

SAFEGUARDING POLICY INCLUDING CODE OF CONDUCT

Title	Safeguarding Policy including Code of Conduct	
Objective	To protect people from harm, particularly adults who are at risk and children and young people who engage with any part of our service.	
Owner	Head of Masonic Support & Designated Safeguarding Lead	
Author(s)	Designated Safeguarding Lead & Head of Masonic Support	
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Approver(s)	MCF Trustee Board	
Distribution	MCF employees and volunteers. Public on the MCF website.	



Safeguarding Policy

Protecting Adults at Risk of Harm and Child Protection

Purpose

The purpose of this policy is:

- to protect people from harm, particularly adults who are at risk and children and young people who engage with any part of our service.
- to provide staff and volunteers, as well as adults, children and young people with the code of conduct that guides our approach to safeguarding.

Scope

This policy applies to anyone involved in the work of the Masonic Charitable Foundation (MCF), including trustees, committee members, staff, and volunteers.

What is Safeguarding?

'Safeguarding means protecting a citizen's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect. Safeguarding children, young people and adults is a collective responsibility.' ([NHS England](#), 2025).

Safeguarding is taking action to put policies and processes in place which protect us and those we come in to contact with from the risk of harm, abuse, or neglect. It is also knowing what to do when harm, abuse or neglect is disclosed to us or recognised by us. Where we recognise a concern, it is about taking timely, proportionate, person-centred actions.

'Whatever action is needed, we all have a responsibility to safeguard vulnerable people. It is better to report a safeguarding concern than not. Even if it turns out not to be a safeguarding issue. Your actions could save somebody's life so don't wait.' ([HM Courts and Tribunal Service](#), 2024).



Policy Statements

At the MCF we:

- Believe that 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.
- Are committed to creating and maintaining a safe and positive environment for our work.
- Are committed to an open, listening culture where people feel able to share concerns without fear of retribution.
- Aim to recognise and report harm experienced anywhere we see it in the course of our work.
- Are committed to taking action that is prompt, proportionate, inclusive and respectful of the voice of the person involved.

What we will do

The MCF will demonstrate our commitment to safeguarding children and adults by:

- Appointing a Designated Safeguarding Lead (DSL) and at least one deputy.
- Ensuring there is clear accountability for the safety and welfare of all children and adults.
- Following safe recruitment practises and assessing the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals.
- Writing and updating safeguarding documents including a Code of Conduct and reporting form.
- Taking all reasonable steps to ensure that staff and volunteers follow the safeguarding Code of Conduct.
- Maintaining access to relevant legal and professional advice.

The Role of the Designated Safeguarding Lead (DSL)

The MCF is committed to developing and maintaining its capability and capacity to implement this policy and be responsive to need. The role of the DSL is to oversee and ensure that the Safeguarding Policy is implemented by ensuring they:

- Are trained to an appropriate level for their role.



- Provide effective supervision for the designated safeguarding team through regular meetings, training and support sessions, planned and incidental as needs arise.
- Are a positive role model for safeguarding practice.
- Support people to raise concerns appropriately and within the agreed timescales.
- Keep confidential, relevant, and accurate records of all safeguarding concerns ensuring they are maintained and securely stored in line with MCF Data Protection and Retention Policies.
- Work with the Human Resources team to confirm that safe recruitment processes are in place and reviewed to assesses the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals.
- Where appropriate, work with other agencies to support the safety and wellbeing of our stakeholders.
- Participate in continuing professional development keeping up to date with national developments relating to preventing abuse and the welfare of children and adults.
- Provide safeguarding reports as required by the MCF Board of Trustees.
- Review the Safeguarding Policy and Code of Conduct, whenever there are changes in relevant legislation or guidance.
- Provides a safeguarding perspective to reviews of related policies.
- Ensures there is a suitable designated safeguarding team in place to provide capacity and service cover.

Staff and Volunteer Roles

Staff and volunteers will:

- Ensure they are familiar with this Policy and Code of Conduct.
- Be trained and updated as appropriate for their role.
- Know how to make a referral to the appropriate people and/or statutory or emergency services when required.
- Perform risk assessments as required for themselves and others when planning to conduct activities that are part of MCF support and services.
- Seek advice if risks are identified.
- Act on feedback given relating to their safeguarding practise, response and knowledge.



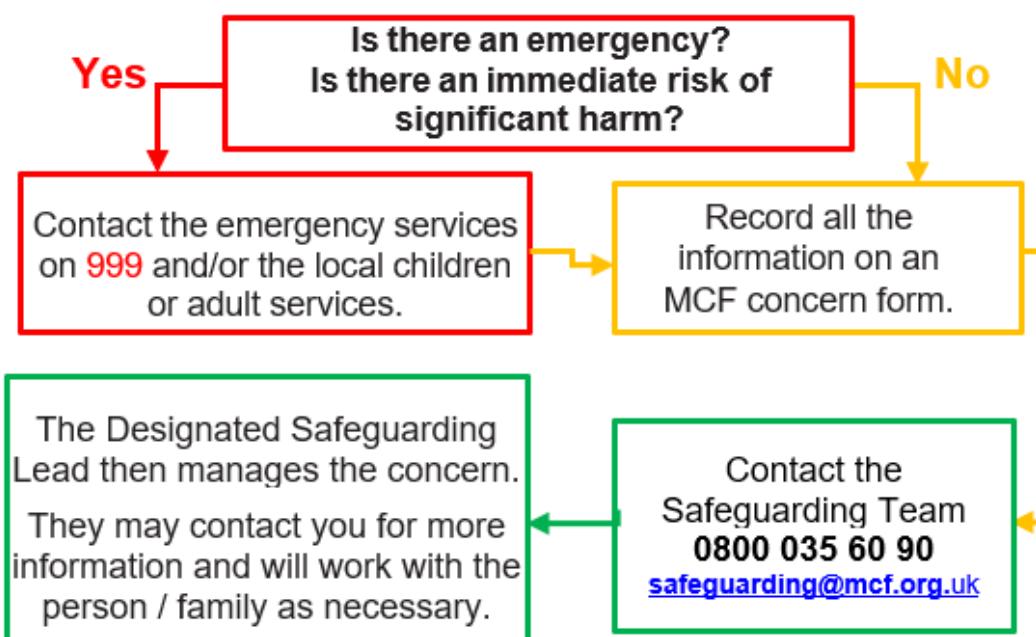
Designated Safeguarding Team and Contact Details

The team is available during Office hours only, Monday to Thursday 9am to 5pm and Friday 9am to 4pm by email: safeguarding@mcf.org.uk or by calling our freephone enquiries line **0800 035 60 90**. Select option one to speak to the Enquiry Team. If there is an emergency or an immediate risk of significant harm, then contact the emergency services.

What to do if you suspect someone is being abused

If you are concerned that an adult, child or young person is suffering harm, has suffered harm, or is likely to suffer harm from another person, then you have a responsibility to report your concerns immediately. At the point of disclosure, or when concerned, ask yourself:

Safeguarding Process for a concern...



Further information and guidance is available in the 'Additional safeguarding guidance and training document'.

Recording and managing confidential information

The MCF endorses the principle that the welfare of the individual overrides any obligations of confidentiality we may hold to others. If information is shared or discussed it will be:

- Relevant and accurate.
- Shared only with those professionals, agencies or organisations that have a role in safeguarding the child and/or adult.

Our [Privacy Policy](#) sets out how we adhere to data protection regulations and can be read in full on our website. A link is included within the appendices at the end of this document.

Managing allegations against a member of staff

If a serious event, whether actual or alleged, takes place which involves the MCF then it is the duty of the Trustees to inform the Charity Commission. If anyone is concerned the MCF not managing safeguarding concerns appropriately, they can refer directly to the police or social care services.

Any staff reporting concerns, or complaints through formal whistleblowing channels will be protected by the MCF Whistleblowing Policy.

The MCF will apply appropriate disciplinary measures to staff and volunteers found in breach of this policy.

Disseminating/Reviewing Policy and Code of Conduct

This policy is reviewed annually by the Designated Safeguarding Lead and Board of Trustees.

Other relevant policies and documents

This Safeguarding Policy, including the Code of Conduct sits alongside other policies adopted by the MCF including those written by the Human Resources Department, Royal Masonic Benevolent Institution Care Company.

This policy is available online and as a hard copy by emailing a request to admin@mcf.org.uk with your full name and postal address.

Appendices

- Code of Conduct
- MCF Safeguarding Concern Reporting Form



Safeguarding

Code of Conduct

At the Masonic Charitable Foundation (MCF), we believe that all staff and volunteers share responsibility for safeguarding and promoting the welfare of children, young people and adults who are at risk. The code of conduct sets out essential information and clear expectations for all staff and volunteers, it reminds us of our responsibilities. By following this code of conduct, staff and volunteers will contribute to a culture of safeguarding and help ensure a safe environment for everyone involved.

As a representative of the MCF you will:

- Follow MCF policies and Code of Conduct and re-read them on a regular basis.
- Participate in any mandatory safeguarding training.
- Acknowledge and understand your position of power and influence in the community.
- Respect your position of trust.
- Maintain professional boundaries that promote the welfare and safety of others.
- Be accountable for your actions and encourage an open and transparent culture where people feel able to challenge and report misconduct or abuse.
- Set a good example for others, treating everyone with respect, dignity and fairness.
- Encourage others to prioritise safeguarding and promote awareness within your community.
- Be respectful and inclusive in all forms of communication; be aware of the impact of your non-verbal communication and tone of voice.
- Be responsible for reporting all allegations, suspicions, disclosures and concerns immediately in line with the safeguarding process, including those that refer to an MCF staff member, trustee or volunteer.
- Avoid assumptions based on the reputation, position, or your own knowledge of someone that may delay/prevent you from sharing information.
- Refer to the MCF Whistleblowing Policy if an incident or concern relates directly to the DSL or a member of the designated safeguarding team.

Designated Safeguarding Team

Telephone: 0800 035 60 90 option 1

Email: safeguarding@mcf.org.uk

When you identify a concern| ...

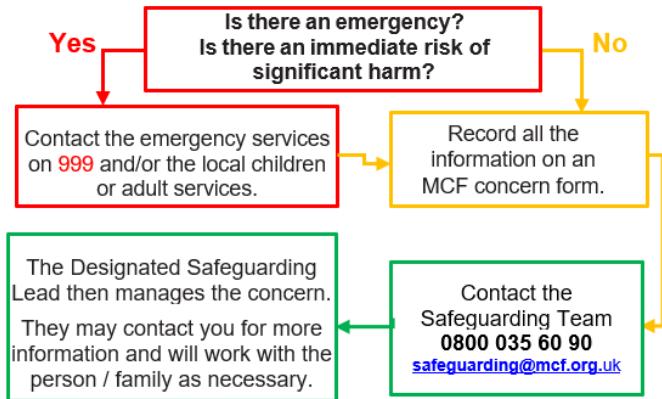
Remember:

- ✓ Remain open, approachable and receptive to experiences that are being shared.
- ✓ Listen carefully, without interrupting.
- ✓ Be mindful of your body language and facial expressions, try to remain neutral.
- ✓ Make it clear that you are taking what is said seriously and you believe them.
- ✓ Acknowledge how difficult this may be to talk about.
- ✓ Reassure them that telling you was the right thing to do.
- ✓ Let them know that you'll do everything you can to help.
- ✓ Tell the person you will need to share the information with the right people and explain who they are.
- ✓ Make a written record of **exactly** what has been said
- ✓ Act **immediately** and share your concerns with the DSL or contact the appropriate emergency services.
- ✓ If you have any questions, contact the MCF designated safeguarding team as soon as possible.

Avoid:

- ✗ Do not promise confidentiality.
- ✗ Don't ask too many questions, don't lead or probe.
- ✗ Don't investigate.
- ✗ Don't ask the individual to repeat the disclosure.
- ✗ Do not discuss the disclosure with people who do not need to know.
- ✗ Do not delay in reporting the disclosure to the DSL or appropriate emergency services.
- ✗ Do not offer to mediate, advocate or act on behalf of the person sharing the information with any alleged abusers.
- ✗ Do not pass comment, judgement or personal views on anyone involved, or the situation.
- ✗ Don't share personal experiences or give unsolicited advice.

Safeguarding Process for a concern...





MCF Safeguarding Concern Reporting Form

This form should be used to record safeguarding concerns relating to a child and/or vulnerable person. All information must be treated as confidential and reported to the Designated Safeguarding Lead (safeguarding@mcf.org.uk or 0800 035 60 90 option 1) within one working day or the next working day if it is a weekend.

In an emergency please do not delay in informing the police or social services.

The form should be completed at the time or immediately following a disclosure, but after all necessary emergency actions have been taken. Please complete the form as fully as possible.

Date of Disclosure:		Time:		
GAMES Reference (if available/known)				
1a	Person completing the form/reporting the concern			
Name:				
Role:				
Telephone:				
Email:				
Responding to my own concern:		Y/N	Responding to a 3rd party concern (details below):	
1b	Details of Third Party			
Name:				
Role:				
Telephone:				
Email:				
2	Who is the safeguarding concern regarding?			
Name:				
DOB:			Gender:	
Address:				
Telephone:				
Email:				
Mental capacity/Additional Needs/Disability:	Y/N	If yes, details:		
3a	Is the person concerned aware of this referral being made to the DSL?	Y/N	If no, details:	
3b	Is anyone else aware of the concerns you have raised?	Y/N	If yes, details:	
	Role/Relationship		Name	Contact Details



3c	Is there anyone else in the household who could be at risk?	Y/N	If yes, details:			
				Role/Relationship	Name	Contact Details
4	Incident Date:			Incident Time:		
	Was this an emergency?	Y/N	If yes, details of actions/outcome:			
5	Please give full details of your account of the incident or account of the disclosure by a 3rd party – in all cases, remain factual in your account and use the exact wording and/or terminology you were told.					
<p>Who are you concerned about: (be specific about the person/people; the harm/abuse that has been disclosed to you; the harm/abuse/concerns that you perceive from the information shared or situation you are in):</p> <ul style="list-style-type: none"> For example (please delete when completing) I am concerned that Abi is at risk of being financially exploited by Tobi, her son and his wife Gabrielle. She is at risk of being made homeless She has no access to her pension, benefits etc Emotional Abuse/Neglect due to financial abuse. 						
<p>Why are you concerned about them:</p> <p>For example (please delete when completing)</p> <ul style="list-style-type: none"> Tobi is the only adult child, his wife is as they have POA and are selling the house, but no arrangements have been made for Abi in terms of care/accommodations etc. In my opinion, having sat with Abi and met her twice in the past year, she has full mental capacity. She is not aware of signing documents regarding POA but rang the bank and was told he couldn't speak to them as her son controlled her accounts. Her bank accounts are empty, money on statements sent to her house, show pension/AA etc being transferred to another account on the same day. 						
<p>Additional context:</p> <p>For example (please delete when completing)</p> <p>I visited Abi for a re-application, I last saw her on 12th Jan 2024 and I notice no changes in her behaviour or presentation, she talks in detail about the past year, events and activities and has written notes and questions that she wanted to discuss with me.... Etc.</p>						
<p>Please provide any witness account of the incident:</p>						
Witness Name:						
Witness Role/ Relationship:						
Witness Contact details:						
Email/phone/Address etc						
Permission to contact:						
6	Alleged Perpetrator Details / If known					
Is the alleged perpetrator an: Individual/organisation		Details:				
Name:						
Role/Organisation:						
Contact details:						



Any other info:				
7	Concern - Please mark all that apply			
A	Physical Abuse	J	Organisational/Institutional	
B	Emotional Abuse	K	Risk to Visitors/Others	
C	Neglect	L	Female Genital Mutilation	
D	Sexual Abuse	M	Prevent Duty (Channel referral)	
E	Child Sexual/Criminal Exploitation (CSE/CCE)	N	Hate Crime including Gender Based Crime	
F	Domestic Abuse	O	Trafficking (Child/Adult)	
G	Psychological Abuse / Coercion/ Control (including "Cuckooing" and "mate crime")	P	Non-recent Abuse	
H	Financial Abuse	Q	Mental Health Crisis	
I	Modern Slavery	R	Other (please state):	
8	If a potential crime has been committed, have the police been informed/involved?			Y/N
	If yes, details:			
9a	Please list all agencies who are known to be involved with the client ie social worker/ support worker			
Agency/Role		Name	Contact details	
9b	If Social services are supporting a family with children, what stage or level is the referral/support at?			
Children Young People (CYP):		Currently Under Assessment Early Help Child In Need Child Protection	Details:	
Adult:		Referral made Currently under assessment Plan/support in progress Under review	Details:	
CYP/Adults		Not Known Refused to share Not asked	Details:	
10	Chronology of actions/responses by Designated Safeguard Team:			
DS name:		Date/Time	Action/Response/Outcomes etc:	
Case Review: Yes/No				
Date of review:				
Reviewing team members:				
Outcomes/Learning:				
Actions:				