



The Barnes Fund
SUPPORTING THE COMMUNITY OF BARNES



Walsingham Lodge
SUPPORTING THE COMMUNITY OF BARNES

The Barnes Fund and The Walsingham Lodge Trust¹ Safeguarding Policy

1. Introduction

Walsingham Lodge

Walsingham Lodge is a community comprising two types of sheltered housing.

(a) The Walsingham Lodge Trust

Walsingham Lodge Trust is part of The Barnes Fund charity and provides sheltered housing (almshouses) at Walsingham Lodge. Walsingham Lodge contains 33 almshouses, including 18 flats and 15 bungalows. Walsingham Lodge Trust provides accommodation for older people of limited means, who are able to live independently and benefit from sheltered housing.

(b) The Barnes Fund (long leasehold bungalows)

The Barnes Fund is landlord for five long leasehold bungalows, located adjacent to the Walsingham Lodge Trust almshouses, and where the leaseholders have access to the HSO/Estate manager, the emergency alarm system, and communal facilities including lounge, kitchen, laundry room and gardens. The leasehold bungalows are available to purchase on the open market by individuals over 60 regardless of income or need.

The day to day management of Walsingham Lodge (both the almshouses and the landlord responsibilities or the leasehold bungalows) is delegated to a property management company (currently Elm Group). The directors² of The Barnes Fund

¹ The Barnes Fund Trustee Ltd (Company Number 10873803), corporate trustee of The Barnes Fund (Charity Number 200103) and The Walsingham Lodge Trust (Charity Number 200103-1). Regulator of Social Housing registration number A2072.

² Throughout the remainder of this document the directors of The Barnes Fund Trustee Limited are referred to as 'trustees'.

SUPPORTING THE COMMUNITY OF BARNES

PO Box 347, Hampton, TW12 9ED

Director: Katy Makepeace-Gray

Tel: 07484 146 802

executivedirector@thebarnesfund.org.uk

The Barnes Fund
www.thebarnesfund.org.uk
Registered Charity No. 200103

Walsingham Lodge Trust
www.walsinghamlodge.org.uk
Registered Charity No. 200103-1

The Barnes Fund Trustee Ltd
Corporate Trustee to the above charities Company Number 10873803
Registered address:
Tudor John Nightingale House, 46-48 East Street, Epsom, Surrey, United Kingdom, KT17 1HQ,
Limited company registered in England and Wales.

Trustee Ltd, as directors of the Corporate Trustee for Walsingham Lodge Trust and for The Barnes Fund recognise that they have overall safeguarding responsibility in respect of those residents of Walsingham Lodge Trust and the leasehold bungalow who may be described as 'vulnerable adults', with their duty of care dispensed on a day to day basis via the appointed property management company.

The Barnes Fund (Grant Giving)

The Barnes Fund provides funding to charities based in Richmond borough and working with residents of Barnes. In addition, grants are provided to individuals in need and to support individuals in education. The charitable objectives focus on poverty, older people, disability, poor health, education and recreation. Applications are made via an online application form. Applications for individual poverty grants are made via a referral agency (such as Citizen's Advice Bureau). Individual education grant applications are made directly to the charity from the individual and involve two Grant Making Committee members visiting the home of the applicant for an interview. The Executive Director³, and trustees visit charities that receive a grant from the Fund.

2. The Policy

Neither The Barnes Fund / Walsingham Lodge Trust nor Elm Group are providers of care or care services. However, it is important that everyone can recognise potential vulnerable adults, the potential risk factors involved, where to obtain further advice/support and how to report concerns. The Barnes Fund/Walsingham Lodge Trust will not condone or accept any form of abuse.

In order to ensure vulnerable adults are protected we will undertake the following;

- The Barnes Fund/ Walsingham Lodge Trust ensure that the property management company that manages Walsingham Lodge almshouses and the leasehold bungalows at Berkeley Road on a day to day basis (currently ELM Group) has adequate safeguarding measures in place, including a safeguarding policy, training and DBS checks where relevant.
- The property management company (currently Elm Group) are required to report any allegations or concerns of a safeguarding nature to the Charities.
- This Policy is read by all trustees and is reviewed annually.
- There is a standing item on the agenda of the meeting of the Board and Committees of the Corporate Trustee on Safeguarding issues
- Trustees and subcommittee members undertake DBS checks
- All trustees will complete Level 1 Safeguarding Training (renewable every 3 years) and in addition the Chair, the Nominated Safeguarding Trustee and the Executive Director will complete Level 2.
- The Executive Director ensures confidential records are kept on any allegations or suspected abuse.

³ The 'Executive Director' is the term used throughout this document to refer to the Executive Director of The Barnes Fund, who is a staff member and not a director of The Barnes Fund Trustee Ltd

- The Barnes Fund has a complaints policy (most recently revised in November 2023), and a clear process for how to raise a concern which is included in Walsingham Lodge information to residents.
- The Designated Safeguarding Trustee is currently Maria Wood and the Designated Officer is Katy Makepeace-Gray, Executive Director. The Chair is Richard Raine.

3. Purpose and Scope

The purpose of this policy and procedure is to outline what is meant by the terms 'vulnerable' and 'abuse' and to provide trustees / the Executive Director with guidance in the event they suspect abuse may be taking place. The policy also sets out the reporting lines for the property management company (currently Elm Group) staff with regard to safeguarding issues.

The trustees and employees of The Barnes Fund and Walsingham Lodge 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 vulnerable adults who live, work and visit Walsingham Lodge and to ensure any concerns about physical, sexual or emotional abuse or neglect will be dealt with quickly and effectively.

It is also designed to cover The Barnes Fund grant giving function in which trustees have access to information regarding vulnerable adults and attend home visits to assess individual education grant applications (of which some may be deemed to be vulnerable adults).

4. Definition of Abuse

The Department of Health in its 'No Secrets' 2000 report sets out the following as the main types of abuse:

- **Physical abuse** - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse** - including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, could not consent or was pressured into consenting.
- **Psychological abuse** - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse** - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission** - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Discriminatory abuse** - including race, sex, culture, religion, politics, that is based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment and hate crime.
- **Domestic abuse** - Home Office Definition 2004 - 'Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been intimate partners or family members, regardless of gender or sexuality.'

All forms and types of abuse are unlawful. Perpetrators face prosecution by the Courts in the United Kingdom.

Walsingham Lodge provides sheltered housing, and the residents generally over 60, often with additional needs but able to live independently. Trustees are aware that this group may be more at risk of self-neglect. Signs of self-neglect include the following;

- very poor personal hygiene
- unkempt appearance
- malnutrition and/or dehydration
- neglecting household maintenance
- hoarding
- inability or unwillingness to take medication or treat illness or injury.

5. Definition of a Vulnerable Adult

A vulnerable adult as described by the Care Standards Act 2000 is a person aged 18 or over who has a condition of the following type

- A learning or physical disability
- A physical or mental illness, chronic or otherwise including addiction to alcohol or drugs
- A reduction in physical or mental capacity

The Care Act 2014 defines an adult at risk as a person who is 18 years+

- who has needs for care and support (whether or not the local authority is meeting any of those needs)
- is experiencing or at risk of abuse or neglect
- Who as a result of those care and support needs is unable to protect themselves from either the risk or the experience of abuse or neglect

Trustees recognise that not all residents of Walsingham Lodge are vulnerable adults, but given the demographic of residents, there might be a higher number of vulnerable adults than in other types of accommodation.

The Barnes Fund/The Walsingham Lodge Trust and the HSO/Estate Manager (and property management company) will provide support to any adult that suffers abuse and support them to raise this with the relevant authorities. This policy focuses specifically on responsibilities relating to vulnerable adults who may not be able to raise concerns alone. The Barnes Fund and The Walsingham Lodge Trust will not tolerate any types of abuse or anti-social behaviour committed by residents.

6. Allegations of Abuse/ Concerns about an individual

Any allegation of abuse needs to be handled sympathetically and sensitively whilst ensuring that no commitment or agreement is given at the outset. At this stage it is important to ensure that the complainant is not in direct contact with the alleged abuser and that sensitivity is used when handling the situation.

Any resident who feels that they are being abused in any manner should immediately contact the HSO/Estate Manager (who works for the property management company). Where this involves a vulnerable adult, the property management company (Elm Group) should then inform the Designated Safeguarding Trustee and the Chair. The charity will, where appropriate, work with other agencies, to resolve matters. The HSO/Estate Manager will gather the facts that are known about the incident/situation (in liaison with the Designated Safeguarding Trustee).

If the allegation of abuse relates to the HSO or another employee of Elm Group, or a member of staff of The Barnes Fund (the Executive Director) or a Trustee, then the matter should be raised directly with the Designated Safeguarding Trustee and the Chair. Individuals involved in the allegations or complaint will be reminded of their obligations to maintain strict confidentiality, whilst the allegation is investigated.

Tracy Hamilton, HSO/Estate Manager is designated as having responsibility for any safeguarding issues and can be contacted at 020 8741 8148, walsinghamlodge@rlha.org.uk If unavailable, the ELM Group Area Manager, Peter Brockhurst, T: 01252 419744, M: 07407 615236, pbrockhurst@elmgroup.org.uk should be informed. Once an issue has been raised the HSO/Area Manager should inform the Executive Director and the Designated Safeguarding Trustee and Chair immediately of any safeguarding issue that has arisen.

Depending upon the circumstances of the individual case:

- ensure the individual is safe
- **if emergency help is needed dial 999**
- 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 Designated Safeguarding Trustee/Chair immediately
- if a complainant requests that the information is kept secret, it is important that they are sensitively advised that cases of alleged abuse may be referred to the appropriate agencies.

The HSO/Estate Manager will gather information and arrange a meeting between the HSO/Estate Manager, Area Manager, Executive Director, Designated Safeguarding Trustee and Chair, to establish the facts. A full record of the meeting will be made.

After considering all the above facts the trustees will decide whether the incident should be reported to the Local Authority Safeguarding Department and record the decision and the process that lead to it. In deciding this the trustees will consider

whether the person is able to raise the issue themselves, or whether they may be considered a 'vulnerable adult' (including lacking mental capacity) in which case there is a duty to make a safeguarding referral to the local authority adult services team. If the police or other emergency services were called, the incident must be reported to the Authority. Contact details are provided at the end of this policy. Any serious incidents of this nature which are reported to the Local Authority must also be notified to the Charity Commission.

The HSO/Estate Manager will maintain regular contact with the complainant to offer support and reassurance as necessary.

To report suspected abuse (that is non-emergency) contact the Richmond Council Adult Access Team. There is a form online or phone 020 8891 7971. Emergency out of hours number 020 8744 2442.

https://richmond.gov.uk/services/adult_social_care/safeguarding_adults/report_adult_abuse

7. Home Visits and Visiting Organisations

Interviews to assess suitability for the Walsingham Lodge Housing Register or to assess an individual education grant application are undertaken via a home visit from two members of the relevant committee (GMC or WLC). Prior to the visit a member of staff must have previously met the client on their doorstep or have spoken to them on the telephone. The time and date of the visit will be agreed, and the names of the personnel visiting will be stated. As relevant, trustees, the Executive Director, Elm Group staff and their contractors will provide photo ID. The trustees ensure that the person visited understands the purpose of the visit and does not deviate from this activity when in the persons home. If trustees believe that they may be an adult at risk they will request that they have a relative or carer present. Trustees will always visit an individual's home in groups of not less than two.

When Committee member/the Executive Director visit another organisation (e.g. a project for young adults with learning disabilities) the supervision and support of vulnerable adults will remain the responsibility of the organisation being visited. At least one member of staff from that organisation should accompany them at all times. It is the responsibility of the visited organisation to ensure that any information shown to them is in line with the visited organisation's data protection/privacy policy.

Any concerns about safeguarding issues during the course of a home visit should be reported to the Designated Safeguarding Trustee, who will undertake the necessary response. Any concerns that the Executive Director/Committee members have about safeguarding issues whilst visiting an organisation should be reported to the designated safeguarding officer of the visited organisation. The Executive Director will keep a record of the incident or concern in either case.

It is the responsibility of charities that receive grants from The Barnes Fund to have the relevant measures in place to address risks related to safeguarding children and vulnerable adults. When assessing applications for funding various due diligence checks are undertaken. This includes the submission of a safeguarding policy if the applying organisation works with children and young people or vulnerable adults.

8. Volunteers

From time to time members of the local community come to volunteer at Walsingham Lodge (arranging social events or helping with the gardening). A trustee or the HSO/Estate Manager will be present on these occasions and all volunteers asked to agree to the Code of Conduct provided in Appendix 1. Where volunteers attend on a regular basis via Walsingham Lodge Trust or the HSO/Estate Manager they will undertake DBS checks.

9. Confidentiality

The gathering, storing and processing of personal data (including sensitive personal data) is covered under the Charity's Data Protection and Privacy policy, including the physical and electronic storage of data.

It is important to remember that the Fund receives many individual applications for grants relating to people who are particularly vulnerable. For example, the Fund receives a number of applications regarding individuals who experienced domestic abuse. The importance of data security for these individuals, in addition to GDPR considerations, is important for the immediate safety of individuals who may be fleeing serious violence.

As outlined above, there are times in which confidentiality cannot be guaranteed to individuals, if there is a suspicion of abuse and information needs to be passed to relevant agencies.

10. Contacts

See confidential annex (not published on website)

Customer Services at ELM Group, Tel: 01252 356000

This policy has been approved for issue by the board of trustees of The Barnes Fund Trustee Ltd

Date: May 2024

Appendix One

The Barnes Fund and The Walsingham Lodge Trust⁴

Code of Conduct for Volunteers

The Walsingham Lodge Trust values the input of the local community in making Walsingham Lodge a vibrant and enjoyable place to live.

As a volunteer at Walsingham Lodge we ask that you:

- Act in a kind and respectful way towards residents, encouraging participation where possible.
- Are aware that we have a Safeguarding Policy and Procedure and that you can ask the Housing Support Officer or a Trustee should you need to view it.
- Report any concerns you might have to our Housing Support Officer (who is an employee of Elm Group) or to a Trustee
- Visit the site as a volunteer as part of an organised activity in which the Housing Support Officer or a Trustee is present
- Act in a way that does not put at risk the health and safety of residents, staff or volunteers at the site.

⁴ The Barnes Fund Trustee Ltd (Company Number 10873803), corporate trustee of The Barnes Fund (Charity Number 200103) and The Walsingham Lodge Trust (Charity Number 200103-1). Regulator of Social Housing registration number A2072.