

Safeguarding Policy and Procedures: Adults at Risk

Purpose

The purpose of this policy is to protect people, particularly adults at risk and beneficiaries of assistance, from any harm of which the Masonic Charitable Foundation becomes aware.

This policy applies to all staff and volunteers and should be read alongside the "Safeguarding Policy and Procedures: Children and Young People"

What is safeguarding?

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

The key principles (from the Care Act 2014 Statutory Guidance) that underpin adult safeguarding are:

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities.
- **Accountability** – Accountability and transparency in delivering safeguarding.

Making safeguarding personal means it should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety" (Care Act 2014 Statutory Guidance).

Who is defined as an adult at risk?

The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs)
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

What is abuse?

Abuse is a violation of a person's human rights or dignity by another person or persons. It can happen anywhere including in a domestic setting or online. Abuse often occurs where the person should expect to be safe (for example in the home, during a medical examination or in a public place). The act of abuse might happen once; it might be a repeated act of abuse; or it might involve a combination of different kinds of abuse. All forms of abuse are wrong and will not be tolerated by the Foundation.

What do we mean by abuse?

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic abuse – any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

The abuse can encompass, but is not limited to:

- psychological
- sexual
- financial
- emotional

It can include so called 'honour' based violence; Female Genital Mutilation; forced marriage. (Note that domestic abuse does not include unrelated people sharing the same household).

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion; this includes Disability Hate Crime.

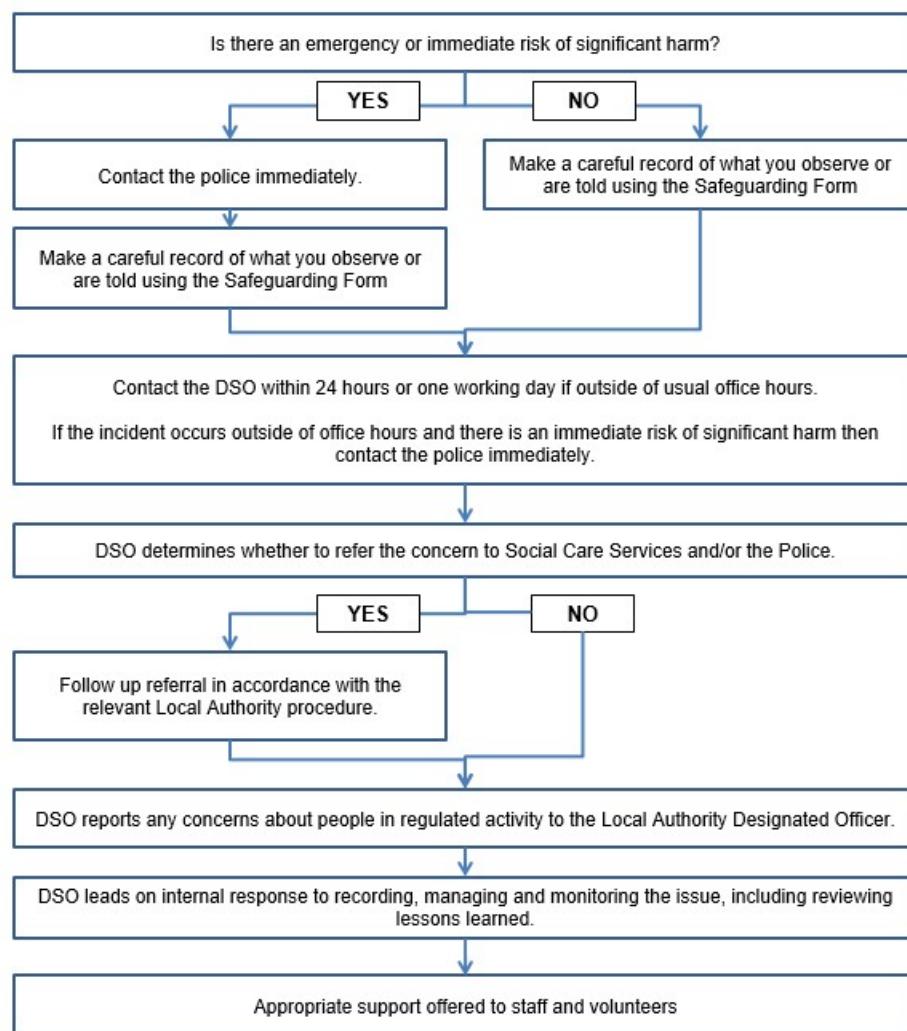
Organisational or institutional abuse: this is where abuse occurs as a result of the structure, policies, processes, practices or staff culture within an organisation or individual care setting (as opposed to abuse by individual staff that is contrary to the organisation's or care settings' structure, policies, processes, practices or staff culture).

Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Pressure sores (also known as bedsores or pressure ulcers) may also be reportable as abuse if in the opinion of a medical practitioner they are caused by neglect.

Self-neglect – this covers a wide range of behaviour such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

What to do if you suspect an adult is being abused

If you are concerned that someone is suffering harm, has suffered harm, or is likely to suffer harm from another person, then you have a responsibility to report your concerns immediately in accordance with the following procedure:



It is the responsibility of the Designated Safeguarding Lead (DSL) to ensure that these procedures are rigorously adhered to. If the allegation concerns the DSL, the deputy should be informed. In the exceptional circumstances that both are involved, it is the duty of the person concerned to directly contact adult social care.

Response

If a serious event, whether actual or alleged, takes place which involves the Foundation then it is the duty of the Chief Executive to inform the Charity Commission.

If anyone is concerned the Foundation is not managing safeguarding concerns appropriately they can refer directly to the police or Social Care services.

Any staff reporting concerns, or complaints through formal whistleblowing channels will be protected by the Foundation's Whistleblowing Policy.

The Foundation will apply appropriate disciplinary measures to staff and volunteers found in breach of this policy.

Safer recruitment

The Foundation will recruit using appropriate procedures, safeguards and checks.

The DSL will be responsible for monitoring this.

All roles will have a written job description. At interview the Foundation has procedures and recording to ensure it is satisfied, and can evidence that the applicant is appropriate for the role.

The Foundation will take up two written references for all paid posts and volunteer roles prior to appointment. Where the role is eligible we will use Disclosure and Barring Service (DBS) checks at the appropriate level to help us to assess suitability.

The Foundation will regularly review our recruitment procedures in response to changes in legislation and systems external to our organisation (e.g. DBS and barring list checks).

The Foundation will renew DBS checks for staff on a regular basis in line with guidance issued by the DBS.

Any positive DBS checks will be subject to a risk assessment made on a case by case basis, in consultation with the DSL.

Masonic Charitable Foundation employees and volunteers will receive training in safeguarding during their induction, and annually as mandatory training thereafter.

Communication

We will communicate this policy to all staff, volunteers, service users and their families/carers. For example, by publishing it on our website and referring to it in appropriate communications.

To encourage everyone involved in our organisation to understand that safeguarding is everybody's business and is our collective responsibility, we will provide training and opportunities for discussions about issues and concerns, review and continue to learn and improve our safeguarding responsibilities.

Confidentiality

The Foundation endorses the principle that the welfare of the individual overrides any obligations of confidentiality we may hold to others. If information is shared or discussed it will only be on a "need to know" basis.

All reports and logs will be kept securely and confidentially in accordance with data protection regulations. Our privacy policy sets out how we adhere to data protection regulations and can be read in full at <https://mcf.org.uk/privacy/>

DSL details and role

The Foundation's Designated Safeguarding Lead (DSL) is **Gill Valentine**. The Foundation's Deputy DSL is **Sam Maddocks**

Telephone: 020 3959 2817

Email: safeguarding@mcf.org.uk

(Office hours only. If there is an emergency or an immediate risk of significant harm then contact the police immediately).

The role of the DSL and Deputy DSL is to oversee and ensure that the Foundation's Safeguarding Adults at Risk policy is fully implemented. The deputy will be available to support or cover for the DSL. They will also handle any complaints or allegations against the DSL if appropriate.

This policy is reviewed by Masonic Charitable Foundation's Board of Trustees on an annual basis.

[Signed by James Newman, Chairman, Board of Trustees]

Last reviewed / updated: August 2019

Next review / update due: June 2020

Appendix A: Relevant Policies and Procedures

- Allocation of Masonic Support Cases
- Bullying and Harassment Policy
- Disciplinary Procedure
- Health and Safety Policy
- Lone Working Policy
- Photography Consent Policy
- Privacy Policy
- Visiting Volunteer Problem Solving Policy
- Whistleblowing Policy

Appendix B: Safeguarding Code of Conduct

Safeguarding

What to do if you have a concern about an MCF applicant, beneficiary, volunteer or staff member



➤ Safeguarding Code of Conduct

At the Masonic Charitable Foundation (MCF), we believe that all staff and volunteers share responsibility for safeguarding and promoting the welfare of children, young people and adults who are at risk.

The code of conduct sets out essential information and reminds us all of our responsibilities. By following it, you will be able to check that you are doing the right thing and behaving in the right way.

Do remember that you are a representative of the MCF. Set a good example for others to follow.

Do be responsible and accountable in the way you perform your role.

Do make sure you follow MCF policies and procedures and re-read them from time to time.

Do report all allegations, suspicions and concerns immediately to the Designated Safeguarding Officer (DSO). Refer to the MCF's whistleblowing procedure if you feel an incident or concern cannot be reported to the DSO.

Do treat everyone with dignity and respect in line with the MCF values.

Do respect your position of trust and maintain appropriate boundaries and relationships with at-risk children, young people and adults, as well as volunteers and staff.

Do encourage an open and transparent culture where people can challenge inappropriate attitudes or behaviours.

Do comply with all applicable UK laws and guidance.

Do not rely on your reputation or position to protect you.

➤ Allegations, concerns and disclosures

If a person entrusts you with personal information or if you have a concern about a person's physical, sexual or emotional well-being it is YOUR responsibility to seek advice and support from the DSO.

Any safeguarding concerns or allegations about an MCF staff member, trustee or volunteer must be immediately referred to the DSO.

Important contact details:

Julia Young
Designated Safeguarding Officer (DSO)
020 3959 2817
safeguarding@mcf.org.uk

➤ Do's and Don'ts for handling a disclosure

Do

- Remain calm, approachable and receptive
- Listen carefully, without interrupting
- Acknowledge you understand how difficult this may be
- Make it clear that you are taking what is said seriously
- Reassure them that they have done the right thing in telling you
- Let them know that you'll do everything you can to help them
- Make a written record of exactly what has been said

Don't

- Promise confidentiality
- Ask leading or probing questions
- Investigate
- Repeatedly question or ask the individual to repeat the disclosure
- Discuss the disclosure with people who do not need to know
- Delay in reporting the disclosure to the DSO

➤ Reporting a concern

Is there an emergency? Is there an immediate risk of significant harm?

↓ Yes

Inform the police

↓ No

Make a careful record of what you observe or are told

↓ Then

Contact the DSO

020 3959 2817

safeguarding@mcf.org.uk

↓ Then

The DSO manages the incident in accordance with the MCF Safeguarding Policy

Appendix C: Key government initiatives and legislation

Achieving Best Evidence 2015 'Achieving Best Evidence in Criminal Proceedings' offers guidance for vulnerable or intimidated witnesses, including children. It covers the planning and conducting of interviews, witness preparation and support and witnesses in court. www.cps.gov.uk

The Care Act 2014 – statutory guidance (updated August 2017) The Care Act introduces new responsibilities for local authorities in England. It also has major implications for adult care and support providers, people who use services, carers and advocates. The Care and Support Statutory Guidance issued under the Care Act 2014 replaces No Secrets and puts adult safeguarding on a statutory footing. Although the statutory guidance is not law in itself, the law requires that services 'have regard' to what the guidance says. The edition published on 10 March 2016 supersedes the version issued in October 2014. It takes account of regulatory changes, feedback from stakeholders and the care sector, and developments following the postponement of social care funding reforms to 2020.

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

Disclosure & Barring Service 2012 Criminal record checks: guidance for employers - How employers or organisations can request criminal records checks on potential employees from the Disclosure and Barring Service (DBS). www.gov.uk/dbs-update-service

Making Safeguarding Personal Guide 2014 This guide is intended to support councils and their partners to develop outcomes focused, person-centred safeguarding practice. www.local.gov.uk/publications//journal_content

Mental Capacity Act 2005 Its general principle is that everybody has capacity unless it is proved otherwise, that they should be supported to make their own decisions, that anything done for or on behalf of people without capacity must be in their best interests and there should be least restrictive intervention. www.dca.gov.uk

Sexual Offences Act 2003 The Sexual Offences Act introduced a number of new offences concerning vulnerable adults and children. www.opsi.gov.uk

Social Services and Well-being (Wales) Act 2014

This act has provided a new legal framework for social care in Wales to engage with and empower citizens, to help them achieve independence and well-being, and where necessary, to obtain the support they need.

www.legislation.gov.uk/anaw/2014/4/contents/enacted

Speaking Up For Justice 1998 A report on the treatment of Vulnerable or Intimidated Witnesses in the Criminal Justice System with 78 recommendations for improvements to the criminal justice system including the reporting of crime, identification of vulnerable or intimidated witnesses, and measures to assist witnesses before, during and after the trial www.cps.gov.uk

Appendix D: safeguarding reporting form

This form should be used to record safeguarding concerns relating to a child and/or vulnerable person.

All information must be treated as confidential and reported to the Designated Safeguarding Lead (safeguarding@mcf.org.uk or 0203 959 2817) within one working day or the next working day if it is a weekend.

In an emergency please do not delay in informing the police or social services.

The form should be completed at the time or immediately following a disclosure, but after all necessary emergency actions have been taken. Please complete the form as fully as possible.

Time:		Date:	
GAMES Reference (if available/known)			

1a	Person completing the form / reporting the concern
Name:	
Role:	
Telephone:	
Email:	

Responding to my own concern

Responding to a third party concern – please provide details below

1b	Details of Third Party
Name:	

Role:

Telephone:

Email:

2 Who is the safeguarding concern regarding?

Please mark:

Male	Female	Adult	Child
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Name:

Address:

Telephone:

Email:

3. Is the person concerned aware of this referral being made to the DSL?

Yes / No

4. Is anyone else aware of the concerns you have raised?

Yes / No (If yes, provide details below.)

Role	Name	Contact details

5	Incident Date:
	Incident Time:
Was this an emergency? Yes/ No	
Did you report to the police / social services at the time? Yes / No	

6	Please give full details of your account of the incident/ or the third parties account
REPORT: (Use additional sheets if required)	

Please provide any witness account of the incident

Witness Name:

Witness Role/ Relationship:

Witness Telephone:

Witness Email:

REPORT: (Use additional sheets if required)

7	Perpetrator Details / If known
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Please mark: **Is the alleged perpetrator**

Perpetrator Name: **Individual** **Organisation**

Role:

Telephone:

Email:

8	Concern - Please mark all that apply		
A	Sexual Abuse	G	Domestic Abuse
B	Psychological Abuse / Coercion/ Control	H	FGM
C	Financial Abuse	I	Modern Slavery
D	Neglect	J	Child Exploitation
E	Physical Abuse	K	Institutional
F	Emotional Abuse	L	Organisational

9. If a potential crime has been committed, have the police been informed/involved? Yes/No

10	Please list all agencies who are known to be involved with the client ie social worker/ support worker	
Role	Name	Contact details

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11	Action Agreed & Advice Given, including date and time (To be completed by DSL)
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12	Outcomes (To be completed by DSL)
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Appendix E: Useful external contacts

Action on Elder Abuse (AEA) Works to protect and prevent the abuse of vulnerable older adults.

www.elderabuse.org.uk Telephone 080 8808 8141 (free phone)

Action Fraud National fraud reporting centre, providing advice and information about fraud and scams.

<https://www.actionfraud.police.uk/> Telephone 0300 123 2040

Adult Social Care Your local adult social care services can be contacted via your local council.

Modern Slavery helpline If you think slavery is happening, do not attempt to let the victim know that you have reported it or confront the traffickers. You need to ensure their safety and yours. If you feel you are in a situation of slavery, you can use any of the contact methods below:

www.modernslaveryhelpline.org Telephone: [0800 0121 700](tel:08000121700)

National Centre for Domestic Violence Provides a free emergency injunction service and information and advice, for example on local authorities, health centres, refuges, Women's Aid Centres, local support groups and other services.

www.ncdv.org.uk Telephone 0207 186 8270 or 0800 970 2070

Police If there is a serious danger an older person may be in imminent risk of harm and the situation warrants immediate attention, the police can be called. The number of the local police station is in the telephone directory. In an emergency, call 999.

Women's Aid Charity working to end domestic violence against women and children. Supports a network of over 500 domestic and sexual violence services across the UK.

<https://www.womensaid.org.uk/> Telephone National Domestic Violence Helpline 0808 2000 247 (free phone 24 hours)