at the Library, in outreach activities or in online activities.

## 7 If there is suspicion or an allegation of abuse.

Staff suspecting that a child, young person, or vulnerable adult has been abused must adhere to the following.

- 7.1 All Library staff have a duty to report a child, young person, or adult at risk of abuse, neglect or harm. The Wales Safeguarding Procedures state that *“If any person has knowledge, concerns or suspicions that a child is suffering, has suffered or is likely to be at risk of harm, it is their responsibility to ensure that the concerns are referred to social services or the police who have statutory duties and powers to make enquiries and intervene when necessary.”*
- 7.2 Confidentiality cannot be guaranteed to the member of staff nor child, young person, or vulnerable adult in a situation of this nature, although Library rules on the protection of sensitive data will apply. As outlined below, any information collected when working with children or families should only be shared on a need-to-know basis.
- 7.3 A member of staff should immediately report to a Designated Safeguarding Person or a member of the Safeguarding Team in the following instances:
- they suspect that a child, young person, or vulnerable adult has been abused or is at risk of abuse;
  - they receive information about abuse;
  - they receive a complaint from a member of the public about issues involving the protection of children, young people, and vulnerable adults at the Library;
  - there is a direct allegation against them.

- 7.4 A Designated Safeguarding Person or a member of the Safeguarding Team will conduct an initial assessment and immediately take the necessary action to protect the child, young person, or adult at risk. This can include informing the relevant authorities immediately or in due course.
- 7.5 The member of staff must not in any way investigate the matter themselves.
- 7.6 If a member of staff or volunteer has a direct allegation against them, they will be removed from those duties until the issue has been investigated according to the Library’s Disciplinary Policy and Procedure. The member of staff will be offered support and will be encouraged to contact a trade union representative if they are a union member.
- 7.7 If the allegation involves another member of staff, the Human Resources Manager will launch an investigation, according to the Library’s Disciplinary Policy and Procedure.
- 7.8 If a member of Library staff believes that the Library does not have clear safeguarding procedures to follow, is worried that their concern won’t be dealt with properly or may be covered-up, or is worried about being treated unfairly, they can contact the NSPCC Whistleblowing Advice Line on 0800 028 0285 or [help@nspcc.org.uk](mailto:help@nspcc.org.uk).
- 7.9 If the allegation involves a visitor or member of the public, the Designated Safeguarding Person or a member of the Safeguarding Team will consider whether there are reasonable grounds for prohibiting the visitor from visiting the Library until an appropriate investigation can be conducted. In some cases, direct police involvement can be appropriate or necessary.
- 7.10 If the child, young person or vulnerable adult involved is a member of an organised group, the Designated Safeguarding Person or a member of the Safeguarding Team will advise the group’s designated leader and make every effort to agree on the appropriate action.
- 7.11 If the child, young person or vulnerable adult involved is with a family member or other responsible adult, the Designated Safeguarding Person or a member of the Safeguarding Team will consult with that individual and make every effort to agree on the appropriate action, unless that person is implicated in the disclosure. In these circumstances, the police and / or Social Services will be informed.
- 7.12 The Duty to Report Process is summed up below.



## 8 If there is a safeguarding disclosure.

8.1 If a member of staff is informed by a child, young person, or vulnerable adult that they, or another child, young person, or adult, are being abused, they should:

- Listen actively to the child, young person or adult and assure them that what they have said will be taken seriously.
- Encourage the child to Tell, Explain and Describe (TED) the concern or event.
- Encourage them to talk, without exhorting them or asking leading questions.
- Allow the child, young person, or adult to speak Welsh if this is more comfortable for them. If the member of staff cannot hold the conversation in Welsh, they should explain that and offer to get another colleague who can do so.
- Not interrupt when they are recalling incidents.
- Not make them repeat their account of what happened.
- Explain the steps that must be taken in a way that is appropriate to the age and understanding of the child or adult.
- Alert them to the fact that they cannot promise to keep the information disclosed a secret as they need to report it, and that this is not a betrayal of their trust.
- Write down what they have been told, using the child, young person, or adult's exact words if possible.
- Note the date, the time, the location, and the people present when the disclosure was made.
- Report concerns immediately to the Designated Safeguarding Person or a member of the Safeguarding Team.
- Where possible, staff should use *Appendix 4 Incident Reporting and Recording Form* to record incidents.
- Contact emergency services if a young person is in immediate need of protection.

8.2 Dealing with a disclosure flow diagram.

### Immediate Actions to be taken by member of staff

**Assess the level of risk:** Evaluate the seriousness and immediacy of the concern. Determine whether the child is in immediate danger or if there are any urgent actions required to ensure their safety. If the matter is urgent because a child is in immediate danger phone 999.



**Document the concern:** Record all the details of the safeguarding concern, including dates, times, locations, and any individuals involved or affected. Make sure to maintain confidentiality and handle the information securely.



**Consult with Designated Safeguarding Person (DSP),** the Deputy DSP or Library's Head of Shift. Share all the relevant information and seek their guidance on the next steps.



### Subsequent Actions to be taken with the DSP

**Report to the local authorities:** If the concern involves immediate danger or if advised by the DSP, contact the police. Follow their instructions and provide them with all the necessary details.



**Communicate with parents or guardians:** A member of the safeguarding team will inform the child's parents or guardians about the safeguarding concern. This will only be done after making sure that this does not put the child at further risk of harm.



**Follow-up and review:** The DSP / Library will continuously monitor the situation and provide any necessary updates to the relevant authorities.

A simplified version of the first diagram in poster format can be found in *Appendix 5: Dealing with a disclosure, a safeguarding incident or suspicion of abuse*.

## 9 Storing and sharing safeguarding information

9.1 The Library is required to keep records about any safeguarding concerns. Accurate and up-to-date records of safeguarding concerns are essential for a number of reasons:

- They can help identify concerns at an early stage.
- They can help identify patterns of concern.
- They can enable the Library to record seemingly minor issues to build a more complete picture of what a person may be experiencing.
- They help to monitor and manage safeguarding practices, including decision making, actions taken and agreed joint strategies with other agencies.
- They can provide evidence to support actions both within the organisation and when working with external agencies.
- They can support the Library to demonstrate action taken to reduce impact of harm.
- They can provide continuity when staff or volunteers change or are unavailable.

9.2 Types of Information Held

**Reporting form:** *Appendix 4: Incident Reporting and Recording Form* - this form is for internal use within the Library and can be used to record relevant information regarding safeguarding issues. It may be shared with other organisations, e.g. the Police or CYSUR (Mid & West Wales Safeguarding Board).

**MARF:** Mid & West Wales Multi-Agency Report Form. This form should be used by The Designated Safeguarding Person or a member of the Safeguarding Team for both reports of safeguarding concerns and requests for a support service.

**Safeguarding case file:** A safeguarding case file is The Designated Safeguarding Person's record of any decision making, actions or information related to the concern. This could be a paper-based file or an electronic file.

- 9.3 To keep children and adults safe, information needs to be shared so that decisions can be made about how to protect them. Sharing information is an important part of safeguarding. If the information is confidential, but there is a safeguarding concern, sharing information is allowed both within and between organisations.
- 9.4 Wherever possible, we will always seek consent from the person involved in the concern. We will be open and honest with the person about why, what, how and with whom, their information will be shared. For example, whether we are making a referral because we think they are at risk of harm or are you letting people know for information only. If the Library decides to share information after the person refuses permission, we will explain to them why we have made the decision to share without their permission.
- 9.5 The UK GDPR does not dictate how long we should keep personal data. [NSPCC guidelines](#) state that:

*According to Data Protection principles, records containing personal information should be:*

- *adequate, relevant and not excessive for the purpose(s) for which they are held*
- *accurate and up to date*
- *only kept for as long as is necessary (Information Commissioner's Office, 2021).*

*Your organisation should:*

- *know the reason why you're keeping records about children and/or adults (for example, because they relate to child protection concerns)*
- *assess how long you need to keep the records for*
- *have a plan for how and when the records will be destroyed.*

All information held by the Library regarding safeguarding issues will be destroyed 5 years after the incident unless there is a legitimate safeguarding reason for keeping records for a longer period.

## 10 A missing child, young person, or vulnerable adult

- 10.1 If you are told that a child, young person, or vulnerable adult visiting the Library but not part of a formal visit is missing, inform the Control Room on Extension 532 immediately and where possible contact the Designated Safeguarding Person, providing as many of the following details as possible:
- the name of the child, young person, or vulnerable adult,
  - the age of the child, young person, or vulnerable adult,
  - the address of the child, young person or vulnerable adult / name of school or college,
  - a physical description of the child, young person, or vulnerable adult (height, hair colour, clothing etc.),
  - where and when the child, young person or vulnerable adult was last seen,
- 10.2 If the child, young person, or vulnerable adult who is missing has come to the Library as part of a formal visit e.g., Education Service activity, inform the staff of that service.
- 10.3 When Library security staff receive information that a child, young person or vulnerable adult is missing, they will:

- circulate the name, description, and information about the location where the missing person was last seen on the security radio.
  - conduct a search of the Library's CCTV system, starting with the last place the missing person was seen.
- 10.4 If the child, young person, or vulnerable adult is not found following a thorough search, the Designated Safeguarding Person or a member of the Safeguarding Team will contact the Police.
- 10.5 If the child, young person, or vulnerable adult themselves tell a staff member that they are lost, the staff member should follow the procedure above and stay with the child, young person or vulnerable adult until they are claimed, or they can be handed over to the event organisers or the police.
- 10.6 If a staff member is alone with the child, young person, or vulnerable adult, they should try to ensure that they remain in a public place where they can be seen and heard.

## 11 Images, films, and sound recordings

- 11.1 If a member of staff wishes to use a still or moving image or sound recording of a child or young person, then they should first obtain the permission of the child or young person's parent or guardian by asking them to fill-in a consent form. The Library's Education Service has copies of consent forms for children and young people.
- 11.2 If the child or young person is visiting as part of a school or group, the Library will check with the school or group to ensure that it has obtained the permission of the parent or guardian for the Library to use the image, film, or sound recording.
- 11.3 The Library's Education Service maintains a central collection of images, films or recordings of children and young people.
- 11.4 Guidelines on the storage of images, films or sound recordings of children and young people and retaining consent forms, form part of the Library's GDPR processes  
<https://www.library.wales/about-nlw/governance/general-data-protection-regulation> .
- 11.5 If a consent form is not obtained, any images or sound recordings of the child will be destroyed or deleted.

## 12 Exhibitions

- 12.1 Some exhibitions at the Library, in external locations or online can include images, text or screen and sound items that are considered inappropriate and unsuitable for children and young people.
- 12.2 Inappropriate or unsuitable content refers to anything that contains information or images that could cause a child or young person distress, e.g.:
- Still or moving images of a sexual nature, sexually explicit language or images of naked people;
  - Inappropriate language;

- Images or other graphic items that include violence, or descriptions of violence, cruelty or violent behaviour.
- 12.3 If an exhibition contains content that is deemed inappropriate or unsuitable for children and young people, there will be explicit signs to state this to warn users;
- 12.4 If the exhibition is a physical exhibition, the Library's Exhibitions Team, or the curators of the exhibition if it is curated by another member of Library staff, will be responsible for drawing attention to this fact;
- 12.5 If an online exhibition has content that is considered inappropriate and unsuitable for children and young people, the person responsible for organising the exhibition will also be responsible for drawing attention to this;
- 12.6 Signs warning the public of content that is considered inappropriate or unsuitable for children and young people can be signs outside the exhibition, signs on the exhibition's web page or a warning in promotional materials.

### 13 Relevant links and contact details

**CYSUR: Mid & West Wales Safeguarding Board:** If you are concerned about the safety or wellbeing of a child, or need advice on a safeguarding issue: Contact Centre: 01545 574000 / E mail: [contact-socservs@ceredigion.gov.uk](mailto:contact-socservs@ceredigion.gov.uk) / Outside of Office Hours: Emergency Duty Team: 0300 4563554.

**Childline:** Phone number: 0800 1111 (children can request a Welsh language service).

**NSPCC Helpline:** 0808 800 5000.

**Wales Safeguarding Procedures:** <https://www.safeguarding.wales/en/>.

**NSPCC:** <https://www.nspcc.org.uk/about-us/what-we-do/wales/>.

**Dyfed-Powys Police:** <https://www.dyfed-powys.police.uk/contact/af/contact-us-beta/contact-us/>

## Appendix 1: Types of abuse and definitions

**Physical abuse** is when someone hurts or harms a child or vulnerable person on purpose. It includes hitting with hands or objects, slapping and punching, kicking, shaking, throwing, poisoning, burning, and scalding, biting and scratching, breaking bones or drowning. It's important to remember that physical abuse is any way of intentionally causing physical harm to a child or vulnerable person. It also includes making up the symptoms of an illness or causing a child to become unwell.

**Sexual abuse** is when a child or vulnerable person is forced, tricked, or manipulated into sexual activities. They might not understand that what's happening is abuse or that it's wrong for the abuser to do this to them. They might be afraid to tell someone or behave as though this is normal for them to experience. Sexual abuse can happen anywhere and it can happen in person or online. It's never a child's fault they were sexually abused, and it is important to make sure children know this.

**Child sexual exploitation** is a type of sexual abuse. It happens when a child or young person is coerced, manipulated or deceived into sexual activity in exchange for things that they may need or want like gifts, drugs, money, status and affection. Children and young people are often tricked into believing they're in a loving and consensual relationship so the sexual activity may appear consensual. This is called grooming and is a type of abuse. They may trust their abuser and not understand that they're being abused. Child sexual exploitation does not always involve physical contact and can also occur using technology.

**Bullying** is intentional behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening, or undermining someone.

**Cyberbullying** is bullying that takes place online. Unlike bullying offline, online bullying can follow the child or vulnerable person wherever they go, via social networks, gaming, and mobile phone. A person can be bullied online and offline at the same time.

**Child trafficking** is where children and young people are tricked, forced, or persuaded to leave their homes and are moved or transported and then exploited, forced to work or sold. Children are trafficked for all kinds of reasons that may include sexual exploitation, benefit fraud, forced marriage, domestic slavery, forced labour in factories or agriculture, or committing crimes.

**Criminal exploitation** is child abuse where children and young people are manipulated and coerced into committing crimes. It's not illegal for a young person to be in a gang – there are different types of gangs and not every gang is criminal or dangerous. However, gang membership can be linked to illegal activity, particularly organised criminal gangs involved in trafficking, drug dealing and violent crime.

**Domestic abuse** is any type of controlling, bullying, threatening or violent behaviour between people who are or have been in a relationship. It can also happen between adults related to one another. It can seriously harm children and young people, and experiencing domestic abuse is child abuse.

**Emotional abuse** is any type of abuse that involves the continual emotional mistreatment of a child. It's sometimes called psychological abuse. Emotional abuse can involve deliberately trying to scare, humiliate, isolate, or ignore a child. It is often a part of other kinds of abuse, which means it can be difficult to spot the signs or tell the difference, though it can also happen on its own.

**Female genital mutilation (FGM)** comprises all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons.

The practice has no health benefits for girls and women. FGM is a form of child abuse. It's dangerous and a criminal offence in the UK.

**Grooming** is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit, and abuse them. Children and young people who are groomed can be sexually abused, exploited, or trafficked. Anybody can be a groomer, no matter their age, gender, or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the young person's family or friends to make them seem trustworthy or authoritative.

**Neglect** is the ongoing failure to meet a child's basic needs and the most common form of child abuse. A child might be left hungry or dirty, or without proper clothing, shelter, supervision, or health care. This can put children and young people in danger. And it can also have long term effects on their physical and mental wellbeing.

**Online abuse** is any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets, and mobile phones. And it can happen anywhere online, including on social media, in text messages and messaging apps, via emails or online chats, in online gaming and live-streaming sites. Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online.

## Appendix 2: The Designated Safeguarding Person

The Designated Safeguarding Person (DSP) will lead on the following:

1. **Developing and implementing safeguarding policies and procedures:** create guidelines and protocols to prevent and respond to potential harm or abuse. The DSP will ensure that these policies are up to date and in line with legal requirements.
2. **Training and raising awareness:** to facilitate general safeguarding awareness training sessions to all staff members and relevant stakeholders and equip them with the necessary knowledge and skills to identify and respond to potential risks or concerns. The DSP will also deliver more detailed training on how to respond to safeguarding disclosures to those on the Library's Head of Shift rota.
3. **Incident reporting and investigation:** promptly reporting and investigating incidents or concerns related to safeguarding when they arise. The DSP will ensure that incidents are thoroughly assessed, documented, and appropriate actions are taken to address the situation.
4. **Collaboration and coordination:** work closely with internal teams, external agencies, and authorities to ensure effective collaboration and coordination in safeguarding efforts. This may include the DSP sharing information, referring cases, and participating in multi-agency meetings or initiatives.
5. **Support and advocacy:** provide support and advocacy for individuals who may have experienced harm or abuse. The DSP will offer guidance, resources, and referrals to appropriate support services to ensure the well-being of those affected. They will also support staff who are involved in handling safeguarding concerns.

## Appendix 3: The National Library of Wales Safeguarding Team

### **Designated Safeguarding Person:**

Owen Llywelyn

Email: [owen.llywelyn@llyfrgell.cymru](mailto:owen.llywelyn@llyfrgell.cymru)

Mobile: 07596 551596

NLW number: 01970 632528

### **Deputy Designated Safeguarding Person:**

Rhodri Morgan

Email: [rhodri.morgan@llyfrgell.cymru](mailto:rhodri.morgan@llyfrgell.cymru)

NLW number: 01970 632913

### **NLW Heads of Shift**

The current list of Heads of Shift and their contact details can be obtained from the Library's Control Room on extension 532 or on the NLW Intranet.

### **Strategic Leadership**

The nominated senior leader who supports the safeguarding team is Rhian Gibson, Director of Communications, Engagement and Partnerships.





### Appendix 4 - Safeguarding Incident Reporting Form

This form is used to record a concern about a safeguarding incident. It is filled in by the person reporting the safeguarding incident and passed on to the Designated Safeguarding Person, Deputy or Library Head of Shift to keep an internal record of the incident. In some cases, it will be necessary to complete a MARF form (CYSUR – Mid & West Wales Multi-Agency Report Form) and send it to the officers of the West and Mid Wales Child Protection Board.

The person filling in this form bears in mind:

If it is an emergency and the person is in danger, the police need to be called on 999.

A clear record must be kept that only contains facts about what has been seen and heard, even if the language used was unpleasant.

Date and time of the incident or disclosure:	
Date and time of this report:	
<b>Person who observed the incident or the disclosure was revealed to.</b>	
Name:	
Phone number:	
Email address:	
<b>Person completing this report (if different to above).</b>	
Name:	
Phone number:	
Email address:	
<b>Child, young person or vulnerable adult who is the subject of the incident.</b>	
Name:	
Home address:	
Phone number:	
School:	
<b>Names of all persons involved in the incident, including any witnesses.</b>	



<b>Other information ascertained about the child, young person or vulnerable adult who is the subject of the incident, including parents, siblings, carers:</b>	
<b>What has the child, young person or vulnerable adult said? Please record this as accurately as you can remember it. Use the exact words the child or vulnerable adult used:</b>	
<b>Recorded by</b>	
Name:	
Job Title:	
Contact Details:	
Date:	
Signature:	

**THANK YOU FOR COMPLETING THIS FORM.**



**PLEASE NOW PASS THIS FORM TO THE DESIGNATED SAFEGUARDING PERSON OR DEPUTY, OR THE LIBRARY HEAD OF SHIFT.**

**Please remember your responsibility for data protection. Do not leave this information in an insecure location or discuss with anyone else.**

**THE REST OF THIS FORM SHOULD BE COMPLETED BY THE DESIGNATED SAFEGUARDING PERSON OR DEPUTY, OR THE LIBRARY HEAD OF SHIFT.**

<b>REPORTING EXTERNALLY</b>	
Have you reported this to Social Services?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Who did you speak to	
Date and time reported	
Case referene number if it exists	
Advice given by Social Services	
Have the police been informed?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, who did you speak to?	
Case referene number if it exists	
What action are the police taking, if any?	
Other partner organisations you have shared this information with, and reasons? Please include name and contact details.	

**THANK YOU FOR COMPLETING THIS FORM. PLEASE FILE THIS INFORMATION SECURELY WITH A REPORT OF THE NATURE OF THE CONCERN AND WHAT ACTION WAS TAKEN.**

Appendix 5

## Dealing with a disclosure, a safeguarding incident or suspicion of abuse



**Designated Safeguarding Person:**  
OWEN LLYWELYN  
[owen.llywelyn@llyfrgell.cymru](mailto:owen.llywelyn@llyfrgell.cymru)  
Mobile: 07596 551596  
NLW Number: 01970 632528

**Deputy DSP**  
RHODRI MORGAN  
[rhodri.morgan@llyfrgell.cymru](mailto:rhodri.morgan@llyfrgell.cymru)  
NLW Number: 01970 632913

**NLW Head of Shift**  
Phone the Control Room on 532