

REGIONAL SAFEGUARDING BOARD

# ANNUAL REPORT

2024-2025



Mae'r ddogfen hon  
ar gael yn Gymraeg  
This document is  
available in Welsh



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## INTRODUCTION

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The Cardiff and Vale Safeguarding Board (CVSB) Annual Report offers a comprehensive overview of our progress over the past year in delivering on the Board's strategic priorities. It serves as a moment to reflect on the collective efforts and achievements across the Cardiff and Vale region.

Despite operating within a demanding social and financial climate for public services, the safeguarding workforce continues to demonstrate exceptional dedication, resilience, and professionalism. Their unwavering commitment in the face of ongoing challenges is commendable.

Strong and effective partnership working remains central to achieving sustainable and meaningful outcomes for individuals and communities across the region.

**Sarah McGill** - Corporate Director, People and Communities

**Lance Carver** - Director of Social Service, Vale of Glamorgan

**Carl Harris** - Assistant Director, NSPCC

# FIVE DOMAINS OF SAFEGUARDING EFFECTIVENESS

To provide a coherent, accurate and appropriately balanced national picture of safeguarding effectiveness in Wales and a shared national understanding of whole-system strengths, weaknesses, areas for improvement and development, we are required to respond to the Five Domains of Safeguarding Effectiveness and above all, respond to a single fundamental question.

These domains will be highlighted via a key throughout the Annual Report to showcase the areas of progress and good practice in these areas:

1. Safeguarding Process	<ul style="list-style-type: none"><li>• How is the board assured that arrangements are effective in <b>identifying</b> and responding to safeguarding concerns?.</li><li>• What are the outcomes of regional safeguarding processes and interventions?</li></ul>
2. Multi-agency Activity and Data	<ul style="list-style-type: none"><li>• How does the board assure itself that existing <b>protocols between agencies work effectively</b>, when individuals are identified as at risk from harm?</li><li>• What data is collected around this, how is it shared and what evidence has emerged in the period?</li></ul>
3. Thematic Hotspots	<ul style="list-style-type: none"><li>• What <b>key thematic sources of harm</b> which require a safeguarding response locally are evidenced in Board data?</li><li>• What steps have been identified to respond to this thematic evidence?</li></ul>
4. Service User Feedback	<ul style="list-style-type: none"><li>• What are the RSB's <b>objectives regarding collecting service user feedback</b> in relation to direct safeguarding activity?</li><li>• What do the metrics that capture this feedback tell the Board?</li><li>• How does the Board plan to respond to this evidence and over what timescale?</li></ul>
5. Workforce Information	<ul style="list-style-type: none"><li>• What is known about <b>the profile</b> of the safeguarding workforce?</li><li>• How is <b>recruitment and retention</b> affecting delivery of safeguarding duties?</li><li>• To what extent is <b>multi-agency training</b> provided to and taken up by the safeguarding workforce (as profiled)?</li><li>• What evidence is available to assure the Board that agencies understand and respond to the <b>well-being and support</b> of the safeguarding workforce?</li></ul>

# OUR PRIORITIES FOR 2024-2025

## PRIORITY 1: SAFEGUARDING FUNDAMENTALS

**OUTCOME:** *The regional safeguarding board supports strategic improvement, effective partnerships and workforce development to ensure safeguarding fundamentals are strengthened across the region*

## PRIORITY 2: EFFECTIVE SAFEGUARDING REVIEWS

**OUTCOME:** *The Regional Safeguarding Board ensures there are effective review processes and review learning is implemented across the partnership*

## PRIORITY 3: RESPONDING TO SAFEGUARDING THEMES





**OUTCOME:** *The Regional Safeguarding Board responds effectively to emerging safeguarding themes and supports the coordination of an effective multi-agency response*











# PRIORITY 1: SAFEGUARDING FUNDAMENTALS




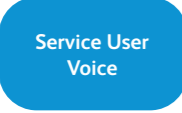




## OUTCOME:

The regional safeguarding board supports strategic improvement, effective partnerships and workforce development to ensure safeguarding fundamentals are strengthened across the region

ACTION	OUR PROGRESS THIS YEAR	WHAT NEXT?
<b>GOVERNANCE AND CORE BUSINESS</b>		
<p>1. Develop a clear membership, terms of reference, an outline of roles and responsibilities for the Regional Safeguarding Board and Delivery Group, along with a clear induction plan to ensure all members are confident in their roles and responsibilities as a regional safeguarding board partner.</p> <p>Multi-agency Activity &amp; Data    Workforce Information</p>	<p><b>Complete</b> - Membership, Terms of reference and induction tools are in place and have been updated.</p> 	<p>Ensuring consistent and robust functioning of the Safeguarding Board will remain a key priority for the Board and with all the appropriate governance arrangements in place, this becomes business as usual. Our annual self-assessment exercise will help to inform the effectiveness of the governance arrangements and improvement actions will help drive any improvements needed.</p>
<p>2. Undertake an annual RSB self-assessment exercise and provide a robust update on progress against the 2023-24 improvement actions.</p> <p>Multi-agency Activity &amp; Data</p>	<p><b>Complete</b> - Review of 23-24 board self-assessment actions has been undertaken. Progress analysis has been taken to board as well as detail on areas that require further progression. New Board level self-assessment completed in Jan 25 and used to inform next annual Plan priorities.</p> 	<p>RSB self-assessment remains on the Regional Safeguarding Board priorities. This will be undertaken annually to provide assurances and inform improvements needed.</p>
<p>3. Embed the RSB Self-Assessment assurance framework and capture assurance and improvement themes from all partners in relation to their self-assessment activity.</p> <p>Multi-agency Activity &amp; Data</p>	<p><b>Complete</b> - Self-Assessment assurance framework has been developed and ratified and an exercise has been undertaken with board partners to review high level findings of internal self-assessment process. An overview of these findings has been taken to board.</p> 	<p>Ensuring consistent and robust functioning of the Safeguarding Board partner agencies will remain a key priority for the Board and with all the appropriate governance arrangements in place, this becomes business as usual.</p>
<b>MULTI-AGENCY SAFEGUARDING TRAINING</b>		
<p>4. Test and Implement the Regional Safeguarding Boards programme of multi-agency safeguarding training.</p> <p>Multi-agency Activity &amp; Data</p>	<p><b>Complete</b> - A pilot of the multi-agency safeguarding training took place during June 2024 – March 2025. There were 6 training sessions held in total (3 children, 3 adults). Following the end of the pilot period, evaluation workshops were arranged, and the training materials are being amended/refined based on the feedback received from participants/facilitators.</p> 	<p>Multi Agency training remains high on the Regional Safeguarding Board priorities. This will be further progressed in 2024-25 with a further series of quarterly training to be progressed in 2025-26.</p>

ACTION		OUR PROGRESS THIS YEAR	WHAT NEXT?
5.	<p>Develop ways to improve a shared understanding and awareness of multi-agency thresholds and guidance to strengthen consistent decision making when assessing risk.</p> <p><b>Safeguarding Process</b></p>	<p><b>Complete</b> - Shared multi-agency practice principles developed to support an understanding of the expectations on partners in relation to safeguarding response.</p> 	<p>Threshold documents to be made readily available on the website and comms to be developed to support the roll out of these across the partnership.</p>
6.	<p>Develop regional adults safeguarding thresholding tool in order to provide consistent decision making and better understanding of engagement and thresholds across the partnership.</p> <p><b>Safeguarding Process</b></p>	<p><b>Complete</b> – Adults Safeguarding Threshold document has been developed and ratified at the Safeguarding Board.</p> 	<p>Arrangements have been made for a number of online workshops (Lunch &amp; Learns) to be held as part of an extended consultation exercise.</p>
7.	<p>Coordinate a programme of multi-agency practice development sessions and professional networks to support multi agency working and sharing of practice.</p> <p><b>Multi-agency Activity &amp; Data</b>   <b>Workforce Information</b></p>	<p><b>Complete</b> - A Training Officers Network has been established, with multi-agency representation, which takes place on a bi-monthly basis. This network provides ongoing opportunities for multi-agency working and sharing of practice.</p> 	<p>Sharing practice in relation to training across the partnerships remains important to our work and meetings for the Training Officers Network will continue to take place.</p> <p>There are plans to set up online based forums to regularly share practice outside of the meetings.</p>
8.	<p>Review and repeat the RSB training self assessment to review progress against the National Training Standards and review the 23/24 improvement actions to evidence progress.</p> <p><b>Multi-agency Activity &amp; Data</b></p>	<p><b>Complete</b> - Training self-assessment has been reviewed, findings and follow on actions have been shared with delivery group partners. Repeat of assessment took place in June 2025.</p> 	<p>Improvement actions will be reviewed and updated at the 6- and 12-month mark. Training Self Assessments will be repeated on an annual basis. Training oversight and development is a core activity for the board and will continue in 2024-2025</p>
<b>DATA AND INSIGHTS</b>			
9.	<p>Shape and implement the National Multi Agency Safeguarding Performance Framework to ensure Cardiff and Vale are reviewing relevant safeguarding data to inform strengths, weaknesses and areas for improvement and development.</p> <p><b>Multi-agency Activity &amp; Data</b></p>	<p><b>In Progress</b> - A Multi-agency performance framework workshop took place in January where the priorities of data collection and format of the performance framework were agreed. A prototype has been developed that outlines what metrics we are collecting, why we are collecting them and what good examples look like.</p> 	<p>The prototype will be reviewed by the working group and rolled out in 25-26.</p>

ACTION	OUR PROGRESS THIS YEAR	WHAT NEXT?
<p><b>10.</b> Work as a region to improve ways in which information is shared across partners. Look to supporting technical and IT based system solutions to progress this.</p> <p>Workforce Information    Multi-agency Activity &amp; Data</p>	<p><b>In Progress</b> - Single View of the Child data system developed, and first phase is being tested by key teams. Information Governance has been completed and training on the system has been cascaded. Data cleansing exercise has been undertaken to ensure data quality is in place. Feedback currently being gathered from test users and additional phases been agreed to incorporate additional partner data sets.</p>	<p>Pilot tool with schools Implement additional phases and data extracts Share progress with Vale to consider regional implementation</p>
<b>AUDIT AND EVALUATION</b>		
<p><b>11.</b> Evaluate across the region how well escalation and challenge processes are utilised in practice, make recommendations for improvement across the region.</p> <p>Safeguarding Process</p>	<p><b>In Progress</b> – initial questions for audit have been drafted with the audit due to be undertaken by September 25.</p> 	<p>Audit on the use of escalation and challenge processes to be undertaken in line with the QA Framework and Audit Calendar in 25-26. To include work with practitioners to understand the ease of use and accessibility.</p>
<p><b>12.</b> Build in effective ways to reflect and learn from local audit activity across partners to support local developments to practice. Build in effective ways to reflect and learn from local audit activity across partners to support local developments to practice.</p> <p>Safeguarding Process    Multi-agency Activity &amp; Data</p>	<p><b>Complete</b> - Audit framework developed alongside audit calendar. Recommended individual agency audit has also been shared with relevant partners.</p> 	<p>Continue to build on and implement the audit calendar and continuous learning model throughout the workstreams.</p>
<b>COMMUNICATIONS AND ENGAGEMENT</b>		
<p><b>13</b> Produce and implement a clear RSB Communications Plan which outlines the core communications activity the board will undertake to ensure its work is widely promoted to the workforce, communities and other relevant partners within the region.</p> <p>Workforce Information</p>	<p><b>In Progress</b> - New website developed that will support effective comms. Comms calendar completed</p> 	<p>Communications plan and rollout to be established in Q3 of 2025-206.</p>








ACTION	OUR PROGRESS THIS YEAR	WHAT NEXT?
<p><b>14</b> Develop and embed a set of engagement and participation principles for the RSB board and partners across the region to ensure children and adults at risk are active participants in shaping and improving service design and delivery across the region.</p> <p> </p>	<p><b>Complete</b> – Engagement and participation principles for the Board developed and ratified.</p> 	<p>Review of the effect of the principles to be undertaken later in 2025-2026.</p>
<p><b>15</b> Develop Mechanisms to review and reflect on service user feedback and consultation findings across partner organisations in order to improve service development and delivery.</p> <p></p>	<p><b>In Progress</b> – mechanisms have been built into the Engagement and Participation Principles and consultations have taken place on some policies.</p> 	<p>More opportunity needs to be developed for partners to share service user feedback. This has been embedded in our 25-26 annual plan.</p>
<p><b>16</b> Finalise and roll out a Digital Multi Agency Referral form to support improving the quality of safeguarding referral information.</p> <p> </p>	<p><b>In Progress</b> – regional MARF has been updated based on recommendations this will be updated on website. Board are engaged in the development of an All Wales referral form developments which will be a digital form.</p> 	<p>Continue to work nationally to produce an All Wales Referral form.</p>



# PRIORITY 2: EFFECTIVE SAFEGUARDING REVIEWS

## OUTCOME:




The Regional Safeguarding Board ensures there are effective review processes and review learning is implemented across the partnership.






ACTION		OUR PROGRESS THIS YEAR	WHAT NEXT?
<b>DEVELOPMENT OF THE REVIEW PROCESS</b>			
1.	Produce and deliver an SUSR implementation plan to support the effective roll out of SUSR across the region. Implementation plan to include robust training plan.  	<b>Complete</b> - Implementation plan developed and is being progressed. Review manager in post to coordinate delivery of the plan. SUSR training Delivered. Further training to be delivered in 25-26.  	The Board will continue to monitor the implementation of the SUSR via the agreed SUSR reviews and feedback to Welsh Government on progress.
2.	Produce and deliver a Case Review Group improvement plan to strengthen governance arrangements to support and facilitate SUSR implementation and the delivery of effective safeguarding reviews.  	<b>Complete</b> - CRG improvement plan developed and ratified. It was implemented early in 2024 and reviewed later in the year. This has resulted in a positive impact on contribution, structure and attendance. Robust decisions are being made and clear processes now in place.  	The Case Review Group will continue to review the effectiveness of the group as core business.
<b>SHARING AND EMBEDDING LEARNING</b>			
3.	Embed a 'dissemination of learning' framework to ensure learning is shared effectively, systematically and sustainably with all professionals working with children and adults at risk.   	<b>Complete</b> - Learning and Improvement framework developed and ratified by board. Outlined the Board approach to conducting reviews and MAPFS, progressing recommendations and sharing learning effectively.  	The Case Review Group, panels and Business Unit will continue to use the framework during and following reviews using a post publication package of learning to include case studies, supported learning (7 minute briefing/podcasts/video), lunch and learn workshops (recorded and on website), annual progress report for the Board and an annual learning event





# PRIORITY 3: RESPONDING TO SAFEGUARDING THEMES

## OUTCOME:

The Regional Safeguarding Board responds effectively to emerging safeguarding themes and supports the coordination of an effective multi-agency response

ACTION	OUR PROGRESS THIS YEAR	WHAT NEXT?
<b>CHILD SEXUAL ABUSE</b>		
<p>1. Complete a self-assessment across the region of our current practice and response to CSA to inform delivery and development priorities for CSA.</p> <p><b>Thematic Hotspots</b></p>	<p><b>Complete</b> - CSA self-assessment was completed in 2024. The findings from the assessment were reviewed and informed a refresh action plan. CSA task and finish group in place to drive progress.</p> 	<p>CSA remains a priority for the Safeguarding Board in 2025-2026. The CSA Working Group will continue to deliver against the CSA regional action plan generated from the NSPCC self-assessment snapshot.</p>
<p>2. Respond to the new All Wales CSA National Action Plan and obtain assurance from partners that the key improvement actions are being progressed across the region.</p> <p><b>Thematic Hotspots</b></p>	<p><b>In progress</b> - The Business Unit and Board partners remain involved in the development of the National Delivery Plan. Awaiting publication of the plan before officially responding but work already progressing via regional action plan and ensuring join up via working group.</p> 	<p>CSA remains a priority for the Safeguarding Board in 2025-2026. The CSA Working Group will continue to link in with the developments of the National Delivery Plan and will respond on publication.</p>
<p>3. Review and progress to completion the local practice reviews recommendations and actions that have a learning in relation to CSA embedded.</p> <p><b>Thematic Hotspots</b></p>	<p><b>In progress</b> - Ongoing review and targeted progression of recommendations is underway. Recommendations considered at CSA working group and embedded into CSA Regional Action Plan.</p> 	<p>CSA remains a priority for the Safeguarding Board in 2025-2026. The CSA Working Group will continue to deliver against the CSA regional action plan which takes account of CSA recommendations from reviews.</p>

ACTION	OUR PROGRESS THIS YEAR	WHAT NEXT?
<b>DOMESTIC ABUSE</b>		
<p>4. Strengthen cross board working with the VAWDSV boards to ensure a strengthened, joint approach to this safeguarding theme.</p> <p>Thematic Hotspots</p>	<p><b>In progress</b> - DHR learning themes brought to RSB for oversight and discussion. Business Unit and VAWDASV team working closely to align work where appropriate</p> 	<p>Further work built into 25-26 Annual Plan to improve and strengthen the cross board working between RSB and VAWDASV workstreams. Ensure increased visibility of VAWDASV related strategic priorities at RSB.</p>
<p>5. Ensure processes are in place to effectively respond to the safeguarding concerns in relation to children and adults with a care and support need experiencing or affected by domestic abuse in the home.</p> <p>Thematic Hotspots Safeguarding Process</p>	<p><b>Further work needed</b> – to feature in our annual plan for 2025-2026</p> 	<p>Our 2025-2026 annual plan has set out some more specific focused areas to action:          Improve clarity and understanding across partners of the role of safeguarding processes and procedures in relation to child domestic abuse victims          Review the current data and picture of need for the region of domestic abuse to older people / adults at risk. Develop a set of actions to progress required improvement in this area</p>
<p>6. Improve clarity and understanding across partners of the role of safeguarding processes and procedures in relation to domestic abuse.</p> <p>Thematic Hotspots Safeguarding Process</p>	<p><b>Further work needed</b> – to feature in our annual plan for 2025-2026</p> 	<p>Our 2025-2026 annual plan has set out some more specific focused areas to action</p>
<p>7. Review and progress to completion the local practice reviews recommendations and actions that have a learning in relation to Domestic Abuse Embedded.</p> <p>Thematic Hotspots</p>	<p><b>In progress</b> - Ongoing review and targeted progression of recommendations is underway.</p> 	<p>Bi-annual update to be provided to SUSR Coordination Hub. Annual Report on progression of recommendations due Feb 2026.</p>
<p>8. Ensure learning from Domestic Homicide Reviews is effectively shared with Regional Safeguarding Board Partners.</p> <p>Thematic Hotspots</p>	<p><b>Complete</b> - DHR learning themes brought to RSB for oversight and discussion in early in 2024. A further update was provided in January 2025 by Community Safety Partnership at our Safeguarding Board Development Day where the themes and learning from DHRs were considered alongside Practice Reviews and National Reviews.</p> 	<p>With the implementation of the SUSR, this work will become core business under our recommendations monitoring and progressing which is managed by the Safeguarding Review Manager.</p>

ACTION	OUR PROGRESS THIS YEAR	WHAT NEXT?	
<b>CAPCITY AND CONSENT</b>			
<p><b>9</b></p>	<p>Develop multi agency training and raising awareness tools to improve partners understanding of mental capacity in the context of consent and unwise choices in relation to safeguarding.</p> <p><b>Thematic Hotspots</b></p>	<p><b>In progress</b> - Capacity and consent workshops taken place during National Safeguarding Week. Capacity and consent lunch and learns offered to multi-agency audience from health board. Work to commence in relation to raising awareness tools in partnership with Health Board. Further work planned for 25-26.</p> 	<p>Establish task and finish group to develop National Practice Guide and other supporting materials. Further supportive materials to be developed:</p> <ul style="list-style-type: none"> <li>• Cardiff and Vale to lead on development of National Practice Guide on MCA</li> <li>• Regional 7 minute briefing to be refreshed and published</li> <li>• Further roll out of workshops</li> </ul>
<p><b>10.</b></p>	<p>Ensure processes are in place to effectively respond to the safeguarding concerns in relation to mental capacity and consent and unwise choices, build clear guidance into adult safeguarding threshold tools.</p> <p><b>Thematic Hotspots</b> <b>Safeguarding Process</b></p>	<p><b>Complete</b> – Cardiff and Vale to lead on National work on practice guide for MCA. Adult Threshold tool developed and ratified.</p> 	<p>Establish task and finish group to develop National Practice Guide and other supporting materials as above.</p>
<p><b>11.</b></p>	<p>Review and progress to completion the local practice reviews recommendations and actions that have a learning in relation to mental capacity, consent, and unwise choices.</p> <p><b>Thematic Hotspots</b></p>	<p><b>In progress</b> - Ongoing review and targeted progression of recommendations is underway.</p> 	<p>The work outlined above takes into consideration the recommendations from reviews and the work progressed through the 2025-2026 annual plan will help to progress the remaining recommendations to completion.</p>
<p><b>12.</b></p>	<p>Ensure local and national learning including legislative change, case-law, and good practice guidance is considered by the board to help shape and improve practice in relation to mental capacity, consent, and unwise choices.</p> <p><b>Thematic Hotspots</b></p>	<p><b>In progress</b> – Updates and information is shared with partners when received but more work is underway in 2025-2026 to address the gaps.</p> 	<p>Establish task and finish group to develop National Practice Guide and other supporting materials as above. Utilise website to signpost practitioners to most relevant legislative change, case-law and other materials.</p>

# HIGHLIGHTING OUR 24-25 ACHIEVEMENTS...

## SAFEGUARDING PROCESS

To ensure the effectiveness of our multi-agency safeguarding processes, we adopt a robust and collaborative approach grounded in continuous improvement, accountability, and shared responsibility. Our assurance is derived from a combination of strategic oversight and active engagement across partner agencies. Through structured governance arrangements we can assess the impact of our safeguarding interventions and identify areas for development. This collective commitment enables us to maintain high standards of practice and deliver meaningful outcomes for children and adults at risk across the region.

### Continuous review model

Cardiff and Vale Safeguarding Board continually review key thematic sources of harm that require a local response. These themes will be highlighted in a variety of ways outlined in the diagram below and will inform the work we undertake throughout the year.



## Risk Register

A Regional Safeguarding Board Risk Register was implemented in September 2023 which allows for the escalation, review and mitigation of any barriers in place that effect multi agency partners effectively responding to safeguarding concerns. The risk register is a standing agenda item for both the Delivery Group and the Regional Safeguarding Board.

The aim of the risk register is:

- To provide a clear oversight of risks to board partners
- To foster multi agency input and action in de-escalating the risks
- To take a deeper look into risks and discuss mitigating actions in a partnership context

Many of the risks are complex systemic challenges and whilst we acknowledge are difficult to resolve, can benefit from multi agency oversight and discussion.

Risks can be brought to the board attention by all partners and would be issues that highlight both;

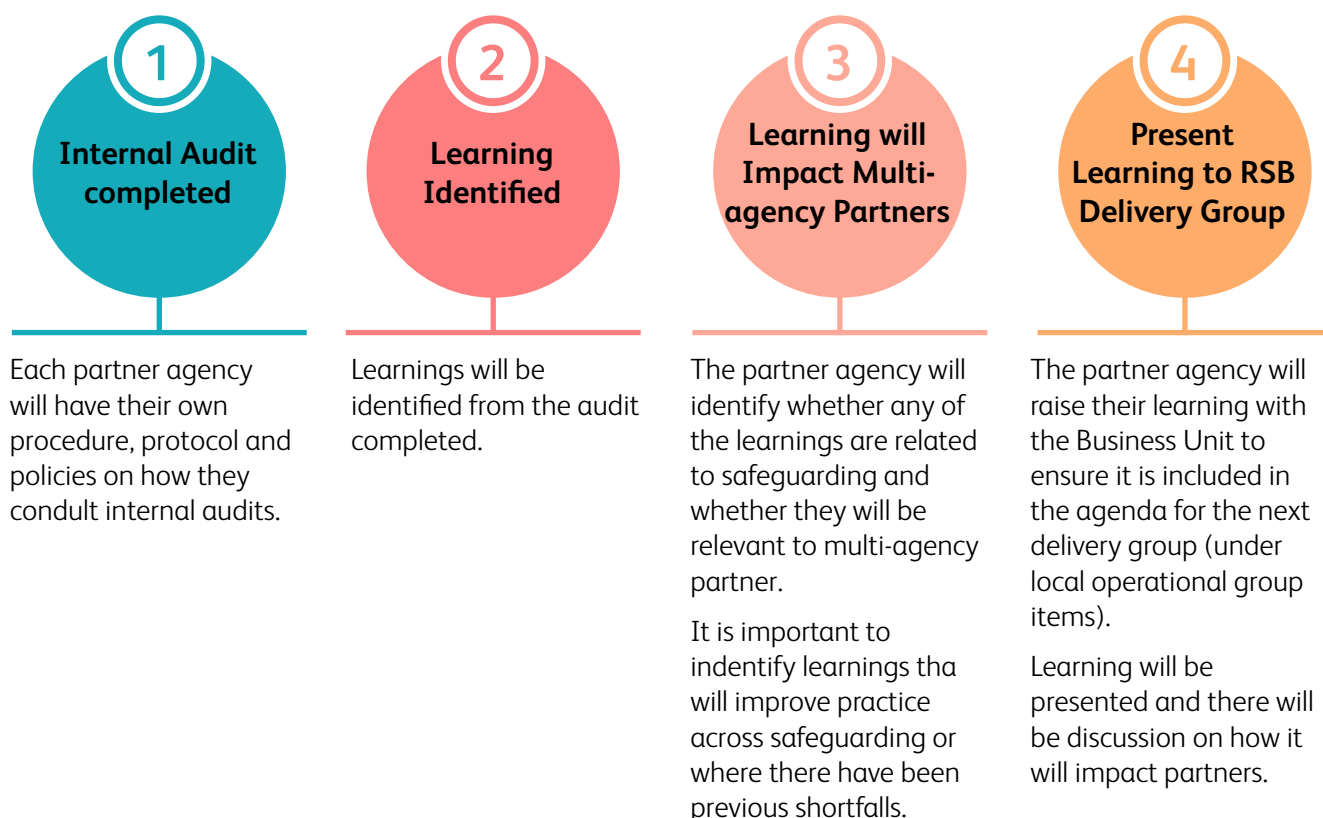
- Something that is not working to effectively safeguard in multi-agency arrangement
- Safeguarding risks that have a multi-agency impact

The current risks captured include;

- Learning from Practice Reviews
- Performance Information
- Mental Health Bed Capacity
- Housing pressures – homelessness/housing shortage
- Operating children’s homes without registration
- Cross-boundary homelessness accommodation arrangements
- Elective Home Education
- Health staff capacity
- Right Care Right Person
- Probation Reset

## Audit and Quality Assurance

Cardiff and Vale Safeguarding Board Quality Assurance Framework was completed in 2024 which outlines the following:



An audit calendar was agreed in 2024 as follows:

Audit Activity	Date	Status
Child Protection Register Audit	Q3 24-25	Complete – recommendations produced in a regional action plan and being implemented by partners – working group established to monitor implementation
Board Self-Assessment, Individual agency self-assessment and training self-assessment	Q4 24-25	Complete – analysis undertaken and presented to board
Escalation and Challenge Process	Q1 25-26	In Progress - a survey developed to understand the current picture

## Communication and Engagement principles



In 2024, the Cardiff and Vale Safeguarding Board published its Communication and Engagement Principles, designed to guide consistent and meaningful engagement across the region. These principles are supported by the individual communication strategies and toolkits of partner organisations, ensuring alignment with existing frameworks.

All Regional Safeguarding Board partners have formally endorsed the principles, committing to embedding them within their own practices to promote a unified and effective approach to communication and engagement.

The principles are available on the Safeguarding Board website [here](#).

## Cardiff and Vale Safeguarding Board Website

In 2024, the Board launched a brand-new website aimed at professionals and our communities.

[cardiffandvalersb.co.uk](http://cardiffandvalersb.co.uk)

The website will be used as a place people can go to access resources, help and guidance, Board documents and training.

## Performance Framework

Cardiff and the Vale Safeguarding Board have been working on developing and progressing the National Performance Framework. Board partners are keen to ensure that effective analysis is undertaken of the data we begin to capture, to allow for key themes, gaps, and trends to be raised to board for discussion and action. To support this the business unit has secured analyst capacity to fulfil this function.

A multi-agency performance framework workshop took place in partnership with the National Independent Safeguarding Board and Manchester Metropolitan University in January 2025 where the priorities of data collection and format of the performance framework were agreed. A prototype has been developed that outlines what metrics we are collecting, why we are collecting them and what good examples look like.

Further work is planned in 2025-2026 with a review workshop and planned rollout of a prototype with a view to embedding data collection by September 2025.

## National Safeguarding week



Cardiff and the Vale of Glamorgan marked a highly successful National Safeguarding Week in 2024, featuring a diverse and engaging programme of events throughout the week.

This year's theme focused on neglect, with a particular emphasis on capacity and consent, aiming to raise awareness and ensure neglect is appropriately recognised and addressed. The week also served as a platform to showcase the extensive work undertaken across the region to tackle neglect and to equip practitioners with the knowledge, confidence, and tools needed to support children, families, and individuals affected by it.

Insights from a thematic analysis of both child and adult practice reviews across Wales highlighted significant concerns related to neglect, including the growing importance of addressing self-neglect. In response to these findings, the Cardiff and Vale Safeguarding Board developed [Child](#) and [Adult](#) Neglect Toolkits, which were officially launched during the week.

The week culminated in our annual Regional Safeguarding Conference on Friday, 15th November, featuring keynote speakers and a series of interactive workshops.

A comprehensive summary of the week's activities and outcomes is available in our [National Safeguarding Week report](#).

**12**

Events took place  
across the week

**Over 40**

different  
organisations were  
represented at events  
across the week

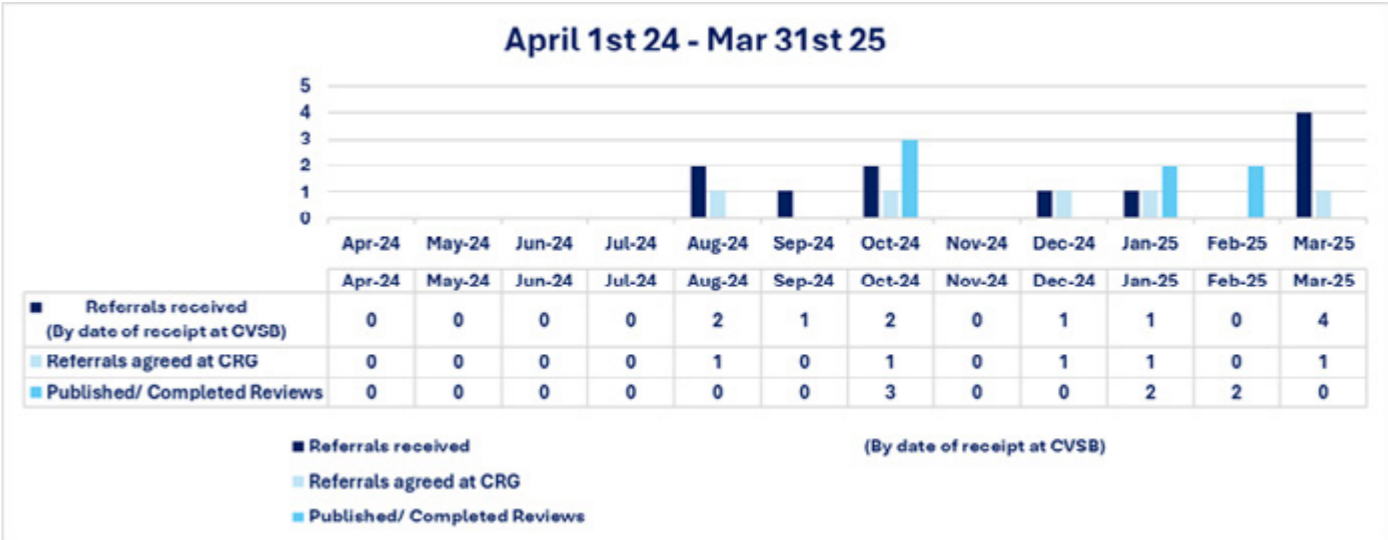
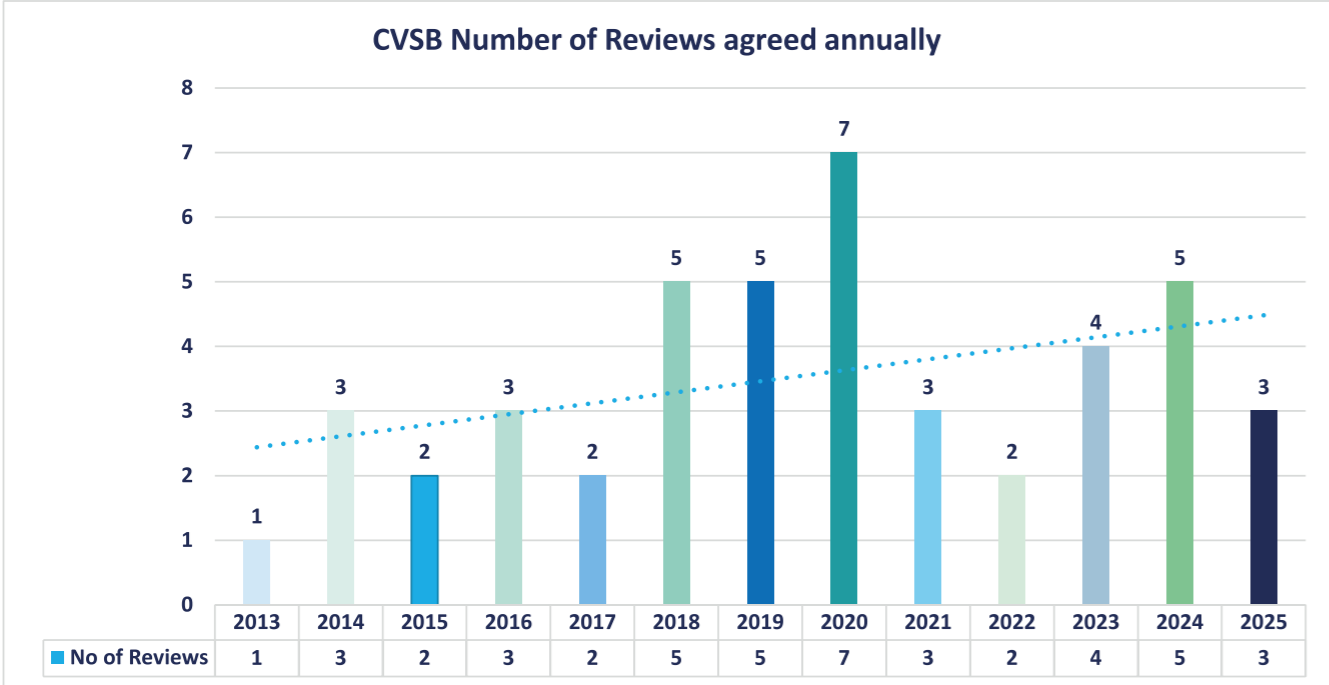
**184**

people attended the  
Safeguarding Week  
Conference

# Safeguarding Reviews

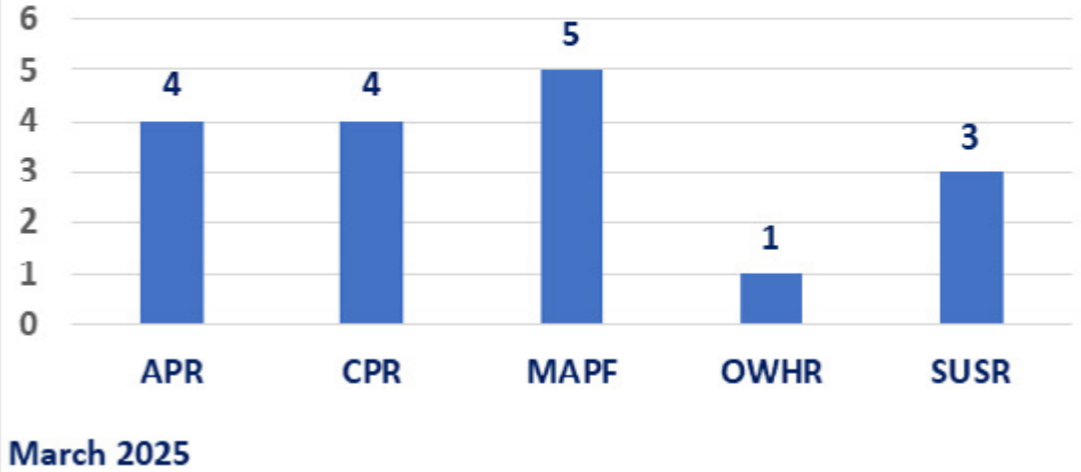
Safeguarding reviews play a vital role in improving the protection and wellbeing of children and adults at risk across Cardiff and the Vale. They provide a structured opportunity to reflect on complex cases, identify what worked well, and highlight areas where practice or systems could be strengthened. Safeguarding reviews enhance multi-agency collaboration and are a key mechanism for driving continuous improvement and accountability across the Cardiff and Vale Safeguarding Board partnership.

## Safeguarding Reviews Data Snapshot

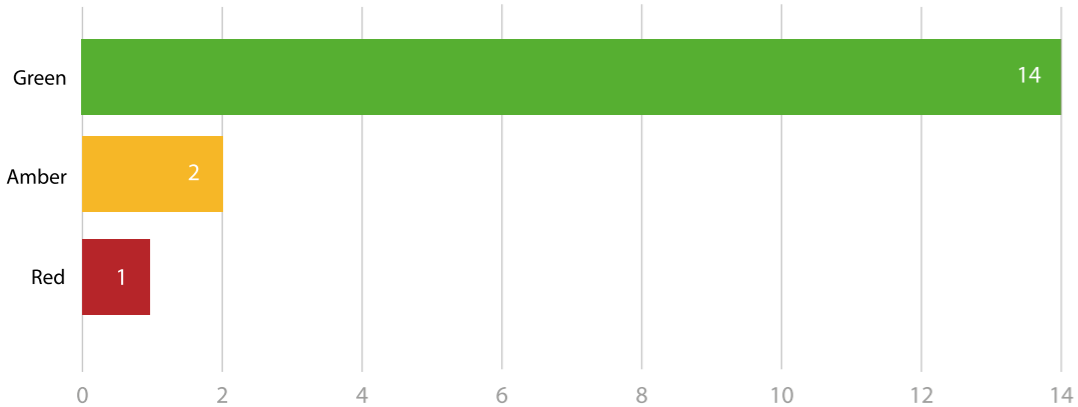


17 Practice Reviews & MAPFs ongoing (19 reviews Jan 24)

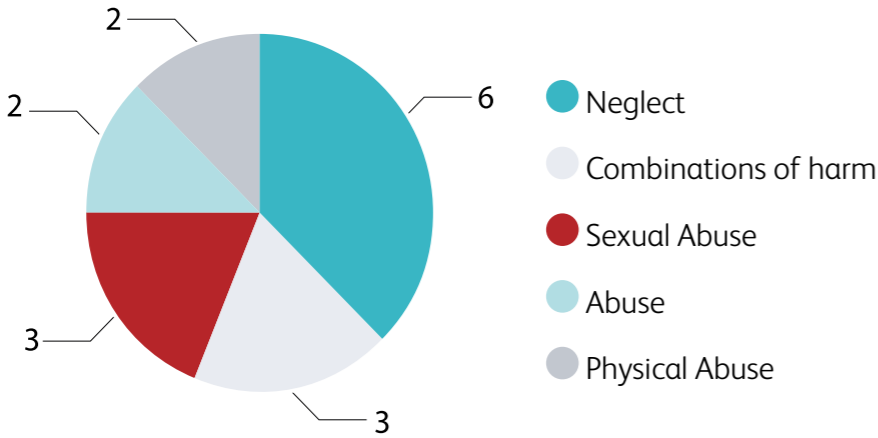
## REVIEWS IN PROGRESS



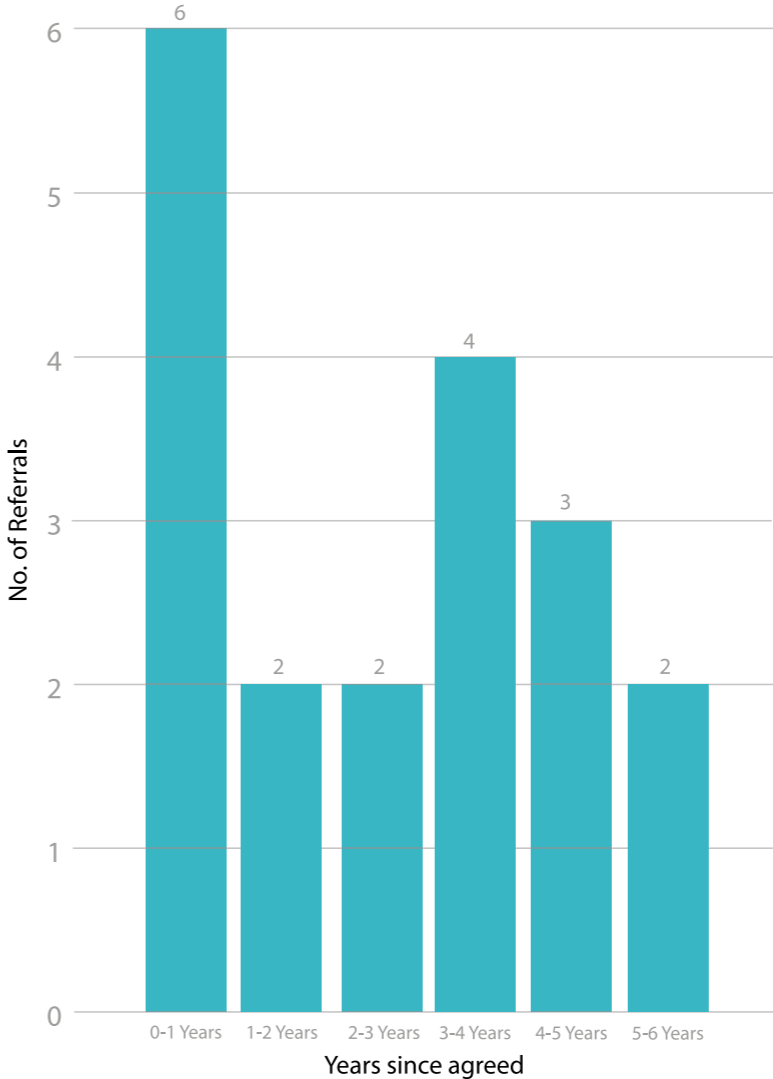
### Review RAG Rating Summary



### Category of Abuse



### Timescales Since Referral – ‘In Progress’ Reviews



57% of reviews in progress over 2 years (83% in July)

47% of reviews in progress over 3 years (61% in July)

## SUSR implementation and improvement 24-25

The SUSR process came into effect in October 1st 2024. Significant work has been undertaken to make all agencies aware of the changes in process and several measures were put in place to ensure there was a seamless transition from the previous three different governance structures for the SUSR review types which now come under the sole governance of the Board. This has included ensuring there is join up between CVSB and Community Safety Partnerships for domestic abuse related death review referrals, where CSP members are invited to Case Review Group to hear the referral being presented.

Lobbying has been successful with the Home Office to allow the SUSR coordination hub to carry out the QA process for DARDR (DHR's) which will reduce the time to publish reports.

Members from the CVSB Business Unit are involved in every National SUSR Stakeholder and have helped and continue to shape the development of the SUSR process, which has included a SUSR toolkit for practitioners to ensure a consistent and systematic process for reviews. A significant other piece of work is the National family engagement stakeholder process which has seen the progression of a process which has been based in the main on the family engagement and feedback from the CVSB SUSR pilot that was published in February 2025.

The Wales Safeguarding Repository is now in being and has been accessed by CVSB to gain an understanding of recommendations that have come from reviews across Wales to identify themes and consider the wider learning context against referrals for consideration and during the review process.



## Case Review Group (CRG) Improvement plan

To enhance the local SUSR process and ensure strong, effective oversight, a Case Review Group improvement plan was developed and implemented over the year. Progress is outlined below;

- Referral Process: Referrals are now screened by the Safeguarding Reviewing Manager to ensure key information and criteria are met, streamlining CRG consideration and reducing delays.
- Training Plan: A training spreadsheet tracks agency training requests, ensuring fair distribution of training across board members and allows for greater independence in conducting reviews with the ability to seek specialist knowledge from the increased agency pool. Whilst there has been significant National training, local training support has been developed to bolster the National training as and when required.
- Tracker: A dedicated SUSR tracker captures referral data and monitors review progress.
- Performance Management: Extensive data collection supports analysis of referral timeliness and effectiveness, enabling year-on-year comparisons and forecasting future demand.
- Recommendations Monitoring: Published review recommendations are RAG-rated and require written evidence for completion, reviewed by the Delivery Group and overseen by the Board.
- Learning Themes: Key themes from recent reviews are identified and shared, including at the RSB Development Day, to contextualise local learning.
- Website: Recently relaunched for improved accessibility, with frequent updates including the addition of four reviews published in 2025.
- Terms of Reference: Reviewed and formally agreed.
- Meeting Structure: Increased frequency and duration of meetings allow for more thorough referral discussions and faster review progression

Between October 1, 2024, and March 31, 2025, CVSBS received 11 SUSR referrals for CRG consideration, covering all current review types (Adult, Child, DARD, MHHR) and are also participating in an OWHR pilot. This reflects strong multi-agency understanding of the SUSR process and growing professional confidence in making referrals.

## Chairs and Reviewers

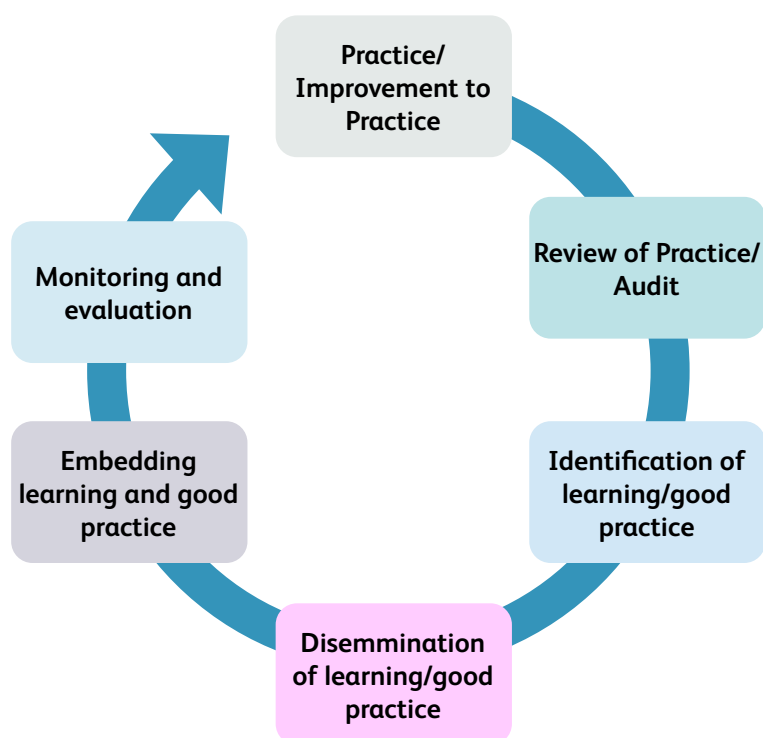
- **33** professionals from the region are registered on the national approved SUSR Chair and Reviewer list and further names are to be added
- **16** professionals from representative of multi-agency partners have undertaken SUSR chairs and reviewers training this year.
- **22** professionals attended panel member training across the year representing 7 different agencies

## Learning from Reviews

The Cardiff and Vale Safeguarding Board are committed to promoting a culture which values and facilitates learning and in which the lessons learned are used to improve future practice and partnership working.

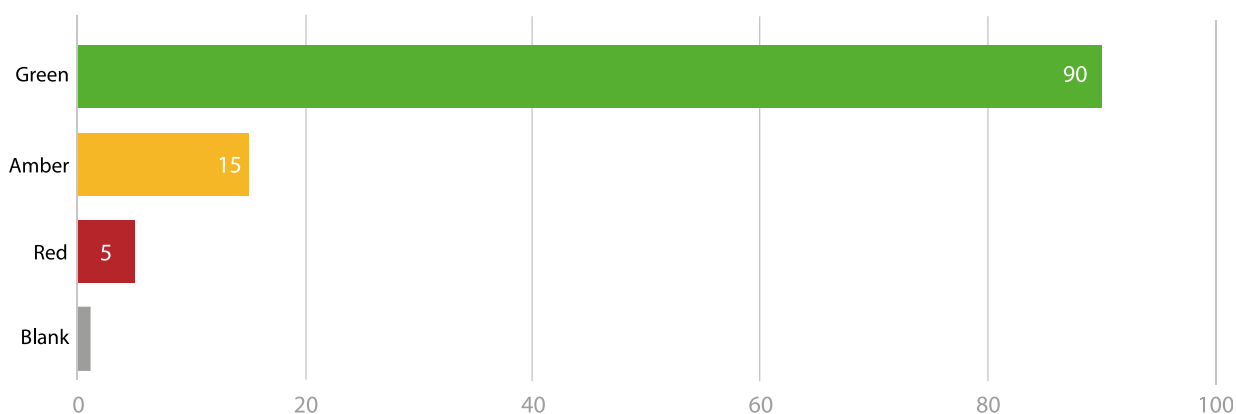
This [Learning and Improvement Framework](#) (LIF) demonstrates how learning will be identified, disseminated and implemented in practice within a multi-agency context in order to improve outcomes for children and adults at risk within Cardiff and Vale of Glamorgan. The LIF is central to multi-agency safeguarding arrangements. It enables, not only a rigorous assessment of the quality of multi-agency safeguarding arrangements, but also how we learn from this to drive forward improvements to safeguarding and in turn, outcomes for children and adults at risk.

It is important that organisational learning resulting from this framework is dynamic, cyclical and a multi-layered process that informs the CVSB wider strategic planning framework and determines current and future priorities as per the continuous review model outlined below.



	July 2023	March 2024	Sept 2024	March 2025	May 24 - Mar 25 Comparator
<b>Open Actions</b>	38	113	111	111	▼
<b>Complete</b>	45% (17 actions)	14% (16 actions)	39% (43 actions)	47% (52 actions)	▲
<b>Incomplete</b>	45% (17 actions)	14% (16 actions)	39% (43 actions)	47% (52 actions)	▼
<b>Green</b>	45% (17 actions)	14% (16 actions)	39% (43 actions)	47% (52 actions)	▲
<b>Amber</b>	45% (17 actions)	14% (16 actions)	39% (43 actions)	47% (52 actions)	▼
<b>Red</b>	45% (17 actions)	14% (16 actions)	39% (43 actions)	47% (52 actions)	▲

## Open Recommendations– RAG



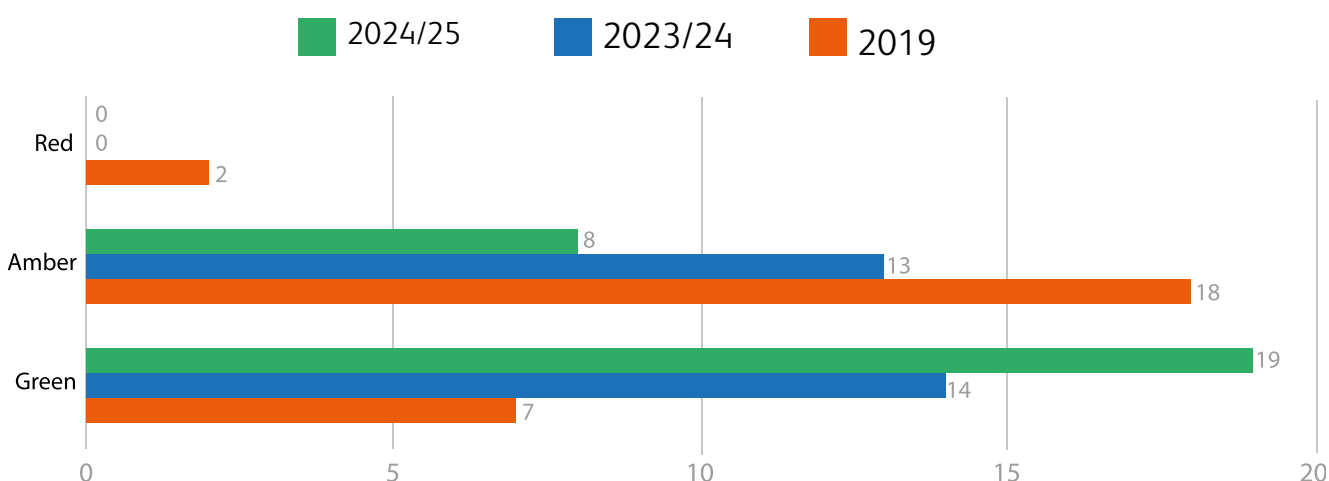
## MULTI-AGENCY ACTIVITY AND DATA

### Multi agency self-assessment

As per the Quality Assurance and Audit Framework, the RSB identifies the areas that require improvement in relation to multi agency safeguarding protocols and in addition, requires assurances from multi agency partners in relation to their self assessment finding and details of improvement actions.

### Board Self-Assessment

#### SA RAG Status



Our Board self-assessment was undertaken early 2025 which highlighted some pleasing areas of progression which can be seen highlighted throughout this report. We also identified a number of areas requiring further improvement and have ensured that these are either embedded into core business or escalated as a priority in our Annual Plan for 2025-2026.

Based on the analysis of the Board's self-assessment, the following areas for improvement have been identified and corresponding actions proposed

- Finalise **Performance framework** and provide clear analysis to board
- Ensuring the **contribution of all partners** is reflected in our progress and annual reports.
- Ensuring **correct level of representation and consistent attendance** at all RSB governance groups, with a particular focus on CRG.
- A greater focus on how we recognise share and celebrate **good practice**.
- Ensure mechanisms are in place to **measure the impact** of delivering against our improvement priorities
- Continue to strengthen **cross board / priority working** (Community Safety, VAWDASV, Local Corporate Safeguarding)

## Policies and Procedures

Via the continuous review model, multi-agency protocols and procedures have been developed across the year to meet the needs across the partnership.

The following policies and procedures have been developed and ratified in 24-25:

- [Adult Self Neglect Toolkit](#)
- [Child Neglect Toolkit](#)
- Safeguarding Disabled Children Policy
- [Learning and Improvement Framework](#)
- [Suicide Risk and Advice toolkit](#)
- [Communications and Engagement Principles](#)
- [Audit and Quality Assurance Framework](#)
- [Was not Brought Principle](#)
- Regional Practice Standards
- [Safeguarding Board Induction-Pack](#)
- [Safeguarding Board Terms-of-Reference](#)
- [Delivery Group Terms-of-Reference](#)
- [Case Review Group Terms of Reference](#)
- [Multi-Agency Practice Principles](#)
- Multi Agency Supervision Principles
- Risk Management Process
- Immediate Response Group Protocol
- Adult Thresholding Tool

In addition to those published, a number of documents have been identified to prioritise over the next 6 months and are either in draft or in initial stages of development as follows:

- Mental Capacity Act Practice Guide
- Medicines Management Policy
- Complaints Procedure
- Discharge of Vulnerable Children from Hospital
- Core documents in relation to multi-agency meetings (Core Groups, Conference)
- Fabricated and Induced Illness
- Discharge of Vulnerable Children from Hospital

As per the audit framework effective implementation of these will be monitored and reported to board.



## THEMATIC HOT SPOTS

Understanding the key thematic sources of harm that necessitate a safeguarding response is central to the Board's strategic oversight and planning. Analysis of local safeguarding information has highlighted recurring themes that present significant risks to both children and adults. In response, the Board has identified targeted actions to address these themes proactively and ensure a coordinated safeguarding response across the region.

Below is a summary of the key themes identified in the 2024–2025 annual plan, along with highlights of progress made to date.

### Child Sexual Abuse (CSA)

- CSA Task and finish group established to review progress against CSA related learning / recommendations and against the CSA national action plan.
- CSA self-assessment 'snapshot' undertaken by NSPCC across the region. Findings and recommendations presented to board – task and finish group established to drive local response.
- Representatives from RSB involved in shaping and developing the refreshed All Wales CSA action plan.
- Good practice shared across the region; improvements demonstrated in regional working.

### Capacity and Consent

- Capacity and consent workshops took place during National Safeguarding Week.
- Raising awareness resources being developed in partnership with Adult Services and Health Board.
- Capacity and consent lunch and learns offered to multi-agency audience from health board.
- National work progressed to consider national tool/guidance.

### Domestic Abuse

- Domestic Homicide Review learning themes brought to RSB for oversight and discussion.
- Ongoing review and targeted progression of recommendations is underway.
- VAWDASV Strategy published and shared with board partners:

**Link to strategy** - <https://cardiffpartnership.co.uk/wp-content/uploads/2023/08/VAWDASV-strategy-2023-28-English.pdf>

**Link to improvement plan** - <https://cardiffpartnership.co.uk/wp-content/uploads/2023/08/Implementation-Plan-English.pdf>

- Review of current process and practice in Adult Safeguarding undertaken with assurances of robust processes.
- MCA Training Resource to be developed in 2025.
- Adult Thresholding Guidance in draft and MCA and consent built in.

## SERVICE USER FEEDBACK

Capturing the voice, engagement, and participation of service users in a meaningful and consistent way remains an area for further development across the Cardiff and Vale Safeguarding Board. While strong examples of good practice exist within individual partner agencies, demonstrating a commitment to placing service users at the centre of service delivery, there is a recognised need to improve how feedback is reviewed and integrated into the Board's wider work.

Service users and their families are offered opportunities to contribute to Practice Review processes, including the chance to share their experiences at the conclusion of the review. In Cardiff and the Vale, families involved in reviews have been invited to provide direct feedback to the SUSR (Single Unifies Safeguarding Review) team. The Board's Business Unit is working closely with the SUSR team and other Board partners to ensure this feedback is meaningfully embedded into the ongoing implementation of the SUSR process, and that family engagement remains collaborative and impactful.

The Board's [Communications and Engagement Principles](#) provide a shared framework for how agencies should engage with families and communities. These principles are underpinned by each partner's own communication strategies or toolkits and have been formally adopted by all Regional Safeguarding Board partners to ensure consistent and respectful engagement across all areas of work.

# WORKFORCE INFORMATION

## Multi-Agency Training

To support Board partners in effectively addressing safeguarding concerns, efforts have been focused on embedding the National Training Standards and Framework consistently across the region. In November, a Social Care Wales Implementation Day was held for Group B training, engaging multi-agency participants. To extend the reach of this training, additional online sessions were delivered in February and March, ensuring wider dissemination among partner organisations.

Board partners have since provided assurance that their Group B training content aligns with the national standards and recommended materials. Meanwhile, Group C training is currently under review by Social Care Wales, with the aim of developing a best practice training package. Cardiff and Vale are actively contributing to this process through participation in development workshops.

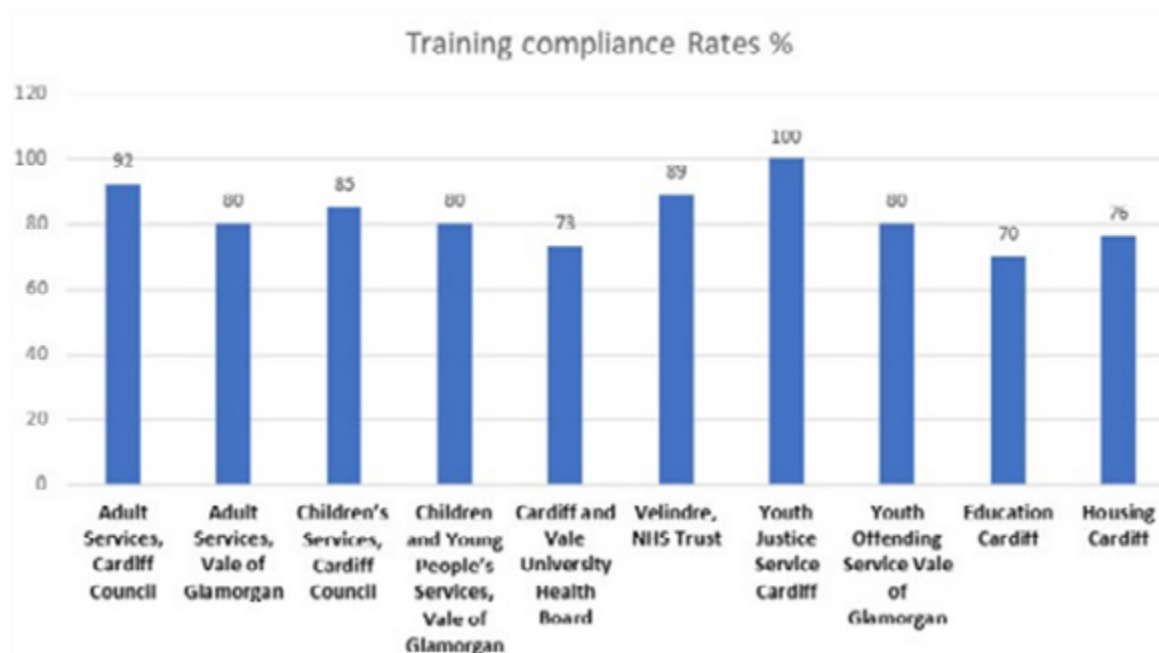
## Training self-assessment

Annual training self-assessments are completed by all Board partner agencies, who are required to submit their responses for review. The assessments are analysed to identify emerging themes, trends, and priority areas, with findings presented to the Board for oversight and discussion.

Each agency is responsible for generating its own improvement actions based on the assessment outcomes. Progress against these actions is reviewed at six-month and twelve-month intervals to ensure accountability and continuous improvement.

In addition, Group A training completion rates are reported to the Board, enabling ongoing monitoring of training compliance across the partnership.

## Training Self-Assessment – Group A Training Stats



## Regional Training Coordinators Group

- A Training Officers Network has been established, bringing together training leads from across the multi-agency partnership.
- Best practice training materials and tools are being shared across organisations to promote consistency and quality.
- There is now greater collaboration and integrated working across the region.
- Increased opportunities for multi-agency networking and forums have been created to strengthen professional connections and shared learning.
- The network provides a platform to share resources efficiently and avoid duplication.
- A consistent understanding and application of standards has been achieved across the region, aligned with the Social Care Wales framework.

## Multi Agency Training Pilot

Since June 2024, the 'What Happens Next' multi-agency safeguarding training pilot has been rolled out across Cardiff and the Vale of Glamorgan. Designed in line with National Training Standards Group C, the training targets professionals from a wide range of sectors and agencies.

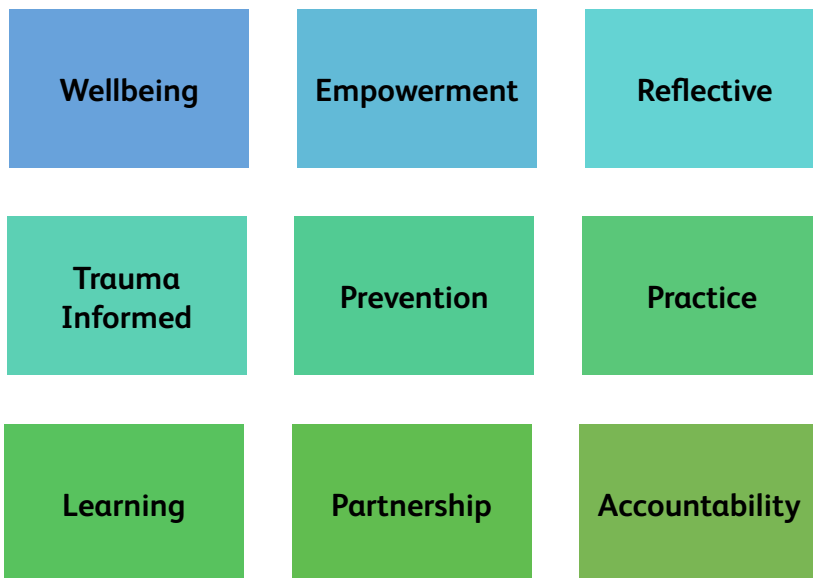
- 2 tailored courses are available: one focused on safeguarding Children and Young People, and the other on Adults at Risk.
- To date, 6 sessions have been delivered.
- A total of 107 professionals have attended.
- 12 facilitators have been identified and trained to deliver the sessions.
- The training content covers key safeguarding processes, including: Report making, strategy discussions, enquiries, case conferences, Child Practice Reviews (CPR), Adult Safeguarding Panels (CASPP), Core Groups, Review Conferences, Board-related work (including reviews), professional challenge, and managing allegations or concerns.

## Supervision Framework

The supervision of staff is essential in safeguarding children and adults who are at risk. Reviews of cases, research and findings of other inquiries have shown that good supervision and support are necessary to ensure the effective protection of children, young people, and adults at risk.

The Cardiff and Vale Regional Safeguarding Board recognises that agencies will have their own procedures and policies in respect of safeguarding supervision. These Multi-Agency Safeguarding Supervision Best Practice Principles are designed to provide a framework that all agencies should aspire to meet or to work towards. When applied; these best practice principles will help ensure a consistent approach to supervision across the region.

Each agency will be responsible for assuring the Safeguarding Board that there is adherence to these principles and that regular safeguarding supervision opportunities are offered to professionals in a position of trust. This will be evidenced through annual individual agency self-assessments and the Regional Safeguarding Boards Audit Activity.



# SECTION 137: REQUESTS FOR INFORMATION

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Under Section 137 in the SSWBA, a Safeguarding Board may, for the purpose of enabling or assisting the Board to perform its functions, ask a qualifying person or body to supply specified information to which subsection (2) or (3) applies to— (a) the Board, or (b) a person or body specified by the Board.

**This year Cardiff & Vale Regional Safeguarding Board have not had to use any Section 137 requests.**

## Adult Protection and Support Orders (ASPO)

Under Section 127 in the SSWBA, “an authorised officer may apply to a justice of the peace for an order (“an adult protection and support order”) in relation to a person living in any premises within a local authority’s area.

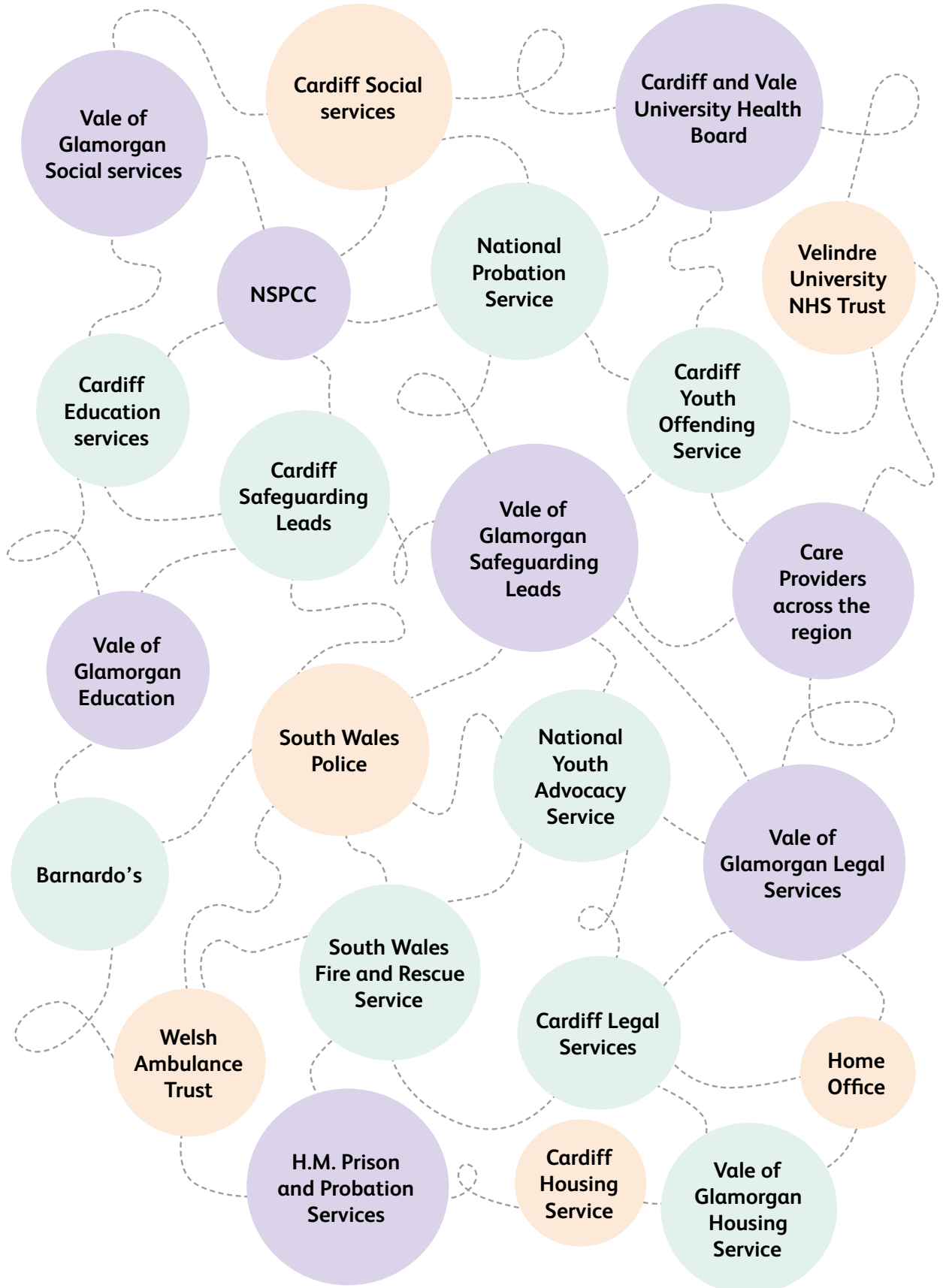
The purposes of an adult protection and support order are—

- (a) to enable the authorised officer and any other person accompanying the officer to speak in private with a person suspected of being an adult at risk,
- (b) to enable the authorised officer to ascertain whether that person is making decisions freely, and
- (c) to enable the authorised officer properly to assess whether the person is an adult at risk and to make a decision as required by section 126(2) on what, if any, action should be taken.

**During 2024-2025, CVSB did not need to use the powers under this section.**

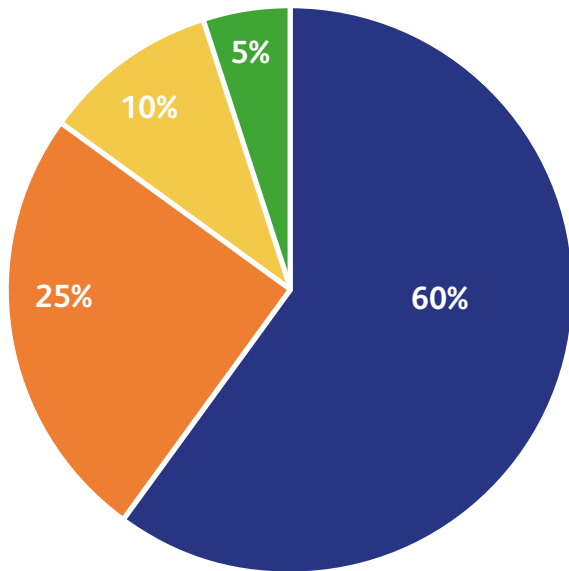
# OUR SAFEGUARDING PARTNERSHIP

Our member organisations have all contributed to the delivery of our shared safeguarding priorities:



# BUDGET

Cardiff and Vale Regional Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies. The graph and chart below show how the Board agreed funding from all agencies in 2024-2025:



## Partner Contributions

- Local Authorities
- Health
- SWP
- Probation

Organisation	Proposed Contribution Combined	Organisation Split	Current Contribution to RSB Split (%)	Current Contribution Split (£)
Local Authorities	60%	Cardiff Council	67%	£60,000.00
		Vale of Glamorgan Council	33%	£30,000.00
SWP	10%	South Wales Police	100	£15,000.00
Health	25%	Cardiff and Vale UHB	81.25%	£30,468.75
		Velindre University NHS Trust	18.75%	£7,031.25
Probation	5%	National Probation Service	100%	£7,500.00

# CONTACT US

## Vale of Glamorgan

### Children

If you have concerns about a child living in the Vale of Glamorgan please refer your concerns to Vale of Glamorgan Children and Young People's Services:

Contact the Intake and Family Support Team on **01446 725 202**

Out of Office Hours Emergency Duty Team:  
**029 2078 8570**

### Adults

If you have been, or still are the victim of abuse, or you know someone who you think is being abused or neglected, please contact:

Vale of Glamorgan Adult Services:  
**01446 700111**

Out of Hours: **02920 788570**

## Cardiff

### Children

If you have concerns about a child living in Cardiff, please refer your concerns to Cardiff Children's Services.

Contact the Children's Access Point on  
**029 2053 6490**

Out of Office Hours Emergency Duty Team:  
**029 2078 8570**

### Adults

If you have been, or still are the victim of abuse, or you know someone who you think is being abused or neglected, please contact:

Cardiff Multi-Agency Safeguarding Hub (MASH): **02922 330888**

Out of Hours: **02920 788570**

**If a child or an adult is in immediate risk of harm or danger, call 999 and speak to the police.**

### For general enquiries:

If you would like further information about the work of the Safeguarding Board, please contact the Safeguarding Board's Business Unit:

**Email:** [cardiffandvalersb@cardiff.gov.uk](mailto:cardiffandvalersb@cardiff.gov.uk)

**Website:** <https://www.cardiffandvalersb.co.uk/>

# APPENDIX

1. DEVELOPMENT DAY REPORT

2. BOARD MEMBERSHIP

3. RSB GOVERNANCE STRUCTURE



# Development Day Summary Report

17th JANUARY 2025



Mae'r ddogfen hon ar gael yn Gymraeg

This document is available in Welsh



STRONGER  
FAIRER  
GREENER



# Regional Safeguarding Board Development Day

The RSB development day provided a chance to reflect on the work that has taken place over the past 12 months and an opportunity to listen, engage and learn from all partners to review the Regional Safeguarding Board

priorities for the year, identifying the areas where additional focus from the Board will add value and support practitioners in safeguarding children and adults at risk across the Cardiff and Vale region.

## Priorities for 2024/2025

The [Regional Safeguarding Board Annual Plan 2024-2025](#) highlights the Board's priorities for the year.

### PRIORITY 1: SAFEGUARDING FUNDAMENTALS

**OUTCOME:** The Regional Safeguarding Board supports strategic improvement, effective partnerships and workforce development to ensure safeguarding fundamentals are strengthened across the region

### PRIORITY 2: EFFECTIVE SAFEGUARDING REVIEWS

**OUTCOME:** The Regional Safeguarding Board ensures there are effective review processes and review learning is implemented across the partnership

### PRIORITY 3: RESPONDING TO SAFEGUARDING THEMES

**OUTCOME:** The Regional Safeguarding Board responds effectively to emerging safeguarding themes and supports the coordination of an effective multi-agency response

# 2024/2025 Progress highlights to date

## PRIORITY 1: SAFEGUARDING FUNDAMENTALS



- Governance arrangements continue to strengthen, and a series of frameworks and best practice principles have been developed and published to support the strengthening of safeguarding fundamentals across the board.
- Development of Communication Engagement Principles which consist of 5 core principles that must underpin any engagement work with children, young people and adults.
- Launched a Multi-Agency Training Pilot consisting of 8 sessions delivered remotely and in person.
- Developed an Audit Framework which maps out the process of partners sharing their own audit findings (where relevant), individual and multi-agency audit activity for the year.

## PRIORITY 2: EFFECTIVE SAFEGUARDING REVIEWS



- A Case Review Group Implementation Plan was developed with a number of improvements made, including consistent and effective chairing, effective quality assurance of reports, improvement to MAPF process and completion of historic safeguarding reviews.
- Development of a Learning and Improvement Framework which demonstrates how learning will be identified, disseminated and implemented in practice within a multiagency context, in order to improve outcomes for children and adults at risk.
- Development of an SUSR implementation plan



## PRIORITY 3: RESPONDING TO SAFEGUARDING THEMES



### Child Sexual Abuse

- CSA task and finish group established to review progress against the CSA related learning/recommendations and against the CSA national action plan
- CSA self-assessment snapshot undertaken by NSPCC across the region. Findings and recommended presented to board and task and finish group to drive local response
- Delivery of the exploitation strategy continues to progress and is being monitored by the exploitation task and finish group. Areas of good practice have been highlighted

### Domestic Abuse

- DHR Learning themes brought to the RSB for oversight and discussion
- Ongoing review and targeted progression of recommendations are underway
- VAWDASV Strategy has been published and the VAWDASV Implementation Plan Annual Report is to be shared with the Board in early 2025

### Capacity and Consent

- Workshops delivered and capacity and consent lunch and learns have been offered to multi-agency audiences
- Awareness raising resources have been developed in partnership with Adult Services and the Health Board
- National work progression to consider a national tool/guidance
- Adult Thresholding Guidance in draft, and MCA and consent to be built in

# Discussion on the progress of the Thematic Priorities

Good progress with the NSPCC Snapshot assessment, however it would be good to know what is next and whether there would be a look into historical child sexual abuse

There needs to be more awareness of what services exist for VAWDASV

There should be consistent messaging by all partners of the RSB

One key challenge could be funding for these areas

How do we make sure what is being delivered is fit for purpose and does what it intends to?

## How do we build upon our progress in 2025-26?

- Continue the good work on CSA with the CSA working group, develop a regional delivery plan which will align with the National CSA Delivery Plan and work on making resources available, accessible and clear.
- Look at supported accommodation, and vulnerable adults who have complex needs - what impact does housing have on them?
- Link between the RSB website and the Community Safety website
- Updating and improving Board specific documents for multi-agency process, including updating leaflets for families and having them readily available on the website
- Learning from good practice and finding innovative ways to do this
- Building on the work of Mental Capacity and Consent and considering how this is used in services when people are transitioning from child to adult
- Build further on incorporating the views and thoughts of people on the work we do as a Board, including communities and staff
- Prioritise the support for our staff

**“It was good spending time, in person, with colleagues.”**

# Key Learning Themes from Practice Reviews/SUSR

During their presentation Brian Allsopp, Case Review Manager, highlighted the current position in terms of Safeguarding Practice Reviews and SUSRs, and key learnings drawn from them.

## Review Referrals during 2024

**11** referrals were considered for review

**6** will now be considered under the SUSR Process

## Completed Reviews

**1** CPR was published and

**3** MAPFS were agreed at Board\*

*\*Two further MAPF's have been agreed in January 2025*

## Themes of Learning



Voice of the child/adult at risk



Professional (Concerned) Curiosity



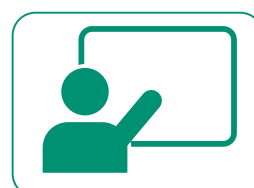
Information Sharing



Supervision



Record Keeping



Training



## Discussion of Themes

- When we look at missed opportunities, we need to make sure there is awareness of the circumstances at the time such as Covid-19
- It is important to understand the organisations context, this helps understand why the decision was made and to not look at it in isolation
- When placing learning into themes, we need to make sure we do not minimise the complexity and the content of the original learning



## Positive changes identified

- Next steps in terms of progress focus on the SUSR implementation
- The progression of recommendations and actions to completion
- Continued shared learning from reviews
- The increase in the number of trained Chairs/ Reviewers and Panel Members to carry out reviews with more training be offered

# Key Learning from Domestic Homicide Reviews

Jenny Rogers, OM for Community Safety, presented on key learnings from domestic homicide reviews. These reviews now come under the SUSR process, however these outstanding actions existed prior to the start of the SUSR process.

There has been a total of 10 DHRs which have taken place between 2014 and 2020, with a potential 3 DHRs still to progress. A rapid review of the actions plans has taken place and has identified 60 outstanding actions.

**The outstanding actions have been grouped into themes, with the top 4 themes being:**

Theme	Number of Actions
Education	11
Policy and Procedure	10
Cultural Differences	10
Training	9

## Additional themes were discussed and include.

- Need for raising awareness
- Better sharing of information
- Increased work with schools
- Accuracy of data recording
- Relevant policies and procedures
- Reflect the victim's choice
- Improved engagement victims
- Better utilise research
- Improved sharing of good practice
- Training roll out and improvements



## National Learning

Kate Bishop, Strategic Business Manager for the Regional Safeguarding Board, gave an update on National Learning. Learning can be identified in a variety of ways, ensuring we continuously capture, and review learning generated from the streams below, will ensure we have a robust learning model in place.



## Sources of learning includes the following:

- NISB Risk, Response and Review 2023
- CIW Rapid Review of Children Protection Procedures 2023
- National Action Plan to Prevent the Abuse of Older People 2023
- Joint Inspection of Child Protection Arrangements 2019-2024
- Joint Inspection of Child Protection Arrangements Cardiff 2024
- National Delivery Plan for Preventing and Responding to Child Sexual Abuse – DRAFT
- NISB Thematic Review on Adult Practice Reviews – DRAFT

## To respond to this learning the Regional Safeguarding Board will

- Complete Improvement Plan and provide formal response to Care Inspectorate Wales
- Develop tracker to monitor progress against all national recommendations
- Continue to monitor and oversee Cardiff JICPA Action plan in Delivery Group
- Continue regional work in relation to CSA and linking in with the development for National Delivery Plan
- Consider actions within WG Older People’s Action Plan and work to support where appropriate in 2025
- Continue to support NISB conference and work closely with Manchester Met University on the early finds of the Thematic Review on Adult Practice Reviews across Wales

# Listening to the voice of children and adults

During the Development Day we heard from three different perspectives on the importance of listening to the voice of children and adults and how we can ensure this is embedded into the work of the board.

## NSPCC – Learning from Case Reviews

Carl Harris, Assistant Director from NSPCC Cymru highlighted how practice reviews regularly highlight key issues relating to the voice of the child.

- children not being seen frequently enough
- too much focus being placed on the needs of the adults
- difficulty understanding and reflecting upon the child's voice.

## Learning for improved practice includes

- understanding what the voice of the child is
- gaining appropriate skills and knowledge to be able to understand and reflect on the voice of the child
- building relationships to ensure the child's voice is heard and properly understood.

Carl thoughtfully guided the group through the learning and had some great ways of focusing the group on the importance of seeing circumstances from the child's point of view, considering how their lived experience can often be very different from how we perceive.

“Facilitating the child's voice involves developing relationships and creating environments in which children feel comfortable and confident sharing their thoughts and experiences.”



## Independent Domestic Violence Advocate (IDVA) and Violence Prevention Team (VPT) Service

Nicola Hadley and Vicky Lee from the Violence Prevention Unit presented on the role of the Children and Young Person Independent Domestic Violence Advocate and the Violence Prevention Team at University Hospital of Wales. They demonstrated the importance of listening to the child's voice and ensuring practice is child centred and showcased the benefits of when this is done effectively. With examples of excellent practice and some key data, Nicola and Vicky provided an insightful view on the work that they do.

*“Our aim is to provide a PERSON CENTRED APPROACH to patient care. Each patient is assessed and provided with support that fits around their individual needs.”*

## Participation Group, Children's Services

Matthew Osborne, OM for Children Services, highlighted the importance of children's voices in shaping policies, programmes, and practice within children services. Matt took the group through some of the incredibly important work undertaken by

“Young people need to see and experience the impact their voice has had”

the participation group in Cardiff, with a poignant example on how a young person had progressed throughout their life and overcome multiple challenges to make some really positive steps for their future. It was a heart-warming account to hear of how far this young person had come and how she goes on to share her story so that her voice and lived experience can be used to shape the learning for future social workers.

# Multi Agency Training

The RSB introduced a Multi-Agency Safeguarding Training Pilot 'What Happens Next' in June 2024. The training courses are aimed at professionals under the National Training Standards Group C, from multi-agency, multi-sector audiences across Cardiff and The Vale of Glamorgan. Two training courses are available, one which focuses on Adults at Risk and the other for Children and Young People.

An Implementation Day for a Group B package was held by Social Care Wales in November and work ongoing to consider how it is best to roll this out and track the uptake of this training.



## Discussion – Key Points

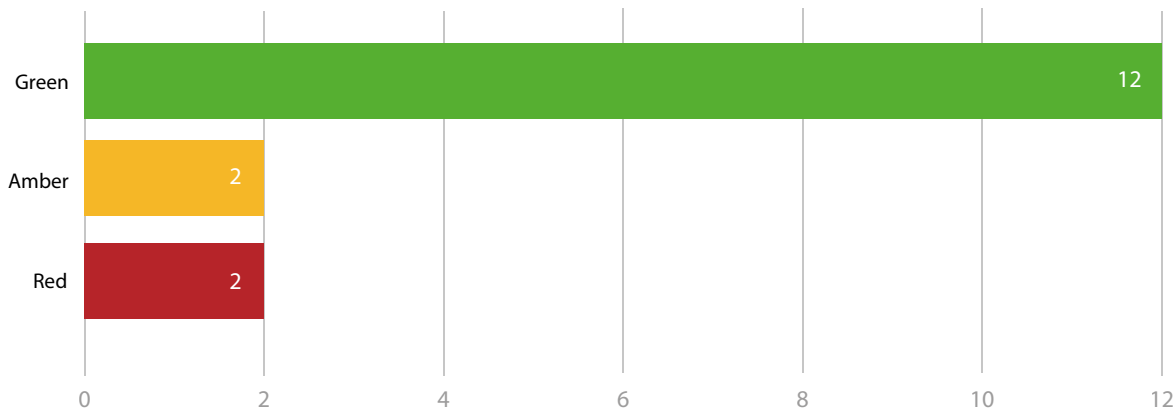
- How do we continue to be able to offer this? Look at other Regional Safeguarding Board, how are they rolling it out.
- Is there any good practice that can be reviewed?
- Group C should be responsible for their own personal development.
- Difficult for organisations who go across England and Wales – such as HMPPS, Police – do they have to do multiple training to suit the needs of differing standards?
- Training need is continuous so there needs to be a rolling calendar to meet demand
- Some organisations deliver training in a high capacity, and it works for them
- Development of an online module or other methods of delivery
- Regional Safeguarding Board need to make it clear who needs to do each training and who sits within each category
- Would be easier to deliver and monitor group B training if there was an e-module option
- The scope of audience for group B is vast and so we need to think carefully and creatively around the expectations of delivering/undertaking this

# Analysis of Data

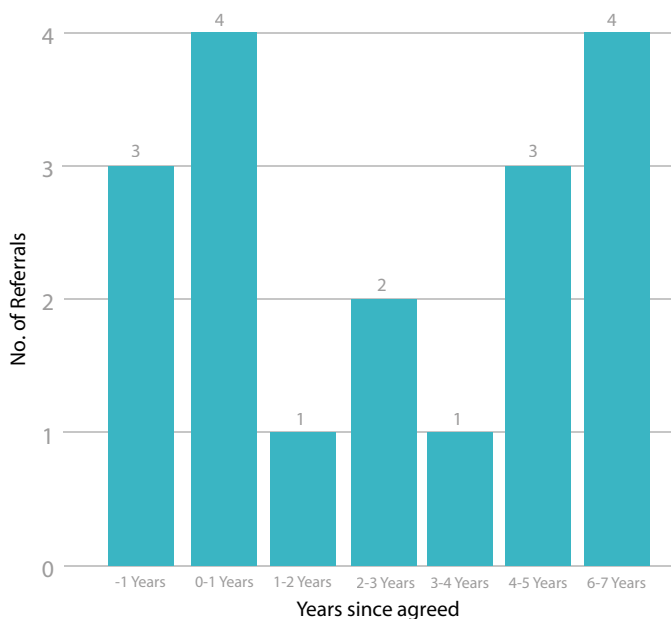
Rebecca Brockway, Policy and Development Manager reviewed the data and self-assessment findings. Significant work has taken place to better understand our data in relation to reviews and the progress in relation to actions generated from review

recommendations. Reductions have been made in the timescales since reviews have been initiated and our Board Self-Assessment highlights the progress that has been made in improving the core function of the board.

## 'In Progress' Review Progress Analysis



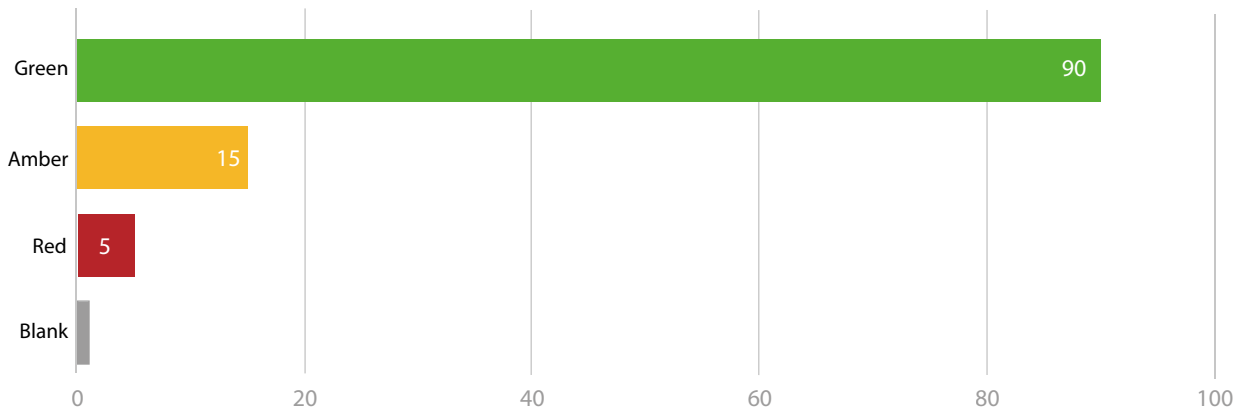
## Timescales Since Referral – 'In Progress' Reviews



**50% of reviews in progress over 2 years (57% in Jan 24)**

**38% of reviews in progress over 3 years (47% in Jan 24)**

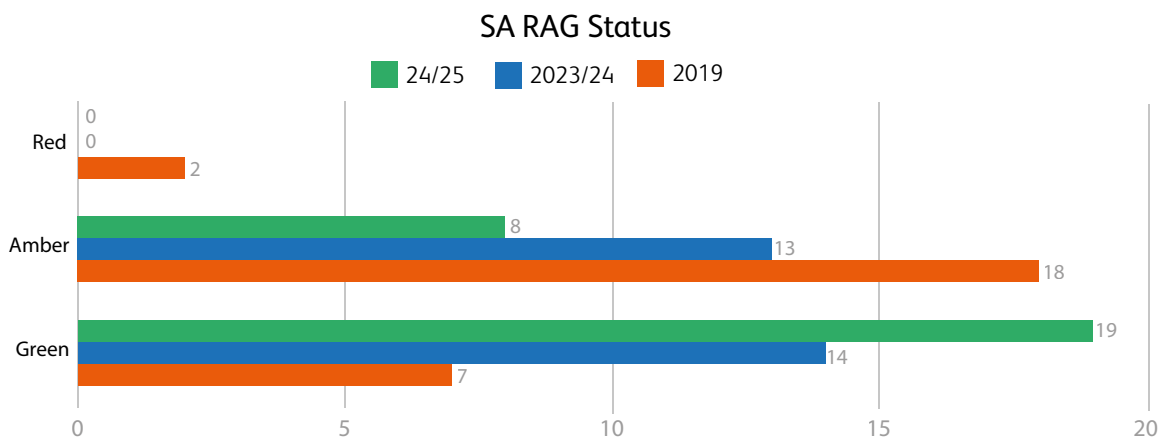
## Open Recommendations – RAG



## Recommendation Progress

	March 2024	May 2024	Sept 2024	Jan 2025	May 24 - Jan 25 Comparator
Open Actions	38	113	111	111	↓
Complete	45 % (17 actions)	14 % (16 actions)	39 % (43 actions)	47 % (52actions)	↑
Incomplete	35 % (21 actions)	85 % (97 actions)	61 % (68 actions)	54 % (59 actions)	↓
Green	45 % (17 actions)	15 % (17 actions)	77 % (85 actions)	81 % (90 actions)	↑
Amber	47 % (18 actions)	16 % (18 actions)	19 % (21 actions)	14 % (15 actions)	↓
Red	11 % (4 Actions)	3 % (4 actions)	3 % (3 actions)	4 % (5 actions)	↑

## Board Self- Assessment Analysis



# Future Planning – Five Domains of Safeguarding Effectiveness

To provide a coherent, accurate and appropriately balanced national picture of safeguarding effectiveness in Wales and a shared national understanding of whole-system strengths, weaknesses, areas for

improvement and development, we are required as a board to respond to the **Five Domains of Safeguarding Effectiveness** and above all, respond to a single fundamental question:

## How are we assured that our Multi-agency Safeguarding Processes are effective?

Attendees were asked to consider what we already have in place and what further needs to be considered when responding to the 5 domains.

Safeguarding Process	
What do we have already	What do we need to do
Local Delivery Group	Single view of the child
Corporate Safeguarding Grops	Attendance at safeguarding meetings
Local publicity campaigns	Responsibilities for all professionals in safeguarding processes eg checking core groups
	Voice of people being fed through – opportunity for public to feed in, what are their experiences of processes
	Arrangement for DOLs

Multi-agency activity and data	
What do we have already	What do we need to do
Policy and procedure development and implementation	Performance framework
Continuous Review Model	Learning when things have gone ‘well’
Audit and Q/A	
Board self-assessment progress	
Reviews	



## Service User Feedback

What do we have already	What do we need to do
Communication and engagement principles	Initial conversations about what the individual wants the outcome to be and how else we can measure progress
Feedback processes, however, these are different for organisations and different systems	We need to ask how we could get meaningful feedback
	Review whether we are using the right platforms for young people
	Add context and narrative on feedback
	Ensure we are analysing feedback, what are we doing with it?

## Workforce information

What do we have already	What do we need to do
Individual recruitment and retention plans	No central training teams within some agencies, all training covered by the individual teams – need to allow for this
Workforce profiles for registered posts	Have vacancy/reports from agencies for staff
Some agencies have a lone voice and single conduct	Review annual workforce survey with safeguarding lead
	Learn from other regions

## APPENDIX 2

# CARDIFF & VALE OF GLAMORGAN REGIONAL SAFEGUARDING BOARD MEMBERSHIP

The membership complies with the guidance issued under Part 7 (Section 134(2) of the SS&WB Act 2014). A list of members is below:

NAME	ROLE	AGENCY
<b>LOCAL AUTHORITY</b>		
<b>SOCIAL SERVICES</b>		
<b>Sarah McGill</b>	Corportate Director <b>(CO-CHAIR of CVSB)</b>	People and Communities, Cardiff
<b>Lance Carver</b>	Director <b>(CO-CHAIR of CVSB)</b>	Social Services, Vale of Glamorgan
<b>Deborah Driffield</b>	Director	Children's Services, Cardiff
<b>David Murray-Dickson</b>	Safeguarding Lead Manager	Adult Services, Cardiff
<b>EDUCATION</b>		
<b>Katy Williams</b>	Head of Achievement for All for School Improvement & Inclusion	Education and Lifelong Learning, Vale of Glamorgan
<b>Melanie Godfrey</b>	Director	Education Department, Cardif
<b>YOUTH OFFENDING SERVICE / YOUTH JUSTICE &amp; EARLY SUPPORT SERVICE (YJESS)</b>		
<b>Kirsty Davies</b>	Service Manager	YJESS, Vale of Glamorgan
<b>Angharad Thomas</b>	OM Youth Offending Service	Children's Services, Cardiff
<b>HOUSING</b>		
<b>Laura Garvey-Cubbon</b>	OM Partnerships & Joint Commissioning	Housing Cardiff
<b>Nick Jones</b>	Operational Manager, Public Sector Housing	Housing & Communities, Vale of Glamorgan Council

NAME	ROLE	AGENCY
<b>SOUTH WALES POLICE</b>		
<b>Clayton Richie</b>	Detective Inspector, Public Protection Department	South Wales Police
<b>NATIONAL PROBATION SERVICE</b>		
<b>Eirian Evans</b>	Head of Cardiff and Vale Probation Delivery Unit (PDU)	National Probation Service
<b>HEALTH</b>		
<b>Jason Roberts</b>	Deputy Executive Director of Nursing, Cardiff and Vale University Health Board	Cardiff and Vale University Health Board
<b>Linda Hughes-Jones</b>	Head of Safeguarding	Cardiff and Vale University Health Board
<b>Nicola Edwards</b>	Head of Nursing - Safeguarding	Swansea Bay University Health Board
<b>Katharine Thomas</b>	Deputy Head of Safeguarding	Swansea Bay University Health Board
<b>VELINDRE</b>		
<b>Fiona Davies</b>	Head of Safeguarding & Vulnerable Persons	Velindre NHS Trust
<b>NATIONAL SAFEGUARDING TEAM, PUBLIC HEALTH WALES</b>		
<b>Nigel Farr</b>	National Safeguarding GP	Public Health Wales
<b>HOME OFFICE</b>		
<b>Gemma Ware</b>	Senior Operations Manager	Home Office
<b>HIS MAJESTY'S PRISON SERVICE</b>		
<b>Simone Flook</b>	Deputy Governor	HMPS

NAME	ROLE	AGENCY
<b>WELSH AMBULANCE SERVICE, NHS TRUST</b>		
<b>Vicky Maxwell</b>	Head of Safeguarding	WAST
<b>THIRD SECTOR</b>		
<b>Carl Harris</b>	<b>Assistant Director (Co Chair of CVSB)</b>	<b>NSPCC</b>
<b>Candice Lloyd</b>	Service Manager	NYAS
<b>Sarah Crawley</b>	Director	Barnardo's
<b>Yvonne Connolly</b>	Operational Director	Llanmau
<b>CARE PROVIDERS</b>		
<b>Brian West</b>	Chair of Vale of Glamorgan Care Homes/Care Forum Wales	Care Homes/Care Forum Wales
<b>ADVISORS IN ATTENDANCE</b>		
<b>Leanne Weston</b>	OM Legal Manager	Community Team Legal, Cardif
<b>Victoria Davidson</b>	Legal Advisor	Legal Services, Vale of Glamorgan
<b>Artie Meakin</b>	Board member, National Independent Safeguarding Board Wales	National Independent Safeguarding Board
<b>Beth Aynsley</b>	Policy Officer, Single Unified Safeguarding Review, Social Services and Integration <b>(Chair of Case Review Group)</b>	Welsh Government
<b>Iain McMillan</b>	Head of Resource Management and Safeguarding <b>(Chair of Delivery Group)</b>	Social Services, Vale of Glamorgan

## APPENDIX 3

### CARDIFF & VALE OF GLAMORGAN REGIONAL SAFEGUARDING BOARD GOVERNANCE

