

RAYG Description			Definition
Excellent			Very strong, sustained performance and practice
12	11	10	
Good			Strong features although minor aspects may require improvement
9	8	7	
Adequate			Strengths outweigh weaknesses but important aspects require improvement
6	5	4	
Unsatisfactory			Important weaknesses outweigh strengths and urgent improvement is required
3	2	1	

RECOMMENDATION 1: Listening to the Voice of the Child

RATIONALE: Children’s behaviour was not always viewed through a safeguarding lens by the professionals who worked with them, that they were not listened to when concerns were raised nor given a voice in the processes designed to keep them safe.

ACTION	TIMESCALE	RESPONSIBLE	INTENDED OUTCOME	HOW WILL WE MEASURE THE OUTCOME?	PROGRESS
All organisations that work with children must ensure that their policies on listening to the voice of the child are reviewed, fully implemented and reflect the learning from this	1 March 2027	All Agencies	To ensure the voice of children is heard and acted upon	Agencies confirming that policies and practice ensures the voice of children has been considered and informing decision-making related to their safety and	C+FS – Signs of Safety provides a framework that puts the voice of children and families front and centre in relation to safeguarding practice. Training

Review				wellbeing	<p>is delivered across teams to ensure this framework is being adopted consistently. The findings from the review to CIG where the importance of the voice of the child and best practice will be reconsidered.</p> <p>Education – the Cwm Taf Morgannwg Safeguarding Policy is adopted annually by schools. Policy updates to be made to embed learner voice and this to be monitored through yearly safeguarding audits.</p> <p>Establish a corporate policy on the voice of the</p>
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					child and align arrangements for listening to the voice of the child under the Wales Safeguarding Procedures to ensure consistency across the education department and the children and families services; use messages from children and young people's forums to influence strategic planning directly (Gwynedd recommendation)
Organisations must be able to evidence to their professional Board and Regulators that they have a mechanism for listening to children and that	1 March 2027	All Agencies	To ensure the voice of children is heard and acted upon	All agencies providing assurances to Regional Safeguarding Board of the mechanisms in place	C+FS – There are a range of opportunities for children and young people to share their wishes and feelings. This can be through

<p>this is embedded and functioning</p>					<p>direct work with services, commissioned advocacy services and through young people forums that held. In addition, the compliments and complaints process also provides further opportunities to share their views in regards to any issues they are experiencing.</p> <p>Education – schools have an active pupil voice offer through school councils, safeguarding digital reporting mechanisms such as ChildLine, pupil surveys. Monitoring to be completed through the vulnerable group surgeries.</p>
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<p>All agencies must ensure their staff are trained to identify and record behavioural changes in a child which may indicate that they are being groomed and/or abused</p>	<p>1 March 2027</p>	<p>All Agencies</p>	<p>To ensure all staff have the skills and abilities to identify exploitation issues and respond appropriately to ensure children are safeguarded.</p>	<p>All agencies providing assurances that they have provided training to staff on an ongoing basis to identify exploitation and grooming issues.</p>	<p>C+FS - A regional exploitation strategy has been implemented since June 2025. This provides a clear framework as to how people should work with children who are at risk of or are being exploited. This includes a training programme. This is facilitated by our SCWDP team who monitor staff attendance.</p> <p>Education – Schools to embed the exploitation toolkit as part of the strategy and all designated safeguarding leads to engage in the training programme.</p>
<p>In schools these changes must be recorded on an</p>	<p>1 March 2027</p>	<p>Education</p>	<p>To ensure all schools are</p>	<p>An audit to be completed to</p>	<p>All schools continue to use</p>

<p>electronic data management system</p>			<p>recording concerns appropriately and consistently.</p>	<p>ensure consistent recording practice and appropriate escalation routes.</p>	<p>MyConcern / CPOMS (or LA-approved alternative) to record behavioural changes and safeguarding concerns. This to be captured in school self-assessment and safeguarding audits.</p>
<p>When a referral is made under Wales Safeguarding Procedures Section 5, all safeguarding information on the child's records on the data management system must be taken into consideration when assessing risk and vulnerability</p>	<p>1 March 2027</p>	<p>Children and Families Service</p>	<p>To ensure that all information current and historical is considered when determining professional concern actions and decision-making.</p>	<p>Current Section 5 documentation is reviewed to ensure there is evidence of historical being shared and considered to inform decisions related to professional concerns</p>	<p>Professional Concerns referrals and agenda forms now have specific questions relating to the child's voice.</p> <p>A chronology will be included in the part 5 referral form for consideration when thresholding.</p>

<p>When a referral is made under Wales Safeguarding Procedures Section 5 and is third party, the child who is subject of the referral must be spoken to by children's social care, even where they have not made a disclosure themselves</p>	<p>1 March 2027</p>	<p>Children and Families Service/SWP/Education/Health</p>	<p>To ensure the voice of children is considered and informing decision-making related to safeguarding and wellbeing issues.</p>	<p>Current Section 5 documentation is reviewed to ensure there is evidence of voice of child being reflected to inform decision-making</p>	<p>C+FS - When a referral meets the threshold for safeguarding involvement, a child is always spoken to as part of the safeguarding process. In addition, our revised documentation for part 5 asks for specifically about the voice of the child when being referred. This is then explored within professional concern meetings further.</p> <p>Education – Schools are expected to capture pupil voice and share with the Education Engagement Team as part of</p>
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					the Section 5 process.
LA's should consult with pupils to identify how best to provide access to an external individual or service, outside of school, to whom pupils can report concerns or worries. Contact details to be displayed prominently in all schools	1 March 2027	Education	Regular meetings between the local authority and school councils to discuss matters relating to safeguarding.	Clear line of governance for pupils to support safeguarding in schools.	Pupil consultation to be completed by schools through the School Councils network and targeted focus groups in secondary schools. An external digital reporting route has been agreed using Meic Cymru and Childline, with contact details expected to be displayed in communal areas and digital noticeboards across all schools from January 2026.
Welsh Government to develop the curriculum to ensure that pupils gain the	1 March 2027	Welsh Government/Education	All pupils receive appropriate education based on Welsh	Feedback from schools and learners.	Schools have begun integrating emerging Welsh Government

<p>knowledge to understand adult grooming behaviours and know how to report safely to an adult</p>			<p>Government advice and guidance.</p>		<p>materials into RSE sessions. Awaiting formal national guidance. However, interim sessions on online safety, coercion, and unhealthy relationships have been introduced in Bridgend schools.</p>
<p>All Local Authorities should evidence that they support and advocate for victims of trauma, on a case-by-case basis, where their access to education has been limited by their experience. This would include ensuring that victims</p>	<p>1 March 2027</p>	<p>Education</p>	<p>Trauma informed practice to be embedded across the local authority and barriers removed to ensure outcomes are met and supported.</p>	<p>All education settings to embed trauma informed practice and principles.</p>	<p>Bridgend has a clear commitment to supporting victims of trauma to engage with education, access progression pathways, and overcome barriers created by their experiences. We remain aligned with wider Welsh</p>

<p>have access to further and higher education and accompanying funds where grade requirements and attendance have not been met due to the trauma experienced.</p>					<p>Government expectations around trauma-informed practice, safeguarding, and equitable access to learning, ensuring that every decision prioritises the learner's wellbeing and long-term educational outcomes.</p> <p>Through professional learning offer for training and a train the trainer model with 3 seniors from each school cluster with Bridgend. Aligned with learner centred practice.</p>
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RECOMMENDATION 2:

The management of allegations and concerns about adults who work with children - the multi-agency response Section 5 arrangements

RATIONALE: The review has highlighted weaknesses in the system designed to safeguard children where there has been inconsistency in the application of threshold criteria for intervention, a lack of a common understanding of 'suitability' to work with children and what is acceptable professional conduct of adults in a position of trust and power This has left children at risk of abuse and harm.

ACTION	TIMESCALE	RESPONSIBLE	INTENDED OUTCOME	HOW WILL WE MEASURE THE OUTCOME?	PROGRESS
The Welsh Government ensures that the revision of the Section 5 procedures is shaped by and takes account of the learning from this Review	NA	Welsh Government			
The revised procedures make it a requirement that the voice of the child is heard, even where a child has	1 March 2027	Children and Families/Education/SWP	To ensure that decisions are multi-agency and consider information from a range of partners	A multi-agency initial decision-making panel created to evidence robust decision-making related to the professionals	C+FS – A multi-agency panel is in place and is held 3 times a week to consider referrals in relation to professional

<p>not made a disclosure</p> <p>It is a requirement that thresholds for invoking the procedures are decided at a multi-agency meeting and not solely by the LADO, and take into consideration previous concerns, complaints and allegations</p>				<p>concerns process</p>	<p>concerns and whether the threshold is met to progress to a professional concern meeting.</p> <p>Education – The Education Engagement Team are present at all professional concerns panel meetings. The Education Engagement Team provide updates on all education related cases.</p>
<p>Safeguarding Boards receive assurance that LADOs in their area have regular training and supervision</p>	<p>1 March 2027</p>	<p>CTM RSB/Children and Families Service</p>	<p>To ensure reflective learning is available to LADO's via supervision.</p>	<p>Appraisal and supervision notes demonstrate training and learning needs being reflected for LADO's and taking the learning from this review.</p>	<p>The LADO in Bridgend is supervised on a 4-weekly basis by the Group Manager IAA/Safeguarding. Appraisal reflects areas of learning and development,</p>

					and the LADO attends regular national forums related to safeguarding training.
Safeguarding Boards require and scrutinise Local Authority reports on allegation management on at least an annual basis, and that reporting on allegations becomes part of the Estyn and CIW regulatory requirements.	1 March 2027	CTM RSB/Children and Families/Education	To ensure there is a strategic understanding of the issues related to professional concerns.	Monthly reports to the Corporate Safeguarding Board and Quarterly updates to C+FS performance meetings to reflect themes and issues in relation to professional concerns and any actions required.	<p>Monthly reports are provided by the Corporate Safeguarding Board and Quarterly updates to C+FS performance meetings to reflect themes and issues in relation to professional concerns and any actions required.</p> <p>Establish corporate quality assurance arrangements that measure the impact of child</p>

					safeguarding and protection work on practice and on children's well-being and use the findings to inform decisions, prioritise resources and strengthen governance at all levels – (Gwynedd recommendation)
Welsh Government consider requiring schools to develop an 'Adult Conduct of Concerns Policy' (known in England as a Low-level Concerns Policy) and consider producing guidance	NA	Welsh Government			

on safe working practice.					
RECOMMENDATION 3: The need for training - thinking the ‘unthinkable’ and understanding ‘it could happen here’					
<p>RATIONALE: It simply did not occur to professional adults working with children that pupils were being sexually abused by the Headteacher at their school. There needs to be cultural shift in response to concerns about an individual working with children. The Review highlighted that in the established framework of safeguarding training there is limited focus on identifying abuse and the risk of harm from adults working in a position of trust in schools and other organisations.</p> <p>Professionals and volunteers working with children must be encouraged through training and professional development to ‘think the unthinkable’ and to understand that ‘it could happen here’. Professionals must learn to approach concerns raised through a culture and lens of ‘what if I am right?’ rather than ‘what if I am wrong?’ and understand the routes through which they can safely report their concerns to the Local Authority.</p>					
ACTION	TIMESCALE	RESPONSIBLE	INTENDED OUTCOME	HOW WILL WE MEASURE THE OUTCOME?	PROGRESS
Welsh Government commission a training resource based on the findings of this Review for use by	NA	Welsh Government			

<p>all schools in Wales. This should be adaptable for use by other agencies working with children</p>					
<p>All school staff, volunteers (including administrative and facilities) and Governors receive training on the modus operandi of sex offenders and sex offender grooming using the Finkelhor model</p>	<p>1 March 2027</p>	<p>Education</p>	<p>To ensure that all staff in education including the local authority, schools and governing bodies understand the issues in respect of grooming and power and control.</p>	<p>Training developed for staff across all agencies in regard to grooming and exploitation with a focus on the Finkelhor model.</p>	<p><i>This will be developed and added to the governor training programme. In addition schools will have to adopt and deliver the training potentially through e-learning.</i></p> <p><i>Strengthen safeguarding training for all staff and governors, ensuring it is fit for purpose and includes information on grooming and establish robust processes to evaluate the</i></p>

					<i>impact of training on practice. (Gwynedd recommendation).</i>
<p>The safeguarding Boards are assured that this training is delivered to Local Authority personnel in Education, Children's Services and Human Resources who lead on or respond to the management of concerns about adults working with children</p>	<p>1 March 2027</p>	<p>Children and Families/Education/HR</p>	<p>To ensure that all staff involved in decision-making related to professional concerns are skilled at understanding the issues in respect of grooming and power and control.</p>	<p>Training developed for staff across all agencies in regards to grooming and exploitation with a focus on the Finkelhor model.</p>	<p>Training on Child Sexual Abuse Awareness & Understanding Men who Sexually Abuse Children have been arranged for March 26. A programme of training on recognition and response to the exploitation of children and young people will be included in the 2026/27 Social Care training plan.</p> <p>This training will be offered to staff across the council and those involved in the management of</p>

					professional concerns.
The Safeguarding Board is assured that all Local Authorities have clear Whistleblowing policies which are publicised and can be used safely by all staff.	1 March 2027	LA Legal/Education/Children and Families Service	All staff are aware of whistleblowing policies and how to access without any repercussions.	A regular communication developed to remind staff off the policies available to them to safeguard themselves and others.	The local authority has a whistleblowing policy in place and will be promoted through BCBC legal team briefings and via internal communications on a regular basis.

RECOMMENDATION 4: The Governance of Schools in Wales

RATIONALE: This Review has highlighted the weaknesses and inherent risks associated with the way in which schools are governed in Wales. The Review recommends that The Welsh Government initiates a review of the Governance arrangements in schools in

Wales					
ACTION	TIMESCALE	RESPONSIBLE	INTENDED OUTCOME	HOW WILL WE MEASURE THE OUTCOME?	PROGRESS
Clearly delineates Governor responsibilities to bring about a shift from a primary focus on financial management and results to one where safeguarding, health and wellbeing are seen as the proper foundation for learning and success	1 March 2027	Welsh Government/Education	All governors are clear regarding their role and responsibilities linked to safeguarding, health and wellbeing.	All governors to be appropriately trained as per Welsh Government Guidance.	<p>Head of Learning will be holding meetings and sessions with Chair of Governors to advise on the findings from this review and to ensure the focus of meetings consistently include safeguarding as an agenda item.</p> <p>The safeguarding audits will consider the application of safeguarding by the governing body including attendance at safeguarding training.</p>

					<p>All governors are expected to complete group A safeguarding training as well as relevant e-learning modules in keeping learners safe.</p> <p>All governors are invited to attend safeguarding, exclusion and children looked after training delivered through the Education Engagement Team.</p>
<p>Supports the development and implementation of an easy-to-read dashboard of basic metrics to provide a measure of the wider health and culture of the school</p>	<p>1 March 2027</p>	<p>Welsh Government/Education</p>	<p>The local authority to have a good understanding of the wider health and cultural needs within schools.</p>	<p>To capture and respond to data effectively within Bridgend.</p>	<p>Health currently provides whole school approach and Welsh network of healthy schools scheme updates on a regular basis.</p>

					The data is provided to the local authority and supports professional learning at school level linked to school development plans and pupil voice.
Requires Governing Bodies to keep accurate records of decisions made regarding safeguarding matters which are reported to the Local Authority in particular where a decision has been made which does not follow Local Authority guidance	1 March 2027	Welsh Government/Education	To ensure appropriate levels of governance regarding safeguarding matters.	Clear reporting and recording guidance for governing bodies.	Chairs of Governors to be issued with updated guidance/training on minuting safeguarding decisions. compliance. This will take place in the summer term 2026.
Ensures that Designated Safeguarding	1 March 2027	Children and Families and Education	To ensure DSP's are provided with support and	A structured programme of support developed	Twice yearly forums are held with DSP's to

<p>Persons and their deputies are subject to external supervision by qualified Social Workers from the relevant local authority.</p>			<p>reflection on the safeguarding practice</p>	<p>for DSP's to ensure they are confident in managing any safeguarding issues that present.</p>	<p>provide them with best practice, research and evidence to assist them in their role as safeguarding leads.</p> <p>Children and Family services attend these forums to provide support and advice to the issues being experienced within schools.</p> <p>These forums will be reviewed to consider whether they need to be held more frequently.</p>
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RECOMMENDATION 5: The use of Restrictive Practices

RATIONALE: The Review identified the excessive use of restrictive practices had become embedded in the culture of the school.

ACTION	TIMESCALE	RESPONSIBLE	INTENDED OUTCOME	HOW WILL WE MEASURE THE OUTCOME?	PROGRESS
The Welsh Government issues an addendum to the guidance on Reducing Restrictive Practices Framework 2022 around the filming of incidents by adults, and on the appropriate retention of such filmed records.	NA	Welsh Government/Education	Consistent and appropriate use of restrictive practice in education settings in Bridgend in line with policy and Welsh Government guidance.	Ensuring all education settings implement Welsh Government guidance.	Once WG produce the revised guidance, amendments will be made to existing protocols and policies within education.
RECOMMENDATION 6: Crisis Management					
RATIONALE: The Review has highlighted that in this case the School, Local Authority Children and Families Services and Education Services had neither single agency nor multi-agency coordinated plans in place to respond immediately to the critical incident in an effective, coordinated way.					
ACTION	TIMESCALE	RESPONSIBLE	INTENDED OUTCOME	HOW WILL WE MEASURE THE OUTCOME?	PROGRESS
Welsh Government is assured that all	1 March	All Agencies	To ensure that any critical	A protocol in place for all agencies to	A Critical Incident protocol is in place

<p>Local Authorities have in place a strategic critical incident plan which sets out the mechanism for an immediate and coordinated multi-agency response:</p>	<p>2027</p>		<p>incident that may present that a coordinated response is in place to respond to.</p>	<p>implement when required.</p>	<p>for schools to adopt when incidents occur that require a whole system response.</p> <p>This protocol will be reviewed between agencies to consider the issues within the report and be replicated across the local authority should such an incident occur. This will be completed by May 2026.</p>
<p>The plan sets out arrangements for victim care, securing evidence and managing the alleged offender</p>	<p>1 March 2027</p>	<p>All Agencies</p>	<p>As above</p>	<p>As above</p>	<p>The CTM Immediate Response Group protocol sets out clearly how agencies will work together and share information to support and protect those</p>

					affected from a critical incident. This protocol is reviewed by the regional safeguarding board.
The plan includes a formal protocol for information sharing with other Local Authorities which might be impacted	1 March 2027	All Agencies	As above	As above	See response above.
There is a strategic plan to locate accessible on-site support for both children and adults in organisations where there has been a significant traumatic incident	1 March 2027	All Agencies	As above	As above	The protocol is available on the CTM Safeguarding board website and will be shared with partners on regular communication cycle.

In a critical incident of this nature consideration is given to seconding a social worker to work with the police investigation team to ensure that evidence and information are viewed through a safeguarding as well as criminal lens.	1 March 2027	SWP and Children and Families Service	To ensure safeguarding and criminal issues are addressed by those who are experts in those areas.	A joint response is developed when critical incidents are occurring.	The IRG protocol sets out how agencies will work together in a critical incident. The Wales Safeguarding Procedures set out clearly how joint investigations between Social Services and Police are undertaken
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RECOMMENDATION 7: Information sharing and Identification of Risk

RATIONALE: The Review highlighted concerns around the headteacher attending appointments with vulnerable young people but failed to report concerns.

ACTION	TIMESCALE	RESPONSIBLE	INTENDED OUTCOME	HOW WILL WE MEASURE THE OUTCOME?	PROGRESS
Health Board to consider the sharing of anonymised CAMHS data with Local Authorities to	NA	CTM Health Board			

identify hotspots and thematic concerns					
Provide assurance to the Regional Safeguarding Children's Board that health professionals seek safeguarding advice when a child presents at an appointment accompanied by a third party without parental consent	NA	CTM Health Board			