



Bwrdd Diogelu Caerdydd a'r Fro  
Cardiff & Vale Safeguarding Board

## **Multi-Agency Practice Principles**

**May 2024**

# Practice Principles - working with children

These practice principles have been developed to ensure that all practitioners and safeguarding professionals who come into contact with children who are experiencing or are at risk of abuse, neglect, or harm, can ensure that the children they work with receive consistent and timely support and care.

The Regional Safeguarding Board recognises the importance of all agencies working together to keep a child safe and therefore it is important that all professionals from multiple agencies are clear about what is required of them individually and how they need to work together.

These practice standards are underpinned by the Social Services and Well-being (Wales) Act 2014, recommendations made by practice reviews, JICPA recommendations and by the two key principles that underpin safeguarding practice, as highlighted by the Wales Safeguarding Procedures 2019:

**Safeguarding and protecting is everybody's responsibility**

**A child-centred approach<sup>1</sup>**

## Principles

### Facilitate partnership working

#### Practitioners should:

- Work collaboratively and proactively with safeguarding professionals to build an accurate and comprehensive understanding of the day-to-day life of the child (child's lived experience), any historical information, mapping of associates and ongoing risks
- Share their thinking and proposed recommendations with other professionals who hold relevant information or insight into the child
- Comment, challenge, and jointly deliberate before making final decisions
- Ensure all relevant agencies are represented at child protection conferences and core groups

Social Services and Police

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<sup>1</sup> [Safeguarding Wales](#)

- Where joint s.47 enquiries are required , there will be a joint home visit by the social worker and a police officer, conducted at the same time

### **Sound use of professional skills and judgement**

#### **Practitioners should:**

- Be aware of their role, responsibility, and actions
- Understand the child's own personal and lived experience, listen carefully to what they say, be curious about how they behave and how they communicate
- Have a consistent understanding of what constitutes suffering significant harm
- Exercise professional curiosity at all times
- Feel comfortable to challenge the views of other professionals in an appropriate manner
- Always consider the role of partners, other household members, parents living outside of the family home and extended family members in term of potential risks and safeguards
- Identify strengths within the child's networks
- Always consider the role of other practitioners/services in terms of potential risks and safeguards

### **Effective communication and engagement**

#### **Practitioners should:**

- Ensure there is clarity around roles, expectations, and responsibilities
- Ensure where possible, there is a consistent professional who communicates with the child. It must be clearly documented who this professional is
- Be well prepared and able to contribute fully to meetings
- Ensure active engagement and participation of children, parents (resident and non-resident) and relevant individuals is promoted
- Ensure alignment with the Regional Safeguarding Board Communication and Engagement Principles.

### **Accurate information recording and sharing**

#### **Practitioners should:**

- Ensure assessment information is recorded in a clear and sensitive way, which avoids using acronyms and jargon
- Not assume that information has already been shared with other professionals

- Share concerns or information with relevant practitioners and update colleagues whenever you receive new relevant information
- Bring a report or health assessment to a Child Protection Conference or ensure a report is provided in their absence
- Ensure that a chronology of significant events is maintained. This can be a single agency chronology but should be shared within relevant multi agency forums such as Child Protection Conferences, core groups. Child Looked After (CLA) reviews.
- Be responsible for recording accurately and maintaining their records

#### Health Professionals

- Ensure consistent and regular attendance at Child Protection Conferences. Attendance should be the standard, in the event that representatives are unable to attend a report or health assessment providing up to date and relevant information in the agreed format should be provided

#### Child-centred

##### **Practitioners should:**

- Communicate in a way that is appropriate for the child's age and level of understanding
- Ensure the child is at the centre of all decisions made and that they feel listened to
- Ensure the voice of the child is present throughout
- Understand and respect the voice, experience and thoughts of children and young people
- Consider the behaviour of the child, and how they may be expressing their thoughts and feelings.
- Commit to building trusting relationships with children and young people
- Evidence that the child has been seen and where required seen alone

#### Being inclusive

##### **Practitioners should:**

- Ensure appropriate arrangements are made for the use of translators, where English is not the first language.
- Use interpreters and communication tools to meet any specific sensory or language need
- Not use family members to interpret where there are child protection processes being undertaken

- Ensure information is written in simple language and no jargon for children and their families to understand
- Recognise and challenge inequalities, exclusion, and discrimination
- Be aware and understanding of cultural norms and its impact and influence
- Avoid using professional jargon

### **Time dedicated to supervision and learning**

#### **Managers should:**

- Ensure formal supervision is held regularly and in line with organisations supervision policy
- Ensure all professionals have time to catch up on recent learnings identified from practice reviews and 7-minute briefings
- Ensure staff are up to date with training and that there is adequate record keeping
- Ensure that supervision facilitates reflection and analysis of safeguarding in specific circumstances
- Align with Regional Safeguarding Board multi-agency supervision best practice guidance

## **Practice Principles - working with adults at risk**

In order to ensure effective safeguarding, professionals and organisation are responsible in playing their part in safeguarding and promoting the well-being of adults at risk. Organisations and professionals have a role to play, however they must be committed to work with other agencies in keeping adults at risk of neglect and abuse safe. All professionals must be aware of the impact and effects of abuse and neglect on adults at risk.

These practice standards are underpinned the Social Services and Well-being (Wales) Act 2014, recommendations made by practice reviews and by the Wales Safeguarding Procedures 2019.

## **Principles:**

### **Facilitate partnership working**

#### **Practitioners should:**

- Be fully committed to co-operating with other agencies in the interest of safeguarding adult at risk of abuse and neglect
- Work collaboratively and proactively with professionals to build an accurate and comprehensive understanding of the day-to-day life of the adult and their needs for care, support and safety
- Share their thinking and proposed recommendations with other professionals who hold relevant information or insight into the adult
- Comment, challenge and jointly deliberate before making final decisions
- Ensure all agencies are represented at adult at risk strategy meetings and family conferences
- Support adults at risk and/or their representatives to participate throughout adult safeguarding processes

### **Sound use of professional skills and judgement**

#### **Practitioners should:**

- Be aware of their role, responsibility, and actions
- Understand their role and responsibilities to safeguard and promote the welfare of adults at risk of abuse and neglect
- Spend time forming positive and trusting relationships with the adult
- Have a consistent understanding of what constitutes an adult who remains at risk and requires long term action to protect them from abuse and neglect
- Exercise professional curiosity at all times
- Feel comfortable to challenge the views of other professionals in an appropriate manner
- Always consider the role of partners, other household members, extended family living outside of the family home in term of potential risks and safeguards
- Always consider the role of other practitioners/services in terms of potential risks and safeguards

### **Effective communication and engagement**

#### **Practitioners should:**

- Ensure adults are seen and listened to, with their wishes and feelings considered

- Ensure there is clarity around professional's roles, expectations, and responsibilities
- Be well prepared and able to contribute fully to meetings
- Form co-productive relationships with the adult at risk, their family and carers to establish what matters to them and to ensure they feel informed and respected

## **Accurate information recording and sharing**

### **Practitioners should:**

- Make sure assessment information is recorded in a clear and sensitive way
- Not assume that information has already been shared with another professionals
- Share concerns or information with relevant practitioners and update colleagues whenever you receive new relevant information
- Bring a report when attending an adult protection meeting or family conference or ensure a report is provided in their absence
- Record accurately and maintain their records

### Health Professionals

- To attend adult protection meetings and family conferences or provide a report beforehand if not available

## **Person-centred approach**

### **Practitioners should:**

- Work with the individual to establish a history of their life, in order to help them understand their current situation, including any major losses or traumas
- Ensure the needs of the individual are put first in order for them to receive the right care and support
- Ensure that the best interest of the adult must always be central to any decisions made
- Respect the voice, experience and thoughts of the individual
- Consider the behaviour of the adult, when they may not be able to verbalise their thoughts and feelings.
- Commitment to building trusting relationships

- Ensure alignment with the Regional Safeguarding Board Communication and Engagement Principles.

### Being inclusive

#### Practitioners should:

- Have regard of the characteristics, culture and beliefs of the individual
- Recognise and challenge inequalities, exclusion, and discrimination
- Be aware and understanding of cultural norms and its impact and influence
- Avoid using professional jargon
- Ensure appropriate arrangements are made for the use of translators, interpreters and communication tools that are used to meet any specific sensory or language need
- Ensure information is written in simple language

### Time dedicated to supervision and learning

#### Managers should:

- Ensure formal supervision is held regularly and in line with organisations supervision policy
- Ensure all professionals have time to catch up on recent learnings identified from practice reviews and 7-minute briefings.
- Ensure staff are up to date with training and that there is adequate record keeping
- Align with Regional Safeguarding Board multi-agency supervision best practice guidance