



Safeguarding policy

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Designated Safeguarding Lead: Amanda Roberts
amandajroberts57@gmail.com

BEING MORTAL directors: Amanda Roberts
amandajroberts57@gmail.com
David Frost
davidfrost52@hotmail.co.uk

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1 Introduction

BEING MORTAL is a campaign which encourages us all to celebrate life and acknowledge, talk about and plan for death, dying and grieving.

Talking about and planning for these natural life processes helps to reduce fear, promotes wellbeing and gives us agency over our own story. It empowers us to engage, over time, in end-of-life decision-making which fully reflects what matters to us as individuals.

What is the purpose of this policy?

This safeguarding policy demonstrates the commitment of BEING MORTAL to safeguarding adults who are involved in our campaign. It seeks to ensure that all those working with us are aware of:

- relevant safeguarding legislation
- BEING MORTAL's policy and procedures based on this legislation
- what to do if they have a concern about someone's welfare or wellbeing

Who does this policy apply to?

This policy and associated procedures apply to everyone involved in BEING MORTAL, including volunteers, associates, consultants, project members, and members of the BEING MORTAL Advisory Group.

Statement of intent

In relation to safeguarding, our values lead to the following statement of intent:

- We believe everyone has the right to live free from abuse or neglect, regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status
- We are committed to safeguarding adults in line with national legislation, designing and facilitating our activities in a way which keeps everyone safe. We do this by creating a safe and positive environment and an open culture where everyone can share concerns without fear of retribution
- We are committed to act if we think someone is being harmed or at risk of harm and have appropriate reporting procedures in place

This policy describes how this statement of intent is actioned by BEING MORTAL. In summary:

- We have a robust safeguarding policy which is shared with all those working with us. It is available to those attending our activities and is reviewed on an annual basis.
- We employ safer recruitment procedures when employing volunteers
- Our directors appoint a Safeguarding Lead and inform all those involved in our work and project members how to contact them
- Everyone involved in leading and managing BEING MORTAL attends a safeguarding information session, which includes an awareness of safeguarding reporting procedures
- All our activities are reviewed to assess the risk to the safety of adults from abuse or neglect

There is a wide range of ways in which wellbeing can be diminished. We begin by exploring various types of abuse and neglect.

2 Types of abuse and neglect

The following types of abuse are identified by the Care Act 2014 but should not be seen as limiting what BEING MORTAL considers to be abuse.

Table 1: Types of abuse

Type of Abuse	Description of Abuse
Physical abuse	Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions
Domestic violence/ abuse	Including psychological, physical, sexual, financial, emotional abuse and 'honour' based violence
Sexual abuse	Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting
Psychological abuse	Including emotional abuse, threats of harm or abandonment, radicalisation, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
Financial or material abuse	Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
Modern slavery	Encompasses slavery, human trafficking, forced labour and domestic servitude

Type of Abuse	Description of Abuse
Discriminatory abuse	Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion
Organisational abuse	Any form of abuse or neglect that has arisen as a result of the structure, policy, processes or practices within an organisation, such as a hospital or care home or in relation to care provided in one's own home. This may range from a one-off incident to ongoing ill treatment.
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
Self-neglect	This covers a wide range of behaviour, including neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding
Sexual Exploitation	Involves exploitative situations, contexts and relationships which can be face to face or online, where adults at risk (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. It affects men as well as women. People who are sexually exploited do not always perceive that they are being exploited.

3 The six principles of safeguarding

BEING MORTAL's policy and procedures are based on the six principles of safeguarding which underpin all adult safeguarding work.

Table 2: The six principles of safeguarding

(from Safeguarding adults at risk – the multi-agency policy, procedure and practice for working with adults at risk of abuse or neglect in Hertfordshire)

Principle	Description	Person's view
Empowerment	Adults are encouraged to make their own decisions and are provided with support and information.	I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens.
Prevention	Strategies are developed to prevent abuse and neglect that promotes resilience and self – determination.	I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to

Principle	Description	Person's view
Proportionate	A proportionate and least intrusive response is made balanced with the level of risk.	I am confident that professionals will work in my interest and only get involved as much as needed.
Protection	Adults are offered ways to protect themselves, and there is a co-ordinated response to adult safeguarding	I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able.
Partnerships	Local solutions through services working together within their communities	I am confident that the information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation.
Accountability	Accountability and transparency in delivering a safeguarding response.	I am clear about the roles and responsibilities of all those involved in the solution to the problem.

4 Procedures to promote wellbeing and avoid harm

BEING MORTAL has procedures to promote wellbeing and avoid harm to all those who work with us and those who are project members.

Designing the volunteer role

BEING MORTAL volunteers may be working with older adults or those with a life-limiting illness. An individual may become more unwell or die whilst they are a member of a BEING MORTAL project. This is made clear to volunteers at the point of recruitment. Volunteers' emotional resilience is also discussed, to ensure it is appropriate for them to engage in what can be emotionally challenging work.

Role risk assessment

Role risk assessment has been used to determine the following risks from volunteers to BEING MORTAL project members and vice versa.

From volunteer to project member

- Giving of inappropriate medical or other advice
- Raising issues which cause distress
- Forming friendships which move beyond the professional

From project member to volunteer

- Expecting inappropriate levels of individual support
- Forming friendships which move beyond the professional

These risks are mitigated against through appropriate training and clarity of expectations through relevant project handbooks for volunteers and project members pre-session information pack.

Advertising the volunteer role

In advertising the volunteer role, BEING MORTAL is clear about our commitment to safeguarding. All volunteers are asked to demonstrate a clear DBS or enhanced DBS check, as appropriate, before starting with us.

Safeguarding development activity

Volunteers take part in development sessions focusing on safeguarding. Led by the BEING MORTAL Safeguarding Lead, these are opportunities both to become aware of BEING MORTAL procedures and the wider legislative framework and also to debate examples of good practice. This safeguarding policy is made available to all volunteers.

Post-workshop feedback

Project leaders complete a post-workshop feedback form. This is an opportunity to raise any concerns, which will then be passed onto the BEING MORTAL Safeguarding Lead.

Agreed ways of working for project members

Project members receive information about safeguarding in their pre-session information pack. This full safeguarding policy is made available to all via the BEING MORTAL website. Project members provide contact information for next of kin, in case facilitators need to contact them in an emergency.

Reporting procedures

A. Reporting a concern about yourself

If you are experiencing harm within BEING MORTAL, contact Amanda Roberts, Safeguarding Lead. If you would prefer, please contact another director who will help you raise the issue with the Safeguarding Lead.

If you are in immediate danger or need immediate medical assistance contact the emergency services on 999.

If the Safeguarding Lead is implicated or you think she has a conflict of interest, report your issue to another director.

You can also contact the police, social services, your doctor or other organisations that can provide information and give help and support.

BEING MORTAL will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact a director.

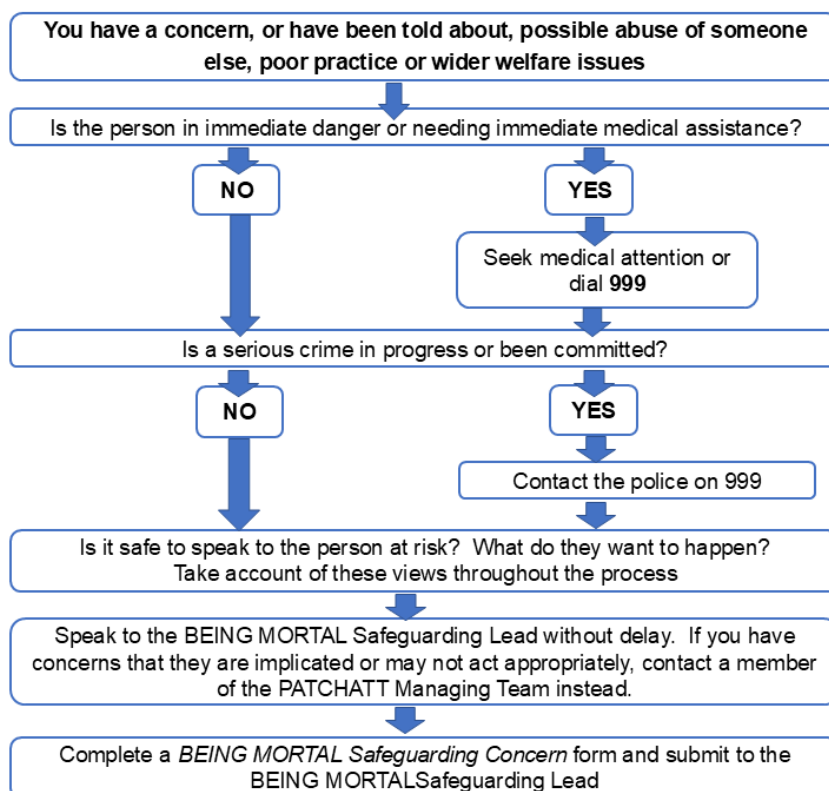
At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of utmost importance to BEING MORTAL that you feel safe with us and we will take every step to support you to do that.

B. Reporting a concern about someone else

If you have a concern about someone else, please follow the procedure shown in **Flowchart 1** below.

FLOWCHART 1: Reporting a concern about someone else



Further guidance on Flowchart 1

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them. **You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the BEING MORTAL Safeguarding Lead. You should then complete the *BEING MORTAL Safeguarding Concern* form (Appendix A).**

It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.

If someone has a need for **immediate medical attention** call an ambulance on 999.

If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.

Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. **Inform them that you have to pass on your concerns to the BEING MORTAL Safeguarding Lead. Do not** contact the adult before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out. Do not confront the person thought to be causing the harm.

Responding to a direct disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously, stay calm and be sensitive
- Reassure the person that they have done the right thing in revealing the information
- Listen carefully to what is said, allowing the adult to continue at their own pace
- Keep questions to a minimum to clarify what is being said
- Ask them what they would like to happen next.
- Explain what you would like to do next
- Explain that you will have to share the information with the BEING MORTAL Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation if necessary
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support if necessary - see Appendix B).
- Act swiftly to record in writing what was said on the *BEING MORTAL safeguarding concern form* (Appendix A) using the adult's own words and pass onto the BEING MORTAL Safeguarding Lead.

It is important **not** to:

- Dismiss or ignore the concern
- Panic or show shock or distaste
- Make negative comments about the alleged perpetrator
- Make assumptions, speculate or form conclusions
- Probe for more information than is offered
- Make promises that cannot be kept e.g. you will keep this a secret
- Conduct an investigation into the case
- Confront the person thought to be causing harm
- Take sole responsibility

Be mindful of the need to be confidential at all times and not to share information outside of the designated Safeguarding Lead or others who need to know to keep the person safe whilst action is being taken.

BEING MORTAL procedure for Safeguarding Lead

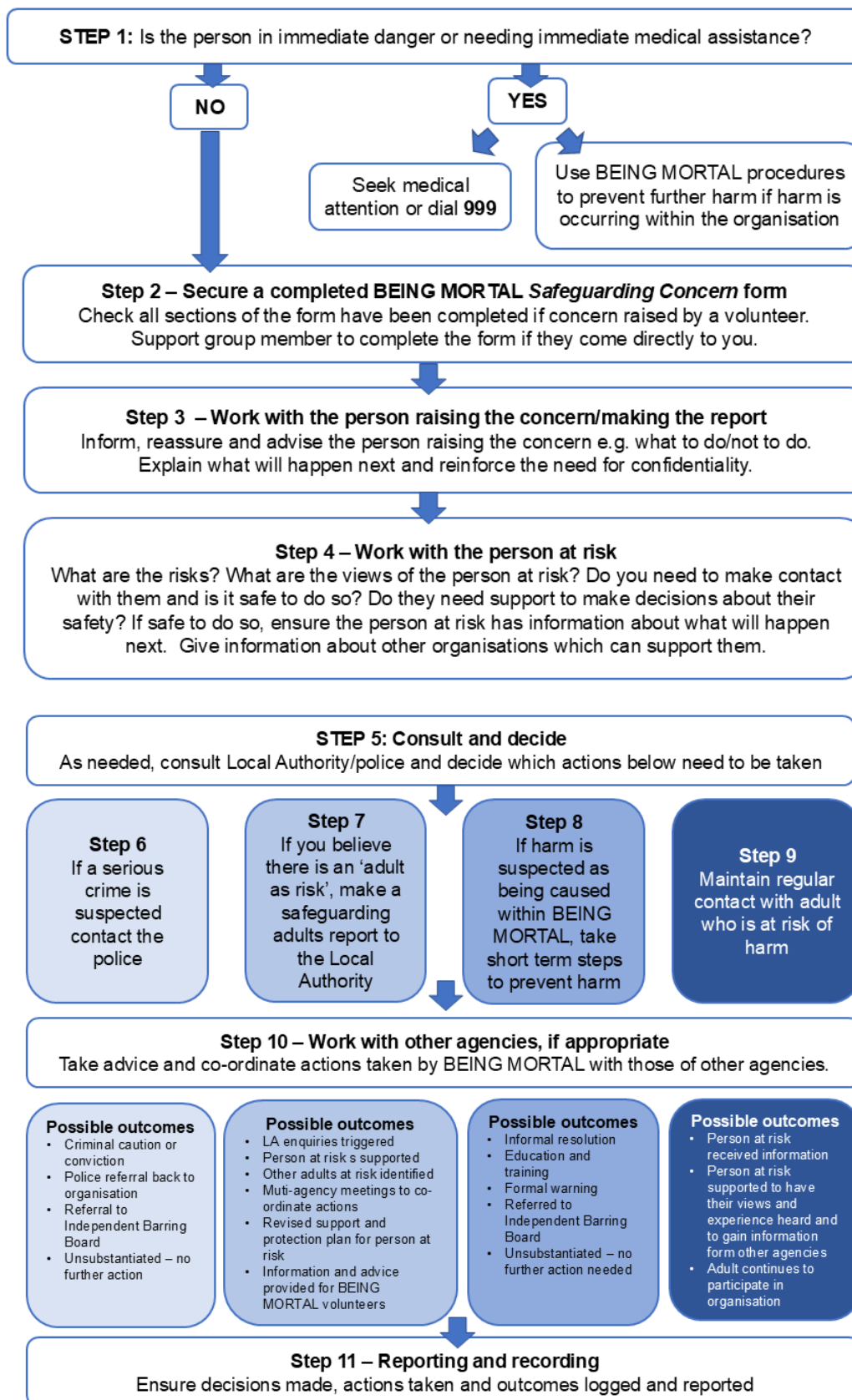
Flowchart 2 shows the steps the Safeguarding Lead should take once a safeguarding referral has been received. Further information follows the flowchart.

Table 3 gives contact details of organisations referred to in Flowchart 2.

Table 3: Contact details for external organisations

Referral Point	Risk to Adult	Email/portal	Tel. no.
Adult Care Services (24 hour line)	Adults at risk of abuse or neglect	Email portal NB: for non-urgent referrals	0300 123 4042
HPFT	Adult receiving mental health services who is at risk of abuse or neglect	hpft.spa@nhs.net NB: for non-urgent referrals	0300 777 0707
Police	Immediate risk to life or limb, risk of injury or crime being committed		999
Police	For incidents taking place against an adult at risk where there is NO immediate risk to life or property but a police response is required as soon as practicable due to the seriousness of the incident and/or potential loss of evidence		101
Police SAFA Team	Partner agencies can make a referral to the police SAFA team.	hqsafeguarding@her-ts.pnn.police.uk	01707 354556

FLOWCHART 2: Procedure for BEING MORTAL Safeguarding Lead



Further guidance

Before taking action, the Safeguarding Lead should:

Consider what is known about the situation, what the risks are, what is known of **the views of the person at risk**, whether they have given their consent to the report being made.

Find out whether the person making the report believes the person at risk has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

At Step 5, the following should be taken account of when deciding on action to be taken:

Contact the police (where the crime took place) **if:**

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the person at risk has asked you to make a report to the Police on their behalf because they are unable to themselves.

Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an **adult at risk, such as from ill-health, AND**

- the person at risk appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs
- there are other 'adults at risk' (e.g. another family member, another BEING MORTAL project member or other people using our services).
- the person at risk lives in Wales or Northern Ireland (no consent required).
- the person at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If unsure whether or not to make a referral/report advice will be sought by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discussing the situation with them without disclosing the identity of the adult or the person who may be causing harm.

5 Relevant safeguarding legislation

This policy seeks to support those running a BEING MORTAL project to work together to mitigate risk of abuse and neglect, while at the same time making sure that all adults wellbeing is promoted through taking full account of their beliefs, views, wishes and feelings in deciding on any action. In so doing, we are committed to the *Making Safeguarding Personal*, a project developed by the Local Government Association and the Association of Directors of Adults Social Services, which engages the person in a conversation about how best to respond to their safeguarding situation, enhancing their choice, control and wellbeing.

BEING MORTAL's procedures take account of the following national and local Government initiatives and legislation:

Care Act 2014 and the Care and Support Statutory Guidance – updated 2022: <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

Sexual Offences Act 2003: [Sexual Offences Act 2003 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2003/32)

Mental Capacity Act 2005: [Mental Capacity Act 2005 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2005/9)

Safeguarding Vulnerable Groups Act 2006: [Safeguarding Vulnerable Groups Act 2006 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2006/6)

Deprivation of Liberty Standards: [Deprivation of Liberty Safeguards \(DoLS\) | SCIE](https://www.gov.uk/government/consultations/deprivation-of-liberty-safeguards)

DBS Update Service: [DBS Update Service - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/db-update-service)

Safeguarding adults at risk – the multi-agency policy, procedure and practice for working with adults at risk of abuse or neglect in Hertfordshire:

<https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/hertfordshire-safeguarding-adults-board/hertfordshire-safeguarding-adults-board.aspx#procedure>

Appendix A: *BEING MORTAL* Safeguarding Concern form

This form should be completed if you have concerns regarding an adult. If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead who will plan a course of action.

Section 1 – Details of person you have concerns about	
Name of adult	
Address	
Date of birth/ age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form	
Name	
Contact phone number(s)	
Email address	
Section 3 – Details of concern	
Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the person is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)	
Date/ Time	What happened
Section 4 – Details of the person thought to be causing harm (if known)	
Name	
Address	
Date of birth/age	
Relationship/connection to adult	
Do they have contact with other adults at risk in another capacity? e.g. in their work/family/as a volunteer	
Section 5 - Have you discussed your concerns with the person at risk of harm? What are their views? What have they stated about what they want to happen and what outcomes they want?	
Section 6 – Reasons for not discussing with the person at risk of harm	
e.g. discussion would put them or others at risk/appears to lack mental capacity/unable to communicate their views	

Section 7 – Risk to others	
Are any other adults/children at risk Yes/No/Not known – delete as appropriate If yes please fill in another form answering questions 1-6	
Section 8 – What action have you taken if any /agreed with the person at risk to reduce the risks?	
Actions by BEING MORTAL: e.g. person causing harm suspended, session times changed.	
Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	
Completed form sent to Safeguarding Lead	
Form sent to safeguarding lead Signed: _____ Date: _____	
FOR COMPLETION BY SAFEGUARDING LEAD	
Section 10 – Sharing the concerns	
Details of your contact with the person at risk of harm. Have they consented to information being shared outside of BEING MORTAL?	
Details of contact with the Local Authority Safeguarding Team/MASH where the person at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.	
Details of any other agencies contacted:	
Details of the outcome of this concern:	

Appendix B: Sources of information and support

BEING MORTAL project leaders and facilitators support project members through any minimal distress which arises during workshops. However, if the project member feels they need professional help, they can get this through their normal support services e.g. hospital, hospice, GP, or through national support services e.g. The Macmillan Support Line: 0808 808 00 00 and Compassion in Dying: 0800 999 2434 www.compassionindying.org.uk

Other sources of information and support for safeguarding-related issues are given below.

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: [020 8765 7000](tel:02087657000)

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector.

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	Wales
Tel: 0800 027 1234 Email: helpline@sdaafmh.org.uk Web chat: sdaafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support