



# Safeguarding at Bron Afon

## What is safeguarding?

Safeguarding involves protecting children, young people, and vulnerable adults from abuse and neglect. This includes physical, sexual, emotional, and financial abuse, as well as discrimination, modern slavery, and self-neglect.

At Bron Afon, we work closely with our partners in social care, healthcare, and the police to ensure the safety of customers living in our homes or using our services, while also supporting them to make informed choices.

## When should I raise safeguarding concerns?

Abuse and neglect can sometimes be hard to spot, but here are some warning signs to look out for:

- Poor property conditions (e.g., inadequate heating or lighting)
- Hoarding or cluttered living spaces
- Lack of essential utilities (e.g., no gas or electricity)
- Unauthorised persons staying in the property
- Physical signs like cuts, bruises, or unexplained injuries
- Significant changes in physical condition (e.g., weight loss, appearing over-medicated)
- Poor hygiene or clothing in poor condition
- Changes in the level of support or care required
- Unexplained spending or financial concerns
- Experiencing harassment or feeling unsafe in the home.

**If there is a child or adult in immediate danger or a crime has been committed, it's important that you phone the police on 999 as an emergency.**

**Alternatively, you can report your concerns directly to your local authority's Safeguarding Adult or Child Team.**



**Torfaen: Tel: 01495 762200**

**Email: [socialcarecalltorfaen@torfaen.gov.uk](mailto:socialcarecalltorfaen@torfaen.gov.uk)**

After 5pm, on weekends, and on bank holidays, please contact the South East Wales Emergency Duty Team on 0800 328 4432.

You can also raise your concerns with us directly:

**Customer Hub | Cynorthwydd Hwb Cwsmeriaid**

**Tel: 01633 620 111**

If you have any concerns or queries, contact us, and a member of our team will respond.

## **What will we do if you raise safeguarding concerns about others?**

We will help you report your concerns to the appropriate agency, such as the local council, NHS, or the police.

We may need to share your concerns with other agencies to enable them to investigate further.

Where appropriate, we will carry out our own investigations.

We will keep you informed of the outcome wherever possible.

## **What will we do if you raise safeguarding concerns about yourself?**

We will support you in safeguarding yourself and discuss whether you want us to raise a safeguarding concern on your behalf.

If necessary, we may raise a safeguarding concern with your local council to ensure your safety and the safety of others.