Y CYNGOR AR ALCOHOL A CHYFFURIAU ERAILL
ELUSEN AR GYFER DIBYNIAETH, ADFERIAD A GALLUOGI

THE COUNCIL ON ALCOHOL AND OTHER DRUGS
THE CHARITY FOR ADDICTION, RECOVERY AND EMPOWERMENT

STANDARD OPERATING PROCEDURE (SOP)

SAFEGUARDING ADULTS AND CHILDREN

Council on Alcohol and Other Drugs (CAOD)

Charity Number 501658

1. Purpose

The Council on Alcohol and Other Drugs (CAOD) is committed to safeguarding and promoting the welfare of adults at risk and children.

This Standard Operating Procedure (SOP) provides clear guidance to trustees, staff, volunteers, counsellors, recovery coaches, facilitators and contractors on the actions required when safeguarding concerns arise.

This SOP must be read alongside the CAOD Safeguarding Policy and all related safeguarding procedures.

Safeguarding is everyone's responsibility.

2. Scope

This SOP applies to all activities delivered by CAOD, including:

- The Living Room
- Cynnal
- A Room to Live
- One-to-one counselling
- Group therapy and recovery meetings
- Online and telephone support
- Retreats and residential events
- Outreach and community engagement activities
- Trustee, volunteer and staff activities

3. Key Principles

CAOD will:

- Place the safety and welfare of individuals above all other considerations.
- Work in accordance with the Social Services and Well-being (Wales) Act 2014.
- Operate a zero-tolerance approach to abuse, neglect and exploitation.
- Listen to and respect the wishes and feelings of those involved.
- Share information appropriately to keep people safe.
- Work collaboratively with statutory agencies and safeguarding partners.
- Maintain accurate and secure safeguarding records.

4. Roles and Responsibilities

All Trustees, Staff and Volunteers

All personnel must:

- Remain alert to signs of abuse, neglect, exploitation or harm.
- Respond appropriately to disclosures.
- Record concerns accurately.
- Report concerns immediately.
- Attend safeguarding training as required.
- Follow this SOP and the CAOD Safeguarding Policy.

Designated Safeguarding Lead (DSL)

The Designated Safeguarding Lead is responsible for:

- Receiving safeguarding concerns.
- Assessing risk.
- Making referrals to statutory agencies.
- Maintaining safeguarding records.
- Providing safeguarding advice and support.
- Liaising with external agencies.
- Reporting serious incidents where required.
- Ensuring safeguarding procedures are followed.

Chair of Trustees

The Chair has board-level responsibility for safeguarding governance and oversight and works alongside the DSL to ensure safeguarding arrangements remain effective.

5. Recognising Safeguarding Concerns

Safeguarding concerns may involve:

Physical Abuse

Assault, injury, restraint or inappropriate use of medication.

Emotional or Psychological Abuse

Threats, humiliation, intimidation, coercion, isolation or controlling behaviour.

Sexual Abuse

Any sexual activity without consent or where consent cannot be freely given.

Financial Abuse

Theft, fraud, exploitation or misuse of money or property.

Neglect

Failure to meet physical, emotional, medical or care needs.

Domestic Abuse

Including coercive and controlling behaviour.

Modern Slavery and Human Trafficking

Radicalisation and Extremism

Spiritual Abuse

Misuse of religious or spiritual authority causing harm.

Self-Neglect

Self-Harm and Suicide Risk

6. Immediate Risk

If an individual is at immediate risk of serious harm:

Call 999 immediately.

Examples include:

- Suicide attempt in progress.
- Serious self-harm.

- Threat of violence.
- Medical emergency.
- Sexual assault.
- Child at immediate risk.
- Missing vulnerable person.

The safety of the individual takes priority over all other procedures.

The DSL must be informed as soon as practicable.

7. Receiving a Disclosure

When someone discloses abuse, neglect or harm:

Do:

- Remain calm.
- Listen carefully.
- Take the disclosure seriously.
- Allow the person to speak freely.
- Reassure them they have done the right thing.
- Explain that information may need to be shared to keep them safe.
- Clarify only where necessary.
- Record information accurately.

Do Not:

- Promise confidentiality.
- Investigate.
- Ask leading questions.
- Challenge or confront the alleged abuser.
- Express shock or disbelief.
- Delay reporting.

8. Recording Safeguarding Concerns

A written record must be completed as soon as possible and always within 24 hours.

Records should include:

- Name of individual.
- Date and time.
- Location.
- Nature of concern.
- Exact words used where possible.
- Observations made.
- Action taken.
- Names of those involved.
- Name and signature of person completing the record.

Records must distinguish clearly between:

- Facts.
- Observations.
- Professional opinion.

9. Reporting Procedure

Step 1

Identify concern.

Step 2

Ensure immediate safety.

Step 3

Record concern.

Step 4

Report immediately to the DSL.

Step 5

DSL undertakes risk assessment.

Step 6

DSL determines whether referral is required.

Referrals may be made to:

- Adult Services.
- Children's Services.

- Emergency Duty Team.
- Police.
- Health Services.
- Prevent Team.
- Other relevant agencies.

Step 7

Referral submitted within 24 hours where appropriate.

Step 8

Ongoing monitoring and support.

10. Consent and Information Sharing

CAOD will seek consent wherever appropriate.

Information may be shared without consent when:

- A child is at risk.
- An adult lacks capacity.
- Serious harm may occur.
- A crime has been committed or may be committed.
- Other individuals may be at risk.
- Disclosure is required by law.

Information will be shared only on a need-to-know basis.

11. Safeguarding Within CAOD Services

The Living Room

Staff and volunteers should remain alert to:

- Suicide risk.
- Self-harm.
- Substance misuse.
- Gambling-related harm.
- Domestic abuse.
- Financial exploitation.

- Mental health crisis.
- Social isolation.

Cynnal

Staff and volunteers should remain alert to:

- Clergy burnout.
- Spiritual abuse.
- Domestic abuse.
- Emotional distress.
- Suicidal ideation.
- Mental health deterioration.
- Vulnerability linked to ministry roles.

A Room to Live

Staff and volunteers should remain alert to:

- Online disclosures.
- Identity uncertainty.
- Digital exploitation.
- Cyberbullying.
- Remote safeguarding concerns.

Retreats and Events

Staff and volunteers should remain alert to:

- Mental health crises.
- Safeguarding disclosures.
- Missing participants.
- Medication concerns.
- Boundary issues between participants.

12. Professional Boundaries

All staff, volunteers and trustees must maintain professional boundaries.

They must not:

- Enter into sexual or romantic relationships with service users.

- Exploit relationships of trust.
- Engage in inappropriate social media contact.
- Share personal information unnecessarily.
- Abuse their position or authority.

Any boundary concerns must be reported immediately to the DSL.

13. Allegations Against Staff, Volunteers or Trustees

Any allegation against a trustee, volunteer, employee or contractor must be reported immediately to:

- The DSL.
- The Chair of Trustees.

The matter will be managed in accordance with Wales Safeguarding Procedures and any relevant disciplinary procedures.

Suspension from duties may be considered where necessary to protect individuals while investigations take place.

Referrals to the Local Authority Designated Officer (LADO), Social Services, Police, Charity Commission or Disclosure and Barring Service (DBS) will be made where required.

14. Supervision

Safeguarding forms part of ongoing supervision arrangements.

Regular supervision provides:

- Safeguarding oversight.
- Risk management.
- Professional accountability.
- Emotional support.
- Review of safeguarding decisions.

Any safeguarding concerns identified through supervision must be recorded and reported through the safeguarding process.

15. Safeguarding Records

Safeguarding records must:

- Be accurate.
- Be dated and signed.
- Use clear language.
- Be stored securely.
- Comply with GDPR requirements.
- Be accessible only to authorised personnel.

Retention and destruction of records will follow CAOD policies and statutory requirements.

16. Serious Incident Reporting

The DSL and Chair of Trustees will consider whether any safeguarding matter constitutes a Serious Incident requiring notification to the Charity Commission.

Where appropriate, reports may also be made to:

- Social Services.
- Police.
- Disclosure and Barring Service.
- Relevant regulatory bodies.

17. Review

This SOP will be reviewed:

- Annually.
- Following any serious safeguarding incident.
- Following legislative or regulatory changes.
- Following recommendations arising from safeguarding reviews.

Appendix A – Emergency Contacts

Designated Safeguarding Lead:

Professor Colin V. E. Powell

Honorary Professor of Child Health

School of Medicine

Cardiff University

Telephone: **07967443659**

Email: **Cvep18@gmail.com**

Chair of Trustees:

Name: Revd Denzil Ieuan John

Telephone: **07968380615**

Email: **denzil.john@btinternet.com**

Emergency Services: 999

Non-Emergency Police: 101

NHS Wales (Non-Emergency): 111

Local Authority Duty Team Contacts:

(maintained separately and reviewed annually)

Appendix B – Safeguarding Flowchart

Concern Identified

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Immediate Danger?

→ YES → Call 999

→ Inform DSL

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NO

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Record Concern

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Inform DSL Immediately

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DSL Risk Assessment

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Referral Required?

→ YES → Refer to Statutory Agency

→ NO → Record, Monitor and Support

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Review and Follow-Up

End of Procedure.