



The FAN Charity – Policies

Safeguarding policy and Procedures

Introduction

The FAN Charity brings the community together in structured listening groups. The FAN Charity will endeavour at all times to provide services and activities which minimise risk and are as safe as we can make them. We aim to protect our staff and volunteers and participants from harm or maltreatment, prevent the impairment of health or development, and promote people's life chances. We will work in partnership with other local / national agencies to put in place appropriate procedures for reporting, making referrals, accessing training and specialist support, as and when required. Safeguarding in Wales is governed by the [Social Services and Wellbeing Act 2014 \(SSWBA\)](#) Wales has one set of Wales Safeguarding Procedures for everyone working in contact with children, young people or adults who may be at risk. The Procedures are freely available by app downloadable to a phone or tablet using the link: <https://safeguarding.wales/en/> We promote the use of the app and compliance with the Procedures. Any serious breach of safeguarding needs to be reported to the [The Charity Commission](#)

Recruitment

The FAN Charity will seek to recruit using appropriate procedures, safeguards and checks. Candidates are interviewed and we will take up references for all posts and volunteer roles prior to appointment

We will provide an induction programme for all new volunteers and staff, appropriate training to enable all personnel to undertake their roles safely and confidently, and ongoing training as benefits the personal and professional development of individuals and of our organisation.

We will regularly review our recruitment procedures in response to changes in legislation and systems external to our organisation e.g. [Disclosure and Barring Service](#) (DBS and barring list checks). Where DBS is required it will be reviewed every 3 years.

Volunteers

It is important that all volunteers are treated fairly, are given clear expectations of their role within the organisation and are supported to fulfil that role. We expect our volunteers to adhere to all relevant FAN Charity policies at all times as a representative of our organisation.

Safeguarding Officer

Our appointed Safeguarding Officer is FAN Trustee Katherine Kanyeihamba and will be available to all staff and volunteers if they have any concerns, issues or complaints regarding the safety, well-being or conduct of volunteers and staff.

Katherine Kanyeihamba can be contacted on Email:
safeguarding@thefancharity.org

The Safeguarding Officer will have access to appropriate training to support them in this role. They will liaise with appropriate local and national agencies, contribute to appropriate policies, maintain records and keep confidentiality, adhere to and promote this policy within the organisation, and support or provide access to support for individuals suffering harm or abuse.

Awareness of harm and abuse in our organisation

Harm is caused by accidents, deliberate abuse (physical, sexual, emotional, financial), neglect (deliberate or not) or factors such as bullying, prejudicial attitudes or a failure to enable a person to participate in activities that are open to most of their peers. All incidents of harm to anyone involved in our service will require an appropriate response to reduce risks and improve our service. Deliberate acts of harm (sexual, physical, emotional and financial) and neglect are abuses against the person and will incur disciplinary (will proceedings and will) require reports and referrals to social services, the police, other professional bodies and the Disclosure and Barring Service (DBS) if in regulated activity.

FAN specific circumstances

FAN meetings are open to everyone. However, they are not specifically promoted as sessions for people who are considered “at risk” under the SSWBA/Wales Safeguarding Procedures. This definition includes:

- Adults (18+) who are experiencing, or at risk of, abuse or neglect, and who have care and support needs that affect their ability to protect themselves.
- Children and young people (under 18) who are experiencing, or at risk of, abuse, neglect, or other harm, and who have care and support needs.

FAN does not ask members for personal background information, so we only become aware of someone's "at risk" status if they choose to disclose it. Many people who are isolated, lonely, or displaced may be particularly drawn to FAN as a way to make friends and build community. These circumstances can increase vulnerability to abuse, exploitation, or imbalanced or inappropriate relationships.

FAN staff and volunteers receive training to understand these risks and remain alert to comments or behaviours in meetings that may suggest someone needs support. If concerns arise, they will speak sensitively and discreetly with the individual to ask where help is needed and to signpost them to appropriate services. They will always listen to any member who appears distressed. This can be more challenging on Zoom but follow-up after the meeting is possible.

Facilitators will share the Information Guide: [Welcome to FAN](#) document with participants. This will identify the Safeguarding Officer, their role, the reason FAN has one and how to contact them. If a participant has any concerns, to do with FAN, for themselves or others they are encouraged to contact their Facilitator, the Safeguarding Officer or FAN staff member.

Facilitators may collect email addresses from participants so they can communicate about FAN-related activities. In some cases, a phone number may be taken if a participant specifically requests this (for example, if they do not use email). Any personal data collected by Facilitators is handled in accordance with our GDPR policy guide.

We strongly discourage participants from sharing their personal contact details with other members. This includes phone numbers, email addresses, physical addresses, and any direct-messaging information. This helps reduce the risk of unwanted or unsafe contact outside the oversight of FAN. Virtual meetings can make out-of-meeting contact easier, but no one should feel pressured into communication or relationships beyond the boundaries of FAN activities. All participants hear the Opening and Closing Statements at each meeting, which set out FAN's ground rules of kindness and respect.

In order to protect participants and Facilitators FAN Groups take place in public spaces, not homes, and all groups that are open to the public are listed by the FAN Charity.

Reasonable cause to suspect

FAN will make a safeguarding report to Social Services whenever there is reasonable cause to suspect that a person is experiencing, has experienced, or is at risk of abuse, neglect or harm. 'Reasonable cause to suspect' means that staff have seen, heard or received information that gives a credible concern for someone's safety. Staff are not required to investigate or prove abuse — only to pass on concerns promptly.

The abuse, neglect or harm may take place over a number of incidents or might be a single, serious incident. It is better to seek advice than to do nothing. It is not the role of anyone in the organisation to determine whether abuse has taken place, simply to report what you know to the statutory agencies, whose duty it is to investigate.

Where there is reasonable cause to suspect abuse to our service users, volunteers or staff, the Safeguarding Officer is empowered to act accordingly.

- To log all conversations regarding the issue
- To sign and request signatures on reports and statements
- Confidentially seek advice from expert sources
- Share concerns with consent where required and appropriate.
- Share concerns and make referrals to external agencies such as Social Services, the <https://www.nspcc.org.uk/> (National Society for the Prevention of Cruelty to Children) as appropriate to the circumstances
- Make a referral to the Disclosure and Barring Service regarding staff or volunteers in regulated activity whose conduct is harmful to service users and when they are removed from regulated activity

Confidentiality

All reports and logs (including personnel records) will be kept securely and confidentially according to our data protection policy and confidentiality statement, or in line with DBS Code of Practice if appropriate, until or unless it is necessary to share this material with the agencies named above. Information will be shared on a “need-to-know” basis only.

Communication

We will communicate this policy to all staff, trustees and volunteers using appropriate methods, formats and language. A copy will be available on the website and on request for all members and the public using appropriate formats and language to get the essence across. We support and encourage all volunteers and staff to speak up and contact the named Safeguarding Officer where there is

- a concern (a worry, issue or doubt about practice or treatment of a volunteer or colleague, or their circumstances), or
- a disclosure (information about a person at risk of or suffering from significant harm) or
- an allegation (the possibility that a volunteer or staff member could cause harm to a person in their care)

Whistleblowing

Staff or volunteers can report things that aren't right, are illegal or if anyone at work is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing.

In the first instance they should speak with the Safeguarding Officer.

In all cases, we would prefer our members and personnel to use internal processes whenever possible to make a report as above, but this does not prevent them from making a report or referral to statutory agencies such as Social Services or the Police, in their own right as a private individual. We also support our staff or volunteers to raise concerns or to disclose information, which they believe shows malpractice:

- **Advice Line: 020 3117 2520 (option 1)**
- **Email: whistle@protect-advice.org.uk**

To encourage everyone involved in our organisation to understand that safeguarding is everybody's business, we will put safeguarding on the agenda of trustees and facilitator meetings, provide opportunities for discussions about issues and concerns and reflect, review and to continue to learn and improve in our safeguarding responsibilities.

* Contact details:

- Safeguarding Lead Trustee: safeguarding@thefancharity.org

Cardiff Safeguarding Contact Details

Concerns about children at risk

Contact the MASH (Multi Agency Safeguarding Hub) 029 2053 6490
Out of hours duty officer 029 2078 8570

Concerns about adults at risk

Contact the adult safeguarding team 029 2233 0888

Emergency duty officer (out of hours) 029 2078 8570 (same number as children)

Local Safeguarding Board: <https://www.cardiffandvalersb.co.uk/>

Safeguarding Procedures



Something occurs that raises concern, however small



Wherever possible, gain the consent of the individual to share what they have told you with others who can help, with Social Services, if appropriate



Individual who is concerned contact Safeguarding Officer



When recording note clear details, times, dates, get signatures where possible from the person reporting and the person recording. Record decisions and actions, by whom.

Keep all information securely

If single or cumulative evidence comprises reasonable cause to suspect abuse, neglect or harm, contact Social Services;



- a) To discuss the situation and seek guidance
- b) To make a safeguarding report
- c) Always note what was said and who spoken to
- d) Follow up the verbal report with written details
- e) Give your contact details and expect a feedback call within 7 working days (ideally this should be action of the Safeguarding Officer but in practice this may not always be possible)

Some situations do not need consent:

If it is a crime, report.



If the person is at immediate risk of severe harm or threat to life, report
Call 999



If the situation that puts others at risk, report
If the individual is under undue influence or coercion, report.
Contact social services

Best practice - consent

It is better to get consent if you can, but you cannot ignore a situation and do nothing about it just because you cannot get consent. You could start with a “what matters to you” conversation, and discuss with the adult what they would like and what would help the situation. They might think of others who can help or ways to protect themselves. You may be able to signpost them to other helpful agencies. (This may reduce the risks, you will monitor the situation).

Every adult with capacity (as defined under the Mental Capacity Act) has the right to make decisions for themselves, even if others consider those decisions

“risky”, provided they do not place other people at risk. They also have the right to give or withhold consent to a safeguarding report being made about them.
Great Agree

If you make a report without consent, this should be noted on the information for social services, and their response should not be adversely affected. The adult has a right not to co-operate with safeguarding procedures, unless the Police are involved.

- Tell the person involved what you are going to do, even if they may not be happy about it.
- Involve the person at risk as much as possible without placing them at greater risk of harm.
- Support the individual to have an advocate – an informal advocate who is appropriate (not implicated in a safeguarding situation) or an Independent professional Advocate appointed by the local authority.

Reminders:

Do not investigate but bring together evidence, information you may already hold within the organisation.

Make sure to share information within the organisation, there may be several pieces of information which add up to reasonable cause to suspect....
Contact social services for support and advice, they can guide you through in handling the situation.

FAN Trustees recognise that even having a very small role in safeguarding can be very stressful and are committed to giving supporting where difficulties arise.

Reporting to the Charity Commission

Make a serious incident report at any time that you think you have not acted well or fast enough regarding safeguarding which could have harmed someone. Call them and ask them for their advice if they would expect a report from you beforehand – 0300 066 9197. Take the view: what can we learn from this, how can we improve our safeguarding. Use all the notes and information that you hopefully have compiled through the process.

Best Practice Under 18s in FAN

Unaccompanied Under 18s will not be able to attend FAN Groups, unless the Group is facilitated by a partner organisation which is already working with under 18s, and where appropriate safeguarding policies and procedures are in place. FAN staff and volunteers will signpost to other local activities for under 18s.

Reviewed by FAN Charity: Working Group: Policies: Safeguarding, 06.11.25
Adopted by Trustees 18.06.26

A handwritten signature in black ink, appearing to read 'Ian Thomson'. The signature is written in a cursive, flowing style.

Ian Thomson
The FAN Charity: Chairman of Trustees

18 June 2026