

# ENGAGEMENT, LEARNING AND COMMUNICATIONS SUB GROUP

## TERMS OF REFERENCE

|                                      |                       |                            |
|--------------------------------------|-----------------------|----------------------------|
| Cwm Taf Morgannwg Safeguarding Board | Date: February 2025   | Status: Draft              |
| Author: Members of ELC Sub Group     | Previous version: n/a | Review Date: February 2026 |

## 1. Introduction

This document has been produced for the Cwm Taf Morgannwg Safeguarding Board (CTMSB) in line with the requirements of Part 7 of the Social Services and Wellbeing Act (Wales) 2014.

The Cwm Taf Morgannwg Safeguarding Board (CTMSB) is a statutory partnership made up of the agencies responsible for safeguarding in the local authority areas of Rhondda Cynon Taf, Bridgend and Merthyr Tydfil. The lead partner for the Board is Rhondda Cynon Taf County Borough Council, as set out in Part 7 of the Social Services and Wellbeing Act (Wales) 2014.

## 2. Aim of the engagement, learning and communications subgroup

- To raise awareness for the public and practitioners of the Board's objectives to protect and prevent children, young people and adults from becoming at risk of abuse, neglect and other forms of harm, and to provide information about how this might be achieved.
- Specify when and how children, young people or adults who are, or may be, affected by the exercise of a Safeguarding Board's functions **must** be given the opportunity, to participate in the work of the Board.
- Ensure there are processes in place for learning and reviewing with regular opportunities to address multi agency learning, reflection and development.
- Shares and disseminates new knowledge or lessons on a multi-agency basis locally, regionally and nationally.
- Monitor the efficacy of the CTMSB Annual Training Plan and where training objectives are subject to drift or are not being met, escalate to the Strategic Planning Group
- Provide direction for relevant learning opportunities in line with the Board's priorities
- Provide recommendations for learning delivery providers / partners who can support the Board's learning priorities ensuring that trainers are knowledgeable about safeguarding children and adults at risk and that training is delivered by providers who have relevant specialist knowledge and skills and which reflects a core understanding of the rights of children and adults at risk.

## 3. Objectives

The Engagement, Learning and Communication Group will have responsibility for ensuring that the following functions of the CTMSB, aligned to the Social Services and Wellbeing (Wales) Act 2014, are carried out effectively:

- Ensure that the Board communicates effectively and appropriately with its stakeholders by bringing together representatives from partner organisations who will ensure that opportunities for engagement, learning and communication

with professionals, service users and the public are maximised in line with the Board's priorities.

- Ensure there are effective mechanisms in place for the strategic co-ordination of public engagement activity, consulting, involving and co-producing with children, young people and adults at risk, and their carers and professionals on matters relating to safeguarding.
- Ensure recommendations and actions are identified as to how to support and complete learning outcomes from Single Unified Safeguarding Reviews
- Ensure partner agencies are reviewing the training needs of those practitioners working in the area of the Board in order to identify required training activities and to provide and to ensure training is provided on an interagency and individual organisational basis to assist in the protection and prevention of abuse and neglect of children, young people and adults at risk of harm
- Develop an annual Training Plan based on the priorities of the Board
- Identify the frequency of multi-agency and individual organisation learning events across the region as detailed above and provide recommendation as to how the Board may meet these.
- Ensure that safeguarding training is quality assured and is delivered on a multi-agency or organisational basis via appropriate training delivery groups.
- Disseminate information about effective practice and learning arising from Single Unified Safeguarding Reviews (SUSR), MAPFs and audits
- Ensure that training takes account of themes and learning arising nationally from other audits, SUSR, investigations and research findings either from the Wales Safeguarding Repository or via other national updates
- Ensure all training is informed by an active respect for diversity, the experience of service users and a commitment to ensuring equality of opportunity.
- Ensure all training supported by the Board is evaluated following completion and that all training evaluation is considered as a rolling agenda item at ELC meetings to ensure that it has met the agreed learning outcome and that it has been effective.
- Link with the SUSR Group and Improving Practice Delivery Group to monitor feedback from SUSR Learning Events held in the region to consider whether any thematic issues are evolving and to make recommendations to update or review the Annual Training Plan to address these where required
- Ensure research is facilitated, where appropriate, into protection from, and prevention of, abuse and neglect of children and adults at risk of harm and disseminate effectively to Board partners to support the development of improved practice
- Ensure that partner agencies contribute to raising the profile of Safeguarding across Cwm Taf Morgannwg and the work of the Safeguarding Board.
- Provide appropriate reports on its activity to the Strategic Planning Group
- Ensure the work of the Group contributes to the creation of the Board's Annual Report and Plan to include engagement and collaboration with other professional and community agencies, utilising strong coordination with service users and members of the public.

## 4. Engagement and Learning

Section 135(4) (C) of the Social Services and Wellbeing (Wales) Act 2014 indicates that Regulations **must** specify when and how children, young people or adults who are,

or may be, affected by the exercise of a Safeguarding Boards functions **must** be given the opportunity, at least once a year, to participate in the work of the Boards. As such, the annual ELC Work Plan will set out how this will be achieved.

The ELC group should consider opportunities for user engagement in all aspects of its work. The effectiveness and impact in terms of outcomes of service user engagement will also be evaluated and included in the CTMSB Annual Report.

Safeguarding Boards **must** work within the ethos of Voice and Control which underpins the Act to support people to achieve their wellbeing outcomes. The work of the CTMSB will be better informed through engaging directly with those affected, which will in turn assist the Board in its forward planning and performance evaluation.

Opportunities to participate in the Safeguarding Board's work should be identified, maximised and recorded by the ELC and should be achieved wherever possible through existing structures, campaigns and activities.

Safeguarding Boards must ensure participation is as inclusive as possible given the various care and support needs of children, young people and adults.

### **Communication and Participation Strategy**

A Communication and Participation Strategy has been developed for the ELC group to use as a framework to provide information to the public, service users, professionals and others interested in the welfare of children, young people and adults at risk and to effectively engage with communities within the region and to involve them in the work of the Board.

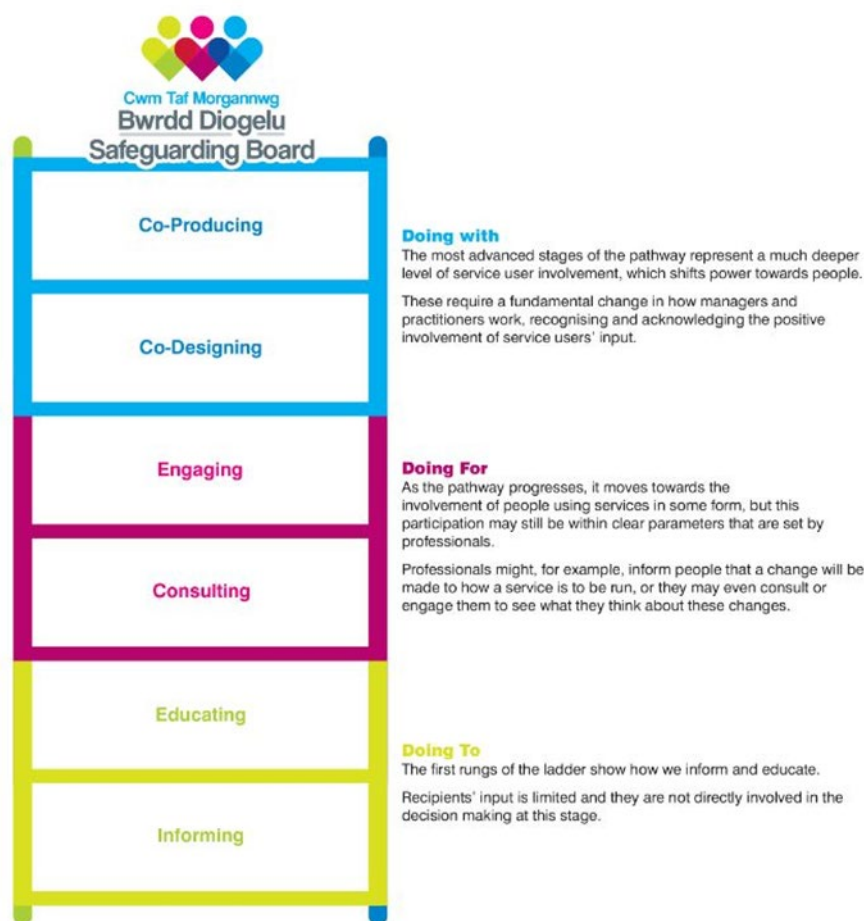
The Communication and Participation Strategy can be accessed below:



CTMSB Comms and  
Participation Strategy

### **Ladder of Participation**

A Ladder of Participation (please see below) has been developed by the Board in order to measure how well we are doing in engaging with our communities and service users.



Guidance on how the Ladder of Participation is to be used, can be accessed [here](#)



CTMSB Ladder of Participation 2021.pdf

## 5. Governance and Accountability

Members of the Engagement, Learning and Communications Sub-Group will ultimately be accountable to the CTMSB as well as their own agencies for the work of the Group.

Each representative will be responsible for communicating relevant matters within their own organisation and ensuring that these are acted upon. When an agency is not a member of the ELC Group then the Chair will take responsibility for this process.

Bring to the attention of the Chair any conflict of interest between their role on the ELC Group and their own individual organisational responsibilities.

The ELC Sub-group will:

- Work to the agreed Terms of Reference and be accountable to the Cwm Taf Morgannwg Safeguarding Board with explicit lines of reporting, communication and accountability to the SUSR Group
- The Chair will report to the CTMSB Strategic Planning Group via a quarterly scorecard
- Work cohesively with the Improving Practice Delivery Sub-Group
- Provide an annual summary of activity and achievements to inform the Board's Annual Report and contribute to the Training and Learning Priorities for the Board's Annual Plan

## **6. Meetings**

The Engagement, Learning and Communications Sub- Group will meet at least four times per annum

The agenda for each meeting will be determined by the Chair, working in conjunction with the CTMSB Communication and Engagement Officer and CTMSB Business Manager, based on the Sub Group work plan, any emerging themes/issues and from the agreed actions of previous meetings. The CTMSB will direct the work of the Group.

Task and Finish Groups will be set up and will involve relevant representatives from partner agencies as required.

## **7. Membership**

The Engagement, Learning and Communications Sub-Group will include people from relevant agencies across Cwm Taf Morgannwg with organisational responsibility for those who will partake in engagement, learning and communication activities. These staff should have sufficient authority to make decisions in relation to engagement, learning and communication, or be able to respond to the requirements/requests of the Sub-Group in a timely manner.

It should also include members with sufficient knowledge of engagement and participation processes to enable them to make informed decisions regarding the development and evaluation of the Communication and Participation Strategy.

Additional persons will be co-opted as required for specific pieces of work.

Members will be expected to participate in at least 75% of meetings. This will be monitored by the Chair and reported to the Strategic Planning Group. Fully briefed deputies can be used as a substitute where they meet membership requirements.

### **Chairing Arrangements**

The Chair will be a member of the CTMSB and the appointment will be agreed by the Sub Group and the Board.

A Vice-Chair from one of the CTMSB partner agencies will be appointed by the Sub Group and agreed by the Board.

These posts will be reviewed every 2 years.

A list of members is as follows:

| NAME                          | TITLE                                                  | ORGANISATION                                                                                             |
|-------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Charlotte Pickin<br>(Chair)   | Head of Adult Safeguarding,<br>Secure Estate & DoLS    | BCBC                                                                                                     |
| Elen Fletcher (Vice<br>Chair) | Service Manager,<br>Safeguarding, Carers &<br>Advocacy | RCTCBC                                                                                                   |
| Joanne Morgan                 | Education Safeguarding Lead,<br>RCT                    | RCTCBC                                                                                                   |
| Greg Morgan                   | Education Safeguarding Officer                         | MTCBC                                                                                                    |
| Megan Apsee                   | Interim Education Engagement<br>Team Manager           | BCBC                                                                                                     |
| Steph Lewis                   | Team Practice and Performance<br>Manager               | Cwm Taf Youth Justice<br>Service                                                                         |
| Christa Bonham-<br>Griffiths  | Head of Service                                        | Bridgend Youth Justice<br>Service                                                                        |
| Sharon Evans                  | Safeguarding Coordinator Adults                        | MTCBC                                                                                                    |
| Faye Turner                   | Quality Assurance Officer                              | BCBC                                                                                                     |
| Paul Lewis                    | Public Protection                                      | MTCBC                                                                                                    |
| Kirsty Williams               | Partnerships & Community<br>Safety Manager             | BCBC                                                                                                     |
| Gary Black                    | Head of Wellbeing / Community<br>Safety Lead           | RCTCBC                                                                                                   |
| Ellie Jones                   | VAWDASV Regional Advisor for<br>Cwm Taf Morgannwg      | Safer Merthyr Tydfil                                                                                     |
| Lesley-Anne Williams          | Quality Assurance Officer                              | Probation Service                                                                                        |
| Joeli Patterson               | Detective Inspector                                    |  South Wales Police |
| Sam Miller                    | Service Manager                                        | CTM Barod                                                                                                |
| Rachel Gronow                 | Business Manager                                       | CTMSB                                                                                                    |
| Emma Reed                     | Safeguarding and Practice<br>Educator                  | CTMUHB                                                                                                   |

|                                                                                             |                                                                             |                           |
|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|
| Beth Melhuish                                                                               | Communication and Engagement Officer                                        | CTMSB                     |
| Fiona McLean                                                                                | Patient Experience & Community Involvement Manager                          | WAST                      |
| Aimee Cartwright                                                                            | Transformation Officer                                                      | RCTCBC                    |
| Chloe Rees                                                                                  | Operational Manager Domestic Abuse, CYP                                     | Safer Merthyr Tydfil      |
| Emma Bagnall                                                                                | Operational Team Lead                                                       | Safer Merthyr Tydfil      |
| Ryan Strong                                                                                 | Team Manager, Youth Engagement and Participation Service                    | RCTCBC                    |
| Lois Diaz                                                                                   | Trauma Lead Practitioner – Bridgend Youth Justice Service                   | BCBC                      |
| Kay Baker                                                                                   | Partnerships and Operations Manager                                         | BAVO                      |
| Julie Edwards                                                                               | Need job title                                                              | Interlink                 |
| Karen Vowles                                                                                | Community Development Lead                                                  | VAMT                      |
| Jackie Prosser                                                                              | Children, Young People and Families Officer                                 | BAVO                      |
| Hannah McDowell                                                                             | Head of Wellbeing and Safeguarding                                          | Coleg Y Cymoedd           |
| <ul style="list-style-type: none"> <li>▪ Sam Gunnarsson</li> <li>▪ Rhian Francis</li> </ul> | Assistant Principal<br>Head of Safeguarding, Wellbeing and Library Services | Merthyr College           |
| Sion Douglas-Myre                                                                           | Wellbeing and Safeguarding Manager                                          | Bridgend College          |
| Scott Seldon                                                                                | Principal Safeguarding Officer                                              | University of South Wales |
| Amy Mulcahy                                                                                 | Communications Officer                                                      | BCBC                      |
| Bethan Jones                                                                                | Team Manager, Safeguarding and DoLS                                         | BCBC Adults               |
| Georgia Osborne                                                                             | Communications Officer                                                      | RCTCBC                    |

|                                                                           |                                                              |                 |
|---------------------------------------------------------------------------|--------------------------------------------------------------|-----------------|
| Kelsey Mullins<br>(Covering Katy Roberts while she is on maternity leave) | Corporate Communications Consultation and Engagement Officer | MTCBC           |
| Keith Bowman                                                              | Training Co-ordinator                                        | SWP             |
| Claire Holt                                                               | Workforce Development Manager                                | BCBC            |
| Jillian Davies                                                            | Regional Workshop Development Service Manager                | RCTCBC          |
| Matt Harris<br>(covering Juliet Gardner until Dec 2026)                   | Communications Officer                                       | SWP             |
| Alex Harden                                                               | Head of Communications and Media                             | CTMUHB          |
| Jenna Hutchings                                                           | Cwm Taf Training Advisor                                     | RCTCBC          |
| Georgia Palfrey                                                           | Policy Officer                                               | BCBC            |
| Mwenya Chimba                                                             | Head of Training and Development                             | Women's Aid     |
| Rhys Beaven                                                               | Training Development Consultant                              | NSPCC Sport     |
| Jodi Evans                                                                | Safeguarding Adults in Sport Manager                         | Ann Craft Trust |

In addition to the membership list above, the ELC Group will also have co-opted members who will be required to attend meetings when there are items on the agenda relating to their area of work.

CTMSB's Communications and Engagement Officer will liaise with the Communication Officers from partner agencies when there is information to disseminate via their channels in order to raise awareness of issues.