



# Mid and West Wales Regional Safeguarding Board

## Safeguarding Practice Awards 2023

9th June 2023

**Dyfed Powys Police Headquarters, Llangunnor,  
Carmarthen SA31 2PF**

**9th June 2023**

- 9.00am Arrival and Refreshments
- 9.45am Welcome - DCI Richard Yelland - Dyfed Powys Police
- 9.50am Opening address - Jake Morgan - Chair of Mid and West Wales Safeguarding Board for Children - CYSUR
- 10.00am Formal address - Albert Heaney CBE, Chief Social Care Officer for Wales, Health and Social Services, Welsh Government
- 10.05am Presentation of Awards
- Exceptional Commitment and Dedication Demonstrated to the Safeguarding of Children
- Exceptional Commitment and Dedication Demonstrated to the Safeguarding of Adults at Risk
- Achievement, Innovation and/or Improving Safeguarding Practice for Children
- Achievement, Innovation and/or Improving Safeguarding Practice for Adults at Risk
- Special Recognition Award
- 11.00am Break

11.15am Presentation of Awards

Participatory Practice / Co-production in the  
Safeguarding of Children, Families or Adults at Risk

Significant Wider Community Safeguarding - Practice  
That Has Had a Positive Impact on the Community in the  
Safeguarding of Children or Adults

Exceptional Safeguarding Practice in a Residential  
Establishment for Children or Adults at risk

Long Service Recognition/Lifetime Achievement Award  
for Contribution to Safeguarding Practice and  
Development for Children or Adults at Risk

12.05am Closing address - Jake Morgan - Chair of Mid and West  
Wales Safeguarding Board for Children - CYSUR

12.15pm Lunch and Close

## Categories of Nominations

- Exceptional Commitment and Dedication Demonstrated to the Safeguarding of Children
- Exceptional Commitment and Dedication Demonstrated to the Safeguarding of Adults at Risk
- Achievement, Innovation and/or Improving Safeguarding Practice for Children
- Achievement, Innovation and/or Improving Safeguarding Practice for Adults at Risk
- Special Recognition Award
- Participatory Practice / Co-production in the Safeguarding of Children, Families or Adults at Risk
- Significant Wider Community Safeguarding - Practice That Has Had a Positive Impact on the Community in the Safeguarding of Children or Adults
- Exceptional Safeguarding Practice in a Residential Establishment for Children or Adults at risk (this can include residential establishments for children, care homes for adults and nursing homes for adults)
- Long Service Recognition/Lifetime Achievement Award for Contribution to Safeguarding Practice and Development for Children or Adults at Risk

# Exceptional Commitment and Dedication Demonstrated to the Safeguarding of Children

**Ann Andrews, Assistant Head, Ysgol Harri Tudur, Pembrokeshire County Council**

Ann has worked as a teacher for over thirty years, and fundamental to that experience, has been to educate and empower the young people she has worked with - which has now meant generations have been taught by Ann, and have had the benefit of her experience.

In terms of safeguarding, in essence - if you asked Ann about a child today, she would be able to tell you what primary school they attended, what the bones of the CP plan are, why she is concerned with or what is working for the child. With a school of over 1200 pupils, of which 500 change each year (year 7 / 11), the knowledge of siblings, family relationships should not be underestimated.

Ann's day does not start at 8am or end by 4. "To our combined knowledge in the Education Safeguarding Team, we are also not aware that Ann has not represented the school at a child protection meeting - despite school holidays and her own life outside of work."

Ann has also supported other professionals to develop in their own role, including ensuring from day 1 their induction is of a high quality. Ann has participated in Section 5 meetings in supporting colleagues through a difficult process, but also managing a level of confidence in not allowing her own relationship to cloud the issue.

"I believe Ann fully deserves the recognition of her peers in this role, but also to thank her for her unwavering work to ensure the voice of the child is always heard -when this is unpopular or disagreed with - Ann will ensure the best interests of the child to be brought to the forefront."

Ann's professional practice is immaculate; she is a first class role model whom any teacher, senior leader or designated safeguarding lead would wish to emulate, without exception.

**Emma Wright, Team Manager - Care and Support, Powys County Council**

Emma has built over the past year a permanent team of practitioners who are all at differing stages of the career. This is a team where learning and development are central to the core values. Over the past year, Emma has supported 3 newly qualified social workers to become embedded into the team and adopt a strengths based approach to their practice. This is no mean feat and the effort and commitment this has taken upon her to succeed in this is remarkable.

"The biggest compliment I can pay Emma is that every member of her team frequently report that it is the support she provides them that then allows the practitioners to undertake the often challenging work in which they do, whilst remaining hopeful.

Emma is an absolute asset to not only herself and her team, but also to the service in Powys.

Well done Emma, this is fully deserved recognition of your leadership abilities and values."

**Louisa Rawstron, Team Manager of IDS South, Powys County Council**

Louisa has worked tirelessly in leading on the care planning for a young person who presents with extremely high risk. There have been many challenges to overcome, and Louisa has diligently pulled together a multi-disciplinary team who are now working together to promote as much safety as possible for the young person. She has worked hard to bring the young person's voice into the discussions and into their careplan. This commitment she has shown has resulted in this young person being supported within their own community, with those they considers important to them at the forefront of the intervention.

Louisa is not only a credit to the service here in Powys, but also to the profession of social work.

**Rebecca Baker, Children and Young Person Skills Mentor, Ceredigion County Council, Support and Prevention Services**

Since moving from a role in EOS Canolfan yr Eos (PRU setting), Rebecca has excelled at supporting children and young people in mainstream primary and secondary schools with an excellent level of service in line with her studies (recently graduating with a Masters in Adverse Childhood Experiences). She has championed the therapeutic support options through various forms of emotional and social support pathways.

Miss Bex (as known by young people) has supported vulnerable cases recently with a multitude of disclosures passed on to the school safeguarding lead that has led to statutory involvement and a multitude of safeguarding cases. This is channelled through the safeguarding lead and deputy head Mererid Thomas (Assistant Headteacher-Penglais School). She comments "Rebecca supports many young people who trust her and rely on her for advice, practical support, coping strategies and for her to take their concerns seriously. She is always sensitive to needs, professional and passes matters directly in order to ensure that the best and most appropriate support is always in place. She is wise and kind and students know that she will always have their best interests at heart."

"Some of the situations described can be very emotional and challenging, however Rebecca always appears unfazed. She will always follow things through to ensure the best for the young people with whom she works" (M Thomas - Penglais).

This has been noted by the Local authorities lead to Schools Safeguarding who outlines "Becks' ability to build up a relationship with the young people which allows them to trust and share their worries with her, is admirable. Her fast actions in sharing information efficiently and effectively, has massively contributed to the safeguarding of many of our most vulnerable young persons". (Kizzie Garner-Hughes - Schools Safeguarding Officer).

"If it wasn't for miss Bex I wouldn't be in School" (Year 9 student).

**Caroline Thomas, Pupil Wellbeing and Safeguarding Manager, Haverfordwest High VC School, Pembrokeshire County Council**

Caroline first joined the school in 2005 as a Learning Support Assistant. Her passion for helping pupils flourish soon became evident, and in 2012, the school promoted her into the Safeguarding Team. 7 years later, and in a school double the size, she is recognised as an extension of the Senior Leadership Team at the school. Her dedication to the safeguarding of our pupils is outstanding and her wealth of knowledge and experience huge. Her day is never over, she is always on the other end of the phone to respond to the concerns staff may have about a pupil or that a parent has about their child. This regularly involves liaising with outside agencies well into the evening, weekends and holidays.

During Covid lockdown, when social workers were not doing any home visits, Caroline would visit our most vulnerable families to check the pupil was safe and offer the family support. She recognised need immediately and was proactive in providing solutions for those families who were really struggling with the huge challenges as a result of lockdown.

Caroline works hard to build strong positive relationships with parents/carers and pupils alike. She builds up strong relationships with pupils who are at risk of harm, either from themselves or others. One lovely anecdote was when an ex-pupil was feeling frustrated in her new school and asked the Head of Year 'if they had a Caroline Thomas in the school she could speak to'.

In the past Caroline's role was the envy of the other secondary schools in the county - a full time, non-teaching member of staff whose role focused solely on pupil wellbeing and safeguarding, and they were quick to try and implement this model. She will not want the accolade of this award but absolutely deserves it as she goes above and beyond every day.

**Hannah Nottingham, Child and Family practitioner, Carmarthenshire Local Authority**

Hannah has been working consistently with a young child aged 11 for approximately 2 years. Hannah has supported the young person through some of the most difficult and traumatic experiences any child will face at such a young age. Hannah has managed despite the challenges of the role and all the other families she supports to be the one constant for this young person, and has supported them to be settled with a new foster family and excel socially and emotionally.

When asked about the support that Hannah has offered to them and what she means to them, the young person has been able to share the following:

"Hannah is very important to me and one of the most important people in my life, she is my friend. Hannah has helped me to understand the decisions that have been made about me and why some things have happened. Hannah has taught me a lot and I like to play games together. Hannah has helped me understand how I feel sometimes, and she is someone I am able to talk to. Hannah helps me to see my family".

There is no question that Hannah's impact and the work to protect and safeguard this young person has greatly enhanced their wellbeing and future relationships and opportunities.

**Ceredigion Children Safeguarding Team, Ceredigion County Council**

This is a dedicated team who are extremely committed to promoting the safeguarding of children. Each team member work tirelessly to ensure that processes are followed as efficiently, effectively and as thoroughly as possible, in order to maintain the safety and wellbeing of children. There are many unplanned points of crisis, emergency meetings, early morning or/and late night meetings and visits which take place without question or hesitation, and there is no doubt at all, that each and every individual named above, give everything, in all aspects of their work.

"As with many of our partner agencies working in frontline safeguarding, we are hugely impacted by numerous complicating factors. However, this will never be seen to impact the decision making and service, so eloquently and professionally carried out by the fabulous ladies, who I am so incredibly proud to work alongside every day."

**Elen-Mai Griffiths, Asst Head and Designated Safeguarding Person, Ysgol Caer Elen, Pembrokeshire County Council**

Elen-Mai has been in role since September and has always demonstrated an extremely high level of commitment to children. Her exceptional work in terms of Safeguarding has been recognised and praised in the school's recent Estyn inspection report. Her thorough and careful approach has resulted in her completing the school Safeguarding



self-review process in a detailed and focused manner. She has collaborated effectively with LA staff during the Local Authority safeguarding review process ensuring that Safeguarding is a priority for all at Ysgol Caer Elen.

"Elen is the kind of teacher we all want our children to have contact with. She is kind, caring and empathetic and knows each child by name and knows them well. If a child is coming to Caer Elen - she wants to know what they like, dislike. She focuses on their needs and asks most importantly, what they need -the child always comes first."

Due to her input several children who have found it challenging to attend and access the curriculum in other settings have thrived at Caer Elen. As a consequence the opportunities for these children to lead happy and fulfilling lives have been significantly enhanced. Her willingness to go the extra mile inspires others.

Her dedicated approach towards enhancing the life chances of Caer Elen pupils is also manifested in her dealings with colleagues. Elen is always determined to ensure that any child requiring support is provided with the right support and she will be persistent and thorough during any meetings to find the right outcomes. She is well supported by the governors who have also shared their admiration regarding the professionalism she displays in the role.

Pupils also testify to the fact that Elen is an excellent practitioner within the classroom. Her lessons are always carefully planned and delivered and pupils of all abilities are given opportunities to shine. Elen's classroom is a happy classroom and pupils are always enthused to fulfil their learning goals.

"I feel Elen embodies the best of her abilities as a teacher, as a professional working with children and also as a colleague in safeguarding."

### **Edge of Care Team (EoC) & Family Intervention Team, Pembrokeshire County Council**

There is a national shortage of regulated placements for children who need to be 'looked after' away from their family network. Consequently, Pembrokeshire children's services are working within unprecedented times. The demand for children to be 'looked after' often outmeets the supply in that at times foster placements and residential placements cannot be sought in the time required.

Pembrokeshire children's services have learnt to be creative in their solutions to safeguarding children. At times, they have had to obtain unregulated properties not designed to meet these demands, and they provide emergency support to best replicate a nurturing home environment to children in need of safeguarding 24hrs a day, seven days a week, until a suitable placement can be found.

They say, "we would not achieve this without the unwavering commitment by team members from EoC, FIT and other staff across children's services. Daytime staff are

willing, able and committed to stepping out of their normal roles, often at a moment's notice, to set up and facilitate a safe home like environment. Prioritising day shifts, night shifts, weekend shifts that in many cases means putting their personal life and its demands on hold.

Each team member deserves this award as each team member continues to demonstrate an exceptional commitment and dedication to the Safeguarding of Children."

**Sarah Codner, Supervising Social Worker, Ceredigion County Council**

Following only a short period in the Fostering Service, Sarah demonstrated extraordinary commitment in supporting children that were required to be taken into a hospital setting following a significant safeguarding concern.

Following an early morning request for support Sarah volunteered and made her way immediately to the hospital not knowing what she would encounter. Sarah provided calmness, reassurance and empathy to the children. She ensured that those requiring to be communicated with relevant updates received the required information. Her ability to proactively build trust with the children, ensured that the voice of the child was heard throughout. Sarah ensured that the children had an understanding of what would happen at each step throughout the day/night.

The trust that had been built through Sarah's professional and supporting ways had ensured that positive outcomes could be achieved for all children.

"We are extremely grateful in Sarah's approach to going the extra mile and beyond her call of duty, however, this specific case presented unexpected challenges during the course of the 24 hours that she invested in ensuring that the children were cared for and supported. Thank you, Sarah, for going the extra mile and being a key part of Team Ceredigion. But most of all thank you making a difference to the lives of three children faced such dramatically challenges."

**Wendy Rodriguez, Manager, Childcare Assessment Team, Pembrokeshire County Council**

Wendy's commitment to the role is outstanding and obvious to all that have worked/work with her.

She manages a very busy team whilst overseeing and actively completing the duties of the Assistant Team Managers during busy periods also, which at present is all the time. Wendy's practice is consistent and 100% committed at all times, as such, her oversight of the safeguarding processes within the team, have ensured the safety of all children that the LA are aware of via the safeguarding procedures.

Wendy has worked for many years as a social worker within Pembrokeshire's Children's Services and has a proven track record of being able to work with risk, whilst ensuring the safety of children and therefore achieving positive, manageable and sustainable outcomes for children and families. Wendy has been able to pass this knowledge and experience on to the social workers, support workers and students that have been placed within the team.

Wendy's wealth of experience and her commitment to the job, team and children and families in Pembrokeshire, ensures that the Childcare Assessment Team runs smoothly and that no safeguarding concerns are missed. Wendy's attitude and commitment to work and the LA is a shining example to all who work within the team and allows newer workers to model their practice and performance to the highest of standards.

"Wendy's work, competence, commitment and practice deserve recognition, I believe, and I feel that all who work/have worked with her would agree with me on this point."

# Exceptional Commitment and Dedication Demonstrated to the Safeguarding of Adults at Risk

**Mandy Nichols-Davies, Head of Safeguarding, Hywel Dda University Health Board**

Mandy is an exceptional leader in the field of safeguarding. Her role as the Head of Safeguarding within Hywel Dda UHB encompasses both the Adult and Children safeguarding agenda. Mandy works tirelessly, supported by her team of dedicated staff, to ensure that the Health Board and its workforce is kept up-to-date with the necessary standards of safeguarding practice and training whilst enabling effective multi-agency engagement with partners.

During the last few years, Mandy has volunteered to take on additional All-Wales leadership activities enabling the Health Board and the wider region to benefit from testing and adopting new ways of working such as that evidenced through the introduction of the Safeguarding Datix module.

Mandy actively engages with teams to ensure that learning from safeguarding incidents and reviews locally and nationally is not only disseminated but importantly put into practice. She is never afraid to challenge practice and does so compassionately, constructively and with the individual at the heart of everything she does.

Mandy deals with many and varied matters requiring specialist safeguarding knowledge and ensures that, through her work with other corporate functions, patients/citizens receiving care and treatment from the Health Board, as well as the workforce, are treated with dignity and respect if and when a safeguarding matter is raised.

Mandy is an exemplar.

**Elizabeth Davies, Team Leader Targeted Care & Enablement Service, Ceredigion County Council**

Liz's intervention and her dogged determination to ensure an adult at risk of serious harm reached a place of safety as quickly as possible and not wait until the following day, without doubt prevented the risk of significant harm occurring to this person had they remained at home in distressing circumstances. Liz went beyond the call of duty that night. It was noted by senior management that: "as an Authority, we are very lucky to have officers like Liz who are willing to step up in an emergency and to be determined to ensure the safety, wellbeing and needs of a vulnerable and distressed individual are at the centre of her care.

Liz's ongoing support in a caring environment where the adult felt safe was the correct outcome for them. The prompt actions by Liz contributed significantly to minimising the risk the individual was exposed to on their return home."

**Hannah Gardener, Community Midwife and Team Leader, Hywel Dda University Health Board**

Hannah took up the care of a particularly vulnerable adult who moved to her area, she quickly identified as having complex care needs. Hannah engaged with the wider team of professionals to plan and manage the individual's needs.

Demonstrating excellent person centred care, Hannah took on the role as advocate for the adult and supported identifying and tailoring a programme of support on which she worked tirelessly to deliver.

Hannah didn't stop there; Hannah provided ongoing updates and care requirements for the adult and her family. This included working with services so that the transition of care would be without fear or stress which could have further exacerbated their condition.

Hannah was the familiar face providing ongoing support and continuity for the family. "I am in admiration of what Hannah did and achieved all within her professional accountability to safeguard the individual".

**Lorna Milner, Social worker in the Carmarthen Community Learning Disabilities Team, Carmarthenshire County Council**

Lorna has demonstrated outstanding commitment going above and beyond to safeguard adults and their families. She can be relied upon to deal with complex situations in a calm, measured, considered, inspirational and creative manner. There are many examples of exceptional practice where Lorna has had to overcome barriers and use the aforementioned skills.

Lorna was instrumental in ensuring a person with complex needs was safeguarded against further abuse. Following a safeguarding referral, Lorna, in collaboration with the safeguarding team and police, engaged with the person using creative use of communication and familiar objects of reference and interest. By gaining their trust she was able to support them to go to a safer place. Lorna continues to support this person and has developed a trusting relationship where they have felt able to share their experiences and trauma.

Another example is in respect of an individual known to the CTLD who needed a Covid Test and risk assessment for support at home. This was in the early stages of COVID, when little was known about the risks and management of Covid-19. A test was needed to inform risk management but the person had not been accepting of tests to date.

Lorna had not met this person previously but she was able to use her negotiation skills, apply different approaches to de-escalate which included talking and walking with them around the local town, and in a very short time was able to build up a rapport so that they accepted the test. Lorna did this at a time of great uncertainty around COVID and not knowing fully the risk to herself. The outcome was the test was negative, and risks were managed appropriately.

"I believe Lorna is worthy of this award which will recognise her commitment, resilience, skills, knowledge and resourcefulness. Lorna is a much valued member of the CTLD and the above demonstrates her practice of going above and beyond including collaborative working with other professionals to safeguard and support the most vulnerable individuals in our community."

### **Carmarthenshire Approved Mental Health Professional (AMHP) Service, Carmarthenshire County Council**

This independent function is delivered in Carmarthenshire 365 days of the year by a team of less than 20 amazing people. In the Mental Health context, it is safeguarding in the truest sense of the world.

The AMHPs carry out their duties with people who, through no fault of their own, find themselves at their lowest ebb. The vulnerable people they see may be contemplating taking their own lives, may have been traumatised by past or current events, may feel persecuted by their thoughts or feelings. They may be children, but usually they are adults of any age. Their situation is such that they are in acute distress and yet a fine balance has to be struck in protecting their liberty whilst safeguarding their interests. The fundamental ethos that AMHPs embody is one of a least restrictive approach.

During Covid, AMHPs were amongst those phenomenal groups of public sector staff who day in, day out, had face to face contact with people including during those times of no vaccines, limited PPE and limited information about the virus. They had no option but to undertake assessments on wards where Covid was present and placed themselves at risk to protect individuals. There are also examples where they accompanied individuals who were very unwell to hospital and even used their own transport on occasions, again placing themselves at huge risk. Their overriding consideration is to safeguard the individual, their families and the public.

Over the last year, Carmarthenshire have experienced workforce challenges in our out of hours service, so many of the AMHPs have not only participated on the rota during the day, but they have also covered shifts at evenings and weekends. Without their assistance we would have been unable to fulfil our statutory responsibilities, especially at critical periods such as Christmas.

"As a Service Manager I am immensely proud of and grateful for all the work they did and continue to do in safeguarding some of the most vulnerable people in Carmarthenshire." - Mark Evans

# Achievement, Innovation and/or Improving Safeguarding Practice for Children

**Tanya Bradbury, Principle Social Worker, Powys County Council**

Last year, Tanya responded to a referral regarding a vulnerable young child. The history of the young person was very complex, requiring Tanya had to be very planned and cautious in her approach to the young person who may or may not have chosen to make any disclosures during their first meetings with Tanya. Upon initial visiting, Tanya immediately recognised that the information she was gathering suggested this child's life had been turbulent and changeable. Whilst there were some indicators of current harm, Tanya followed her gut instinct and started to think about harm towards this child throughout their life. Tanya's inquisitive nature meant that she continued to follow many avenues of investigation and lines of enquiry in order to piece together this child's life. When faced with barriers of accessing information, difficult family dynamics or differing professional opinions, Tanya continued to persevere with her lines of enquiry. Tanya took steps to question all information thoroughly. She gained the absolute trust of the young person and continued to follow their journey even after the assessment was completed. The young person truly trusted Tanya and this has meant they have been able to talk about their experiences for the first time in their life. Tanya's success within this child's life has resonated throughout the team and with partner agencies. Tanya was able to show how a true inquisitive approach can mean the difference between a child being safe and a child being harmed.

**Eden Carlisle (Childrens Community Nurse) & Megan Ware (Learning Disability Nurse, Hywel Dda University Health Board**

Megan and Eden began working together in October 2021, after recognising that there was a gap in transitional services for young people with learning disabilities. Their ambition was to improve experiences for young people and their families by reducing health inequalities experienced by this vulnerable cohort of children.

They quickly developed a transition pathway and nurse-led clinic, which began in January 2022. The clinic has a strong focus on the voice of the child and family, empowering the young person wherever possible to be part of their health care decisions, ensuring that the National Institute for Health and Care Excellence (NICE) guidelines are considered, as well as other key legislation.

The assessment ensures all information shared during clinic is captured, providing parents with a comprehensive information pack so they may reflect upon their appointment. To ensure that all needs can be addressed, a no wrong door approach has



been embedded within the clinic and in collaboration with social care. The assessment encourages a safe handover of care from children to adult health services and allows an opportunity for any concerns to be raised and addressed through collaborative working with adult services. This includes exploring issues regarding capacity and deprivation of liberty, ensuring the safety of the young people. Their work to date has ensured children are safeguarded wherever possible avoiding them from falling between any gaps between paediatric and adult services. Positive feedback has been received to date from families and professionals and they have shared their practice to promote the importance of transitional care for this cohort of young people, speaking in both Welsh Paediatric Medical Conference and UK Transition conference. Their passion to change current practice wider than our own Health Board has been commended, they are true advocates for these vulnerable young people.

**Kizzie Garner-Hughes, Schools Safeguarding Officer, Ceredigion County Council**

Kizzie is the main point of call for all the schools in Ceredigion and she is quite amazing.

On a professional level she is always available and very quick to respond to any query or concern regarding any matters of safeguarding. Her approach is always considered, well informed and always child centred. She is incredibly diligent, organised and manages to juggle so many things effectively, it truly beggars belief. She inspires the designated safeguarding teams of the schools to improve and to ensure that we are doing the utmost to safeguard in the most effective way possible.

The support she offers to schools is second to none and the impact she has upon the school is that she will not only support and guide, but also be the critical friend who is prepared to challenge and ask the key question of, how can that be improved? "As a school, when it comes to matters of safeguarding, we welcome that challenge, as we are aware that "Good enough" can often fall short and that the real difference is made when we are asked "How could it be better?" Kizzie is that person, who will prompt others to think and to constantly facilitate improvement.

On a personal level, Kizzie is our 'safety net', we are given the confidence to deal with really challenging situations at times in the full knowledge that she will always be there to offer support."

**Rosie Cox and Helen Wear, Clinical Nurse Specialists Looked After Children, Powys Teaching Health Board**

Rosie and Helen are nominated for numerous pieces of exceptional work, with one such example outlined below.

A Health Questionnaire for children looked after had been in place for some time, originally designed to meet the needs of children who do not always want to have a

health assessment carried out in person each year. For example, children who are in stable long-term placements, a health assessment carried out every year is a reminder that they are 'looked after'. Most of these children just want to be 'like other children' and not be treated differently because they are in care.

Over time it became evident that developing choices for children regarding their Health Assessment was needed. This resulted in a redesign and digitalisation of the Health Questionnaire with input from the children and carers. The new Health Questionnaire went Live February 2022, and over the past 12 months, there is notable improvement in returned Health Questionnaires, along with positive responses from the children and carers. The children now have a choice for their Health Assessments, face to face, virtual via Teams or via the Health Questionnaire.

### **PTHB Best Interest Assessors, Powys Teaching Health Board**

To improve the Health Board's knowledge, skills, expertise and response to how practitioners comply with the Mental Capacity Act 2005, a suite of improvements have been implemented in 2022/2023. This includes development and rollout of an MCA Competency Framework and supporting information to support staff develop their competence. It is divided by staff group and is focused on what different groups need to demonstrate under each of the 5 principal areas.

Each professional competency standard within this framework refers to a combination of skills, knowledge and experience expected of individual staff. This framework aims to ensure that these qualities inform MCA practice in a way that is commensurate with an individual's occupational role and responsibility.

All staff should be helped to develop MCA competencies. This can be done by participating in formal training and development opportunities. However, there are also many opportunities for staff to learn and develop within the workplace, for example, discussions in team meetings, shadowing with more experienced staff, and mentoring opportunities.

### **Ceredigion staff from Day Services, Education, School and Children's Services, Ceredigion County Council**

A young person with complex needs was struggling, and the staff were having difficulty also in managing their complex needs and challenges. The school could no longer meet the needs of the young person, which caused unrest for them, the family and the school. Due to the level of complexities this young person was likely to require an out of County specialist placement at this point. This was not what the family wanted and it would not have been in the young person's best interest.

A Multi Disciplinary Team case review explored a range of options that could be trialled to reduce the risks and challenges. The outcome was a supportive package requiring a team approach of highly skilled individuals to work together on a period of assessment, utilising person centred planning tools to explore and get to know the full needs of the young person.

Six months on the young person is now starting to venture out into the community. There are significantly less escalations and work is now progressing into developing a transition plan for supporting the young person back into a school setting, but also in supporting the school through sharing and supporting the approaches that have been developed in supporting the individual's needs of the young person.

This project highlights the flexibility and willingness but the innovative approaches of our working across Departments. It has been a journey for all involved and the positive outcomes being demonstrated by the young person are due to the work all on the ground success for those members of the team that have worked collaboratively together. We are hugely proud of our Team Ceredigion approach in supporting a young person to remain in County close to all the things that are important to him, also in ensuring a highly effective person centred approach to meet the needs of the young person locally.

#### **Ceri Jones, Family Contact Centre, Pembrokeshire County Council**

In a recent court case, Ceri Jones gave evidence. This was highlighted in feedback from the judge. He said:-

"She was a clear, calm and consistent witness. She is an experienced contact worker. She was balanced and her work was consistent with the other LA evidence. I found her to be a clear and consistent witness and find her evidence highly reliable."

This was also noticed by the Head of Service who said:-

Wow, what an endorsement. Judges are not always forthcoming with compliments so you should be really proud of how you performed. It's so important that evidence we give is balanced, recognising both the good and the not-so-good about the families we work with. It's easy to believe that what is required is as much of the negativity that we can heap onto them. But I have always found that giving the full picture, is far more credible and gets the respect such that the judge has given you below.

Well done and thank you for representing our department so competently. I really appreciate it."

This is just one example of Ceri's many achievements and the reason why she is nominated for the award of 'Achievement, Innovation and/or Improving Safeguarding Practice for Children'.

**Tracy Senchal and Justine Allen, Coed Cae School, Carmarthenshire County Council Education**

"Coedcae have been really instrumental in working with us to implement the local authority action plan and recommendations of the "we don't tell our teachers" report, and I think that it is important to see the contribution and work as a school recognised at this event."

Coedcae's involvement in this work has been crucial and demonstrates the school's willingness to go above and beyond to safeguard the needs of all learners and share best practice across the local authority.

They have developed an in depth action plan/toolkit to evidence how the school have implemented the actions and recommendations within the report. The school continue to work and develop their work within this area. The school also has developed an exemplary school safeguarding audit highlighting the 5 areas as recommended by the Keeping Learners Safe Guidance which the LA have used as good examples to other schools within the local authority. The school continue to respond effectively to safeguarding.

**Holly Gordon, Senior Manager Safeguarding and Quality Assurance, Powys County Council**

Holly is an excellent communicator and continues to strive to ensure that all children and young people in Powys are safeguarding, through innovative practice, training and delivery of services.

Holly has inspired practitioners to become the best practitioners that they can be through the delivery of a series of training which evokes thoughts and feelings through hearing the voice of children. Having a focus on the voice of people has led to more focussed discussions, learning with team managers and how they can influence national and local objectives around keeping children safer at home.

Holly has a strong focus on the voice of the child, and this has assisted in the focus of operational service delivery. Holly has continued to develop auditing processes as part of a QA framework which has led to improved practices following the learning from CPRs and MAPFs within the region. This has led to some policy changes around safer practices in terms of children.

Holly has been instrumental in the delivery of the CE strategy launched in July 2022. Holly has developed the MACSE processes and been influential in practice across Powys with Multi Agency partnerships. She has been working with the team and Police in disruption services in North Powys. This has contributed to ensuring that children and

young people are safer from CE within this area. The impact of this is strategic, operational and innovative.

Holly has also been actively involved in ensuring that the Council's safeguarding plan and processes have been reenergised and put into practice with completion of a policy which has been recognised as good practice across the Council. The impact is focusing Powys on its corporate responsibilities in terms of safeguarding.

Holly deserves this recognition as she has led by example, innovation and has been key to developing practice standards, safeguarding being a core value across the services and striving to always keep the voice of children central to practice, organisational alignment and creating a culture of openness and learning.

### **PTHB Corporate Safeguarding team, Powys Teaching Health Board**

With the support of the Women and Children's Directorate, Powys Teaching Health Board's Safer Sleep Standard Operating Procedure has been developed by the Safeguarding Team in response to a number of unexpected child deaths over the last 18 months within the County, which have featured risk factors relating to safer sleep. A task and finish group was formed, including colleagues from Midwifery, Health Visiting and Safeguarding, with the decision was made to produce a detailed document to support practitioners and ensure that clear, consistent, tailored advice was being provided to parents and carers.

A short presentation was been developed and recorded to support the launch of the standard operating procedure and has been shared widely across the Health Board, including team meetings with General Practices and colleagues employed by the local authority and domestic abuse services. This will help support unsafe sleeping practices and environments are recognised by all practitioners supporting families and carers with young babies.

PTHB midwifery documentation has also been updated to include a page within the postnatal pathways specifically focussed on safer sleep. This supports midwives' practice and provides evidence that these important messages are being shared with parents and carers in the early postnatal period.

Lullaby Trust QR codes have also been embedded into the postnatal pathway, used within a poster presentation that can be displayed in healthcare settings, and stickers with the QR codes have been added within each Child Health record, giving parents and carers have easy access to information, advice and support.

One Midwife said, "I love the QR codes on the red books as I feel I can get parents to scan and have the links open on their phones. Makes the start of the conversation easy."

# Achievement, Innovation and/or Improving Safeguarding Practice for Adults at Risk

**Veronica Jarman, Clinical Practitioner, Bronglais Hospital, Hywel Dda University Health Board**

Veronica continually raises awareness of frailty at the front door. She has introduced the Rockwood frailty score resulting in improved recognition of the vulnerable patient. She has been instrumental in ongoing development of the CGA (comprehensive geriatric assessment) and the frailty standards, and has provided attendance at the National Safe Care Collaborative with a focus on hydration in the vulnerable patient.

Veronica continues to chair the Bronglais and Ceredigion frailty forum which has supported developing the frailty service across the Health Board and neighbouring counties.

Veronica is an excellent example of a role model in enhancing the quality of frail and vulnerable patients all which supports the prevention, early intervention and safeguarding agenda.

**Elinor Spiers Morgan, Stalking Perpetrator Coordinator, Dyfed Powys Police**

Elinor Spiers Morgan commenced the role in 2022. It was a newly created post within the force and she has approached it with enthusiasm, positivity and a collaborative approach. Elinor has been instrumental in developing the role to maximise the opportunities for safeguarding on an organisational as well as an individual basis.

Elinor started with a brief and has developed the reach beyond what the force could have hoped for.

On an organisational level, Elinor has instigated numerous learning events for both officers and staff of Dyfed Powys Police, as well as partners seeking to improve their understanding of the offence and the impact on victims, and raising awareness of the opportunities for intervention and prevention.

Elinor has collaborated with the force offender management department to ensure that high risk perpetrators are managed in MAPPA and under the free cohort of IOM, thereby reducing the risk to victims and the community. Her engagement is now firmly embedded within the screening process ensuring there is synergy between the two.

Elinor acts as a point of contact for officers and partners in respect of the perpetrator programme and the use of civil orders. Through her oversight, and daily review of cases she identifies, prompts, and secures action that will ultimately lead to safeguarding individuals. Since she has started this work, she has been instrumental in

increasing the referrals to the perpetrator programmes and has increased the number of civil orders being sought by the force to protect victims.

Her tenacity, personality, drive and commitment to the role have led to an improvement in the coordination and delivery of service which has been instrumental in improving the safeguarding activity across the Mid and West Wales area.

### **Sian Bamford, Collaboration between Dyfed Powys Police and Hywel Dda Health Board**

This nomination is for staff who have shown dedication and commitment to improving services for members of the community suffering from mental ill health. This collaboration between Dyfed Powys Police and Hywel Dda services came to fruition as a result of the 111 call facility. The 111 call line enables individuals to make contact with mental health practitioners who provide advice and support in times of need.

To provide some context to this initiative, Dyfed Powys Police receive thousands of calls annually from those suffering with poor mental health. Call handlers often speak to people who are anxious, desperate, alone and uncertain where to seek help. People often make contact with the police as they don't know where to seek help. This has a significant impact on police resources, but more importantly, call centre staff do not have the training knowledge or the capacity to provide the advice to understand the caller's, needs and they have limited opportunities to provide signposting to services at this critical time.

To improve the level of service to those in distress, Hywel Dda Health Board worked with Dyfed Powys Police to develop a process whereby police can transfer the call directly to the mental health practitioners in Hywel dda.

This is the first initiative of its kind in Wales, and since its inception, has led to over 4000 callers being diverted to qualified practitioners, accelerating their access to support, advice and guidance.

# Special Recognition Award

## **CADW: The Junior Regional Safeguarding Board**

The Junior Regional Safeguarding Children Board is also known as CADW (Children taking Action Differently in Wales). CADW was set up in the summer of 2014 and is made up of young people from Carmarthenshire, Ceredigion, Pembrokeshire and Powys.

CADW work to ensure that young people understand what safeguarding is and to raise awareness. Working on behalf of young people across the four counties they effectively discuss how to keep young people safe and challenge the Senior Regional Safeguarding Board on decisions.

The group delivered a safeguarding resource in the form of a training animation, to support the delivery of multi-agency safeguarding training across the Mid and West Wales region. This was a collaboration from children and young people across the whole region, who worked together collaboratively over a period of 18 months. The training resource gives some powerful messages to practitioners working with children and young people within a safeguarding context.



# Participatory Practice / Co-production in the Safeguarding of Children, Families or Adults at Risk

**Julie Stephens, Child Care Social Worker, Carmarthenshire Children Services, Carmarthenshire County Council**

Julie has had many compliments from families and different professionals. Below is one such compliment from a Child Protection Conference Chair to underline her good social work practice;

"Julie`s conference reports and her relationship with the family and core group members was something to admire when I chaired the meeting this week. The family were very complimentary and described how Julie had helped them in spite of having some negative concerns about social services, generally. Having experience, patience and knowing when to ask the right question helped this family to work with professionals which achieved positive outcomes for the children, whose names were de-registered as a result of the good progress the family have made with Julie's support."

**Natalie Hancock, VAWDASV Regional Advisor, Carmarthenshire County Council**

Natalie has over 15 years' dedicated experience and service working to support survivors of Violence Against Women, Domestic Abuse and Sexual Violence and ending VAWDSAV in Wales.

Achieving a successful multi agency participation and involvement is no mean feat, yet Natalie naturally excels at this. She actively seeks opportunities to work closely with others to identify improvement opportunities and co-produce solutions. Whilst she is passionate about the work needing to be done and tenacious in approach, she is sensitive to the challenges faced by all agencies who she recognises are working to achieve the same aim.

Natalie has not only co-produced work regionally with the specialist sector but also numerous agencies including both Health Boards, Dyfed Powys Police, Probation service, several local authority departments, Further and Higher Education establishments and the Police and Crime commissioner's office to name but a few. Natalie has also worked collaboratively with Welsh Government, Welsh Women's Aid, the Judiciary, and the University of Gloucester all of whom hold her in very high regard.

The specialist sector agencies routinely commend Natalie on her inclusive approach and her commitment to supporting them to make progress. Natalie's experience in the field and her forward-thinking approach has enabled her to support all sectors to access

much needed funding. Through Natalie's collaborative approach and her unrivalled knowledge of the sector has been able to work with others to attract significant funding into the region for the purpose of VAWDASV.

Natalie's relentless energy and ability to get things done is evident to all those who work with her. Her respectful challenge of current attitudes, processes and practices is motivated by her commitment to ensuring that work undertaken by agencies continues to have a positive impact on all those affected by VAWDASV.

"Natalie has been totally committed to improving services to VAWDASV survivors throughout her entire career to date and we are privileged to have her working in the Mid and West Wales region working with others to make a significant difference."

**Charlotte Davies, Ailsa Stephens, Joanna Edwards & Eleanor Jones, Children Services, Carmarthenshire County Council**

Charlotte Davies, Ailsa Stephens and Eleanor Jones developed a thorough and robust safety plan in 2022, which ensured that a child's needs were met and the child was safeguarded from birth. The Team developed a thorough safety plan around the family.

Children Services had been robust in working through processes and the Child Protection plan, and provided a significant level of support with partner agencies and extended family to create a co-produced safety plan and achieve a good outcome for the family. The Local Authority has ensured that since the child was born, their needs have been met appropriately and they have been kept safe whilst offering significant levels of support to ley family members. The Local Authority has been able to avoid Court Proceedings by working through the Child Protection process robustly which has allowed the child to thrive and remain in their mother's care.

**Family Contact Service (FCS), Children's Services, Pembrokeshire County Council**

When children are separated from their parents due to safeguarding concerns, the team members within FCS face daily challenges to ensure children are safeguarded at all times, whilst simultaneously supporting parents to understand and participate in meaningful contacts with their children within what must feel like an unnatural and unwanted supervised environment. The team members are skilled at risk assessing the adults coming for contact with their children, whilst at the same time supporting parents and or family members with their frustrations, anger or understandable upset having been separated from their children.

The FCS deliver an unwavering commitment to providing safe and meaningful contact between children, their parents and, or family members.

"FCS team members demonstrate on a daily basis an exceptional commitment and dedication to the Safeguarding of Children and that why I have made this nomination."

**Rebekah Andrews, Social Worker, Carmarthenshire Local Authority**

Rebekah is working with two young people who have been exposed to ACEs prior to being removed from their parents' care. Shortly after being removed, they suffered a significant bereavement.

Rebekah has allowed both children to have a voice and has been an advocate to share their views, and has at times been the only adult they have felt safe enough to talk to and confide in. Rebekah has always had the best interest of the young persons at the forefront of her decision making and will always strongly advocate for them and their future.

Rebekah's commitment to these young people and many others she works directly with is evident in the strength of their working relationship. Rebekah has countless times safeguarded and protected them and has been able to empathetically support them to re-build their self esteem and understanding of the trauma that they have sadly suffered.

Rebekah's work with the young people is gratefully recognised by all supporting professionals and agencies and was highly commended by the Judge and Guardian in Court as part of the care proceedings.

**Sharon Titley, Commissioning and Project Officer, Powys County Council**

Sharon has been instrumental in establishing a young people's board for people aged 11-17 living in Powys who want to have their say and make a difference. The Junior Board meets with health and care leaders on a bimonthly basis to discuss safeguarding, emotional health and wellbeing and areas of work important to them, offering an invaluable platform for the child's voice.

The young people have been recently nominated for a special recognition PAVO award for their contributions.

Young people said, "Being part of the JSWB has given me the skills to be more confident in giving my views. I feel like I'm making a real difference and I feel my opinions are valued. It's a comfortable and friendly group, with some of the nicest people you could ever meet! I felt very proud to be part of this group and to be recognised on a regional level."

"This group helps me to improve the lives of others my age, as well as helping me to socialise and share my ideas with peers. It's an opportunity I'm beyond grateful for, and everyone in the group is so thoughtful and supportive. The award has meant a lot to us".

Sharon has also led on the implementation of the NBYTH NEST framework, a planning tool for ensuring a whole system approach to developing mental health, wellbeing and

support services for babies, children, young people, parents, carers, and their wider families across Wales. It emphasises that every relationship and every service need to work together to prioritise what is needed most, and needs to be Nurturing, Empowering Safe and Trusted (NEST) if we are to build the foundations for positive mental health and wellbeing.

**Sam Mills & Laura English (Llanelli West Child Care Team), Carmarthenshire County Council**

A young person open to the team was exhibiting significant risk taking behaviour and made an attempt to end their life. The team worked closely with the police, CAMHS and partner agencies within the LA including housing and commissioning services to set up a temporary residential placement while appropriate accommodation was identified to meet their needs. Louise Quatermass was heavily involved in supporting the team's management of the placement and Stella Rossiter (LA Solicitor) offered a high level of support to the team with advice on how to meet the legal requirements of this. Most importantly, the young person's relationship with their Social Worker, Laura English, allowed them to build trust and open up about their difficulties which has enabled change in their behaviour. The young person was in crisis and relationship building took time and consistency from the worker who was able to prioritise her role in doing so with a team approach. This has led to the young person being able to feel safe in order to be open to support on offer. Over the past year, the young person's risk-taking behaviour has reduced and this has led to them successfully transitioning to a less restrictive placement. The transition has been managed by Sam Mills, SW, who has extensive experience of working with risk-taking young people, and has shown a good understanding of the young person's needs and how best to respond to these in developing a transition plan alongside partner agencies.

# Significant Wider Community Safeguarding - Practice That Has Had a Positive Impact on the Community in the Safeguarding of Children or Adults

## **WAST Safeguarding Team, Welsh Ambulance Services, NHS Trust**

The introduction of the Docworks digital reporting system has been integral in ensuring there is a consistent approach in the mechanism used in sharing information. The system has been well received by WAST colleagues.

WAST have nominated the Safeguarding Team for the work undertaken (during the Covid 19 pandemic) in developing and delivering a new electronic system that enabled colleagues to complete and submit reports to the relevant Local Authority where they identified an adult or child at risk, or where there was a wellbeing concern.

The new reporting system has improved the accessibility of safeguarding report forms to Emergency Medical Service and Non-Emergency Patient Transport Service Staff. Since its introduction in July 2020, there has been a significant increase in the number of safeguarding/well-being reports submitted. The timeliness between the date of the incident and the report received by the Local Authority has improved, with 95% of At-Risk reports submitted within 24 hours. There has been a continual improvement with the quality of information captured within the reports.

The system also provides data regarding number of safeguarding reports submitted by WAST to each of the 22 Local Authorities. This is shared (via email) with the Local Authorities on a monthly basis.

The Docworks reporting system has also enabled the Safeguarding Team the ability to develop a new referral pathway in collaboration with colleagues in the Fire and Rescue Services pan Wales. This allows staff to refer patients and service users directly into the Fire Service Home Safety teams where they identify fire safety issues in a property, evidence of hoarding, or where a patient with a sensory disability would benefit from specially adapted smoke alarms.

## **Maxine Thomas, Designated Safeguarding Lead, Pembrokeshire College**

Maxine's expertise in Safeguarding is widely recognised and appreciated by the Principal and the Senior Leadership Team at Pembrokeshire College. Her unquestionable knowledge of safeguarding practices and processes is invaluable to the College community, and Maxine works with the Senior Leadership Team to ensure that all

matters are highlighted and addressed in an appropriate and timely manner. Maxine prioritises the safeguarding of all learners and staff, and this is evident in her everyday approach to college life. She has dedicated herself to ensuring that all learners and staff recognise safeguarding as the priority it is. Through her steadfast approach, Maxine has earned the trust and respect of the Corporation Board, Welsh Government officials and numerous external agencies and partners.

Maxine has led on a successful partnership Mental Health bid working with other colleges in the South West. She is also leading on the development of e-learning safeguarding modules for governors and staff to ensure they are compliant with Keeping Learners Safe guidance. This project is time bound and funded through WG and on completion, the modules will be made available sector wide.

Sadly, the death of a learner plan has had to be invoked numerous times over the last few years. In each and every case, Maxine has been hugely supportive of families, class friends and staff. This approach has been greatly appreciated by parents and families, and the sympathetic and understanding manner in which Maxine deals with these situations and the safeguarding matter around them, is exemplary. Last year, the Principal was contacted by the local MP regarding such a situation, who advised the support provided by Maxine for the family concerned was nothing short of outstanding.

**Gareth Tucker, Manager - Day Opportunities, Provider Services, Pembrokeshire County Council**

Gareth played a vital role in the implementation of an effective Covid-19 response and the range of measures that he helped put in place was extremely effective in safeguarding vulnerable people in the wider community. Gareth was key to the Council's ability to immediately enact their Business Continuity plans. This was kept under regular review and enabled the service to identify the most at risk people in the community and ensure that measures were put in place to safeguard them.

The most wide-ranging action that Gareth put in place was to undertake weekly welfare phone calls to service users and their families. This was vitally important in making sure that service users and their families didn't become isolated during this period and that they knew where to go if they needed any support.

Where the risk was higher, staff were also able to use technology to maintain contact with service users via zoom calls. Staff arranged for vulnerable individuals to borrow tablets to support this. Where service users were identified as high risk or that support arrangements could break down, Gareth allocated staff to carry out outreach visits in the community and in people's own homes. This played a vital role in safeguarding people in the community by putting support in place before they reached crisis point and needing further intervention.

Without the wide-ranging measures above implemented by Gareth, a significant number of vulnerable individuals would have been left isolated with no support and no one to identify when someone needed help. It is difficult to quantify the full impact that this preventative approach to safeguarding had on people living in the wider community but without it, there would have been many more people in crisis and in need of support from the safeguarding team and other professionals.

**Helen Chapman, Specialist Nurse LAC, Hywel Dda University Health Board**

During the Covid-19 pandemic, the Looked After Children (LAC) Health Team within Hywel Dda UHB (HDdUHB) identified they were receiving an increased number of contacts from carers, local authority colleagues and other professionals in relation to looked after children and young people (CYP) who were soiling. Often, placements were at crisis point and at risk of breaking down. The soiling was deemed to be a behaviour that the young person had control over and was rarely associated with constipation. There is no dedicated children's continence service within HDUHB.

In the autumn of 2021, a quality improvement initiative led by Helen with the support of the Enabling Quality Improvement in Practice Team (EQIiP); a group of six School Nurses, Health Visitors, Children Disability Teams, Community Children Nurses and LAC Nurses formed a project team. The team's aim was to improve the lived experiences of CYP who lived with constipation and other associated symptoms, across the health board area. As part of the programme they developed resources (posters and leaflets) that can be shared with parents/carers or professionals working with these CYP on how to manage the constipation at the earliest opportunity.

This work has been recognised nationally and the All Wales Paediatric Continence Forum want to be kept informed and will be considering adopting the guidance.

A presentation to Senior HB staff has taken place to demonstrate the evidence gathered as part of the project that a children's continence service is required within the context of 'No Wrong Door' launched by the Children's Commissioner.

**Kate Swistun, Community Mental Health Practitioner and Care Coordinator, Hywel Dda University Health Board**

Since appointment to her new role, Kate has embraced learning opportunities during her induction period and demonstrated a high level of skill, intuition and insight relating to safeguarding adults. Examples of recent cases have included challenges associated with dementia and progression of symptoms and breakdown in care. Patients and carers are experiencing limited access to service provision and escalated carer stress, resulting with complex and sensitive home situations which are fraught and volatile as a result, thus posing risk to older adults in the community.

Kate has demonstrated sound instinct, skill and action planning in response to concerns of safeguarding adults referred to the service in the community. Her timely engagement in support and intervention while initiating appropriate process and reporting, has ensured the adult at risk received the appropriate support and pathway to minimise risk and maintain safeguards for these individuals.

Her calm, professional approach in reporting, and ensuring timely engagement with partnership agencies such as police, ambulance, hospital and social services was notable within wider multi-disciplinary colleagues and team, with substantial positive feedback received. Her sensitive and compassionate approach to support was also notable, demonstrative of her professionalism and skill to support further working relationships to maintain effective safeguarding practice.



# Exceptional Safeguarding Practice in a Residential Establishment for Children or Adults at risk

**Rachael Jones, Registered Manager - Hafan Deg, Ceredigion County Council**

Rachael has led on two extremely complex placements, one which originated through a safeguarding referral from the community. The second case relates to a resident that was demonstrating extensive challenging behaviours which was causing significant impact on other residents, staff and professionals including primary care.

Rachael's leadership and person-centred approaches to support contact arrangements in a meaningful way has demonstrated her ability to utilise flexible and innovative methods that are meaningful to the resident and their family. Thus, reducing anxieties for all involved particularly through exploring what matters to both parties, that can provide a meaningful and as normal as possible visit.

Rachael has developed tools and techniques to support staff in managing difficult conversations relating to unacceptable behaviours. This has included the introduction of new approaches that staff can utilise to develop individual resilience whilst supporting each other. Her holistic approach to empower staff in managing difficult situations supports the team with the necessary skills, tools and abilities to actively engage. This is being achieved through the embedding of person-centred approaches through researched based methodologies in a way that staff feel comfortable to use creative approaches to complex and challenging situations.

Rachael ensures all professionals including Social Workers, GPs, District Nurses and wider mental health services are kept actively informed with regular review of the individuals needs, including their care and support plan. She utilises strength-based practice methodology in supporting residents, families and staff.

"We thank Rachael for all her work in leading on complex cases that traditionally placements would have broken. She is an extremely valued member of Team Ceredigion."

**Tanya Breeze, Childrens Home Manager, Carmarthenshire County Council**

Tanya displays a child focussed approach in everything that she does. She advocates for children and young people wholeheartedly, particularly in ensuring that children experience the least restrictive practice possible in all of their interactions.

She shares a very strong and consistent message to all staff that there are effective ways to support with behaviours that challenge that do not involve any form of restraint.

As the positive behaviour support lead, she acts as a voice for children and young people, especially those with disabilities. She is extremely knowledgeable and experienced and continues to broaden this through ongoing training and research; all of which she shares with the wider teams.

Tanya will always look for changes in the physical environment or alternative methods of communication which could alleviate aspects of behaviours that may challenge and avoid children being restricted or the use of physical intervention. She will always contest any behaviour plans or risk assessments that could involve restrictive practices and has an excellent way of explaining and helping others reason their approach and understand, from a child's perspective, how their emotions and behaviours may be affected by the adults around them.

Tanya is extremely dedicated and often undertakes assessments and focus groups in addition to her daily job, as well as working extra hours in order to support the development of behaviour plans that aim to support the eradication of restraint.

**Judith Bowler, Sexual Health Senior Sister/Nurse Manager, Hywel Dda University Health Board & Ben Edwards, Responsible Individual, Oakmont Services Residential Children Homes**

It was identified that there was lack of communication between sexual health staff and staff from the children residential homes. Concerns had been raised around information not being shared if CYP were returning home with medication and staff not informed. There was a concern raised by a provider regarding CYP needing 1:1 due to risk of absconding, and sexual health staff not being aware of these risks. Carers were often asked to wait outside in the car. Carers needed reassurance that any information shared regarding CYP safeguarding disclosures during their clinic appointment would be shared.

A Standard Operating Procedure (SOP) was developed between Judith and Ben, 'Management of the needs of LAC (residential) when accessing Sexual and Reproductive Health care'. This has resulted in a procedure to standardise the communication of essential information to ensure safe, adequate and appropriate care is given.

Looked after young people require the same level of care but are more vulnerable, possibly at risk of Exploitation and have other health and social care workers involved in their lives. There may be other care plans in place which can impact on their attendance at clinics.

Prior to the appointment for the young person, residential staff complete a profile sharing relevant risk information and history with residential staff via the generic Sexual Health email. At the appointment, the young person will be informed that they may need to share relevant information from the appointment with residential staff. Following an appointment, sexual health staff will feedback the relevant information using the standardised template letter. This procedure has been shared with other residential home providers within the region to ensure the provision of safe, appropriate and individualised care.

This initiative demonstrates collaborate working to manage risks for LAC and enhance information sharing between agencies.

**Sue Thomson, Service Manager, Provider Services, Pembrokeshire County Council**

Sue played a vital role in the implementation of an effective Covid-19 response, and the range of measures that she helped to put in place was extremely effective in safeguarding vulnerable residents from the effects of Covid-19. There have been no COVID related deaths at any of the four homes from the initial outbreak in 2020 through to the time of writing.

Sue was key to the Council's ability to immediately enact Business Continuity plans. This introduced enhanced Infection Prevention & Control measures, implemented the use of PPE in accordance with national guidelines and enabled the identification of clinically vulnerable residents and staff. This immediate response effectively put up a 'Covid shield' around care homes, thus keeping all residents safe from the initial outbreak.

As the Covid pandemic grew and its effects were felt far and wide, one of the biggest challenges in safeguarding residents was ensuring sufficient staff were available. Sue took an innovative approach by looking at wider staff groups so that we were able to divert staff to business critical activities at the height of the pandemic whilst also reducing the risk of spread between each home. This ensured safe staffing levels whilst also reducing the risk of spread between each home.

As the pandemic persisted, the impact on residents' emotional well-being and mental health began to grow. Sue was instrumental in ensuring that where at all possible, residents maintained contact with family and loved ones, particularly through the purchase of visitor pods at two homes. Sue's actions helped to provide a safe setting where residents could meet with visitors whilst also continuing to protect themselves and their fellow residents from Covid.

The measures above that Sue implemented proved to be extremely effective in keeping residents safe and promoting their emotional well-being.

# Long Service Recognition/Lifetime Achievement Award for Contribution to Safeguarding Practice and Development for Children or Adults at Risk

**Bethan James, Service Manager, Children Services, Carmarthenshire**

Bethan has worked with children and young people for many years, starting off her rewarding career educating young people, before moving into Children Services. Throughout her career in Children Services, Bethan has challenged discrimination and has ensured that children and young people are central to her practice.

In her role as Corporate Parent, she has been a real champion for care leavers, setting up initiatives so that they gain employment opportunities within the Council and ensuring that all other departments understand their responsibilities towards care leavers.

"Bethan developed close relationships with many of the care leavers who I am sure will miss her; I recall Bethan going above and beyond on many occasions helping care leavers set up for university or moving house."

Bethan continues to be an advocate for care experienced young people and has a depth of knowledge in respect of the education system, which she uses to ensure that the challenges and obstacles placed in front of these young people are minimised as much as possible.

"Her knowledge, expertise and enthusiasm to break down barriers for care experienced young people will be missed by all in Carmarthenshire Children Services."

**Claire Williams, Practice Learning and Development Officer, Powys County Council**

Claire has worked in the Social Care profession for nearly 30 years. She commenced her employment with Powys County Council in 1999 and has since worked tirelessly to support people in need of protection and support in a variety of roles.

Claire qualified as a Social Worker in 2002, and worked prior to this as a Personal Advisor. She worked as a Social Worker with children and young people and then became the Team Manager for the 16+ Services referred to as a gold star service.

Claire started working in her current role as Practice Learning and Development officer in 2016, having worked with and developed numerous Social Work students, Newly Qualified social workers and Practice educators. She has shaped the practice of Powys

Managers by encouraging and supporting them to further their development by accessing the TMDP, MMDP and various other further qualifications.

Claire has demonstrated exceptional commitment and best practice throughout her whole career. She has shaped the practice of Powys Grow your Own Social Workers and has always lead by example. Claire is always there for her colleagues, students and NQSWs and never lets people down.

This in turn not only had a direct impact on safeguarding practice and the wellbeing of vulnerable individuals (Children and Adults); she has impacted positively on the development of policy and strategic planning to support safeguarding practice in Powys and the Universities delivering social work education.

"Her lifelong dedication and commitment to the wellbeing and safeguarding of individuals is exemplary as a professional and a human being and needs to be recognised and awarded. Claire is an individual with dignity, integrity and humility which is evident in every aspect of her work. As Claire's manager, I learn from her on a daily basis, and I feel fortunate to be able to work with her in one team and our profession."

**Andrea Roberts, Independent Reviewing Officer, Powys County Council**

Andrea has been a key advocate in the implementation of signs of safety/strengths-based practice in Child Protection Case Conferences. Andrea has supported the development of this model both within her own team and with multi-agency partners.

Andrea supports Social Workers and multi-agency partners with their thinking around risk and to identify gaps in safeguarding of children and young people. Andrea then supports the multi-agency group with developing a child protection plan to ensure that children and young people are safeguarded.

Where the risks to children and young people cannot be managed safely, Andrea ensures that she highlights her concerns with the Team Manager and appropriate steps are taken to safeguard the child.

Andrea also advocates strongly for Children Looked After. She builds strong working relationships with all the children and families she is allocated to work with. Andrea travels great distances to visit children and communicates with them in an age-appropriate manner.

Andrea has adjusted quickly to new ways of working and ensured that when she was unable to visit children due to Covid restrictions, she still communicated with children in ways that worked for them. Andrea often receives compliments from multi-agency partners in relation to her high level of professionalism.

### **Cheryl Loughlin, Safeguarding in Education, Pembrokeshire County Council**

The impact Cheryl has had on safeguarding within Pembrokeshire is huge. She provides support to colleagues on a daily basis in advising them on how to manage difficult situations with families or children.

Cheryl is the person everyone who works in schools knows - her reputation for offering sound advice is unparalleled in education given her role(s), and skill in being able to see the school's view, but also the competing pressures from social care/police, in needing to gather information to properly protect the child. When the Service was understaffed, Cheryl would attend meetings when she was on leave or days off - she is the type of person who puts the child first and this dedication to the child is vital to all of work.

One aspect of Cheryl's work is also that she will not defend poor or unsatisfactory practice - and yet she has maintained relationships with many colleagues with whom she has had to disagree in order to promote the welfare of a child. She has discretion where it is needed, but also a tenacity to always want the best for the child or family and not her own ego.

"In nominating Cheryl, I would like to see her years of dedication and service to protecting and preventing harm towards children to be widely recognised - she is a hugely valued colleague and her work should be recognised at the highest level."

### **Jayne Meredith, Service Manager, Children Services, Carmarthenshire County Council**

Jayne has worked in local government for over 40 years. While working in Carmarthenshire, Jayne started off as a generic social worker, but soon found her calling as a childcare social worker and moved to the Children's Resource team, where she was a fostering and adoption officer. She then progressed to the West Childcare Team as a Senior Practitioner and liked it so much she took on the role as team manager. Jayne then went to manage the fostering team before taking on the role of Service Manager.

Jayne's social work skills were recognised earlier on in Carmarthenshire and she was chosen to work on a large scale child abuse case in a neighbour authority for a number of years.

While working in Carmarthenshire she has developed close relationships with a number of vulnerable young people and is always present in all fostering events, including Easter egg hunts and Christmas dos. On top of this Jayne has always seen the benefit of working regionally and is very active in the fostering network as well as leading on cutting edge research.

"We are sad to see Jayne retire and she will be a huge loss in Carmarthenshire, however she deserves a long and happy retirement with her family."

**Julie Cunningham, Integrated Family Support Team (IFST), Pembrokeshire County Council**

Julie has worked for Pembrokeshire children's services since 1998, with over 25 years experience. Julie, who is not a qualified social worker, is considered by many colleagues including myself to be a specialist in her field. As a strength based practitioner who is skilled at motivational interviewing, she innately reflects the core values of the SSWBA (2014) in matters such as person centred practice, co-production and promoting service users voice and control, putting the individual and their needs at the centre of their care.

"Julie embodies our vision within Pembrokeshire County Council which is 'working together, improving lives'. As Julie's manager, I chair the review meetings held with families whereby Julie has been the worker supporting them from point of crises, the standard criteria for when families are referred. My first question often invites family members to share how they have found having Julie working intensively, being in their lives so much over the initial month (usually between 10-20 hrs a week). The general response is that at first, they felt anxious, resistant and unwilling. However, by the Maintenance meeting, every parent I have asked since I have managed IFST of the last 6 years has been extremely complimentary using words such as 'truly grateful' and 'changed our lives' or 'I can move forward with my life with my children' or 'I would have lost my children without Julie's support'."

One recent piece of feedback from a family member reads: "Just wanted to say thank you from the bottom of my heart for helping my daughter the way you have. I am a very proud mum seeing my daughter the way she is now. Thank you again for giving me my baby back ♥ You truly are one in a million x"

**Karen Panter, Team Manager, Adult Safeguarding, Pembrokeshire County Council**

Karen has worked within social services for well over 40 years, initially and for the most part within children's services. She has almost exclusively worked on the frontline in assessment and child protection - and now adult protection - teams. She has occupied almost every role within the service from support worker, social worker, senior social worker, duty worker/manager to team manager. During that time, she has directly and indirectly mentored innumerable staff, giving them very strong foundations at the start of their careers, in what is always a very challenging environment to work. She has instilled confidence, nurtured trainees and supported more experienced staff at every opportunity.

Karen has been involved in some of the most significant cases that have occurred in Pembrokeshire over the years, and her depth of knowledge and experience is vast. She was depicted in a TV film that was released in 1993 after her work with a young man whilst placed as a juvenile in an adult prison. This case and her work on it, ultimately contributed to a change in the law for the placement of juveniles in adult prisons. She was also involved extensively in the investigation into the Pembrokeshire Paedophile Ring in the early 1990s.

She has always had, and still retains a laser-focus on the need to have the people requiring support at the centre of what she does, and demonstrates a relentless pursuit of the rights of those people to be safe, and for social justice to be observed. At times, Karen has rightly challenged authority when she has felt strongly that decisions being taken are not in the best interests of the people the Authority support and protect. She continues to love what she does, and to show passion at every turn for her role, her staff and the people she supports. She has left an indelible and immeasurable mark on the service, on hundreds of its staff and on the people of Pembrokeshire.

**Ruth Harrison, Lead Nurse Safeguarding Children, Hwyl Dda University Health Board**

Ruth has worked in the UHB since 1996, with the majority of that time spent in Health Visiting and child safeguarding roles. While she retired from her role on January 2023, she is now working part time in the Ceredigion Flying Start Health Visiting Service.

During her time in post, Ruth demonstrated effective leadership within the UHB in managing the safeguarding children team to ensure effective safeguarding systems and processes to provide assurance of practice, to ensure that children in need of care and support and children and risk were appropriately safeguarded. She led on internal audit work to measure the impact of practice and supported services with improvement plans.

On a multi-agency basis, Ruth was a respected member of the Local Operational Groups; she contributed to multi-agency policy development and implementation and was perhaps most significantly respected and acknowledged for her work in leading the UHB contribution to Child Practice Reviews and MAPFs.

Ruth has left a legacy of good practice methodology in safeguarding review work.

"I just wanted to thank you for the excellent job you had done on the MAPF timeline for Ceredigion, I know what complexities you have in health to get it all in from all the different sources, well done.

I also like the idea that you had brought everyone in health together before submitting & to discuss the analysis, this is a real good practice pointer and I'd like to make sure



this is shared at the next regional MAPF forum. When we get around to reviewing the MAPF tool kit this should be added in as a suggestion for others to consider.

Lastly it was clear that the rest of the panel have not done this sort of work before and that is why they all need to go away and relook at their timelines before the next meeting, we are still early on in this learning culture and having good practice like yours amongst it really gives others an idea of what they need to be producing, and although slightly frustrating I do feel it's part of the additional role we have in developing the skills, role modelling across the region."

**Noreen Jackman, Service Manager, Childrens Services, Carmarthenshire County Council**

Noreen has worked in almost every role in children services over her career from business support to her current role as service manager including all the roles in-between! Her experience means that Noreen has a wealth of inside knowledge about the whole system. Throughout her long career, I can not think of one team that she hasn't worked in or worked closely with in some capacity.

While working within children services Noreen has written numerous policies and procedures which have undoubtedly improved practice for children, young people and their families in Carmarthenshire.

Noreen has also led her division in a calm manner, shaping numerous practitioners to work alongside children and families in order to achieve the best possible outcome for them. Noreen has always gone out of her way to ensure that newly qualified social workers are given the opportunity to grow and flourish in their roles.

Noreen's knowledge, expertise and enthusiasm has touched many children, young people and families in Carmarthenshire and should be recognised.