

The Rowan Tree

Safeguarding Policy

(Support Services & Funeral Celebrancy – Wales)

1. Purpose of this Policy

The purpose of this policy is to set out how **The Rowan Tree** works to protect adults and children from abuse, harm, neglect, or exploitation.

Safeguarding is about preventing harm, recognising concerns, and responding appropriately. It is everyone's responsibility, and at The Rowan Tree it is treated with care, seriousness, and compassion.

This policy reflects Welsh safeguarding law and guidance and applies to all work carried out by The Rowan Tree, including:

- support and befriending services, and
 - funeral celebrancy services.
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2. Values and Approach

The Rowan Tree is committed to:

- treating people with dignity, respect, and compassion
- listening to people and taking concerns seriously
- promoting choice, autonomy, and independence
- acting in a way that is proportionate and appropriate
- balancing confidentiality with the duty to protect from harm

Safeguarding is always approached in a calm, respectful, and non-judgemental way.

3. Legal Framework (Wales)

This policy is informed by, and complies with, relevant UK and Welsh legislation and guidance, including:

- **Social Services and Well-being (Wales) Act 2014**
- **Working Together to Safeguard People: Volume 1 (All Wales Safeguarding Procedures)**
- **Children Act 1989 and 2004**
- **Mental Capacity Act 2005**
- **Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015**

- **Human Rights Act 1998**
 - **Data Protection Act 2018 and UK GDPR**
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4. Who This Policy Applies To

This policy applies to:

- Lisa Lee, as the sole provider of The Rowan Tree
 - any individual receiving services from The Rowan Tree
 - any child or adult who may be affected by the services provided
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5. Definitions

Safeguarding

Safeguarding means protecting a person's right to live in safety, free from abuse and neglect.

Adult at Risk (Wales)

An adult at risk is someone aged 18 or over who:

- is experiencing or is at risk of abuse or neglect, and
- has care and support needs, and
- is unable to protect themselves because of those needs.

Child

A child is any person under the age of 18.

6. Types of Abuse and Harm

Safeguarding concerns may relate to, but are not limited to:

- physical abuse
- emotional or psychological abuse
- sexual abuse
- financial or material abuse
- neglect or acts of omission
- domestic abuse
- discriminatory abuse
- organisational abuse
- self-neglect

- exploitation
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7. Recognising Safeguarding Concerns

Concerns may arise through:

- what someone says
- changes in behaviour or appearance
- signs of fear, distress, or withdrawal
- unsafe living conditions
- information shared by others

A concern does not need proof. It is enough to have a reasonable belief that someone may be at risk.

8. Responding to Safeguarding Concerns

If a safeguarding concern arises, The Rowan Tree will:

1. **Listen carefully** and take the concern seriously
2. **Remain calm** and supportive
3. **Not promise confidentiality**
4. **Record information accurately** as soon as possible
5. **Act promptly** and proportionately

Where appropriate and safe, the person's wishes will be listened to and respected.

9. Reporting Safeguarding Concerns (Wales)

Safeguarding concerns will be reported in line with **All Wales Safeguarding Procedures**.

Adults at Risk

Concerns will be reported to the relevant **Local Authority Adult Safeguarding Team**.

Children

Concerns will be reported to the relevant **Local Authority Children's Services**.

Immediate Danger

If someone is in immediate danger or a crime has occurred:

- Emergency services will be contacted by calling **999**.
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10. Confidentiality and Information Sharing

Confidentiality is respected wherever possible. However, it may be necessary to share information without consent where:

- there is a risk of serious harm
- a child or adult at risk is involved
- there is a legal duty to share information

Only information that is necessary and relevant will be shared.

11. Mental Capacity and Consent

Where a person may have difficulty making decisions:

- the **Mental Capacity Act 2005** will be followed
- capacity will be assumed unless proven otherwise
- decisions will be made in the person's best interests where required

Lack of capacity does not remove a person's right to safeguarding.

12. Record Keeping

Safeguarding concerns and actions taken will be:

- recorded clearly and factually
- dated and signed
- stored securely in line with data protection requirements

Records will be kept for as long as legally and professionally required.

13. Safer Working Practice

The Rowan Tree works in ways that reduce safeguarding risk, including:

- clear professional boundaries
 - respectful communication
 - transparency in working arrangements
 - appropriate record keeping
 - awareness of lone working risks
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14. Review of This Policy

This safeguarding policy will be reviewed:

- regularly, and
- whenever there are changes to legislation or guidance.

Policy Owner: Lisa Lee

Business: The Rowan Tree

Last reviewed: 12 January 2026