



# POSITION STATEMENT

Trading Standards .....

## Protecting those at risk of Abuse and Exploitation

### EXECUTIVE SUMMARY

Trading Standards in Wales has a responsibility to safeguard those who are at risk from financial and other forms of abuse. This duty of care falls to all Trading Standards services.

### GOVERNMENT AIMS, GOALS AND DRIVERS

The Social Services and Well-being (Wales) Act 2014 came into force on 6 April 2016. The Act brings together and modernises social services legislation and substantially changes the duties of Local Authorities in relation to the provision of care and support for those who require it.

The five core principles of the Act are:

**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.

**Prevention and Early Intervention:** Increasing preventative services within the community to minimise the escalation of critical need.

**Well-being:** Supporting people to achieve their own well-being and measuring the success of care and support.

**Co-production:** Encouraging individuals to become more involved in the design and delivery of services.

**Collaboration:** Strong partnership working between all agencies.

### CONTRIBUTION TO THE AGENDA

Trading Standards Wales (TSW) aims to provide all Trading Standards Services in Wales with advice guidance and support on how to best contribute to the Safeguarding responsibilities of local authorities and further contribute to the Welsh Government's overall Safeguarding Policy objectives.

Trading Standards Services will follow best practice guidance and will strive to:

- Identify a safeguarding lead within their service.
- Make contact with key partners in Adult Services, the Police, the NHS, Banks, Home Care networks and the third and private sectors.
- Establish information sharing agreements with key partners where necessary.
- Set up referral processes for clients and to partners when adults at risk are identified.
- Promote a collaborative approach to undertake safeguarding work as part of a multi-agency partnership. Identify appropriate training packages for all operational staff within the service
- Provide awareness-raising training for staff in key partner organisations such as Social Services in relation to the safeguarding work Trading Standards delivers.
- Raise awareness of trading standards and safeguarding issues with partners, for example in relation to Doorstep Crime or Scam Mail.

- Raise the profile of Trading Standards with Elected Members and Senior Management, so they are aware of the safeguarding role and work of the service.
- Provide the right level of information and communication channels to all adults at risk, their family members and carers on how to avoid financial abuse from frauds and scams and steps to take when such abuse is identified.
- Review safeguarding work, practices and procedures and learn from colleagues in Wales to ensure best practice is further developed.
- Continue to enhance the Trading Standards role in preventing the abuse of adults at risk as new trends and developments emerge.
- When necessary, raise concerns about the failure of partners to safeguard adults at risk.

Additionally, some Trading Standards Services will also:

- Map the demographics of their area, and the level of complaints and contacts with potential adults at risk.
- Secure access to their Adult Service's database, to inform and assist officers dealing with adults who may be at risk.

## **CONCLUSIONS AND RECOMMENDATIONS**

**Welsh Government provides the funding that allows local authorities to support Trading Standards Services; Welsh Government has created a statutory responsibility in relation to the provision of care and support for the vulnerable.**

Trading Standards plays a key role in the delivery of the Safeguarding responsibilities of local authorities and further contributes to the Welsh Government's overall Safeguarding Policy objectives.

For further information please visit our website at: <https://tradingstandards.gov.wales/en/home/>

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