



Safeguarding Work plan 2024-2027



Introduction

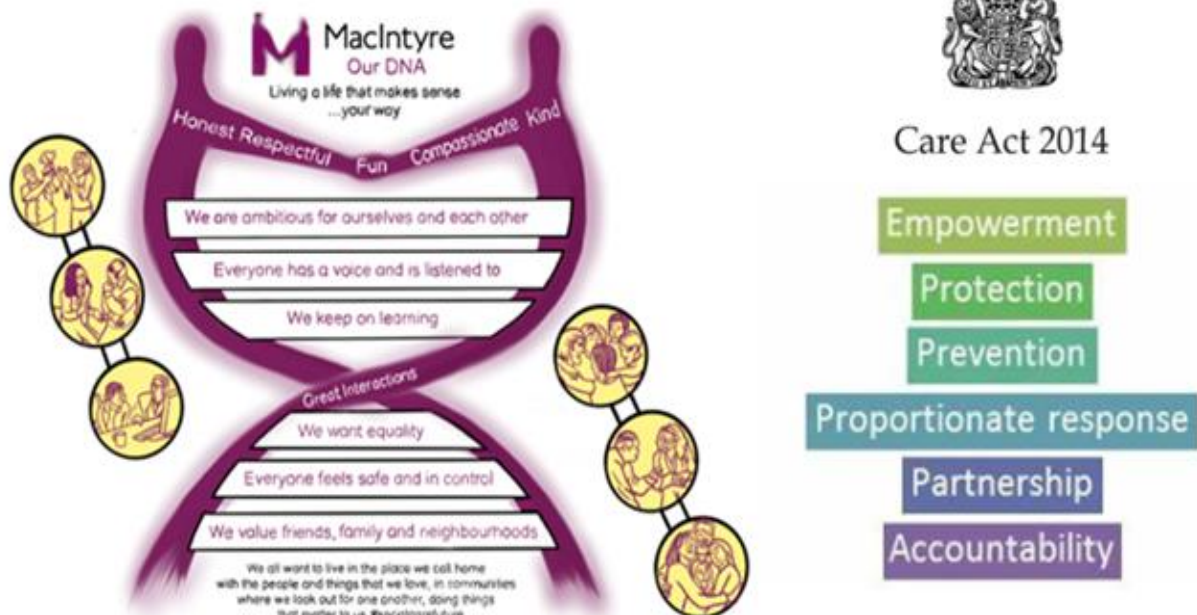
MacIntyre is committed to the safeguarding of the adults, young people and children who draw on our support across the organisation. We are dedicated to the continuous improvement our processes and practice, ensuring we regularly review our learnings and ask ourselves “so what next?”

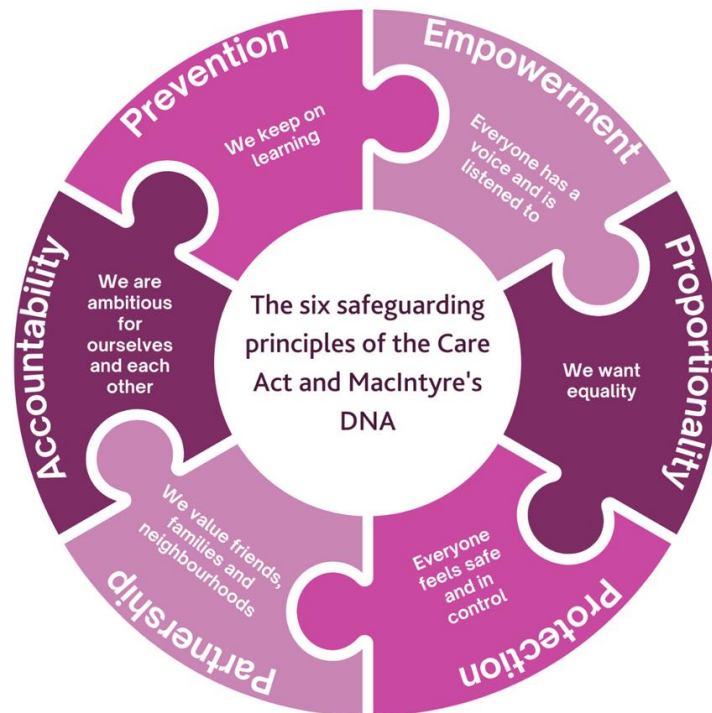
This work plan aligns our DNA with the Care Act’s Six Principles of Safeguarding. We recognise that our commitment to Making Safeguarding Personal challenges us to ensure the link between safeguarding and every day gloriously ordinary lives is seamless, understood and embedded in everything we do. Safeguarding responsibility lies with everyone, everywhere.

Our Key Performance Indicators (KPI’s) have been revised and updated to reflect our commitment to the Six Principles of Safeguarding and our DNA. They continue to challenge all areas of the organisation to evidence how Making Safeguarding Personal is truly embedded in all that we do.

MacIntyre’s DNA and the Six Principles of Safeguarding

Safeguarding is intrinsic to everything we do, as is our DNA. The alignment of the six principles and our DNA informs this Work plan, and MacIntyre’s Safeguarding Pathway





Key Performance Indicators

These Key Performance Indicators have been drafted in order to ensure that appropriate measurement of progress/performance takes place in relation to minimising the risk of abuse taking place, taking appropriate action when abuse is suspected or disclosed and the activities of the Safeguarding Committee and the wider organisation. They are designed to aid reflective review and reporting at all levels of the organisation in line with the Care Act Six Principles of Safeguarding and our DNA.

Each key area has 3 types of KPI:

Standard responsibility: These measure the level at which we are meeting the statutory responsibilities within our organisational and individual roles.

Prevention assurance: These KPI's measure how we identify, monitor and mitigate risk.

Aspirational: These are set or can be set in response to: learnings taken and organisational ambition and strategy.

Key Areas

1. Accountability: We are ambitious for ourselves and others
2. Empowerment: Everyone has a voice and it listened to
3. Proportionality: We want equality
4. Protection: Everyone feels safe and in control
5. Partnership: We value friends, family and neighbourhoods
6. Prevention: We keep on learning



1. Accountability: Accountability and transparency in delivering

“I understand the role of everyone involved in my life and so do they.”

We are ambitious for ourselves and others: *We strive to set and meet ambitious targets in order to achieve complete accountability and transparency with our safeguarding successes and failures. We challenge ourselves to learn from both, and then change what we do and how we work to improve. We measure ourselves and report to our stakeholders.*

Standard responsibility:

1.1 100% of MacIntyre’s Safeguarding Policies will be fit for purpose, up to date and reviewed in line with legislation, best practice and contractual or regulatory requirements.

1.2 Responsible persons will complete Annual Safeguarding Area Reflective Reviews which will feed into the Annual Report and regular safeguarding updates produced for directors, trustees and people drawing on our support.

1.3 The Compliance Team will circulate the Safeguarding Log to the responsible persons to complete/update on a monthly basis. Responsible persons will ensure the Safeguarding Log is fully completed and updated when concerns are raised and progressed in line with designated timescales and returned to the Compliance Team within the timescale specified.

Risk prevention assurance:

1.4 The CEO of the Ann Craft Trust will be a member of the Safeguarding Committee, will be MacIntyre’s critical friend, will work with and mentor the Head of Compliance and Safeguarding to challenge and continually improve our processes, culture and aspiration.

1.5 MacIntyre will continue membership of the ACT Safeguarding Network to enable partnership working and the sharing of good practice within the field.

1.6 The Safeguarding Log will be used to create a quarterly report for the committee. The report will identify areas of ongoing, potential, and residual risk for the committee to consider and action.

Aspirational:

1.7 As part of MacIntyre’s Annual Safeguarding Report, we will collate information from people who have been subject to a safeguarding concern and who have had the opportunity to lead the safeguarding investigation. Through this we will measure and report on how we are making safeguarding personal, and identify where we must improve.



2. Empowerment: People are supported and encouraged to make decisions

“I am asked what I want as the outcomes from the safeguarding process, and these directly inform what happens.”

Everyone has a voice and is listened to: *Safeguarding is a person-led and outcome-focused approach, this is how we should be managing all safeguarding concerns.*

Standard responsibility:

2.1 100% of people will have Support Plans and Communication Profiles in place. These will ensure that people are actively encouraged to understand, recognise and report abuse, comment and complain about the service they receive, and include the most appropriate way to establish what that person wants to happen should they be an alleged victim in any potential safeguarding concern.

2.2 Easy Read/accessible information and resources in relation to safeguarding, will be developed and approved by MacIntyre Checkers. Other accessible training resources to be identified and delivered.

Risk prevention assurance:

2.3 We will use the Safeguarding Investigation template to ensure that we are supporting the safeguarding investigation to be person led. The feedback from these investigations will be shared with the committee to monitor success and impact. Learning will be acted on and changes made where needed to ensure the investigation remains person led.

Aspirational:

2.4 MacIntyre will measure the knowledge and understanding that people who draw on support have regarding what abuse is, what the types of abuse are, and how well people are able to speak up. To then consider what next regarding how this can be improved.



3. Proportionality: The least intrusive response appropriate to the risk

“I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed.”

We want equality: *We respect and listen to people’s views and wishes, we understand that one process doesn’t suit all people. Our response will be tailored to be the least intrusive to the issue presented.*

Standard responsibility:

3.1 In cases where the local authority safeguarding team have not responded to a referral, the responsible persons will take proactive steps to obtain a response within 4 weeks of the referral being made.

Risk prevention assurance:

3.2 100% of staff will have completed Mental Capacity Act (MCA) training within the first 6 months of employment. Managers and equivalent will complete further MCA training, and identify when staff teams need additional training or mentoring to be able to understand a person’s right to decide.

Aspirational:

3.3 MacIntyre recognise that there are no people who draw on our support who sit on the Safeguarding Committee, and that the views and opinions of people with lived experience are not currently heard in this forum in the first person. We will consider how to rectify this in the most appropriate way.



4. Protection: Support and representation for those in greatest need

“I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

Everyone feels safe and in control: *We provide support and representation for all who need it. We maintain robust procedures that monitor the safeguarding process and outcomes, people’s health and safety, and that people can speak up and be listened to.*

Standard responsibility:

4.1 100% of employees will complete the required safeguarding training (including medication training) in line with service ‘Mandatory’ training requirements. Face to Face safeguarding training will be delivered by MacIntyre trainers, who have been trained to do so by the Ann Craft Trust.

4.2 All employees will report any safeguarding concerns disclosed to them or that they have witnessed without hesitation. Staff know how, and to whom (both internally and externally) any safeguarding concern should (or can) be reported. Staff know how to access the latest version of the relevant local authority safeguarding policy and reporting thresholds guidance.

4.3 100% of MacIntyre employees will meet MacIntyre’s minimum recruitment standards, including receipt of (and where appropriate, renewal of) DBS checks at the required level.

Risk prevention assurance:

4.4 The Compliance Team will support responsible persons to review the way in which safeguarding concerns are recorded, to ensure that the person raising the concern is correctly identified (e.g. a concern expressed by a person supported, but formally reported by a staff member should be entered as raised by the person supported).

4.5 Any concerns initially rated as high risk are escalated to the CEO who then ensures that, if required, our responsibilities to serious incident reporting are met.

4.6 Every concern, when closed, if rated as high risk to either the victim or MacIntyre will be discussed by the Committee. These cases will be formally reviewed relating to residual risk.

Aspirational:

4.7 MacIntyre aim to have 60% of safeguarding concerns raised by the person drawing on our support where they are the victim.

4.8 Each geographical area will have an Area Safeguarding Lead, this person will oversee the person led safeguarding investigation process alongside the Head of Compliance and Safeguarding, independently from HR processes. Area Safeguarding Leads will meet monthly with the Head of Compliance and Safeguarding to continually review and improve how we are able to make safeguarding personal.



5. Partnership: Local solutions through services working with their communities; communities have a part to play in preventing, detecting and reporting neglect and abuse

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

We value friends, family and neighbourhoods: *We create partnerships with local communities so they can assist in preventing and detecting abuse. We listen to and value friends and families knowledge and input, whilst always understanding that the person has autonomy over their life and choices. We advocate for those who need it, ensuring they get the right support from ourselves and professionals.*

Standard responsibility:

5.1 Where appropriate to the person, and if a person does not at that time have the capacity to understand the safeguarding concern that has been raised, the person’s family, advocate, friend, or partner will be informed of the concern, and given the opportunity to speak up on behalf of the person expressing what they think should happen next.

Risk prevention assurance:

5.2 Safeguarding awareness will be included in MacIntyre’s Family Engagement sessions, Area Safeguarding Leads will be invited to attend and talk to families about barriers that may be present for them to raise safeguarding concerns.

5.3 People who draw on our support have contact with one or more people who are not paid to support them.

5.4 Area safeguarding leads/area/programme managers will engage with their local authority

Aspirational:

5.5 People who draw on support, managers and staff who are involved in local neighbourhood groups support the community to recognise what abuse looks like, and how to report any concerns.



6. Prevention: It is better to take action before harm occurs

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

We keep on learning: *By learning from how things happened, we can prevent it happening again. By giving tools to people so they can learn, they can have confidence to speak out and prevent abuse occurring.*

Standard responsibility:

6.1 Any service with zero reporting of safeguarding concerns and/or medication errors on the Safeguarding Log over each quarterly reporting period, will be highlighted to the relevant responsible persons for further enquiry and reporting at the Safeguarding Committee meeting.

Risk prevention assurance:

6.2 The Safeguarding Committee will agree and co-ordinate organisational activity and publicising of the annual National Safeguarding Week.

6.3 The Safeguarding Committee will develop an internal Communications Strategy which identifies appropriate methods of ensuring safeguarding awareness reaches all parts of the organisation in a meaningful way. This includes: MacIntyre Monthly Briefing, The Mag ,Local Safeguarding Groups, The Safeguardian, Annual Safeguarding Report, posts on Viva Exchange (formally Yammer) staff induction, Everyone Everywhere blogs, PDP's and training.

Aspirational:

6.4 MacIntyre will commit to the co-production of Safeguarding training for the people that draw on our support, delivered by the people that draw on our support.



2024- 2027 membership, wider reference group and meetings:

Adult Services

Adult Services Operational Directors (Chair of the meeting)
Area Managers Adult Services – North and South
Head of Accommodation Based Support – South

Children and Young People Services

Regional Lead for Children's homes
Registered Managers Children's Homes (representative)
Head of Education/Executive Lead MacIntyre School Wingrave
Head of Operations, No Limits

Support Services and Specialists

CEO Ann Craft Trust
Head of Compliance & Safeguarding
Compliance & Safeguarding Adviser
HR Representative
Data Protection Manager
Best Practice Transformation Manager

Membership is kept under constant review and changes according to organisational need. A minimum of one representative from each area will attend every meeting.

Wider Reference Group

CEO and Director Team
Quality and Safeguarding Committee (a trustee member will attend at least once a year)
Health and Safety Team



Safeguarding Committee Terms of Reference:

Purpose, Aims and Functions

The Ann Craft Trust will continue to be active members of the safeguarding committee as a 'critical friend' at committee meetings.

The purpose of the role will be to:

- Offer independent challenge and support, providing an external perspective on practice, strategy, governance arrangements, risks and mitigations, through the presentation of an independent report at each meeting.
- Take a full and active part in meetings to offer independent scrutiny and challenge
- Provide updates on national initiatives, news and current safeguarding practice

The purpose of the committee is to monitor and advise on safeguarding practices across the organisation in order to minimise the risk of abuse to the people drawing on our support. To always promote work and practice within the 6 Principles of Safeguarding and MacIntyre's DNA, focusing on prevention of abuse and continuous learning and improvement.

The committee aims to:

- Reflect on and agree any actions MacIntyre needs to take in order to comply with legislation or guidance concerning safeguarding across England and Wales.
- Ensure that safeguarding is considered in all relevant policies, processes and projects.
- Share best practice and learning across the whole organisation.
- Develop collaborative working relationships with other organisations, sharing best practice for the benefit of all.
- Raise awareness across the organisation of safeguarding, for staff, stakeholders and for people who draw on our support.
- Track and report on progress against the Key Performance Indicators.
- Ensure MacIntyre's contribution and involvement with local and national safeguarding consultations, when relevant.



- Monitor and analyse training to ensure the frequency and quality is consistent across the organisation and that it is fit for purpose and appropriate for all levels of staff
- Monitor and analyse concerns/trends and investigations across the organisation to identify areas for improvement.
- Be a source of advice and guidance as required.
- Produce regular updates and annual reports for the Directors and Trustees.

Members are expected to:

- Be a link person on safeguarding for their area/division
- Feedback and update their divisions after each meeting
- Be well informed on recent concerns/incidents in their area/division prior to each meeting so they are able to feedback to the group
- Contribute to the work of the wider group in between meetings

Confidentiality

Members will have access to private and confidential information presented to them in the performance of their duties as members of the group. Every group member will respect the confidentiality of matters brought before the group, and the privacy and data protection rights of the people the matters relate to. Group members are expected to not disclose any information outside of the group unless either agreed by the Chair of the group or where a member considers that they have a duty to report a safeguarding concern that over-rides the need for confidentiality (as per MacIntyre's Confidentiality and Data Protection Policy and MacIntyre's Safeguarding Policy and their respective supporting guidance documents)

Conflict of interest

On occasion members may find themselves in either a real or apparent conflict of interest between their professional responsibilities and their position in the group. In those circumstances, members can discuss the issue with the external representative who will recommend that they register their conflict in the minutes, or advise abstention from the discussions relating to the issue in question.