

LANCASTER CHARITY

Registered Charity No. 213461

PLATTEN AND BENSON ALMSHOUSE TRUST

Registered Charity Number: 500574

Safeguarding Policy

(Reviewed July 2018)

The trustees and employees of Lancaster Charity and Platten and Benson Trust acknowledge that all residents, staff, volunteers and visitors have the right to a safe and secure environment and respect for their dignity, privacy, independence and individuality.

This safeguarding policy has been developed to protect those who live, work and visit the Lancaster Charity and Platten and Benson Trust and to ensure any concerns about physical, sexual or emotional abuse or neglect will be dealt with quickly and effectively.

Any resident who feels that they are being abused in any manner should immediately contact the charity, its officers or agent. The charity will then accept the responsibility of implementing its policy and procedures, in conjunction with other agencies, to resolve matters. The designated person will undertake an initial investigation to establish the facts.

Yvonne Kent, The Almoner is designated as having responsibility for any safeguarding issues and can be contacted at William Penny's, Regent Street, Lancaster LA1 1SG Tel: 01524 842663 or 07557 686765. If unavailable, the Chairman/Clerk should be informed immediately of any safeguarding issue that has arisen.

Procedure to be followed if abuse is suspected. Depending upon the circumstances of the individual case:

- ensure the individual is safe
- if necessary seek medical assistance
- ascertain the basic facts including
 - date, time and place of alleged abuse
 - name of complainant
 - where different, name of person who has allegedly been abused
 - nature of alleged abuse
 - description of any injuries observed
 - account of the incident which has been given
- inform the trustees/clerk immediately
- if a complainant requests that the information is kept secret, it is important that they are sensitively advised that cases of alleged abuse will be referred to the appropriate agencies.

The designated person will gather information and arrange a meeting between the warden, clerk, designated person and Chair of Trustees to establish the facts. A full record of the meeting will be made. Should further meetings or investigation be required, two other suitably experienced Trustees appointed from within the board will attend. After considering all the above facts the trustees will decide whether the incident should be reported to the Local Authority Safeguarding Department. If the police or other emergency services were called, the incident must be reported to the Authority. Any serious incidents of this nature which are reported to the Local Authority must also be notified to the Charity Commission.

Yvonne Kent, The Almoner will maintain regular contact with the complainant to offer support and reassurance as necessary.

This policy has been approved for issue by the board of trustees of Lancaster Charity and Platten and Benson Trust.

Signature:.....

Name:.....

Date:.....