

# CANOLFAN CEIRIOG CENTRE CYF

Company Registration Number: 4984871

Charity Registration Number: 1103898

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## Welfare Policy

### 1. Policy Statement

The Canolfan Ceiriog CYF Trustees are committed to providing a safe, supportive, inclusive, and welcoming environment for all who use its facilities or participate in its activities. We recognise our responsibility to promote wellbeing and take all reasonable steps to safeguard the physical, emotional, and mental welfare of every individual.

This policy supports our broader commitment to community wellbeing, equality, safeguarding, and health and safety.

### 2. Who This Policy Covers

This policy applies to:

- Staff and volunteers
- Trustees and committee members
- Hirers and service users
- Visitors and members of the public
- Children, young people, and vulnerable adults attending events

### 3. Our Commitments

We will:

- Treat everyone with dignity and respect.
- Promote an environment free from bullying, harassment, discrimination, or abuse.
- Respond promptly to welfare concerns or complaints.
- Ensure appropriate boundaries in professional and volunteer roles.
- Support mental health, wellbeing, and inclusion across our activities.

#### **4. Creating a Supportive Environment**

To support welfare, Canolfan Ceiriog CYF will:

- Ensure the building is safe, clean, and accessible.
- Provide clear information on facilities and services.
- Welcome feedback and respond constructively to concerns.
- Promote opportunities for social connection, support, and inclusion.
- Signpost individuals to appropriate external support services when needed.

#### **5. Mental Health and Emotional Wellbeing**

We aim to foster a culture where mental wellbeing is valued and supported by:

- Encouraging open conversations around stress, loneliness, or anxiety.
- Creating calm, respectful, and inclusive spaces.
- Supporting volunteers and users to take breaks or step back from activities when needed.
- Keeping workloads for volunteers and staff reasonable and not exploitative.

#### **6. Safeguarding**

We are committed to protecting children, young people, and vulnerable adults. All safeguarding concerns will be taken seriously and referred to our **Designated Safeguarding Lead**, following our **Safeguarding Policy**.

If an individual is in immediate danger, we will contact emergency services or the relevant local authority.

#### **7. Reporting and Responding to Concerns**

Anyone with a concern about their own welfare or the wellbeing of another person is encouraged to:

- Speak to a named trustee or welfare contact in confidence.
- Record the concern where appropriate.
- Contact emergency services in urgent situations.

Concerns will be:

- Taken seriously and handled sensitively.

- Addressed promptly and fairly.
- Escalated if required, following safeguarding or grievance procedures.

## **8. Volunteers and Staff**

Canolfan Ceiriog CYF recognises the importance of supporting the welfare of volunteers and staff. We will:

- Offer clear role descriptions and expectations.
- Provide a supportive and respectful working environment.
- Ensure volunteers know who to speak to for help or support.
- Recognise the contribution and value of each person.

## **9. Monitoring and Review**

This policy will be reviewed annually, or in response to:

- There is a significant welfare concern or complaint.
- Changes in legislation or guidance require an update.
- Feedback from staff, volunteers or users suggests the need for revision

This policy is fully endorsed by the Canolfan Ceiriog Centre Trustees

Trevor Bates (Chair)  
June 2025