

CR03 - Safeguarding Policy and Procedure

1. Aims of this policy

1.1 This policy sets out the key elements and principles of Men And Their Emotions' commitment to safeguarding.

1.2 Safeguarding is a term used for measures taken to protect the health, well-being and human rights of individuals which allow people, particularly children, young people & vulnerable adults, to live free from abuse, harm and neglect. This policy is specifically aimed at safeguarding adults.

1.3 The Charity Commission asserts that the safeguarding policy and procedures are vital for the effective operation of any charity that works with vulnerable people.

2. Policy Statement

2.1 For Men And Their Emotions, the safeguarding policy is in place to protect adults who are struggling with their mental health or addiction, for our staff and our volunteers, from abuse and harm. This safeguarding policy is to be taken seriously by all those involved within the charity and is put in place to maintain their safety and comfort. To achieve our mission of helping those struggling with mental health and addiction, we want to ensure that everyone supported by Men And Their Emotions have their wants and needs met.

2.2 This policy and procedure cover all staff, volunteers and areas of work. We recognise that we have responsibilities under the Safeguarding Vulnerable Groups Act 2006. Under the Safeguarding Vulnerable Groups Act we must be familiar with the policy and procedure needed to be undertaken when working with vulnerable people. Staff & volunteers must be aware of what to do if they believe someone is unsuitable to work with a vulnerable person, or if they perceive someone to be at risk of harm/abuse.

2.3 Men And Their Emotions recognise that anyone being supported by them must have the mental capacity to make their own decisions and choices. We are committed to:

- 2.3.1 Supporting people in their recovery from substance or alcohol addiction, providing support from accredited professionals.
- 2.3.2 Safely recruiting and supporting all those with any responsibility for vulnerable adults.
- 2.3.3 Responding promptly to every safeguarding concern or allegation.
- 2.3.4 Providing support and professional help for anyone previously affected by trauma.
- 2.3.5 Responding to those that pose a present risk to others.

2.4 We aim to provide services that will be appropriate to the adult at risk and not discriminate because of disability, age, gender, sexual orientation, race, religion, culture, or lifestyle. We will make every effort to enable beneficiaries to express their wishes and make

their own decisions, to the best of their ability. We will work with beneficiaries and others involved in the charity, to ensure they receive the support and protection they may require; that they are listened to and treated with respect (including their property, possessions and personal information) and that they are treated with compassion and dignity.

2.5 Men And Their Emotions will follow the six principles as set out in guidance to the Care Act 2014 and this will inform practice with all beneficiaries;

2.5.1 Empowerment – People will be supported and encouraged to make their own decisions and informed consent

2.5.2 Prevention – It is better to take action before harm occurs

2.5.3 Proportionality – The least intrusive response appropriate to the risk presented

2.5.4 Protection – Support and representation for those in greatest need

2.5.5 Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect & abuse

2.5.6 Accountability – Accountability and transparency in safeguarding practice

2.6 Men And Their Emotions understands the importance of working collaboratively to ensure that:

2.6.1 The needs and interests of adults at risk are always respected and upheld

2.6.2 The human rights of adults at risk are respected and upheld

2.6.3 A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse

2.6.4 All decisions and actions are taken in line with the Mental Capacity Act 2005

2.6.5 Each adult at risk maintains:

- Choice and control
- Safety
- Health
- Quality of life
- Dignity & respect

2.7 Our robust governance processes will make sure that staff working for and on behalf of Men And Their Emotions recognise and respond to the main forms of abuse which are set out in the Care Act 2014 Statutory Guidance Chapter 14, which is not an exhaustive list but an illustration as to the sort of behaviour that could give rise to a safeguarding concern:

2.7.1 Physical abuse

2.7.2 Domestic violence

2.7.3 Sexual abuse

2.7.4 Psychological abuse

2.7.5 Financial or material abuse

2.7.6 Modern slavery

2.7.7 Discriminatory abuse

2.7.8 Organisational abuse

2.7.9 Neglect and acts of omission

2.7.10 Self-neglect

Men And Their Emotions is committed to the principles of 'Making Safeguarding Personal' and aims to ensure that the adult concerned must always be at the centre of adult safeguarding and their wishes & views will be sought at the earliest opportunity. Always discussing the situation with the adult involved to ensure their choice and control is always maintained whilst ensuring their well-being and safety in a timely manner.

2.8 Manager's Responsibilities

- 2.8.1 To establish the facts about the circumstances giving rise for concern
- 2.8.2 To identify sources and level of risk
- 2.8.3 To ensure information is recorded and that the Surrey Safeguarding Adults Board is contacted to inform them of the concern or harm, and/or the local Adult Safeguarding team to the client's home address.
- 2.8.4 If a Client is at immediate risk of harm, the manager will contact the Police. The charity commissioners will also be informed
- 2.8.5 In all cases of alleged harm, there will be early consultation between, the trustees, Surrey County Council, or the local District council to the person at risk, and the Police to determine whether or not a joint investigation is required. We understand that it may also be necessary to advise the relevant Power of Attorney, if there is one appointed. In dealing with incidents of potential harm, people have rights which must be respected and which may need to be balanced against each other
- 2.8.6 The wishes of the person harmed will be taken into account whenever possible; this may result in no legal action
- 2.8.7 Documentation of any incidents of harm in the Client's file and using body maps to record any injuries
- 2.8.8 Follow local policy guidelines where applicable
- 2.8.9 Report any incidents of abuse to the relevant parties
- 2.8.10 Work with multi-agencies
- 2.8.11 Advise and support staff
- 2.8.12 Ensure staff are trained to enhance knowledge
- 2.8.13 Actively promote the "Whistleblowing" policies

2.9 General Principles

- 2.9.1 Staff/volunteers should recognise and report incidences of harm
- 2.9.2 Staff/volunteers should report concerns of harm or poor practice that may lead to harm
- 2.9.3 Staff/volunteers should remain up to date with training
- 2.9.4 Staff/volunteers should follow the policy and procedures
- 2.9.5 Staff/volunteers should know how and when to use the Whistleblowing procedures
- 2.9.6 Staff/volunteers should understand the Mental Capacity Act and how to apply it in practice
- 2.9.7 We will have robust recruiting and safer staffing policies in place to make sure that our staff are fit to work with adults at risk and are compliant with national safe recruitment and employment practices, including the requirements of the Disclosure and Barring Service
- 2.9.8 A named safeguarding lead will be in place that is responsible for embedding safeguarding practices and improving practice in line with national and local developments
- 2.9.9 Any staff member who knows or believes that harm is occurring will report it to their line manager as quickly as possible, or if they feel they cannot follow the regular reporting procedure, they should use the Whistleblowing process
- 2.9.10 Men And Their Emotions will work collaboratively with other agencies, including liaison in relation to the investigation of allegations and will ensure its procedures dovetail with local multi-agency procedures
- 2.9.11 Men And Their Emotions will use incident reporting, root cause analysis, lessons learned and auditing to determine themes to improve care practice
- 2.9.12 We will have a learning and development strategy which specifically addresses adult safeguarding. We will provide training on the identification and reporting of harm, as well as training on the required standards in relation to procedures and processes should something need to be reported

- 2.9.13 Men And Their Emotions recognise our responsibilities in relation to confidentiality and will share information appropriately
- 2.9.14 We will have a zero tolerance on harm
- 2.9.15 We will work in partnership with other agencies to ensure that concerns or allegations of abuse are appropriately referred for investigation to the most appropriate agency
- 2.9.16 We will ensure that any action that is taken is assessed, proportionate, and reflective of risk presented to the people who use the services
- 2.9.17 We will report any incidents in line with our regulatory requirements
- 2.9.20 Men And Their Emotions will adhere to the Code of Conduct for working with Vulnerable Adults
- 2.9.21 There is a clear, well-publicised Whistleblowing policy and procedure in place
- 2.9.21 Promote a safe environment for vulnerable people to open up.
- 2.9.22 Ensure that men struggling with mental health & addiction feel that they have benefited from the charity and the services offered
- 2.9.23 Have a named Safeguarding Officer (SO) available at all times during events and at any future establishments
- 2.9.24 Safely recruit, train and support all those with responsibility for adults to have the confidence & skills to recognise and respond to abuse
- 2.9.25 Display the details of who to contact if there are any safeguarding concerns or support needs on the charity website and within any premises being used, or establishments owned.
- 2.9.26 Listen to and take seriously all those who disclose abuse
- 2.9.27 Have clear policies and procedures for volunteers & staff on bullying, harassment & whistleblowing
- 2.9.28 Ensure we have permission for any images or information used on our website or on any social media accounts
- 2.9.29 Review the implementation of the Safeguarding Policy, Procedures and Practices annually
- 2.9.30 Each person who works or volunteers for the charity will be provided with a copy of this Safeguarding Policy and will be asked to confirm via email that they have read and agree to abide by the policy and the guidelines. The charity takes the person's agreement of the policy as confirmation that they have fully read and understand everything outlined; any queries must be raised immediately.

3. Prevention – Providing Information to Support Beneficiaries

- 3.1 Men And Their Emotions will support beneficiaries by providing accessible, easy to understand information on what abuse is and what signs to look out for. This will include beneficiaries' rights and how to get help and support if they need it through the Care Plan process. We will comply with the Accessible Information Standards.
- 3.2 All beneficiaries will have access to the Complaints Policy and Procedure and be given information on how to escalate any concerns to the Commissioner, the Regulator, advocacy or Local Government and Social Care Ombudsman should they not be satisfied with the approach taken by Men And Their Emotions

4. Prevention - Raising Awareness

- 4.1 Staff will need to be trained and understand the different patterns and behaviours of abuse as detailed in the Care Act Chapter 14 and Men And Their Emotions will ensure that they are able to respond appropriately
- 4.2 Men And Their Emotions will ensure all staff are trained on the Whistleblowing Policy and Procedure

- 4.3 Safeguarding Adults is integrated into all the organisation's contractual processes with clear expectations and reporting requirements to prevent harm, neglect and abuse of adults at risk
- 4.4 The organisation has performance management systems that record and indicate the effectiveness and potential for interventions to prevent harm, neglect and abuse
- 4.5 Raising awareness for the different types of abuse, including but not limited to:
- 4.5.1 Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
 - 4.5.2 Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
 - 4.5.3 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.
 - 4.5.4 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.
 - 4.5.5 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.
 - 4.5.6 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.
 - 4.5.7 Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
 - 4.5.8 Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
 - 4.5.9 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
 - 4.5.10 Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
 - 4.5.11 Radicalisation – this is the process by which a person comes to support terrorism and forms of extremism that lead to terrorism. Adults at risk can be exploited by people who seek to involve them in terrorism or activity in support of terrorism

5. Procedure

- 5.1 Responding to Disclosure, Suspicion or Witnessing of Abuse. Where an adult at risk discloses or discusses potential abuse or harm the staff member should be able to:
- Recognise: Identify that the adult at risk may be describing abuse, even when they may not be explicit
 - Respond: Stay calm, listen and show empathy

- Reassure them that it will be taken seriously and explain that there is a duty to report the issues internally and what may happen next
- Record: Write up notes of the conversation clearly and factually as soon as possible
- Report in a timely manner to the appropriate people and organisations

5.2 Responding to a Disclosure

Do:

- Stay calm and try not to show shock
- Listen very carefully
- Be empathetic
- Be aware of the possibility that medical evidence might be needed
- Reassure the person that they did a good/the right thing in telling you, you are treating the information seriously and it was not their fault
- Explain that you must tell your line manager and, with their consent, your manager will contact the Local Authority, Safeguarding Adults Team and/or the Police. Trustees should be informed.

Men And Their Emotions will, in specific circumstances, need to contact Surrey Safeguarding Adults Board or the District Adult Safeguarding Team local to the person at risk of harm, without their consent, but their wishes will be made clear throughout.

If a referral is made but the adult at risk is reluctant to continue with an investigation, record this and bring this to the attention of the Safeguarding Adults Team. This will enable a discussion on how best to support and protect the adult at risk. However, a professional case discussion will still need to take place and should be recorded appropriately.

5.3 Responding to Abuse or Neglect – What to do

Men And Their Emotions should ensure that staff:

5.3.1 Address any immediate safety and protection needs

5.3.2 Make an immediate evaluation of the risk and take steps to ensure that the adult is in no immediate danger

5.3.3 Where appropriate, call 999 for the emergency services if there is a medical emergency, other danger to life or risk of imminent injury, or if a crime is in progress.

Where a crime is suspected of being committed, leave things as they are wherever possible

5.3.4 Summon urgent medical assistance from a primary healthcare service if there is a concern about the adult's need for medical assistance or advice. Staff can call the NHS 111 service for urgent medical help or advice when the situation is not life-threatening

5.3.5 The adult may feel frightened, so the staff should ascertain whether they want them to arrange for someone they feel comfortable with to stay with them

5.3.6 Men And Their Emotions should consider if there are other adults or children with care & support needs who are at risk of harm, and take appropriate steps to protect them

5.3.7 The staff member should consider supporting and encouraging the adult to contact the Police if a crime has been or may have been committed

5.3.8 The staff member should contact their line manager as soon as possible to inform them of the incident or concern

5.3.9 The trustees or delegated safeguarding officer should be informed and contacted immediately

5.4 Decision-Making

The Safeguarding Officer will lead on decision-making; contact SO directly or speak to a senior member of staff

In the event that these are unavailable, seeking the advice of Surrey County Council should be considered.

Staff should also take action without the immediate authority of a line manager:

5.4.1 If discussion with the manager would involve delay in an apparently high-risk situation

5.4.2 If the person has raised concerns with their manager and they have not taken appropriate action (whistleblowing)

Men And Their Emotions should ensure that staff are aware of local reporting procedures and timescales for raising adult safeguarding concerns.

5. Referral to the Oxford City Council Adult Safeguarding Team

Men And Their Emotions should ensure that Surrey Safeguarding Adults Board referral process is followed and should collate the following information to assist with the referral. The referral process should be clearly visible with contact numbers, including out-of-hours, where staff can access the information.

Men And Their Emotions should use any up to date Care Plan information where possible and have the following information available where possible:

- i. Demographic and contact details for the adult at risk, the person who raised the concern and for any other relevant individual, specifically carers and next of kin
- ii. Basic facts, focussing on whether or not the person has care and support needs including communication and on-going health needs
- iii. Factual details of what the concern is about; what, when, who, where?
- iv. Immediate risks and action taken to address risk
- v. Preferred method of communication
- vi. If reported as a crime, details of which police station/officer, crime reference number, etc.
- vii. Whether the adult at risk has any cognitive impairment which may impede their ability to protect themselves
- viii. Any information on the person alleged to have caused harm
- ix. Wishes and views of the adult at risk, in particular consent
- x. Advocacy involvement (includes family/friends)
- xi. Information from other relevant organisations for example, the CHARITY COMMISSIONERS
- xii. Any recent history (if known) about previous concerns of a similar nature or concern raised about the same person, or someone within the same household
- xiii. Names of any staff involved

b. Documenting a Disclosure

Men And Their Emotions must ensure that staff:

- i. Make a note of what the person actually said, using his or her own words and phrases
- ii. Describe the circumstance in which the disclosure came about
- iii. Note the setting and anyone else who was there at the time

- iv. When there are cuts, bruises or other marks on the skin use a body map to indicate their location, noting the colour of any bruising
- v. Make sure the information the staff member writes is factual
- vi. Use a pen with black ink so that the report can be photocopied
- vii. Try to keep your writing clear
- viii. Sign and date the report, noting the time and location
- ix. Be aware that the report may be needed later as part of a legal action or disciplinary procedure

c. Informing Relevant Inspectorate

- i. By law, Men And Their Emotions must notify the Care Quality Commission without delay, incidents of abuse and allegations of abuse, as well as any incident which is reported to or investigated by the Police
- ii. Men And Their Emotions must notify the CHARITY COMMISSIONERS about abuse or alleged abuse involving a person(s) using the service, whether the person(s) is/are the victim(s), the abuser(s), or both
- iii. Men And Their Emotions must also alert the relevant local safeguarding authority when notified of a safeguarding issue
- iv. The forms are available on the CHARITY COMMISSIONERS website
- v. If a concern is received via the whistleblowing procedure, Men And Their Emotions must inform the Surrey Safeguarding Adults Board and the CHARITY COMMISSIONERS

d. Strategy Meeting / Case Conference

- i. Following the investigation or at any time during the process, a case conference with all relevant agencies may be called to make decisions about future action to address the needs of the individual
- ii. Any agency involved in the case may ask for a case conference to be held but the final decision to hold a conference is with the Surrey Safeguarding Adults Board.
- iii. Men And Their Emotions should ensure that they attend this meeting when invited and that all relevant information about the incident is available. A timeline of events is a useful document to prepare in complex cases

e. Involve the Client Concerned Throughout the Process

- i. The process of the enquiry should be explained to the Client in a way they will understand and their consent to proceed with the enquiry obtained, if possible
- ii. Arrangements should be made to have a relative, friend or independent advocate present if the person so desires. The relative, friend or independent advocate should not be a person suspected of being in any way involved or implicated in the abuse
- iii. The individual should be supported by the service to take part in the safeguarding process to the extent to which they wish, or are able to, having regard to their decisions and opinions, and they should be kept informed of progress

f. Desired Outcomes Identified by the Adult

The desired outcome by the adult at risk should be clarified and confirmed at the end of the conversation(s), to:

- i. Ensure that the outcome is achievable

- ii. Manage any expectations that the adult at risk may have
- iii. Give focus to the enquiry
- iv. Staff should support adults at risk to think in terms of realistic outcomes but should not restrict or unduly influence the outcome that the adult would like. Outcomes should make a difference to risk, and at the same time satisfy the person's desire for justice and enhance their well-being
- v. The adult's views, wishes and desired outcomes may change throughout the course of the enquiry process
- vi. There should be an on-going dialogue and conversation with the adult to ensure their views and wishes are gained as the process continues, and enquiries re-planned should the adult change their views
- vii. The Client should be informed of the outcome of any investigation, but guidance should be sought from the Local Authority Adult Safeguarding Team before any outcome is shared

h. Consent

When reporting information that directly concerns the safety of an adult at risk of harm, consent from the beneficiary is not required. However, informing the beneficiary of your concerns and your referral is good practice unless it would put you or your colleagues at risk or it would put the adult at further risk. When reporting to a local authority allegations or concerns about an adult at risk of harm, the Local Authority must be informed whether the beneficiary is aware of the report. In reporting all suspected or confirmed cases of harm, an employee has a responsibility to act in the best interest of the beneficiary but still operate within the relevant legislation and the parameters of the codes and standards of their practice.

6. Confidentiality and Information Sharing

- a. In seeking to share information for the purposes of protecting adults at risk, Men And Their Emotions is committed to the following principles:
 - i. Personal information will be shared in a manner that is compliant with our statutory responsibilities
 - ii. Adults at risk will be fully informed about information that is recorded about them and as a general rule, be asked for their permission before information about them is shared with colleagues or another agency. However, there may be justifications to override this principle if the adult or others are at risk
 - iii. Staff will receive appropriate training on client confidentiality and secure data sharing
 - iv. The principles of confidentiality designed to protect the management interests of Men And Their Emotions must never be allowed to conflict with those designed to promote the interests of the adult at risk
 - v. Staff will follow the policy on Data Protection and Confidentiality and comply with the Caldicott principles
- b. Abuse of Trust
 - i. A relationship of trust is one in which one person is in a position of power or influence over the other person because of their work or the nature of their activity
 - ii. Where the person who is alleged to have caused the abuse or neglect has a relationship of trust with the adult at risk because they are; a member of staff, a paid employee, a volunteer or a manager, Men And Their Emotions should invoke disciplinary procedures for employed staff as well as taking action in line with this policy

- iii. Men And Their Emotions should ensure a referral is made to the Disclosure and Barring Service if an employee is found to have caused harm to an individual
- iv. If the person who is alleged to have caused the harm is a member of a recognised professional group, Men And Their Emotions should act under the relevant code of conduct for the profession as well as taking action under this policy
- v. Where the person alleged to have caused the harm or neglect is a volunteer or a member of a community group, Men And Their Emotions should work with adult social services to support any action under this policy
- vi. Where the person alleged to have caused the harm is a neighbour, a member of the public, a stranger or a person who deliberately targets vulnerable people, in many cases the policy and procedures will be used to ensure that the adult at risk receives the services and support that they may need
- vii. In all cases, issues of consent, confidentiality and information sharing should be considered

e. Allegations Against People Who Are Relatives or Friends

There is a clear difference between unintentional harm caused inadvertently by a relative or friend and a deliberate act of either harm or omission, in which case the same principles and responsibilities for reporting to the police apply. In cases where unintentional harm has occurred, this may be due to lack of knowledge or due to the fact that the relative's own physical or mental needs make them unable to care adequately for the adult at risk. The relative may also be an adult at risk. In this situation the aim is to protect the adult from harm, work to support the relative to provide support and to help make changes in their behaviour in order to decrease the risk of further harm to the person they are caring for. A staff member's assessment should take into account a number of factors and a referral to the Local Authority should be made as part of the safeguarding process.

f. Whistleblowing

Whistleblowing is an important aspect of the support and protection of adults at risk of harm where staff are encouraged to share genuine concerns about a colleague's behaviour. Their behaviour may not be related to an adult at risk, but they may not be following the code of conduct or could be pushing boundaries beyond normal limits or displaying conduct which is a breach of the law, conduct which compromises health and safety or conduct which falls below established standards of practice with adults at risk.

Men And Their Emotions will have clear Whistleblowing policies and processes in place which staff will be frequently reminded about, and they must be familiar with and understand how to escalate and report concerns.

g. Abuse by Another Adult at Risk

We recognise that we may also have responsibilities towards the person causing the harm, and will if we have contact because they attend the same place (for example, an event). The person causing the harm may themselves be eligible to receive an assessment. In this situation, it is important that the needs of the adult at risk who is the alleged victim are addressed separately from the needs of the person causing the harm. It will be necessary to reassess the adult allegedly causing the harm.

h. Exploitation by Radicalisers Who Promote Violence

Individuals may be susceptible to exploitation into violent extremism by radicalisers. Staff will be expected to follow the Radicalisation Policy and Procedure in place at Men And Their Emotions.

i. Risk Assessment and Management

The assessment of the risk of abuse, neglect and exploitation of beneficiaries should be integral in all assessment and planning processes. Assessment of risk is dynamic and ongoing, especially during the adult safeguarding process, and should be reviewed throughout so that adjustments can be made in response to changes in the levels and nature of risk.

j. Audit and Compliance

It is essential that the implementation of this policy and associated procedures is audited to ensure that Men And Their Emotions is doing all it can to safeguard those people receiving its support/services. The audit of this policy will be completed through a systematic audit of:

- i. Recruitment procedures
- ii. Audits of incident reporting, frequency and severity
- iii. Audit of training processes, including reviews of uptake of training and evaluations

Safeguarding concerns and incidents will be reviewed by the Senior Management Team as part of root and cause analysis with the following terms of reference:

- iv. Review incident themes
- v. Reports from the lead responsible for Safeguarding within Men And Their Emotions
- vi. Look in detail at specific cases to determine learning or organisational learning
- vii. Ensure implementation of the Safeguarding policy and procedure

k. Training and Competencies

Men And Their Emotions will ensure that staff receive training in recognising and responding to incidents, allegations or concerns of abuse or harm as part of their induction programme. Men And Their Emotions will ensure that it benchmarks training and competencies within the charity with the framework outlined in Adult Safeguarding.

7. Men And Their Emotion Facebook Group

Along with all of the above policies and procedures, we would like to lay out some additional points in regards to our Men And Their Emotions (M.A.T.E Facebook Group):

7.1 Moderators have been carefully chosen by the trustees to approve what is posted within the group and to monitor the comments on each post. Enabling us to ensure that only positive responses are given and good advice is provided

7.2 Moderators within the group are carefully selected, some of which are professionals with qualifications in therapy courses.

7.3 All moderators communicate via a chat to discuss any issues on the group or raise concerns about members. Any questions can be answered and support given to once another.

7.3 Anti-social behaviour and bullying is not tolerated within the group and is laid out in the group rules before a person can join. Everyone must comply to the rules otherwise they will be immediately removed from the group

7.4 People have the option to post anonymously, allowing them to open up and ask questions without feeling judged, however these posts are first approved by the moderators and comments cannot be left anonymously to avoid 'trolling'.

7.5 The group was established to offer a safe space for men to communicate and ask for advice, all of the feedback is positive and action is constantly taken to improve the safety & comfort of the group.

8. Definitions

8.1 Enquiry

- An enquiry is any action that is taken (or instigated) by a local authority, under Section 42 of the Care Act 2014, in response to indications of abuse or neglect in relation to an adult with care and support needs who is at risk and is unable to protect themselves because of those needs
- An enquiry can also refer to similar action but not undertaken under Section 42. It should establish whether any action needs to be taken to prevent or stop abuse or neglect and if so, by whom

8.2 A Person with Care and Support Needs

8.2.1 According to the Care Act 2014; an older person, a person with a physical disability, a learning difficulty or a sensory impairment, someone with mental health needs, including dementia or a personality disorder, a person with a long-term health condition, someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living

8.3 Safeguarding

8.3.1 Safeguarding means protecting an adult's right to live in safety, without suffering abuse and or neglect

8.3.2 It is multi-agency in approach to prevent and stop both the risks and experience of abuse or neglect, whilst supporting the adult's well-being including their views, wishes, feelings and beliefs on the action to be taken where possible

8.4 Investigation

8.4.1 Investigation is a process that focuses on gathering "good evidence" that can be used as a basis for the decision as to whether or not abuse has occurred

8.4.2 It must be a rigorous process and the evidence must be capable of withstanding close scrutiny, as it may later be required for formal proceedings

8.5 Referral

8.5.1 Referral is when information regarding a possible safeguarding incident is passed on to another person for their direction.

8.5.2 Sometimes this may be referred to as 'reporting'

8.6 Well-being

8.6.1 The Care Act 2014 defines well-being as: 'in relation to an individual, means that individual's well-being so far as relating to any of the following':

8.6.1.1 Personal dignity (including treatment of the individual with respect)

8.6.1.2 Physical and mental health and emotional well-being

8.6.1.3 Protection from abuse and neglect

8.6.1.4 Control by the individual over their day-to-day life (including over care and support provided to the individual and the way in which it is provided)

8.6.1.5 Participation in work, education, training or recreation

8.6.1.6 Social and economic well-being

8.6.1.7 Domestic, family and personal relationships

8.6.1.8 Suitability of living accommodation

8.6.1.9 The individual's contribution to society

8.7 Multi-agency

- More than one agency coming together to work for a common purpose

8.7.1 This could include partners of the Local authority such as: NHS England CCGs, NHS trusts and NHS foundation trusts, Department for Work and Pensions, the police, prisons, probation services, and/or other agencies such as general practitioners, dentists, pharmacists, NHS hospitals, housing, health and care providers

8.8 Caldicott Principles

8.8.1 The Caldicott Principles were developed in 1997 following a review of how patient information is protected and only used when it is appropriate to do so

8.8.2 Since then, when deciding whether they needed to use information that would identify an individual, an organisation should use the Principles as a test

8.8.3 The Principles were extended to adult social care records in 2000

8.8.4 The Principles were revised in 2013

8.9 Abuse

8.9.1 Abuse includes physical, sexual, emotional, psychological, financial, material, neglect, acts of omission, discriminatory and organisational abuse

8.9.2 The types and behaviours of abuse are documented in the Care Act Statutory Guidance Chapter 14

8.10 Adults at Risk

8.10.1 Adult at risk means adults who need community care services because of mental or other disability, age or illness, and who are, or may be unable to take care of themselves against significant harm or exploitation

8.10.2 The term replaces 'vulnerable adult'

8.11 Concern

8.11.1 A concern may be any worry about an adult who has, or appears to have care and support needs, who is subjected to, or may be at risk of abuse or neglect, and who may be unable to protect themselves from the abuse or neglect or risk of it

8.11.2 A concern may be raised by anyone, and can be

8.11.2.1 A direct or passive disclosure by the adult at risk

8.11.2.2 A concern raised by staff, volunteers, others using the service, a carer or a member of the public

8.11.2.3 An observation of the behaviour of the adult at risk, of the behaviour of another person(s) towards the adult at risk, or of one beneficiary towards another

8.11.2.4 Patterns of concerns or risks that emerge through reviews, audits and complaint

8.12 Making Safeguarding Personal

8.12.1 Making Safeguarding Personal is about person-centred and outcome-focussed practice

8.12.2 It is how professionals are assured by adults at risk that they have made a difference to people by taking action on what matters to people, and is personal and meaningful to them

8.13 Modern Slavery

8.13.1 Modern Slavery encompasses slavery, human trafficking, forced labour and domestic servitude

8.13.2 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

8.14 Significant Harm

8.14.1 Significant harm is not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social or behavioural development

8.15 Enquiry Planning / Strategy Meeting

8.15.1 Enquiry Planning / Strategy Meeting or discussion is a multi-agency discussion between relevant organisations involved with the adult at risk to agree how to proceed with the referral

8.15.2 It can be face to face, by telephone or by email

8.16 Honour-Based Violence

8.16.1 The terms 'honour crime', 'honour-based violence', and 'izzat' embrace a variety of crimes of violence (mainly but not exclusively against women), including physical abuse, sexual violence, abduction, forced marriage, imprisonment and murder where the person is being punished by their family or their community

8.16.2 They are punished for actually, or allegedly, 'undermining' what the family or community believes to be the correct code of behaviour

8.16.3 In transgressing this, the person shows that they have not been properly controlled to conform by their family and this is to the 'shame' or 'dishonour' of the family

8.16.4 'Honour crime' may be considered by the perpetrator(s) as justified to protect or restore the 'honour' of a family

8.17 Hate Crime

8.17.1 Hate (Mate) Crime – A disability hate crime is: “Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s disability or perceived disability.”

8.17.2 Incidents can include:

8.17.2.1 Physical attacks such as physical assault, damage to property, offensive graffiti and arson

8.17.2.2 Threat of attack including offensive letters, abusive or obscene telephone calls, groups hanging around to intimidate, and unfounded, malicious complaints

8.17.2.3 Verbal abuse, insults or harassment - taunting, offensive leaflets and posters, abusive gestures, dumping of rubbish outside homes or through letterboxes, and bullying at school or in the workplace

8.18 Forced Marriage

8.18.1 The Anti-Social Behaviour, Crime and Policing Act 2014 protects people from being forced to marry without their free and full consent as well as people who have already been forced to do so

8.18.2 We will ensure that staff are reminded of the one chance rule: i.e., our employees may only have one chance to speak to a potential victim of forced marriage and, therefore, only one chance to save a life

8.18.3 Forced marriage can involve physical, psychological, emotional, financial and sexual abuse including being held unlawfully captive, assaulted and raped

8.18.4 Law enforcement agencies will also be able to pursue perpetrators in other countries where a UK national is involved under powers defined in legislation

9. Further acts

We will also be following closely the Human Rights Act and Mental Capacity Act Principles stated below:

9.1 Human Rights Act

In particular:

- Article 2: Right to life
- Article 3: No one shall be subjected to torture or to inhuman or degrading treatment or punishment.
- Article 4: Prohibition of slavery and forced labour
- Article 5: No one shall be deprived of his liberty save, in accordance with a procedure prescribed by law
- Article 8: Right to respect for private and family life.

9.2 Mental Capacity Act principles

- A person must be assumed to have capacity unless it is established that they lack capacity.
- A person is not to be treated as unable to make a decision unless all practicable steps to help him to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
- An act done or decision made under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.

Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action

Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Safeguarding is everybody's business. Agencies have a duty to report Safeguarding concerns to the Local Safeguarding Adults Team
- Staff of Men And Their Emotions will report safeguarding concerns to the Registered Manager
- The Registered Manager will refer safeguarding concerns to the Local Authority Safeguarding Adults Team
- If it is suspected a crime has taken place, the reporter of the incident should call the police immediately
- Men And Their Emotions will be led by the Local Authority Adult Safeguarding Team as to 'next steps' such as enquiries
- If the alleged victim requires immediate removal from harm or medical attention, this will be done immediately
- The beneficiary to whom the incident has happened, will be consulted and supported to be involved in the safeguarding process and provided with information they understand throughout
- Men And Their Emotions is committed to supporting and protecting the well-being of beneficiaries through prevention of harm and reporting and dealing with incidents of abuse through a proper process

Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Men And Their Emotions has a duty to safeguard people attending their events & using a service
- Men And Their Emotions will provide information to help you understand safeguarding and what to look out for
- If something happens that may be a safeguarding incident which involves you, Men And Their Emotions will make sure you understand your choices and the next steps and are included as much as you want and can be
- If you need extra support such as an advocate, one will be provided for you
- Other agencies may be involved in getting to the facts of the incident
- If it seems a crime has taken place, the police will be called immediately
- When the facts are brought together, and a way forward has been decided with your input if possible, you will be talked through the findings

Further Reading

We recommend you also looking into the following materials to add to your knowledge further:

- CQC The Adult Social Care Key Lines of Enquiry and Prompts
- Action on Elder abuse - Resources and Forums: <https://www.elderabuse.org.uk/pages/>
- Gaining access to an adult suspected to be at risk of neglect or abuse: a guide for social workers and their managers in England Social Care Institute for Excellence 2014 which clarifies existing powers relating to access to adults suspected to be at risk of abuse or neglect:
<http://www.scie.org.uk/care-act-2014/safeguarding-adults/adult-suspected-at-risk-of-neglect-abuse/>
- How to report a serious incident in your charity: <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your->