



Safeguarding Policy

Statement of Commitment

Cardiff City of Sanctuary (CCoS) works with people seeking sanctuary who may be at increased risk of harm due to trauma, displacement, language barriers, isolation, poverty or discrimination. We are committed to safeguarding the welfare, rights and dignity of everyone involved in our work and to creating a safe, inclusive and welcoming environment.

We commit to reviewing this policy every year and will publish on our website <https://cardiff.cityofsanctuary.org/> for ease of access.

Mission Statement

CCoS will provide services and activities that minimise risk, promote wellbeing and respect the lived experiences of people seeking sanctuary. We will work in partnership with local and national agencies to ensure effective safeguarding procedures, including reporting, referrals, training and access to specialist support when required.

Recruitment

CCoS follows clear and fair recruitment procedures for members and volunteers:

- Disclosure and Barring Service (DBS) checks will be undertaken where required.
- Roles will be assessed to determine whether they involve regulated activity and the appropriate level of DBS check.
- Any disclosed criminal record information will be considered in line with the data protection laws and Equality, Diversity and Inclusion Policy (see Policy version: 1:2) .
- Reference will be obtained prior to appointment of a volunteer.
- All members and volunteers will receive induction, and all trustees, including Safeguarding and Complaint Officer (when they are appointed) need to attend Safeguarding Training course.
- Recruitment procedures will be reviewed regularly in line with legislation and best practice.

Volunteers

CCoS values and supports its volunteers:

- Volunteers will be treated fairly and offered equal access to training, development and recognition.
- All volunteers must follow the organisation's Volunteering Policy.
- Roles that could involve regulated activity will be appropriately supervised.
- All volunteer roles will be supported by a designated person.

Safeguarding .

The chair will take place as safeguarding officer till it will be appointed , They are available to members, volunteers and service users to raise concerns and will:

- Receive appropriate safeguarding training.
- Maintain confidential and secure records.
- Liaise with statutory and specialist agencies.
- Promote and uphold this policy.
- Support individuals affected by harm or abuse.

Awareness of Harm and Abuse

People seeking sanctuary may be particularly vulnerable to harm, including:

- Physical, sexual, emotional or financial abuse
- Neglect or exploitation
- Modern slavery or trafficking
- Hate crime, discrimination or harassment
- Coercion linked to housing, finances or immigration status

All incidents or concerns will be responded to promptly and appropriately. Abuse or neglect may result in disciplinary action and referral to statutory agencies, the police or the DBS where relevant.

Significant Harm and Reporting

Significant harm is the threshold for referral to statutory agencies and may arise from a single serious incident or a pattern of concerns.

It is not the role of members or volunteers to investigate abuse, but to report concerns.

Where there is risk of significant harm, the Safeguarding Officer will:

- Record concerns and actions taken.
- Seek specialist advice where necessary.

- Make referrals to external agencies such as Social Services, the Police, or specialist safeguarding organisations.
- Make DBS referrals where a member or volunteer in regulated activity is removed due to harmful conduct.

Safeguarding decisions will take account of the individual's safety, consent (where appropriate), confidentiality and any risks linked to immigration status.

Confidentiality

CCoS recognises that people seeking sanctuary may have concerns about sharing information.

- Information will be handled sensitively and shared only when necessary to prevent harm or comply with legal duties.
- Records will be stored securely in line with data protection requirements.
- Information will be shared on a need-to-know basis only.

Communication and Speaking Up

CCoS is committed to accessible, inclusive and trauma-informed communication:

- This policy will be shared with members, volunteers and if needed with service users and other stakeholders.
- Everyone has the right to raise concerns, make disclosures or report allegations.
- Concerns should be reported to the Chair personally or via:

Email: info@cardiff.cityofsanctuary.org , Individuals may report concerns directly to statutory agencies if they choose.

- CCoS supports whistleblowing and disclosure in the public interest.

Complaints Procedures

CCoS is committed to providing safe, inclusive and high-quality services. We recognise that concerns or complaints may arise, including about safeguarding practice, conduct, or failure to follow our policies, procedures, or equality commitments. For full information see CCoS Complaints Policy & Procedure (**Policy version: 2:1**).

Name: Abbas Radaideh /Chair of Cardiff City of Sanctuary

Signature: *Abbas Radaideh*

Date: 09/02/2026

Policy Review Information

Policy version: 1:1

Next review date: 09/02/2027