

Safeguarding Policy and Procedures

This policy demonstrates Mary Frances Trust's (MFT) commitment to keeping safe all those at risk with whom it works. Mary Frances Trust acknowledges its duty to act appropriately on any allegations, reports, or suspicions of abuse.

Agreed by MFT Board of Trustees: Aug 2025

Next Review Date: Aug 2026

Policy

It is important to have the policy and procedures in place so that people who use our services, trustees, staff, students, volunteers, and carers can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up to enable Mary Frances Trust to:

- promote good practice and work in a way that can prevent harm, abuse and coercion from occurring.
- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- to stop that abuse occurring.

The Policy and Procedures relates to the safeguarding of people at risk.

An adult at risk is defined as:

‘a person aged 18 years or over, who is in receipt of or may need community care services by reason of ‘mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation’. Safeguarding Vulnerable Groups Act 2006

A child at risk is a person aged under 18 years who is at risk of significant harm.

The Children Act 1989 introduced Significant Harm as the threshold that justifies compulsory intervention in family life in the best interests of children.

The policy applies to all people who use our services, as well as trustees, staff, students, volunteers, and anyone working on behalf of Mary Frances Trust.

It is acknowledged that significant numbers of people at risk are abused, and it is important that Mary Frances Trust has a Safeguarding Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

To implement the policy:

- The organisation will not tolerate the abuse of adults with care and support needs. It is committed to promoting wellbeing, preventing harm, and responding effectively if concerns are raised.
- The organisation is committed to the aims of adult safeguarding to prevent harm and reduce the risk of abuse or neglect to adults with care and support needs to stop abuse or neglect wherever possible.
- The organisation will safeguard adults in a way that supports them in making choices and having control about how they want to live and promote an approach that concentrates on improving life for the adults concerned.
- The organisation will contribute to raising public awareness so that communities, alongside professionals, play their part in preventing, identifying, and responding to abuse and neglect.
- The organisation will provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult, to address what has caused the abuse or neglect.

To contribute to meeting these aims, we will

- Ensure that the Safeguarding Policy is regularly reviewed and updated (annually or when there is a significant change)
- Manage our services in a way which minimises the risk of abuse occurring.
- Work with adults with care and support needs other agencies to end any abuse that is taking place.
- Ensure that all managers, employees, and volunteers have access to and are familiar with this safeguarding adult policy and procedure and their responsibilities within it.
- Practice safer recruitment procedures.
- Ensure that new staff receive training as part of their induction.

- Ensure all staff/ trustees receive training in relation to safeguarding adults at a level relevant to their role. This will be update as needed and will be every two years as a minimum.
- Ensure concerns or allegations of abuse are always taken seriously.
- Ensure the Mental Capacity Act is used to make decisions on behalf of those adults at risk who are unable to make decisions for themselves.
- Ensure that people using our services, and where relevant their relatives and their friends, have access to information about how to report concerns or allegations of abuse.
- Ensure there is a named lead person to promote adult safeguarding awareness and practice within the organization.
- This policy and procedure have been developed to be consistent with the Surrey Safeguarding Adults' Board Adult Safeguarding Policy and Procedures
- After any internal safeguarding incident involving MFT staff, volunteers or outside contractors, a full review by the Chief Executive will occur with a view to reviewing MFT practice. A report will be tabled at the next Board.

The overall responsibility for Safeguarding in Mary Frances Trust is:

Patrick Wolter - Chief Executive
Mary Frances Trust
23, The Crescent
Leatherhead
Surrey
KT22 8DY

Tel: 01372 375400

Email: PatrickWolter@maryfrancestrust.org.uk

He should be contacted for support and advice on implementing this policy and procedures.

While the CEO takes overall responsibility for safeguarding within the organisation, the Designated Safeguarding Lead (DSL) is:

Katrina Elliott

Katrina@maryfrancestrust.org.uk

The Deputy DSL is:

Glyn Marchant

Glyn@maryfrancestrust.org.uk

This policy should be read in conjunction with the Surrey's Multi-Agency Safeguarding Policies and Procedures documents which are available at:

<https://www.surreysab.org.uk/wp-content/uploads/2021/04/SSAB-Policy-and-Procedure-2018-FINAL-v5-26.04.2021-accessibility.pdf>

And:

Surrey Safeguarding Children Board Procedures Manual at:

<http://surreyscb.procedures.org.uk>

These are made freely available in the Chief Executive's office and policy file.

For more information about Surrey Multi Agency Safeguarding Hub (MASH) please visit:

<https://www.surreysab.org.uk/wp-content/uploads/2021/11/SSAB-When-to-refer-an-adult-safeguarding-concern-in-Surrey-V1-November-2021-FINAL.pdf>

Relevant contact details you may need to support you:

Adult Social Care Services

Available: Monday-Friday 8am-6pm

Phone: 0300 200 1005

Fax: 0208 541 7390

Emergency Duty Team

Available: Monday to Friday 5pm to 9am

Weekends 24 hours a day

The EDT also operates throughout all bank holiday periods

Tel: 01483 517898

Fax: 01483 517895

SMS number: 07800000388 (for deaf and hard of hearing callers online)

To make a call via text direct, please dial 18001 01483 517898

Email: edt.ssd@surreycc.gov.uk

If you are concerned about the safety of an adult, you can contact the Multi-Agency Safeguarding Hub (MASH).

The Multi-Agency Safeguarding Hub (MASH) responds to initial enquiries about adults. The MASH is based at Guildford Police Station and combines Adult's Service social workers, and health and police staff.

Availability: 9am to 5pm, Monday to Friday

Phone: 0300 470 9100

Out of hours phone: 01483 517898 to speak to the emergency duty team.

Email: emails are dealt with during normal office hours

Concerns of domestic abuse:

Phone: 01483 776 822 9am -9pm Monday- Friday

Out of hours: 01483 517 898

For Information or Advice:

South East Surrey (Mole Valley & Banstead)

Phone: 0300 123 1620

Available: Monday-Friday 9am-5pm

North East Surrey (Epsom & Ewell, Elmbridge and Spelthorne)

Phone: 0300 123 1610

Available: Monday-Friday 9am-5pm

Surrey Police

Phone: 101 or 01483 571212

(Ask for Local Area Police Station or Public Protection Unit)

Procedures

1. Introduction

Mary Frances Trust provides a service to people who have or have had difficulties with mental ill health. These procedures have been designed to ensure the welfare and protection of any adult who accesses the services provided by Mary Frances Trust, or any child Mary Frances Trust may meet through the services offered. The procedures recognise that abuse can be a difficult subject for workers to deal with. Mary Frances Trust is committed to the belief that the protection of all people at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all people who use our services, trustees, staff, students, volunteers of the organisation, act appropriately in response to any concern around abuse.

2. Preventing abuse

Mary Frances Trust is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Mary Frances Trust will be treated with respect.

This policy needs to be read in conjunction with the following policies:

- Staff Handbook
- Equality and Diversity
- Volunteers
- Compliments and Complaints
- Whistle Blowing
- Confidentiality and General Data Protection
- Recruitment
- The Prevent duty.
- Children's and Young People Safeguarding
- Domestic Abuse
- Trafficking and Modern Slavery
- Health and Safety

Mary Frances Trust is committed to safer recruitment policies and practices for people who use our services. This will include Disclosure and Barring Service (DBS) check for staff, students, trustees, and volunteers, ensuring references are taken up and adequate training on Safeguarding is provided.

The organisation will work within the current legal framework for reporting people using the service, trustees, staff, students, volunteers, and carers that are found to be abusers.

People who are using our service will continue to be involved in the coproduction of the organisation. Information will be available about abuse and the Complaints Policy and Safeguarding Policy Statement will be available to service users of Mary Frances Trust and their carers.

3.Recognising the signs and symptoms of abuse

Mary Frances Trust is committed to developing a safeguarding culture that focuses on the personalised outcomes desired by people. This is laid out in the guidance 'Making Safeguarding Personal' (MPS). Making Safeguarding Personal (MSP) - SCIE - SCIE

Empowerment: People being supported and encouraged to make their own decisions and informed consent.

Prevention: It is better to act 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.

Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability: Accountability and transparency in delivering safeguarding

Maintain a stance of curiosity and ensure we are remembering the person at the centre. Be able to deconstruct any stereotypes or stigma that maybe preventing expression of their thoughts and feelings. Where there are tensions and conflicts, be sure to understand from the persons point of view. This can be best done by using **'I' statements** to increase communication, in discussions with the vulnerable person it is vital that we show a genuine empathy, this can be done by encouraging the person to use 'I' statements in the areas important to their lived experience such as

- > key people in the person's life.
- > providing support to attend and participate in meetings.
- > holding meetings in places more familiar which suit the person.
- > providing accessible records.
- > allocating time and establishing a climate of trust.

Take shared responsibility for exploring and managing risk with clients, through the work we do with them. We bear this in mind in our safeguarding procedures, interventions and the individual's rights in relation to these.

Mary Frances Trust is committed to ensuring that all people who use our services, trustees, staff, students, volunteers undertake training to gain a basic awareness of

signs and symptoms of abuse. Mary Frances Trust will ensure that the DSL and people who use our services, trustees, staff, students, volunteers have access to training around Safeguarding.

‘Abuse is mistreatment by any other person or persons that violates a person’s human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person’s quality of life, to causing actual physical or mental suffering.’ (<http://www.safeguardingmatters.co.uk>)

Abuse includes (but is not limited to):

- Physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint.
- Sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material.
- Psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation.
- Financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions, or benefits.
- Neglect and acts of omission: including withholding the necessities of life such as medication, food, or warmth, ignoring medical or physical care needs and ignoring safeguarding concerns.
- Abusive communications with service users occurring online.
- Abuse of Individual rights / Discriminatory abuse: including racist or sexist, that is based on a person’s disability and other forms of harassment, slurs, or similar treatment.
- Institutional or Organisational abuse: including regimented routines and cultures, unsafe practices, lack of person-centered care or treatment.
- Domestic abuse: violence or abuse between adults aged over 18 years who are or have been intimate partners, or are family members, regardless of gender and

sexuality. Children may also be affected by domestic violence, in several ways that may be defined as abuse.

- Honour Based Violence: 'Honour Based Violence' (HBV) is an internationally recognised term describing cultural justifications for violence and abuse.
- Hate crime: any criminal offence which is perceived by the victim or any other person as being motivated by prejudice or hate, based on the victim's actual or perceived race, religion, sexual orientation, disability or transgender, or any other protected characteristic.
- Trafficking: People are bought and sold for sexual exploitation, forced labour, street crime, domestic servitude or even the sale of organs and human sacrifice. Men, women, and children are trafficked within their own countries and across international borders.
- Forced marriage: Forced marriage is when someone faces physical pressure to marry (e.g., threats, physical violence or sexual violence) or emotional and psychological pressure (e.g., being made to feel that you're bringing shame on your family). Forced marriage is illegal in England and Wales. This includes taking someone overseas to force them to marry (whether or not the forced marriage takes place) and marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)
- Cuckooing is a practice where people take over a person's home and use the property to facilitate exploitation. It takes the name from cuckoos who take over the nests of other birds.

There are different types of cuckooing:

- Using the property to deal, store or take drugs.
- Using the property to sex work
- Taking over the property as a place for them to live
- Taking over the property to financially abuse the tenant.

We are aware people are more at risk of abuse at home if they fit within one of the categories below. As this is a large group of the clients that attend MFT, we understand the importance of training staff around these measures:

- They are isolated and do not have much contact with friends, family or neighbours.
- They have memory problems or difficulty communicating.
- They become dependent on their carer, or they do not get on with them
- Their carer is addicted to drugs or alcohol.
- Their carer relies on them for a home, or financial or emotional support.

Abuse may be carried out deliberately or unknowingly, for example staff should not hug or touch their clients/ staff/public. We have rigorous processes in place to address this which are based on the Whistleblowing policy.

Abuse may be a single act or repeated acts. These include grooming someone with the intention to commit abuse.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, trustees, staff,

students, volunteers and carers or others in a position of trust. They may also be relatives, friends, neighbours, or people who use the same services as the person experiencing abuse.

4. Designated People

Mary Frances Trust has an appointed individual who is responsible for dealing with Safeguarding concerns.

The roles and responsibilities of the named person(s) are:

- to ensure that all people who use our services, trustees, staff, students, and volunteers are aware of what they should do and who they should go to if they have concerns that a person at risk may be experiencing or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded, and referred to the appropriate Social Care Services team or to the allocated social worker/care manager where necessary.
- consider any recommendations from the Safeguarding process.
- to reinforce the utmost need for confidentiality and to ensure that people who use our services, trustees, staff, students, and volunteers are adhering to good practice regarding confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and volunteers working directly with people who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate Clinical Supervision.
- if appropriate people who use our services, trustees, staff, students, volunteers and carers will be given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.
- To check the credentials of external providers.
- To ensure staff are appropriately trained in safeguarding (Refresher training to be a minimum of every two years).

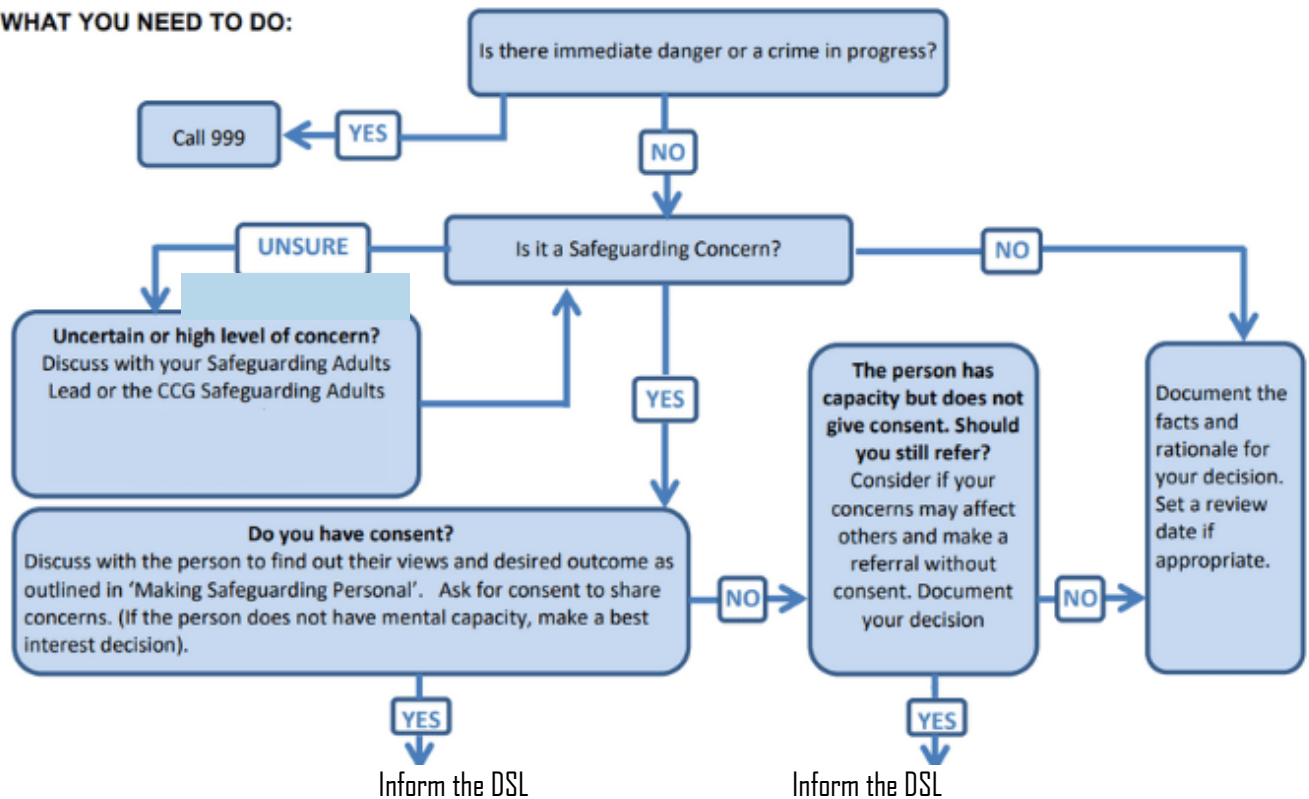
- Refer the individual to the Disclosure and Barring Service in cases where a person is dismissed or left due to risk/harm to a client, and/or
- Police (cases where a crime may have been committed). Especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations.
- Act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies.

5.Responding to a disclosure.

Mary Frances Trust recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that acting in cases of abuse is never easy.



WHAT YOU NEED TO DO:



If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed.
- To preserve evidence
- To keep yourself, people who use our services, trustees, staff, students, and volunteers safe.
- To inform the DSL.
- To record what happened and file securely. Also share this with the DSL by email.

6. Managing an allegation made against a person.

Mary Frances Trust will ensure that any allegations made against people who use the service, trustees, staff, students, volunteers, or carers will be dealt with swiftly.

Where a person who uses our service, trustee, member of staff, student, volunteer, or carer is thought to have committed a criminal offence, the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all people who use the service posed by the potential person to have caused harm. This will include whether it is safe for them to continue in their role or to take up any other role within the service whilst the investigation is undertaken.

The DSL will liaise with Social Care Services to discuss the best course of action and to ensure that Mary Frances Trust's disciplinary procedures are coordinated with any other enquiries taking place as part of the on-going management of the allegation.

Mary Frances Trust has a whistle blowing policy and staff are aware of this policy. Staff will be supported in using this policy.

7. Recording and managing confidential information

Mary Frances Trust is committed to maintaining confidentiality wherever possible and information around Safeguarding issues should be shared only with those who need to know. For further information, please see Mary Frances Trust's Confidentiality and Data Protection policy.

The Board will receive a Safeguarding update at each board meeting.

8. Disseminating/Reviewing policy and procedures

This Safeguarding Policy and Procedure will be clearly communicated to people who use our services, trustees, staff, students, volunteers, and carers. The DSL will be responsible for ensuring that this is done.

The DSL and the Board of Trustees will review the Safeguarding Policy and Procedures annually. The DSL will be involved in this process and can recommend any changes. The DSL will also ensure that any changes are clearly communicated to staff, trustees, students, and volunteers. It may be appropriate to involve people who use our service in the review and people who use our service and carers need to be informed of any significant changes.