



Conwy Coast Deaf Golf Society

Safeguarding Adults Policy and Procedures

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SAFEGUARDING ADULTS POLICY

INTRODUCTION

Conwy Coast Deaf Golf Society is committed to creating and maintaining a safe and positive environment for all individuals involved in golf. Over the past decade there has been an increasing recognition of the need to widen safeguarding focus and practice to ensure that appropriate support and protection is afforded to those transitioning into adulthood, adults who may be additionally vulnerable and at risk of abuse and those involved in talent pathways and elite sport. It is important to recognise that individuals of any age can be or become vulnerable as a result of a range of intersectional factors (including isolation, illness, disability, dependency, discrimination, oppression, isolation, bereavement and relationship breakdown).

An "adult at risk"* is an individual aged 18 years and 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 himself or herself against the abuse or neglect or the risk of it.

(*Section 126 of the Social Services and Well-Being Act 2014)

The use of the term 'at risk' means that actual abuse or neglect does not need to have occurred, and emphasises the importance of early interventions to support and protect an adult at risk of abuse to prevent abuse and neglect occurring.

PRINCIPLES IN RELATION TO ADULTS AT RISK

The Social Services and Well-Being (Wales) Act 2014 (SS&WB) principles are:

- Pay attention to what people want.
- Remember people's dignity.
- Think about each person. Think about their culture, beliefs and language.
- Support people to be part of decisions about their life.
- Expect adults to know what is best for themselves.
- Support adults to be as independent as possible.

The concept of **well-being** is a constant thread in both English and Welsh legislation and is a key principle in safeguarding. It is related to maintaining the personal dignity, support and inclusion of all.

Whilst the Care Act 2014 is the primary legislation for the protection of adults in England and has many similarities with the SS&WB Act, it is important to note that the Wales Safeguarding Procedures (2019) provide guidance for all Welsh organisations to ensure that they meet the requirements of the SS&WB Act which cover both adult and child protection responsibilities. The Procedures make it clear that there is an expectation that everyone will act to protect Adults at Risk by reporting all safeguarding concerns regardless of the views of the individual

at risk (this is set out as an ethical obligation which ensures that no adult experiences significant harm as a result of failures to seek the support and assessment of the local social services or the police). For any club, organisation or activity in receipt of Welsh Government funding, this is a legal responsibility.

Whilst this legal obligation does not extend to privately owned clubs and facilities, any failure to report or decision to not share concerns which result in significant harm would need to be defensible. Wales Golf advises that advice be sought at the earliest opportunity should concerns arise.

In addition, in January 2022 the Welsh Government issued [*'Working Together to Safeguard People: Code of Safeguarding Practice'*](#) for all individuals, groups and organisations offering activities or services to children and adults in Wales. The code makes it clear that individuals (paid and voluntary) and organisations have a duty of care to ensure that children and adults are protected from harm and that the right action is taken if a person is potentially at risk of harm. This includes taking action where you have information or concerns that a child or adult who is attending an activity or service you provide is vulnerable, in need of additional protection/support or being harmed at home or in the community. Compliance with this policy will ensure that **Conwy Coast Deaf Golf Society** fulfils that duty.

Making safeguarding personal is the concept that adult safeguarding should be person led and outcome focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control. As well as improving quality of life, well-being, and safety.

Wherever possible discuss safeguarding concerns with the adult to get their view of what they would like to happen and keep them involved in the safeguarding process, seeking their consent to share information outside of the organisation where necessary.

Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. It should always be assumed that a person has capacity to make a decision unless it can be established that they lack capacity. It is critically important that people are provided with information in a way or format that they understand in order to ensure informed decision making.

The principles of the Mental Capacity Act 2005 (MCA) state that every individual has the right to make their own decisions and provides the framework for this to happen. The Wales Safeguarding Procedures, like the Care and Support Guidance, make it clear that the voice and views of the adult who is perceived to be at risk must remain central to and involved in any decisions about how they are supported to address any safeguarding concerns, to the extent that they are able (capacity and consent considerations).

Where concerns arise that capacity and consent are compromised however (due to illness, disability, coercion and control for example), the Mental Capacity Act also provides a framework for situations where there is a risk of immediate or significant harm which supports intervention and advocacy in order to safeguard and protect the most vulnerable.

In addition **Conwy Coast Deaf Golf Society** recognises the following principles which underpin our work with all groups and individuals who may have additional needs for support and protection:

- It is every adult's right to be protected from abuse irrespective of their age, gender identity, faith or religion, culture, ethnicity, sexual orientation, background, economic position, marital status, disability or level of ability.
- All staff, volunteers and members share the responsibility for the protection of adults at risk and will show respect and understanding for their rights, safety and welfare.

- The additional vulnerability of disabled adults (including those with invisible disabilities, learning and communication differences) is recognised.
- Allegations of abuse or concerns about the welfare of any adult will be treated seriously and will be responded to swiftly and appropriately.
- **Conwy Coast Deaf Golf Society** recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with the Welsh Safeguarding Procedures and the procedures of the relevant Safeguarding Adults Board.
- Confidentiality will be maintained appropriately at all times. Sensitive and confidential information will only be shared on a 'need to know' basis in line with GDPR and current data protection legislation. The adult's safety and welfare must be the overriding consideration when making decisions on whether or not to share information about them.
- **Conwy Coast Deaf Golf Society** recognises that legislation across the UK strongly supports information sharing in the interests of safeguarding as failures to share information and to work in partnership with the statutory agencies have consistently been shown to result in poor outcomes for the most vulnerable. We are committed to sharing information without delay when concerns arise in relation to the safety and well-being of an adult at risk.
- **Conwy Coast Deaf Golf Society** will support all staff, volunteers, and adult members of our club to understand their roles and responsibilities in relation to safeguarding and protecting adults at risk, including the responsibility to report all concerns in line with **Conwy Coast Deaf Golf Society's** safeguarding adults' policy and procedures.
- All participants involved in golfing activities have the right to be listened to with respect and to be heard.

LEGISLATION AND GUIDANCE

The practices and procedures within this policy are based on the principles contained within the UK and Welsh legislation and Government Guidance. We recognise the authority of the statutory agencies and are committed to complying with all UK legislation and statutory guidance in relation to child protection, safeguarding, information-sharing, data protection and safe recruitment and deployment, including:

Legislation

- Social Services and Well-Being (Wales) Act 2014
- England - Care Act 2014
- England and Wales - Mental Capacity Act 2005
- Mental Capacity (Amendment) Act 2019 and the Liberty Protection Standards (LPS)
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- Serious Crime Act 2015 (Section 76 – Controlling and coercive behaviour)
- Equality Act 2010 (see [Wales Golf Template Equality Diversity and Inclusion Policy](#))
- Children and Families Act 2014
- Safeguarding Vulnerable Groups Act 2006
- England and Wales - Mental Capacity Act 2005
- Sexual Offences Act 1956 & 2003
- Human Rights Act 1998
- Data Protection Act 1998
- General Data Protection Regulations 2016
- Counter-Terrorism and Security Act 2015
- Modern Slavery Act 2017

This list is not intended to be exhaustive.

Statutory Guidance

- Wales Safeguarding Procedures (2019) <https://safeguarding.wales/en/>
- [Working Together to Safeguard People: Code of Safeguarding Practice \(Welsh Government, January 2022\)](#)
- England - Care and Support Statutory Guidance (updated July 2018)

An explanation of legislations can be found on pages 22-24.

RESPONSIBILITIES AND IMPLEMENTATION

Conwy Coast Deaf Golf Society will seek to promote the principles of safeguarding by:

- Reviewing **Conwy Coast Deaf Golf Society** policy and procedures annually or whenever there is a major change in legislation.
- Giving guidance on appropriate recruitment procedures to assess the suitability of volunteers and staff working with vulnerable groups.
- Being clear that safeguarding is everybody's responsibility and that this includes the need for effective [information-sharing](#) which is central to good safeguarding practice.
- Ensuring that all stakeholders are aware of expectations around behaviour and conduct when working with children and/or vulnerable individuals of any age, including Positions of Trust.

Following procedures to report welfare concerns and allegations about the behaviour of adults and ensure that all staff, volunteers, parents and participants, including children, are aware of these procedures. Directing club staff, volunteers & coaches to appropriate safeguarding training and learning opportunities, where this is appropriate to their role **Positions of Trust**

In June 2022 the Police, Crime, Sentencing and Courts Act 2022 created a new Section 22A of the Sexual Offences Act 2003 which extended legislation to include additional contexts and situations when an adult may have the potential to abuse their position of power and trust in relation children and young people. A 'Position of Trust' is a legal term that refers to an adult who is '*regularly involved in caring for, training, supervising or being in sole charge of*' children and young people, whether voluntary or paid. The legislation has now been extended to state that it is illegal for those in positions of trust to engage in any form of sexual activity with a young person aged 16 or 17 in their care in sports organisations, faith groups and a restricted number of additional circumstances.

It has always been Wales Golf's policy position (as with almost all sport's national governing bodies) and in breach of Codes of Conduct for someone in a position of responsibility for young people to have an intimate or sexual relationship with a young person under 18 who they were responsible for, linked to disciplinary action. This also extends to evidence of grooming and/or developing inappropriate relationships with any participant under 18 with intent to pursue a future sexual relationship once that individual reaches adulthood. This positive change extends the legal reach of the Sexual Offences legislation which was previously limited to statutory roles including teachers, care workers and youth justice staff.

The Wales Safeguarding Procedures set out arrangements for responding to safeguarding concerns about those whose work, either in a paid or voluntary capacity, brings them into contact with children or adults at risk. It also includes individuals who have caring responsibilities for children or adults in need of care and support and their employment or voluntary work brings them into contact with children or adults at risk. In a golfing context, Positions of Trust will be those roles where an individual is coaching, teaching, supervising training or instructing a young person or an adult at risk on a regular basis. **Conwy Coast Deaf Golf Society** will ensure that those carrying out these activities, those in leadership roles and safeguarding/welfare roles are aware of the expectations of their role and of positions of trust.

All volunteers & coaches should read the Code of Conduct relevant to their role, and sign to indicate their understanding and agreement to act in accordance with the code. The code is linked to the Wales Golf Disciplinary Procedures and the sanctions set out within them. Where concerns arise that may indicate potential abuse/a crime has been committed or thresholds for statutory agency consideration have been met, a referral to the police and/or social services will be made without delay and advice sought. All Wales Golf and Club level action will be held pending the outcome of a statutory agency decision or investigation. During the course of any investigation however (internal, where thresholds do not meet statutory thresholds for intervention, or external), a temporary suspension may be imposed from golfing activities by the Club and/or Wales Golf whilst concerns are clarified and information is gathered. This is a neutral act intended to protect all parties and not an indication of guilt.

1. COMPLAINTS, CONCERNS AND ALLEGATIONS

1.1 As a player, parent, carer, member of staff or volunteer you may be concerned about the welfare of an adult, observe behaviours or attitudes which appear to be having a negative impact, become aware that abuse or poor practice is taking place, suspect abuse or poor practice may be occurring or be told about something that may be abuse or poor practice. These concerns may arise both within your activities or outside of these activities/services and should be brought to the attention of the **Conwy Coast Deaf Golf Society** Welfare Officer and Wales Golf Lead Safeguarding Officer without delay (see contact information on page 10). The person reporting the concern is not required to decide whether abuse has occurred or to seek the adult's consent, but simply has a duty to share their concerns and any relevant information. In the event of an emergency, where you believe an adult may be at risk of or experiencing significant harm, please call the police 999.

1.2 All concerns will be treated in confidence. Details should only be shared on a 'need to know' basis with those who can help with the management of the concern.

1.3 Concerns will be recorded on an Safeguarding Concern Report Form and sent to Wales Golf Lead Safeguarding Officer.

The Lead Safeguarding Officer will assist with completion of this form if required (see contact details on page 10).

1.4 **Conwy Coast Deaf Golf Society** has appointed a Club Welfare Officer/Safeguarding Lead to ensure that safeguarding support and advice is accessible and informed at club level (see contact details on page 10). The Club Welfare Officer will work with Wales Golf, and other external agencies to take appropriate action where concerns relate to potential abuse or serious poor practice. **Conwy Coast Deaf Golf Society** disciplinary procedures will be applied and followed where possible.

1.5 Safeguarding adults at risk requires everyone to be committed to the highest possible standards of openness, integrity, and accountability. **Conwy Coast Deaf Golf Society** supports an environment where staff, volunteers, parents/carers, and the public are encouraged to raise safeguarding concerns. Anyone who reports a legitimate concern to the organisation (even if their concerns subsequently appear to be unfounded) will be supported. All concerns will be taken seriously.

1.6 It is important when considering your concern that you also consider the needs and wishes of the person at risk.

1.7 If any person has knowledge, concerns, or suspicions that a child or adult is suffering, has suffered or is likely to be at risk of abuse, 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. The Wales Safeguarding Procedures make it clear that **THIS IS NOT A MATTER OF PERSONAL CHOICE** and the Wales Golf Safeguarding Lead Officer will be able to provide support to do this.

2. RESPONDING TO CONCERNS AND/OR DISCLOSURE OF ABUSE

2.1 If an adult indicates that they are being harmed or abused the person receiving the information should:

- Stay Calm
- Listen carefully to what is said, allowing the adult to continue at their own pace, and take it seriously.

- Explain that it is likely the information will have to be shared with others- do not promise to keep secrets.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you. Take care to distinguish between fact, observation, allegation, and opinion. It is important that the information you have is accurate.
- Reassure the person that they have done the right thing in sharing the information
- Ask them what they think might help and what they would like to happen next.
- Explain what you would like to do next and ask if they are happy for you to share the information in order for you to help them. As long as it does not increase the risk to the individual, you should explain to them that it is your duty to share your concern with your Club Welfare Officer or Wales Golf's Lead Safeguarding Officer.
- Record in writing what was said using the adult's own words as soon as possible.

2.2 DO NOT:

- Dismiss the concern.
- Panic or allow shock or distaste to show.
- Probe for more information than is offered.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Make negative comments about the alleged perpetrator.

2.3 If the matter is urgent and relates to the immediate safety of an adult at risk then contact the police immediately. Complete an Incident Form and copy it to the Wales Golf Lead Safeguarding Officer within 24 hours so that support and advice can be provided appropriately.

2.4 In all other cases, where you have concerns about the safety and well-being of an adult, seek support and advice from the Club's Welfare Officer and/or Wales Golf's Safeguarding Lead Officer without delay. The incident form provides useful guidance to ensure that all critical information which might be required in order to take action is recorded.

3. SIGNS AND INDICATORS OF ABUSE AND NEGLECT

3.1 Abuse can take place in any context. Abuse may be inflicted by anyone. Players, members, staff, volunteers, or coaches may suspect that an adult is being abused or neglected outside of the club setting. There are many signs and indicators that may suggest someone is being harmed, abused, or neglected, these include but are not limited to:

- Unexplained bruises or injuries, inconsistency with the account of what happened or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a participant has been missing from practice sessions and is not responding to reminders from team members or coaches.

- Someone losing or gaining weight / an unkempt appearance. This could be a player whose appearance becomes unkempt, does not wear suitable sports clothing and there is a deterioration in hygiene.
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn when their brother comes to collect them from sessions in contrast to their personal assistant whom they greet with a smile.
- Avoidance of eye contact.
- Changes in posture and movement.
- They may self-harm.
- They may have a fear of a particular group of people or individual.
- They may tell you / another person they are frightened of someone or that someone is abusing them (a disclosure).
- Harassment of a participant because they are or are perceived to have protected characteristics.
- Not meeting the needs of the participant. E.g. training without a necessary break.
- A coach or carer intentionally striking a player or threatening to do so verbally or through gestures.
- A participant who sends unwanted sexually explicit text messages to an adult with learning disabilities they are training alongside.
- A participant threatening another participant with physical harm and persistently blaming them for poor performance.

4. CONSENT

4.1 The Social Services and Wellbeing (Wales) Act 2014 statutory guidance advises that the first priority in safeguarding should always be to ensure the safety and well-being of the adult.

4.2 Adults have a general right to independence, choice and self-determination including control over information about themselves. The new Wales Safeguarding Procedures state clearly that, irrespective of the adult at risk's views, the advice and support of the local authority (social services) must be sought through referral or the police must be informed if it is felt that there is an immediate risk of harm. Contact Wales Golf's Safeguarding Team for support and advice. Follow these procedures and don't wait until you are certain. It is essential that you do not let subjective factors prevent you from taking action, including:

- fear of actual or perceived threats from the family and or community;
- concern that the referral is a breach of trust;
- wish to retain control and manage the situation locally;
- over identification with those who may be negatively impacting the adult at risk and making excuses and/or justifying potentially abusive behaviours;
- concerns that the report will not be taken seriously;
- worries that the report will result in considerable distress for the adult at risk and others, but no meaningful help and support will be provided because of lack of resources;
- making excuses for behaviour;
- normalising a particular form of abuse or neglect because of the commonality of a particular situation.
- a belief that the behaviour may be acceptable in a particular culture or religion.
- over-optimism about a situation: seeing it as a one-off or accident;
- reluctance to accept professionals or those in higher socio-economic groups can perpetrate abuse or neglect;

- being re-assured by an abuser they have/will change and/or engaged with services.

4.3 Conwy Coast Deaf Golf Society does not expect staff, coaches, or volunteers to support an adult who is felt to be vulnerable or at risk through their decision-making process but expects them to inform Wales Golf without delay so that they can clearly define the various options to help support the adult at risk to make a decision about their safety. As long as it does not increase the risk to the individual, it should be explained to them that it is their duty to share their concern with the Wales Golf Safeguarding Lead Officer. Consent is not required to seek guidance or share information with the National Governing Body and support from the Wales Golf Safeguarding Lead Officer should be sought without delay.

4.4 Adults may not give their consent to the sharing of safeguarding information outside of the organisation for a number of reasons. For example, they may be unduly influenced, coerced or intimidated by another person, they may be frightened of reprisals, they may fear losing control, they may not trust social services or other partners or they may fear that their relationship with the abuser will be damaged. Reassurance and appropriate support may help to change their view on whether it is best to share information.

4.5 Those seeking to support the adult should consider the following:

- Explore the reasons for the adult's objections – what are they worried about?
- Explain the concern and why you think it is important to share the information
- Tell the adult with whom you will be sharing the information with and why in line with Wales Golf and national safeguarding procedures.
- Seek to provide reassurance. Explain the benefits, to them or others, of sharing information – could they access better help and support?
- Discuss the consequences of not sharing the information – could someone come to harm?
- Reassure them that the information will not be shared with anyone who does not need to know
- Reassure them that they are not alone and that support is available to them.

4.6 You should always advise the adult at risk that you will be seeking the support and advice of the Wales Golf Safeguarding Lead Officer, unless to do so might increase immediate risk to the adult (through their own actions, suicidal actions for example) or because possible disclosure to and action by the alleged abuser.

4.7 It should be noted that there have always been a number of circumstances where those seeking to support the adult must make a referral to the statutory agencies without their consent, including but not limited to:

- It appears that the adult lacks the mental capacity to make that decision (this must be properly explored and further guidance should be sought from the Wales Golf Lead Safeguarding Officer)
- Emergency or life-threatening situations may warrant the sharing of relevant information with the emergency services without consent
- Other people are, or may be, at risk, including children
- A serious crime has been committed / may be prevented
- Individuals in a Position of Trust are implicated

4.7.1 It is important to keep a careful record of the decision making process and guidance should be sought from the Wales Golf Lead Safeguarding Officer. Legal advice will be sought where appropriate. If a decision is to take action without the adult's consent, then unless it is unsafe to do so, the adult should be informed that this is being done and of the reasons why.

5. USEFUL CONTACTS

Conwy Coast Deaf Golf Society Club Contacts		
Name	Address	Number/Email
Conwy Coast Deaf Golf Society Club Welfare Officer/Designated Safeguarding Lead	Michael Richie Chester Deaf Centre Southview Road Chester, CH1 4JG	Secretary@ccdgs.co.uk
Conwy Coast Deaf Golf Society Club Secretary	Mark Hart	Secretary@ccdgs.co.uk

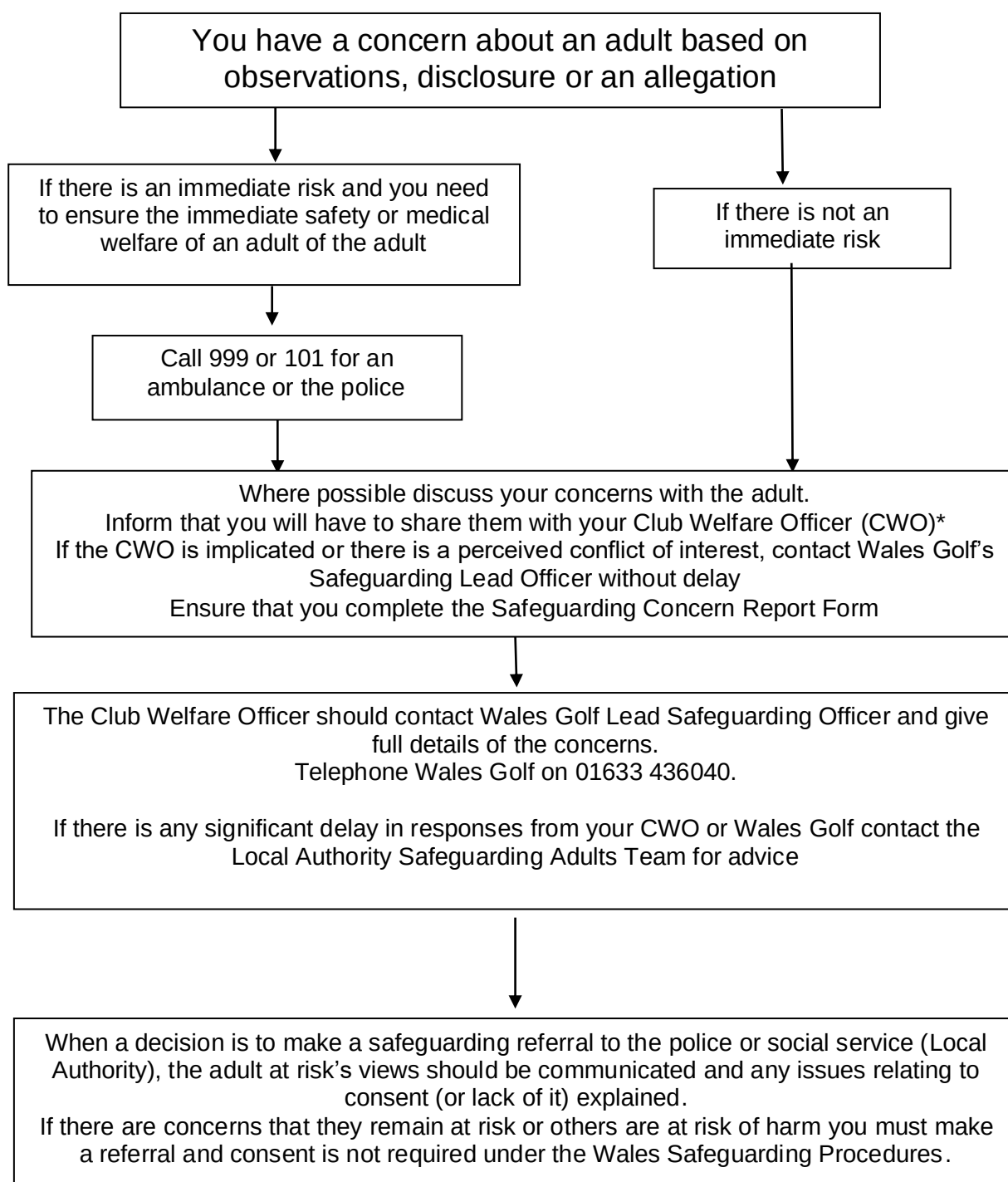
Wales Golf Contacts		
Name	Address	Number
Lead Safeguarding Officer	Sian Simmons Wales Golf Catsash Newport NP18 1JQ	01633 436040 Sian.simmons@walesgolf.org
Deputy Safeguarding Officer	Linda Stokoe Wales Golf	01633 436044 Linda.stokoe@walesgolf.org
Wales Golf Safeguarding Team		safeguardingteam@walesgolf.org

Local Contacts		
Conwy County Council – Safeguarding Adults		0300 4561111
Conwy County Council – Safeguarding Adults		Emergency Out of Hours 0300 1233079

National Contacts		
Ann Craft Trust - Safeguarding Adults in Sport and Activity Samaritans	Website: www.anncrafttrust.org	Email: Ann-CraftTrust@nottingham.ac.uk Telephone: 0115 951 5400 08457 90 90

Wales Safeguarding Hub		
Safeguarding Adults in Sport Manager, Ann Craft Trust	Jodi Evans	Email: jodi.evans@nottingham.ac.uk Telephone: 02920 334975 Mobile: 07983391553
NSPCC Child Protection in Sport Unit	Cerri Dando-Thompson	Telephone: 02920 334975 Email: Cerri.Dando-Thompson@NSPCC.org.uk Mobile: 07563383180

What to do if you have a concern about an adult?



Remember

It is not your duty to investigate concerns about an adult but don't ignore them and do respond positively – talk to the adult if possible and contact your CWO, the Wales Golf Safeguarding Lead Officer, social services or contacts set out on page 10 for advice

* If for any reason a Club Welfare Officer is not in post or is unavailable a principle of least delay is important. Please contact the Wales Golf Lead Safeguarding Officer



Conwy Coast Deaf Golf Society

CAPACITY – GUIDANCE ON MAKING DECISIONS

The issue of capacity or decision making is a key one in safeguarding adults. It is useful to have an overview of the concept of capacity.

We make many decisions every day, often without realising. We make so many decisions that it's easy to take this ability for granted.

But some people are only able to make some decisions, and a small number of people cannot make any decisions. Being unable to make a decision is called "lacking capacity".

To make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things like the impact of current trauma, learning disability, dementia, mental health needs, acquired brain injury, and physical ill health.

The Mental Capacity Act 2005 (MCA) states that every individual has the right to make their own decisions and provides the framework for this to happen.

The MCA is about making sure that people over the age of 16 have the support they need to make as many decisions as possible.

The MCA also protects people who need family, friends, or paid support staff to make decisions for them because they lack capacity to make specific decisions.

Our ability to make decisions can change over the course of a day. The following criteria should be considered when assessing whether a person on a particular occasion has sufficient understanding to consent, or to refuse consent, to sharing of information about them or participating in specific activities:

- Can the person understand the question being asked of them?
- Are they taking an active part in the discussion?
- Can they explain how this situation arose e.g. what are the perceived benefits of the relationship or arrangements?
- Can they rephrase the question in their own words?
- How would they explain it to someone else?
- Do they have a reasonable understanding of what the risks or benefits of giving their consent or saying no?
- What do they say they think would happen if they agree the action being suggested?

- Can they appreciate and consider the alternatives, weighing up one aspect against another and express a clear and consistent personal view? Encourage them to say out loud, or write down, their view of the pros and cons. You could recheck these views later or at a later meeting.

Here are some examples that demonstrate how the timing of a question can affect the response:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious or traumatised may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

In each of these examples, it may appear as though the person cannot make a decision. But later in the day, presented with the same decision, they may be able to at least be involved.

The MCA recognises that capacity is decision-specific, so no one will be labelled as entirely lacking capacity. The MCA also recognises that decisions can be about big life-changing events, such as where to live, but equally about small events, such as what to wear on a cold day.

To help you to understand the MCA, consider the following five points:

1. Assume that people are able to make decisions, unless it is shown that they are not. If you have concerns about a person's level of understanding, you should check this with them, and if applicable, with the people supporting them.
2. Give people as much support as they need to make decisions. You may be involved in this – you might need to think about the way you communicate or provide information, and you may be asked your opinion.
3. People have the right to make unwise decisions. The important thing is that they understand the implications. If they understand the implications, consider how risks might be minimised.
4. If someone is not able to make a decision, then the person helping them must only make decisions in their "best interests". This means that the decision must be what is best for the person, not for anyone else. If someone was making a decision on your behalf, you would want it to reflect the decision you would make if you were able to.
5. Find the least restrictive way of doing what needs to be done.

Remember:

- If any person has knowledge, concerns, or suspicions that an adult is suffering, has suffered or is likely to be at risk of abuse, 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. The Wales Safeguarding Procedures make it clear that this is not a personal choice and the Wales Golf Safeguarding Lead can support you to do this.
- The obligation to take this action does not preclude working respectfully and in partnership with the person and enabling them to feel that they have some control and influence over decisions affecting them.
- You should not discriminate or make assumptions about someone's ability to make decisions, and you should not pre-empt a best-interest's decision merely on the basis of a person's age, appearance, condition, or behaviour.
- When it comes to decision-making, you could be involved in a minor way, or asked to provide more detail. The way you provide information might influence a person's ultimate decision. A person may be receiving support that is not in-line with the MCA, so you must be prepared to address this.

Relevant Policies

This policy should be read in conjunction with the following Wales Golf policies

- [Wales Golf Safeguarding Policy and Procedures](#) (children and young people) – and appendices/resources
- Whistle Blowing
- Social media
- Complaints
- Disciplinary
- Equality, diversity and inclusion.



**Conwy Coast Deaf Golf Society
SAFEGUARDING CONCERN REPORT FORM**

Recorder's Name:	
Address:	
Post Code:	Telephone No:
Email address:	

Name of Identified Adult:	
D.O.B:	
Address:	
Post Code:	Telephone No:
Email address (if known):	

Person making the referral:	
Role:	
Address:	
Post Code:	Telephone No:
Email:	

Details of the concerns/allegations: [include: date; time; location; and nature of the incident]	
Club/Event: Safeguarding Lead Name and Contact details:	
Additional information: [include: witnesses; corroborative statements; carer information where appropriate etc.]	
Have you discussed your concerns with the adult? What are their views? If you haven't spoken to the adult, please explain why.	
Wales Golf notified (01633 436040) Case Number (if allocated): Name of person spoken to: Date: _____ Time: _____	
Action taken: Date: _____ Time: _____	
Signature of Recorder: Signature of Referrer:	

Data protection:

Wales Golf may use the information in this form (together with other information they obtain as a result of any investigation) to investigate the alleged incident and to take whatever action is deemed appropriate, in accordance with their Safeguarding Adults Policy and Procedures.

Strict confidentiality will be maintained and information will only be shared on a "need to know" basis in the interests of safeguarding. This may involve disclosing certain information to a number of organisations and individuals including relevant clubs and County bodies, individuals that are the subject of an investigation and/or Statutory agencies such as the Police and Adult Social Care.



Conwy Coast Deaf Golf Society

GUIDANCE ON TYPES OF HARM

The Social Services and Well-Being (Wales) Act 2014 recognises 5 categories of abuse that may be experienced by adults. These are

Physical
Sexual
Psychological
Neglect
Financial

These categories are expanded below but the descriptions are not intended to be exhaustive and it does not matter whether you are unsure that a concern meets a threshold for abuse or, if so, which category. Action should be taken at the point when concerns arise as waiting until you are certain that harm has occurred leads to very poor outcomes in many cases.

Physical

Including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Emotional or Psychological

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Neglect and acts of omission

Including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Financial or Material

Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

The Care Act 2014 and wider UK legislation identify a range of categories of abuse not included in Social Services and Wellbeing (Wales) Act 2014. These expand upon the above definitions of abuse where they take place in differing contexts. They are also relevant to safeguarding adults in sport and physical activity and include:

Self-neglect

This covers a wide range of behaviour: neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Modern Slavery / Human Trafficking

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Domestic Abuse and coercive control

Including psychological, physical, sexual, financial and emotional abuse. It also includes so called 'honour' based violence. It can occur between any family members.

Discriminatory

Discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

Organisational / Institutional

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Exploitation

Is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.

Hate crime

Is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity.

There are additional definitions which, whilst not included in legislation, interface with adult safeguarding:

Cyber Bullying

Cyber bullying occurs when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Forced Marriage

Forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry. The forced marriage of adults with learning disabilities occurs when the adult does not have the capacity to consent to the marriage.

Mate Crime

A 'mate crime' as defined by the Safety Net Project is 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual. Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

Radicalisation

The aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship or through social media.

Misogyny, sexual violence and sexual harassment

Misogyny is the prejudice, hatred, dislike, or mistrust of women, manifested in various forms such as physical intimidation and abuse, sexual harassment and rape, social shunning and ostracism. This can prevail unchallenged in strongly male dominated environments and cultures. It can manifest as ingrained and institutionalised prejudice against women and sexism and has become a strong focus of concerns in UK educational settings after widespread reports of sexual violence against teenagers in secondary education in March 2021. The revelations came after 'Everyone's Invited'¹, a website and Instagram page dedicated to giving students a platform to report cases of sexual abuse and harassment, became inundated with testimonies. Many girls who've spoken up have demanded that sexual violence and gender inequality be openly discussed and tackled by school leaders. These issues have been the source of concern and media attention in wider society (#MeToo movement²).

Microaggression

Microaggression is a term used for brief and commonplace daily verbal, behavioural or environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative attitudes toward stigmatized or culturally marginalized groups. This is an area which particularly impacts those who are from Black and Minority ethnic groups. The term racial microaggressions was first proposed by psychiatrist Chester M. Pierce, MD, in the 1970s, but psychologists have significantly amplified the concept in recent years. Some racism is so subtle that neither victim nor perpetrator may entirely understand what is going on. For these individuals there is not a choice to be colour-blind or unaware of racism but for many white people it is extremely difficult to get them to realise and acknowledge that maybe at an unconscious level they have biased thoughts, attitudes and feelings that negatively impact or harm people of colour.

Honour-Based Violence (HBV)

'Honour-based' violence encompasses crimes which have been committed to protect or defend the honour of the family and/or the community, including Female Genital Mutilation (FGM), forced marriage, and practices such as breast ironing. All forms of HBV are considered to be abuse in the UK.

¹ <https://www.everyonesinvited.uk/>

² <https://metoomvmt.org/>



Conwy Coast Deaf Golf Society

CONSENT AND INFORMATION SHARING

Although we want to make safeguarding personal, there are some circumstances when we may need to take action without an adult's consent. Sometimes an adult at risk may not want you to act on your concerns or their disclosure. This may be because they are scared or fearful of the repercussions from you taking action. It may also be because they are not aware abuse is taking place, or they have not got the mental capacity to make an informed decision and understand that remaining in their current situation is unsafe. Sharing information with the right people is central to good practice in safeguarding adults.

You must not keep safeguarding concerns about adults at risk to yourself. The Wales Safeguarding Procedures state clearly that if any person has knowledge, concerns or suspicions that an adult is suffering, has suffered or is likely to be at risk of abuse, 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. Whilst this differs from the procedures within the other UK Home Nations, the Wales Safeguarding Procedures make it clear that **this is not a matter of personal choice**. Wales Golf's Safeguarding Lead Officer will support you and your club to take appropriate action when concerns arise.

Explain to the adult that you must pass the concern on to your Safeguarding Lead, as you have a duty of care. You should reassure the adult that they will be fully included on what happens.

It is appropriate to report concerns without an adult's consent when:

- You have reason to believe the adult's health and or wellbeing will be adversely affected by ongoing harm.
- Other people are, or may be, at risk from the person causing harm, including children.
- It is necessary to prevent a crime, or a serious crime has been committed.
- Sharing the information could prevent a crime and help to stop abuse.
- The adult may be under duress or being coerced.
- The alleged abuser has care and support needs and may also be at risk.

Workers and volunteers within sports and physical activity organisations should always share safeguarding concerns in line with their organisation's policy, usually with their safeguarding lead or welfare officer in the first instance, except in emergency situations. If it does not increase the risk to the individual, the worker or volunteer should explain to them that it is their duty to share their concern with their safeguarding lead or welfare officer.

The safeguarding lead or welfare officer will then consider the situation and plan the actions that need to be taken, in conjunction with the adult at risk and in line with the organisation's policy and procedures and relevant safeguarding adults board policy and procedures.

To make an adult safeguarding referral you need to call the local safeguarding adults team within social services. This may be part of a MASH (Multi-Agency Safeguarding Hub). A conversation can be had with the safeguarding adult's team without disclosing the identity of

the person in the first instance. If it is thought that a referral needs to be made to the safeguarding adults team, consent should be sought where possible from the adult at risk.

Individuals may not give their consent to the sharing of safeguarding information with the safeguarding adults team for a number of reasons. Reassurance, appropriate support and revisiting the issues at another time may help to change their view on whether it is best to share information.

If they still do not consent, then their wishes should usually be respected. However, there are circumstances where information can be shared without consent. For example, when the adult does not have the capacity to consent, it is in the public interest because it may affect other people, or a serious crime has been committed. This should always be discussed with your safeguarding lead and the local authority safeguarding adults team.

When sharing information there are seven Golden Rules that should always be followed:

- Seek advice if in any doubt.
- Be transparent - The Data Protection Act (DPA) is not a barrier to sharing information but to ensure that personal information is shared appropriately; except in circumstances where by doing so places the person at significant risk of harm.
- Consider the public interest - Base all decisions to share information on the safety and well-being of that person or others who may be affected by their actions.
- Share with consent where appropriate - Where possible, respond to the wishes of those who do not consent to share confidential information. You must still share safeguarding concerns and information without consent in Wales.
- Keep a record - Record your decision and reasons to share or not share information.
- Accurate, necessary, proportionate, relevant and secure - Ensure all information shared is accurate, up-to-date, necessary and share with only those who need to have it.



Conwy Coast Deaf Golf Society

LEGISLATION AND GOVERNMENT INITIATIVES ARE DOCUMENTED HERE. LINKS ARE ALSO PROVIDED FURTHER INFORMATION AND EASE OF ACCESS.

Wales - Social Services and Well Being Act 2014

http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_en.pdf

Reforms and integrates social services' lawmaking provisions for improving well-being outcomes for people who need care and support. Requiring coordination and partnership by public authorities to improve wellbeing. It replaces No Secrets and puts adult safeguarding on a statutory footing.

England - Care Act 2014 – statutory guidance

<http://www.legislation.gov.uk/ukpga/2014/23/introduction/enacted>

The Care Act introduces new responsibilities for local authorities. It also has major implications for adult care and support providers, people who use services, carers and advocates. It replaces No Secrets and puts adult safeguarding on a statutory footing.

Protection of Freedoms Act 2012

<http://www.legislation.gov.uk/ukpga/2012/9/contents/enacted>

Brought about a wide range of measures, regarding numerous areas of law. Notably changes to the vetting and barring system to create the Disclosure and Barring Service.

Domestic Violence, Crime and Victims (Amendment) Act 2012

<http://www.legislation.gov.uk/ukpga/2012/4/contents/enacted>

Creates an offence of causing or allowing the death or serious harm of a child or adult at risk for those within the household.

Serious Crime Act 2015

<https://www.gov.uk/government/collections/serious-crime-bill>

This Act addresses increasing safeguarding and criminal concerns about sexual communications with children and young people (Section 67) and coercion and control (section 76). It creates an offence in relation to controlling and coercive behaviour in an intimate or family relationships and this can be a critical issue in undermining an individual's ability/capacity to give or withhold informed consent and/or to recognise themselves as being at risk or abused.

Equality Act 2010

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

The Act legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It identified nine protected personal characteristics which increase the risk of individuals being at increased risk of abuse, disadvantage or discrimination. Safeguarding concerns may arise where it is indicated that the following personal characteristics have been a factor:

- Age

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender
- Sexual orientation

Children and Families Act 2014

<https://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

This Act seeks to improve services for vulnerable children and young people and to reform the systems for adoption, looked-after children, family justice and special educational needs. It is relevant to adult protection because it extends the support, resources and protection available to those who are transitioning into adulthood e.g. care leavers, those with a recognised disability. As a result of this legislation, 'Staying Put' arrangements extend the rights of those aged over 18 to remain in supported households with their former foster carers until their 21st birthday and for those with special educational needs or disability to access additional protection and support up to the age of 25 years.

England & Wales - Mental Capacity Act 2005

<http://www.legislation.gov.uk/ukpga/2005/9/introduction>

Its general principle is that everybody has capacity unless it is proved otherwise, that they should be supported to make their own decisions, that anything done for or on behalf of people without capacity must be in their best interests and there should be least restrictive intervention. www.dca.gov.uk

Sexual Offences Act 2003

<http://www.legislation.gov.uk/ukpga/2003/42/contents>

The Sexual Offences Act introduced a number of new offences concerning adults at risk and children. www.opsi.gov.uk

'Position of Trust' is a legal term referring to roles and settings where an adult has direct and regular contact with and responsibility for a child or individual who may be additionally vulnerable. These positions create power imbalances and potential dependency (for example, teachers, nurses, care workers, social workers). Whilst positions of trust are not yet legally covered within the sport sector, all of the recognised sports governing bodies and the NSPCC continue to campaign to have this loophole closed. Under current safeguarding policies and procedures Wales Golf will always seek support and advice in relation to concerns arising about staff, volunteers or coaches who hold a position of responsibility in relation to vulnerable groups from the statutory agencies in the first instance.

Human Rights Act 1998

<https://www.legislation.gov.uk/ukpga/1998/42/contents>

Designed to incorporate into UK law the rights contained in the European Convention on Human Rights. The Act makes a remedy for breach of a Convention right available in UK courts, without the need to go to the European Court. In particular, the Act makes it unlawful for any public body to act in a way which is incompatible with the Convention, unless the wording of any other primary legislation provides no other choice.

Data Protection Act 2018 (including General Data Protection Regulations)

2018 Act - <http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

GDPR - <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679&from=EN>

The original 1998 DPA was superseded in May 2018. The new Act supplements the General Data Protection Regulation (GDPR), which came into effect later the same month. The Act is designed to protect personal data stored on computers or on paper, regulating collection, storage, and use. The Act provides individuals with the legal rights to control information about themselves. No current UK legislation including GDPR, precludes the sharing of information where there are safeguarding concerns as the prevention of harm and

safeguarding of the most vulnerable in society (children and adults at risk) is actively recognised and supported as the primary consideration in all cases.

Safeguarding Vulnerable Groups Act 2006

<http://www.legislation.gov.uk/ukpga/2006/47/contents>

Introduced the new Vetting and Barring Scheme and the role of the Independent Safeguarding Authority. The Act places a statutory duty on all those working with vulnerable groups to register and undergo an advanced vetting process with criminal sanctions for non-compliance.

www.opsi.gov.uk

Modern Slavery Act 2015 (updated 2017)

<https://www.gov.uk/government/collections/modern-slavery>

<https://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

This Act sought to address increasing concerns around criminal exploitation, human trafficking and slavery, servitude and forced/compulsory labour in the UK. This is an increasing issue and it is important to note that this can look very varied in terms of how an individual may be harmed or exploited (e.g. agricultural work, domestic work, nail bars etc.). The consent of a person (whether an adult or a child) to any of the acts alleged to constitute holding the person in slavery or servitude, or requiring the person to perform forced or compulsory labour, does not preclude a determination that the person is being held in slavery or servitude, or required to perform forced or compulsory labour.

Counter-Terrorism and Security Act 2015

[https://www.gov.uk/government/collections/counter-terrorism-and-security-](https://www.gov.uk/government/collections/counter-terrorism-and-security-bill#:~:text=The%20Counter%2DTerrorism%20and%20Security%20Act%20contains%20powers%20to%20help,then%20return%20to%20the%20UK)

[bill#:~:text=The%20Counter%2DTerrorism%20and%20Security%20Act%20contains%20powers%20to%20help,then%20return%20to%20the%20UK](https://www.gov.uk/government/collections/counter-terrorism-and-security-bill#:~:text=The%20Counter%2DTerrorism%20and%20Security%20Act%20contains%20powers%20to%20help,then%20return%20to%20the%20UK)

This act contains powers to enable the UK to respond to extremism, radicalisation and terrorism. The 'Prevent' strategy and anti-radicalisation statutory responsibilities sit under this legislation. It is increasingly apparent that many of those who have become radicalised have been identified as vulnerable (isolated, Autistic spectrum, communication differences, socially and educationally disadvantaged) and then targeted and groomed. Concerns should be responded to as a safeguarding issue at the earliest possible opportunity to ensure that an adult at risk is supported, protected and prevented from becoming radicalised and criminalised. Any immediate risk of significant harm to the individual or others however must be immediately reported to the police.

Liberty Protection Standards (LPS)

Replace the Deprivation of Liberty Standards (DoLS) which were introduced into the Mental Capacity Act 2005 and came into force in April 2009. The new MCA Code provides updated guidance and was introduced under the Mental Capacity (Amendment) Act 2019 to set out a two-stage test of capacity with an increased the focus upon appropriate advocacy and support for the individual, a reduction of bureaucracy to avoid delays which potentially increase risk and guidance around both executive capacity and fluctuating capacity. Designed to provide appropriate safeguards for vulnerable people who have a mental disorder and lack the capacity to consent to the arrangements made for their care or treatment, and who may be deprived of their liberty in their best interests in order to protect them from harm.

Disclosure & Barring Service 2013

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

Criminal record checks: guidance for employers - How employers or organisations can request criminal records checks on potential employees from the Disclosure and Barring Service (DBS).

www.gov.uk/dbs-update-service

Making Safeguarding Personal Guide 2014

<http://www.local.gov.uk/documents/10180/5852661/Making+Safeguarding+Personal+-+Guide+2014/4213d016-2732-40d4-bbc0-d0d8639ef0df>

This guide is intended to support councils and their partners to develop outcomes-focused, person-centred safeguarding practice.

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