



Safeguarding Workplan 2020-2022



MacIntyre

Providing support...your way



Introduction and background

MacIntyre is committed to the safeguarding of the adults, young people and children we support across the organisation in England and Wales. We continue to keep safeguarding high on our agenda, and have continued to push ourselves organisationally in relation to all safeguarding activity over the last year.

Following the production of the Annual Safeguarding Report for 2019, (which incorporated a review of the 2018-2020 Workplan); we have created a Workplan which will cover the next two years (2020-2022) of reporting activity.

The Key Performance Indicators have been revised and updated as needed and continue to challenge all areas of the organisation to evidence how Making Safeguarding Personal is truly embedded in all that we do and also provide a means of measuring how successful MacIntyre is at involving the people we support in all safeguarding work.

A key priority for us in this Workplan is the meaningful involvement and consultation with a person with lived experience who will represent the views of people supported by MacIntyre in relation to the work undertaken by the Safeguarding Group.





2020 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 Ops/Area Manager Adult Services (Transforming Care services)

Children and Young People Services

Frontline Managers Children's Homes
Head of Care/Executive Lead MacIntyre School Wingrave
Head of Operations, No Limits

Support Services and Specialists

Head of Compliance & Safeguarding
Compliance & Safeguarding Adviser
Quality/Practice Development Representative
Policy Manager
Compliance & Safeguarding Adviser
HR Advisor
CEO Ann Craft Trust

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

Health & Safety Manager
CEO and Director Team
Trustee Audit & Risk Committee (a member will attend at least once a year)

The group will establish links to, and meaningful involvement of the people we support. This may be via MacIntyre's Family Engagement Consultant, in addition to having a person with lived experience as a member of the group.



Terms of Reference:

Purpose

To monitor and advise on safeguarding practices across the organisation in order to minimise the risk of abuse to the people we support.

Aims and Functions

- To reflect on and agree any actions MacIntyre needs to take in order to comply with new legislation or guidance concerning Safeguarding across England and Wales
- To ensure that safeguarding is considered in all relevant policies, processes and projects.
- To share best practice and learning across the whole organisation.
- To develop collaborative working relationships with other organisations, sharing best practice for the benefit of all.
- To raise awareness across the organisation of safeguarding.
- To track and report on progress against the Key Performance Indicators.
- To ensure MacIntyre's contribution and involvement with relevant local and national safeguarding consultations.
- To 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
- To monitor and analyse concerns/trends and investigations across the organisation to identify areas for improvement.
- To learn and reflect upon safeguarding in MacIntyre and make recommendations for improving practice.
- To make recommendations for subject areas for Themed Reviews.
- To evaluate the impact of any changes made to practice.
- To be a source of advice and guidance as required.
- To ensure all information and resources on MacIntyre's website and Intranet are kept up to date
- To produce regular updates and annual reports for the Directors and Trustees.
- To produce an Easy Read Annual Report for the people we support.

Members are expected to:

- Be the 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



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.

Confidentiality

Members will have access to confidential information presented to them in the performance of their duties on the group. Every group member will respect confidentiality of matters brought before the group except where a member considers that their duty to report a safeguarding concern is over-riding (as per MacIntyre's Confidentiality and Data Protection Policy).

Key Performance Indicators

These Key Performance Indicators (KPI's) 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 Group and the wider organisation. They are designed to aid reflective review and reporting at all levels of the organisation in line with the MacIntyre Strategy and Promises to the people we support.

Key Areas

1. People (incorporating Policy & Practice)
2. Staff (incorporating Learning & Development)
3. Quality (incorporating Sharing and Reflecting Best Practice)
4. Sustainability (incorporating Reporting and Review)





1. People (including Policy & Practice)

- 100% of MacIntyre's Safeguarding Policies (across all divisions and settings) will be fit for purpose, up to date and reviewed in line with legislation, best practice and contractual or regulatory requirements.
- Easy Read/Accessible information and resources, in relation to Safeguarding (including the Annual Report) will be developed and approved by MacIntyre Checkers.
- 100% of services will have communication profiles in place for people they support which will include the most appropriate way to establish what the person wants to happen should they be an alleged victim in any potential safeguarding concern.
- Support Plans will ensure that all people receiving support, or others on their behalf, are actively encouraged to understand, recognise and report abuse, and comment and complain about the service they receive.
- 100% of services will evidence within their Service Development Plan/School Improvement Plan/No Limits Quality Improvement Plan how they will enable people we support to increase/improve awareness of safeguarding issues/keeping safe/how to alert.
- We will know we have been successful because 60% of concerns across the organisation as a whole (excluding medication errors), will be raised by people we support by March 2022.

Within this overall target, each division/specialist area of the organisation will agree their own appropriate targets in relation to the percentage of safeguarding concerns raised by people supported.

2. Staff (including Learning & Development)

- 100% of employees will complete the required safeguarding training in line with service 'Must' training lists
- Face to face safeguarding training will be delivered by MacIntyre Safeguarding Trainers in areas where no other face to face training takes place.
- All employees will report any safeguarding concerns disclosed to them or that they witness in a timely way, using appropriate channels such as line manager or on-call.



- All managers will receive training on the effective management of safeguarding concerns and investigations, and the introduction of the Liberty Protection Safeguards.
- 100% of Service Development Plans/School Improvement Plan/No Limits/College Quality Improvement Plans will include safeguarding objectives.
- All managers will ensure 100% of staff know how to access the latest version of the relevant Local Authority Safeguarding Policy and Thresholds Guidance.
- All managers will ensure 100% of staff know how, and to whom (both internally and externally) any safeguarding concern should (or can) be reported.
- 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.
- The Safeguarding Group will develop best practice guidance on supporting any employee involved in a safeguarding concern/investigation in any way.

3. Quality (including Sharing and Reflecting Best Practice)

- The CEO of the Ann Craft Trust will be a member of the Safeguarding Group, and MacIntyre will continue membership of the ACT Safeguarding Network to enable partnership working and the sharing of good practice within the field.
- The Safeguarding Group will agree and co-ordinate organisational activity and publicising of the annual National Safeguarding Adults Week.
- The Safeguarding Group will develop an internal Communications Strategy which will identify appropriate methods of ensuring safeguarding reaches all parts of the organisation in a meaningful way. This could include: special interest groups, the Safeguardian Newsletter, the Annual Report, Yammer, staff induction, PDP's and training.





- As part of the Communications Strategy, identified members of the Safeguarding Group will keep the Safeguarding Noticeboard on the MacIntyre Intranet up to date.
- As part of the Communications Strategy, identified members of the Safeguarding Group will identify good practice examples of Making Safeguarding Personal and share these both internally and externally. The internal Communications Strategy will be reviewed at every Safeguarding Group Meeting in terms of effectiveness and activity.
- The Safeguarding Group will monitor, analyse and report on numbers of medication errors across the organisation and identify actions for improvement as well as those areas of best practice which will be shared.
- Any service with zero reporting of medication errors on the Safeguarding Log over each 6 month reporting period will be highlighted to the relevant Senior Line Manager for further enquiry and reporting at the Safeguarding Group meeting.
- Area Managers/Programme Managers/Deputy Principals will complete annual Safeguarding Area Reflective Reviews which will feed into the Annual Report and regular Safeguarding Updates produced for Directors and Trustees.
- 100% of managers will understand the role of, and know how to contact the named representatives for their area in relation to safeguarding for the Police, Prevent Lead and Designated Safeguarding Officers.

4. Sustainability (including Reporting and Review)

- Area Managers/Programme Managers/Deputy Principals will review the way in which safeguarding concerns are reported to ensure that the person raising the concern is correctly identified (e.g. expressed by a person supported, but formally reported by a staff member should be entered as raised by the person supported).
- The Compliance Team will circulate the Safeguarding Log for Area Managers/Programme Managers/Deputy Principals to complete/update on a monthly basis.
- Area Managers/Programme Managers/Deputy Principals 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 by the team.



- Any service with zero reporting on the Safeguarding Log over the 6 month reporting period will be highlighted to the relevant Senior Line Manager for further enquiry and reporting at the Safeguarding Group meeting.
- The Safeguarding Group will review and discuss the Complaints Log from the previous quarter and will ensure that any service, area or organisational learning is shared as appropriate.
- Any service with zero reporting on the Complaints Log over the 6 month reporting period will be highlighted to the relevant Senior Line Manager for further enquiry and reporting at the Safeguarding Group meeting.
- Area Managers/Programme Managers/Deputy Principals will ensure that when safeguarding concerns have been concluded, the Safeguarding Log will reflect this, and any changes to practice that may be needed.
- The Safeguarding Log for the preceding quarter will be a standing item for discussion and analysis/reflection at every Safeguarding Group meeting and will recommend relevant improvements/changes to process and practice.
- The Safeguarding Log will be used to provide cumulative quarter by quarter information and year on year trends at every Safeguarding Group meeting to enable clear identification of trends or issues of concern in reporting.
- Every concern rated as high risk to either the victim or MacIntyre will be discussed at the Safeguarding Group meetings and confirmation of the final rating will be agreed at the meeting by the relevant operational Director.
- 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.
- The Safeguarding Group meeting will review policy, process and practice and recommend improvements/changes as appropriate.
- The Head of Compliance & Safeguarding will produce an Annual Report and regular Updates for Directors and Trustees which will provide an overview and analysis of statistics, a summary of safeguarding activity over the reporting period and recommendations for future work.
- The Safeguarding Group will work with marketing colleagues to agree a communication strategy in relation to organisational learning and best practice around safeguarding, covering both internal and external audiences.