

## Planning Safeguarding Meetings - Citizen Voices



The Social Services and Well-being (Wales) Act 2014 sets out the fundamental principles of: Voice and control – putting the individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being.

In line with the Wales Safeguarding Procedures, practitioners should recognise that:

- The rights of the individual should be paramount to the approach;
- Their best interests should always be paramount;
- As far as is reasonably practicable, ascertain and have regard to the individual's views, wishes and feelings.

This is a quick guide for practitioners, when planning safeguarding meetings, to help make the experience of citizens attending those meetings as supportive as possible.

- Think about how they may be feeling.
- Think about how you would feel in their shoes.
- If there is a meeting about them that they are not invited to - tell them why.
- Remember people are making decisions about their life.
- A few days before the meeting either call them or send them a letter explaining what will happen.
- Introduce everyone in the room - tell the person your job title, what you do and why you are there.
- Put them at ease, offer them a cup of tea/coffee where possible.
- If they need someone with them who they can trust to support them - make sure this happens.
- Allow for breaks - Recognise when the individual has had enough and will agree to anything because they have shut down.
- Ask the person what they want from the meeting - don't presume you know.
- Be interested in what they have to say - ask them what they think.
- Think about how they may be feeling that day - they may be finding this more difficult than they thought they would.

More information can be found on the North Wales Safeguarding Board website:

<https://www.northwalessafeguardingboard.wales/>