

Safeguarding

Annual Report 2023/24



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Executive summary

This report gives an overview of the work our organisation has undertaken to meet our legal and regulatory obligations, as well as the progress we've made towards embedding best practice safeguarding across the charity.

The purpose of this report is to demonstrate the effectiveness of safeguarding arrangements at Marie Curie, to inform the Board of the progress made against the priorities for 2023/24, and to provide an outline of future priorities for 2024/25. We are very pleased with our achievements over the last twelve months and the progress we continue to make in embedding a culture of best practice safeguarding. Much of this has been thanks to the work of the members of our Safeguarding Assurance Group, the Head of Safeguarding, the network of named safeguarding leads across the charity, and everyone involved in the charity-wide safeguarding community of practice. We acknowledge the amazing work of our staff who demonstrate and implement good safeguarding practice daily, so that the risk of harm to people is minimised.

We continue to evolve an organisational culture of safeguarding, ensuring a safe and supportive environment where staff and volunteers feel comfortable raising safeguarding concerns. We encourage open discussions about safeguarding issues and learn from incidents to improve practice. We will continue to ensure that everyone is aware of their safeguarding responsibilities and knows how to recognise signs which could indicate that a child or adult at risk may be being abused or neglected, or at risk of abuse and neglect. We will continue to make sure that our people are aware of their responsibilities to safeguard and protect each other. We take a proactive approach to learning from situations where people are at risk to make sure that we acted in the best way possible and involved them in decisions, actions and outcomes.

In the coming year we will focus on the following to further develop our practices and test them to ensure they remain fit for purpose:

- Review our Ongoing Employment Checks Policy and our Zero Tolerance to Abuse Policy.
- Review processes in place to manage our direct contacts with supporters.
- Review the new *Online Safety Act 2023* to assess how it applies to our organisation.
- Review the effectiveness of our Safeguarding Assurance Group.
- Review safeguarding audit across our regulated services.

Introduction

This Safeguarding Annual Report provides an overview of our continued work across the charity to achieve best practice safeguarding. It includes an outline of the progress against the safeguarding 2023/24 workplan and a look ahead to the key objectives for 2024/25.

Safeguarding governance and risk management

Accountability for safeguarding in Marie Curie sits with the Board. This responsibility is delegated to the Chief Executive (CEO) and through him to the Chief Nursing Officer (CNO) who also acts as the executive risk owner.

Operationally, the first line of responsibility for safeguarding sits with line managers across services and is monitored in local governance processes and structures. This includes our hospices, our Hospice Care at Home services, and our Retail, Volunteering and Fundraising teams and enabling functions.

Our second line responsibility for oversight and assurance sits with central teams and is led by the Head of Safeguarding as the internal subject matter expert and competent person, reporting to the Chief Nursing Officer as the executive lead. A Safeguarding Assurance Group (SAG) is in place with representatives from across the charity. The Head of Safeguarding and CNO report to the CEO and the Quality Trustee Committee (QTC). Further details are provided below.

Third line oversight and assurance are gained from both internal and external auditor reviews and regulatory inspection and review.

Safeguarding Assurance Group (SAG)

The SAG is chaired by the CNO and has cross-organisational membership. The group supports the CNO and Head of Safeguarding in their responsibility to oversee the charity is meeting all its statutory, regulatory, and legal requirements in relation to safeguarding. Operational teams provide compliance reports to the SAG on safeguarding activity and this data is included in safeguarding quarterly reports. The SAG meets at least quarterly. The Head of Safeguarding and CNO report to the CEO and QTC on the following:

- all recorded safeguarding incidents
- safeguarding training compliance
- regulatory/legislative updates
- management of safeguarding risks in line with approved risk appetite
- development and agreement of the key safeguarding priorities including the annual safeguarding workplan which is approved by the CNO
- development and agreement of the Safeguarding Policy and procedures which are ultimately approved by the Board of Trustees.

Policies and procedures

Safeguarding

This policy is reviewed at least annually to ensure it reflects the most recent legislation and/or guidance.

Zero tolerance to abuse

This policy includes physical abuse, verbal abuse and discriminatory abuse towards our staff, volunteers and all our people.

Domestic abuse

This policy was published and launched in February 2024. It includes advice and guidance for line managers on how to respond appropriately to any concerns/disclosures of domestic abuse, the action we will take if one of our employees or volunteers is a perpetrator of domestic abuse, and a range of support options including signposting to specialist organisations. Further details can be found in the section below.

Standard operating procedures

All our regulated services across the four nations have developed safeguarding standard operating procedures. These procedures are aligned with Marie Curie's Safeguarding Policy and with local Safeguarding Adults Board and Safeguarding Children Board procedures. Teams review these procedures at least annually with review compliance monitored as part of our safeguarding clinical audit.

Safer recruitment

We have a Recruitment Policy and an ongoing employment Safer Staffing Policy.

A key control is undertaking criminal record checks on staff and volunteers where appropriate, to ensure they can carry out their roles safely. These checks are reviewed every three years. Our People directorate regularly report on criminal record check compliance via the Safeguarding Assurance Group to the CEO and Quality Trustee Committee.

Safeguarding statement

Our safeguarding statement sets out our organisational commitment to safeguarding all our people from harm. The statement is made available to the public via our website and is included in our Safeguarding Policy, so all staff and volunteers have immediate access. See appendix 4 of this report for more information.

Annual safeguarding workplan

Review of 2023/24

The annual programme of work is informed by legal and statutory requirements, Marie Curie's strategic objectives, and any quality standards set by the Board of Trustees. The workplan, which is approved by the CNO, is set at the beginning of the year and monitored and updated throughout the year by the Safeguarding Assurance Group. In 2023/24, all actions on the safeguarding workplan were complete at the end of Q4.

Safeguarding risk

All safeguarding risks were managed throughout the year in line with the charity's approved risk appetite. This included regular review of the Safeguarding Risk Register, ensuring risks were escalated in a timely manner in line with the charity's Risk Management Policy. The Safeguarding Risk Register is overseen by the Safeguarding Assurance Group and CEO. Significant operational risks are escalated to the Corporate Risk Register and safeguarding is recorded on the Principal Risk Register.

Domestic abuse policy and training

In February 2024 the new Domestic Abuse Policy was published and launched across the charity.

A domestic abuse awareness training module was also developed for all Marie Curie staff and launched at the same time as the policy on our Learn and Develop site.

Mental Capacity Act training

In 2023 we developed and launched a new *Mental Capacity Act 2005* (MCA) training package, particularly targeted at all staff working in our regulated services. The training is aligned to both the legislation and guidance around the MCA and Marie Curie policy and procedures. It is available to all staff on our Learn and Develop site.

Safeguarding Assurance Group effectiveness review

In line with organisational governance arrangements, we carry out an annual review of the effectiveness of the Safeguarding Assurance Group. This also includes a review of the terms of reference and group membership.

Safeguarding volunteering

Work on the safeguarding volunteering workplan continued up to March 2024. This workplan is owned by the Volunteering team and was monitored and reviewed by the Safeguarding Assurance Group until the action was closed on completion, in March 2024.

Safeguarding retail

An internal review of safeguarding awareness and knowledge was carried out in September 2023 across our retail services to ensure our safeguarding processes are clear, robust and effective. A final report including recommendations was presented to the Safeguarding Assurance Group, CEO and Quality Trustee Committee.

Clinical safeguarding audit

As part of our National Clinical Audit Programme, we carry out an annual audit across our regulated services to assess performance against the standards and responsibilities set out in our Safeguarding Policy. The audit was carried out in October 2023 and the final report was presented to the Safeguarding Assurance Group and Quality Trustee Committee. Action plans are created in each place in line with audit findings, and the action plans are monitored centrally by the Nursing and Quality team.

Safeguarding People directorate

To improve awareness of safeguarding and individuals' responsibilities, our Head of Safeguarding continued to carry out safeguarding awareness- raising sessions with teams across our People directorate. This included working with the executive lead for people, directors, heads of departments and operational teams.

Incident management review (including safeguarding incidents)

In November 2023 the Board approved a new organisation-wide Incident Management Policy and supporting guidance. Specific safeguarding guidance was created to be used in line with the policy, to make reporting and recording processes clearer and more seamless.

Zero Tolerance to Abuse Policy

In November 2023, to highlight national safeguarding adults' week, we published a charity-wide article which included information and signposting to the Zero Tolerance to Abuse Policy, to further promote and highlight this policy and guidance across the organisation.

Guidance on changes in safeguarding legislation

The Head of Safeguarding continues to monitor any changes in legislation relating to safeguarding and update/review our policies and processes accordingly. Monitoring continued for any updates on the implementation of Liberty Protection Safeguards (LPS) during 2023/24. No further updates were reported.

Safeguarding incidents (April 2023 to March 2024)

Safeguarding incidents for 2023/24 increased on the previous year. In total 569 safeguarding incidents were recorded in 2023/24. This is an increase of 135 recorded incidents compared to the 434 incidents recorded in 2022/23. See Appendix 2 of this report for our safeguarding incidents data for the period April 2023 to March 2024.

Safeguarding training

Everyone who works and volunteers at Marie Curie is trained to understand what safeguarding is and, depending on their role, what they should do about it. Safeguarding training is separated into safeguarding adults and safeguarding children. It also includes Prevent training (excluding NI). Marie Curie aims to ensure that the level of training aligns with the role and responsibilities of the individual member of staff or volunteer. To support us with this, we adopt the intercollegiate documents framework *Adult Safeguarding: Roles and Competencies for Healthcare Staff* and *Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff*. Under our code of conduct all staff and volunteers are required to complete all mandatory training. See Appendix 3 for our safeguarding training compliance data for the period April 2023 to March 2024.

Annual safeguarding workplan

Priorities for 2024/25

Safeguarding risk

We will continue to manage safeguarding risks in line with approved risk appetite. This includes regular review of the Safeguarding Risk Register, ensuring risks are escalated in a timely manner in line with the charity's Risk Management Policy.

Ongoing employment checks (Safe Staffing) and Safeguarding Referrals Policy

This policy includes guidance and processes around making referrals to the Disclosure and Barring Service. The policy was created and published in 2021 and requires a full review.

Online Safety Act (2023)

We will review the *Online Safety Act 2023* act to identify how it applies to Marie Curie and what we need to have in place to ensure we are meeting the requirements.

Safeguarding Assurance Group effectiveness review

We will carry out a review of the effectiveness of the Safeguarding Assurance Group. This will also include a review of the terms of reference and group membership.

Clinical safeguarding audit

As part of our National Clinical Audit Programme, the Nursing and Quality team will carry out an audit to assess our performance against the standards and responsibilities set out in our Safeguarding Policy. The audit will be carried out in October 2024 and will be overseen by the Safeguarding Assurance Group, with the final report presented to the Quality Trustee Committee.

Direct contact strategy

We will review the processes in place to manage direct contacts across fundraising. This relates to the contacts we make with our supporters and beneficiaries, and the systems we have in place to control numbers of contacts.

Zero Tolerance to Abuse Policy

A full review of this policy will be undertaken by the end of 2024.

Guidance on changes in safeguarding legislation

The Head of Safeguarding will continue to monitor any changes in legislation relating to safeguarding (one example of this being the *Online Safety Act 2023*, and update/review our policies and processes accordingly.

Overview

We are confident that our safeguarding workplan is prioritising our resources in the most effective way and ensures that we continue to create a safe environment for all our staff, volunteers, patients and other people affected by our activities; and that, as far as reasonably practical, it protects people from harm.

The plan will be agile and updated in the event of any significant risks being identified or emerging risks arising.

Conclusion

This report offers insight into the safeguarding context in which Marie Curie operates across the four nations of the UK, and an overview of the compliance requirements for all Marie Curie services.

We have published and launched our first Domestic Abuse Policy and associated training package; reviewed our Safeguarding Policy; carried out a clinical audit of safeguarding across our regulated services; launched a new *Mental Capacity Act 2005 (MCA)* training package; continued with our plan of safeguarding works across volunteering; and completed a review of safeguarding across our retail function.

We will continue to focus on raising awareness of safeguarding across our charity in 2024/25. It remains our priority to ensure we protect all our people from harm and abuse and continue to embed a culture of best practice safeguarding across the whole of Marie Curie.

Appendices

Appendix 1: Safeguarding statutory and regulatory compliance requirements

As a voluntary organisation Marie Curie is subject to several legal requirements with regards to safeguarding and these requirements vary across the four nations of the UK. The national charity regulators also lay out a number of stipulations in relation to safeguarding arrangements which we are obliged to comply with as a condition of our registration.

In addition to those responsibilities, which apply to the whole of the organisation, the parts of the organisation providing regulated health or social care activities, namely our hospices and our Hospice Care at Home services, must adhere to safeguarding requirements laid out by their regulator.

Members of staff who are registered with professional bodies (eg nurses, doctors, social workers and allied health professionals) have additional safeguarding responsibilities in accordance with their professional registration.

England

In England the *Care Act 2014* sets out our responsibilities to adults at risk, and the statutory guidance *Working Together to Safeguard Children 2023* sets out our responsibilities towards children. These pieces of legislation have implications for every directorate across the organisation in terms of policies and procedures, staff and volunteer safeguarding awareness and cooperation with other agencies.

The *Safeguarding Vulnerable Groups Act 2006* (as amended by the

Protection of Freedoms Act 2012) applies to our recruitment processes, setting out the eligibility of our staff/volunteers for Disclosure and Barring Service (DBS) checks. It also defines the circumstances under which we must report our staff/volunteers to the DBS.

The Charity Commission has adopted a wider definition of safeguarding and prescribes duties, which apply across all Marie Curie directorates, in terms of the steps we must take to protect staff, volunteers, and those who use our services or come into contact with our charity from harm. It lays ultimate responsibility for ensuring that we comply with these requirements with our Board of Trustees. The Charity Commission guidance includes a requirement that we have safeguarding policies and procedures which are available to the public, and a clear code of conduct for staff and volunteers.

Our hospices and Hospice Care at Home services are regulated in England by the Care Quality Commission (CQC). The CQC also has specific regulations in terms of safeguarding (specifically regulation 13). These also mandate robust procedures and processes to prevent those using the services from being abused by staff or other people they may come into contact with, including visitors.

Intercollegiate documents produced by The Royal College of Nursing, in collaboration with other professional colleges, have set out minimum standards for training on safeguarding adults and safeguarding children, and competencies required of all staff in healthcare settings according to their role.

Wales

In Wales, the *Social Services and Wellbeing Wales Act 2014* and associated guidance *Working Together to Safeguard People* is the main legislation laying out organisations' responsibilities to children and adults at risk. This only places duties on local health boards (LHB) and NHS trusts, and not on voluntary organisations, so would only apply to services carrying out work commissioned or in partnership with LHBs/trusts. However, the *Wales National Safeguarding Procedures* provide government guidance which is broader, and which places responsibilities on all those who are in contact with children at risk of harm or their carers or families, or adults who may pose a safeguarding risk or are responsible for arranging services for adults. Since any Marie Curie staff/volunteers could come across information which could suggest that a child is at risk, via our work or our interaction with colleagues, this guidance applies to all staff and volunteers at Marie Curie, no matter what their role.

The *Safeguarding Vulnerable Groups Act 2006* (as amended by the *Protection of Freedoms Act 2012*) as described above, also applies to Wales.

The Charity Commission regulatory requirements, as described above, also apply in Wales.

Our hospice is regulated by Healthcare Inspectorate Wales (HIW) and our Hospice Care at Home services by Care Inspectorate Wales. The HIW has its own regulations regarding safeguarding (specifically Section 16 of the *Independent Health Care (Wales) Regulations 2011*). This describes our responsibilities for making arrangements to safeguard patients, including: having designated lead roles for child and adult protection; having policies and procedures in line with national policy and legislation, and local area procedures; and making sure all staff have a prescribed level of training as a minimum. The intercollegiate documents also apply in terms of training expected of staff in healthcare settings.

Scotland

In Scotland the *Adult Support and Protection (Scotland) Act 2007* and associated code of practice set out our legal responsibilities to adults at risk. The age at which an individual may be considered an adult at risk in Scotland is 16. Third sector organisations do not have specific responsibilities under this act unless they are care providers, but it is recognised that they may come into contact with adults who they know or believe to be at risk and may therefore have cause to refer them to the council. Third sector organisations are also expected to cooperate with assisting inquiries regarding adults who may be at risk.

The *National Guidance for Child Protection in Scotland 2021* places responsibilities on organisations that work with children and families, irrespective of whether the child is the main focus of their work. This has implications for all parts of the organisation which may come into contact with children, including Caring Services and the Fundraising, Retail and Policy and Research teams. Requirements include ensuring that staff have information, advice and training making them aware of risks to children, and guidance on what action to take if they are concerned about a child's safety or wellbeing. The guidance was updated in 2021.

The *Protection of Vulnerable Groups (Scotland) Act 2007* applies to our recruitment processes, setting out the eligibility of our staff/volunteers for basic and higher-level checks. It also describes the circumstances under which we must report our staff/volunteers to Disclosure Scotland.

Our work in Scotland is also regulated by the Office of the Scottish Charity Regulator, which sets out a number of requirements we should meet in terms of safeguarding children and vulnerable adults, but also says that, as a charity, we have wider responsibilities to protect our staff, volunteers, and beneficiaries from harm.

Our Hospice Care at Home services in Scotland are regulated by the Care Inspectorate, and hospices in Scotland are regulated by Healthcare Improvement Scotland and must work to the Health and Social Care Standards issued by the Scottish Government and implemented in April 2018. These standards include the requirement that people in receipt of our care should be protected from harm, that we should be alert to signs that they or others may be at risk, and that they should be listened to and taken seriously if they have a concern about the protection and safety of themselves or others. The intercollegiate documents also apply in terms of training expected of staff in healthcare settings.

Northern Ireland

In Northern Ireland the government policy document *Adult Safeguarding Prevention and Protection in Partnership 2015* says that voluntary organisations should have a culture of zero-tolerance of harm to adults. This necessitates recognition of adults who may be at risk; knowledge of how abuse, neglect or exploitation manifests; and willingness to report safeguarding concerns. The definition of an adult at risk is much broader in Northern Ireland than in England, Wales or Scotland.

The Department of Health guidance *Cooperating to Safeguard Children and Young People in Northern Ireland 2017* says that it is essential that all voluntary organisations have child protection policies and procedures in place, and that their staff and volunteers should receive training and support in their use.

Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 (as amended by the *Protection of Freedoms Act 2012*) makes provision for checking persons seeking to work or volunteer with children or vulnerable adults, and for barring those considered unsuitable for such roles. It sets out eligibility for standard and enhanced checks and describes the circumstances under which we must refer our staff or volunteers to the DBS.

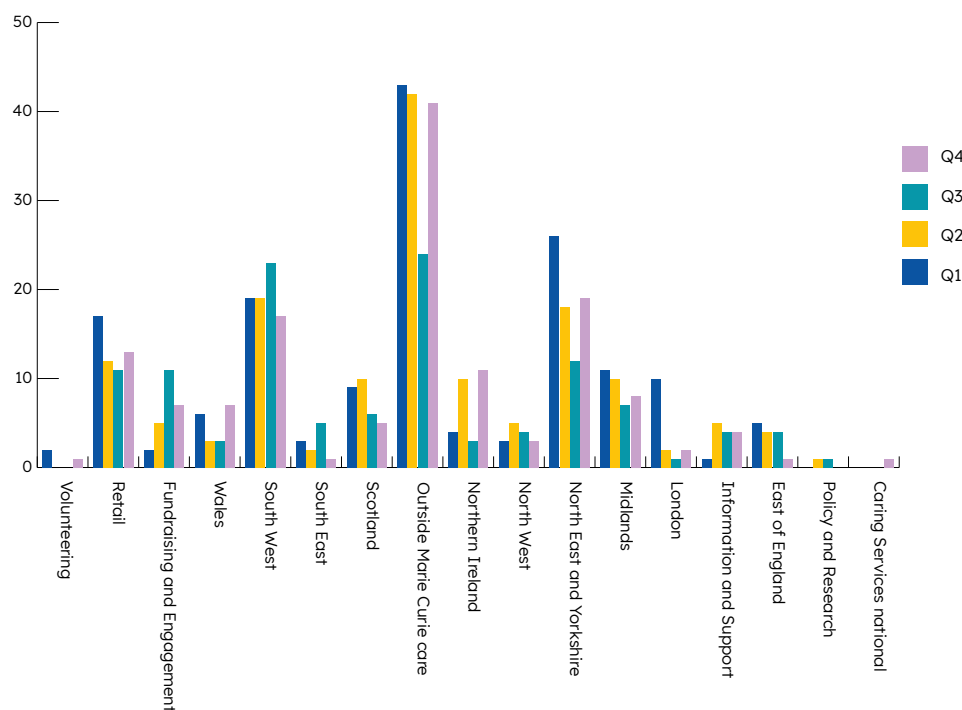
Our hospice and Hospice Care at Home services in Northern Ireland are regulated by the Regulation and Quality Improvement Authority (RQIA). This stipulates that these services must have policies and procedures in line with regional guidance; have a nominated safeguarding champion; produce an annual safeguarding report; and provide training within their induction to staff and volunteers and at regular intervals thereafter.

The Northern Ireland Adult Safeguarding Partnership Training and Development Framework and Safeguarding Board Northern Ireland (SBNI) set out the minimum level of training expected of staff according to their role.

Appendix 2: Safeguarding incidents data

The graph below shows all safeguarding incidents (excluding Deprivation of Liberty Safeguards (DoLS) recorded for the year ending March 2024.

Number of safeguarding incidents 2023/24 (excluding DoLS)

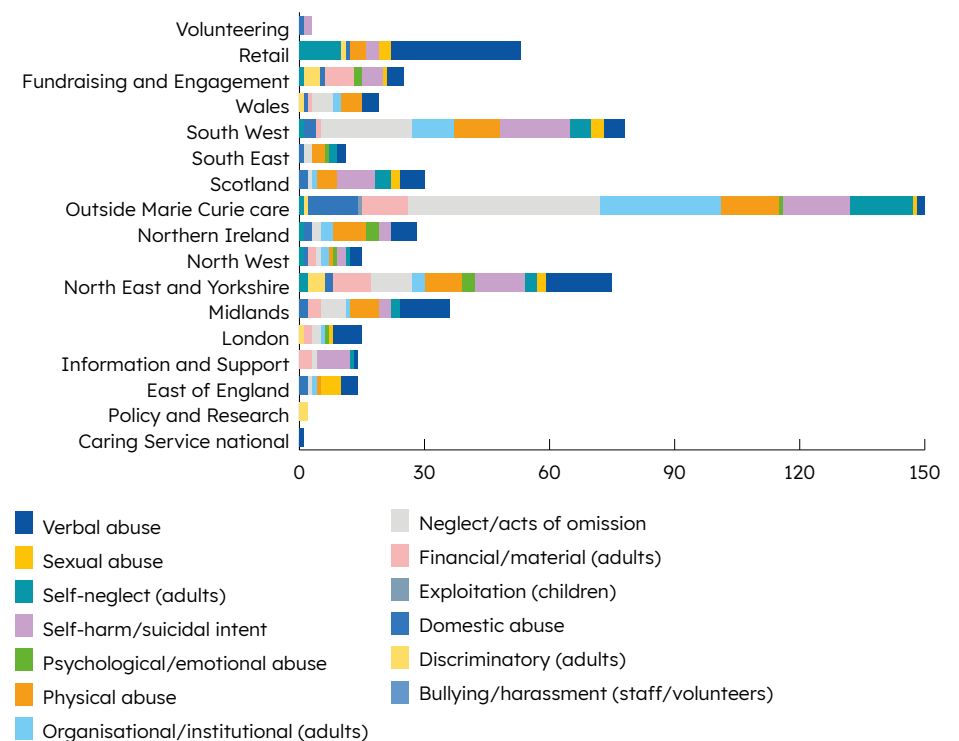


In total 569 safeguarding incidents were recorded in 2023/24. This is an increase of 135 recorded incidents compared to the 434 incidents recorded in 2022/23.

There are comparatively low numbers of incidents reported in teams other than Caring Services. This reflects the lower level of

contact staff/volunteers are likely to have with adults/children at risk. Nevertheless, it is also possible that this could be due to under-reporting in those areas, and we are conscious of the need to continue to raise and maintain staff/volunteer awareness of safeguarding across all teams.

Safeguarding categories 2023/24

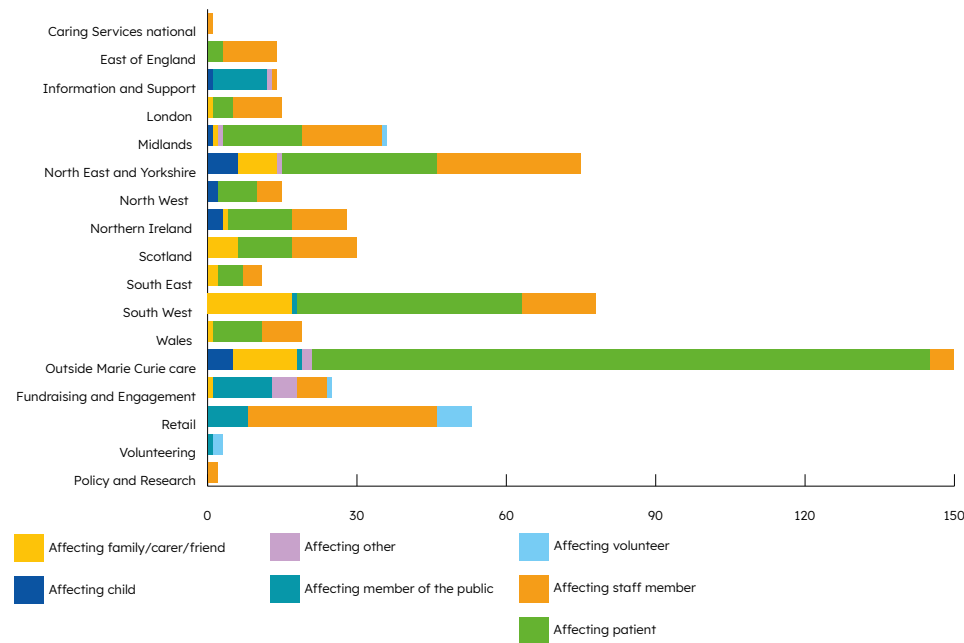


Safeguarding incidents by type

The incident types with the highest number recorded were verbal abuse (104) and neglect/acts of omission (99). The majority of these incidents were recorded in our hospices and Hospice Care at Home services. The graph above shows that 150 incidents were recorded as 'outside Marie Curie care'. This is when an incident occurs outside

our care, for example involving other agencies such as home care providers. Of these, 46 were neglect/acts of omission incidents. The chart below provides data on who is affected by safeguarding incidents such as our patients or our staff members. Our place-based teams continue to review all safeguarding incidents to ensure the correct processes have been followed, and to identify and share any learning from incidents to support continuous improvement in safeguarding the people we care for.

Number of safeguarding incidents 2023/24 (Excluding DoLS)



The number of such incidents in our hospices and Hospice Care at Home services showed some variation throughout the year. In our quarterly safeguarding reports, we continue to compare data sets to identify any trends and inform our safeguarding workplan. One example of this is the delivery of targeted safeguarding awareness-

raising sessions for teams recording lower numbers of incidents. Numbers of incidents recorded in the Fundraising and Retail teams have increased over the last year, likely due to increased safeguarding awareness-raising and improvements in the processes of how incidents are reported (in the Retail Team).

Serious Incidents

Although as a healthcare provider we have adopted PSIRF (the NHS England Patient Safety Incident Response Framework), we still use the term serious incidents for safeguarding incidents, in line with Charity Commission requirements and adults and children’s safeguarding boards.

In the year to March 2024 there were three safeguarding/abuse incidents which were recorded as serious incidents. Two of the incidents were recorded as low harm and the third as no harm. Two of the incidents affected a patient and one affected a staff member. All of these incidents were managed appropriately and were not reported externally. These incidents were recorded internally as serious incidents due to the scope for wider learning. This number of serious incidents is lower than in the previous year (five). All three safeguarding serious incidents reported in 2023/24 were in Caring Services.

| Location | Total number safeguarding serious incidents |
|----------------------------|---|
| Caring Services | 3 |
| People Services | 0 |
| Fundraising and Engagement | 0 |
| Retail | 0 |
| Total | 3 |

Marie Curie has monthly safety learning panel meetings. The membership for these meetings is multi-disciplinary and the learnings and key recommendations from all significant incidents and complaints are then shared across relevant groups.

Charity Commission reporting

The responsibility for reporting serious incidents rests with the charity's trustees. During the year ended 31 March 2024 the Audit and Risk Committee and Quality Trustees Committee, received regular reports to ensure that Charity Commission requirements were being complied with in respect of reporting safeguarding serious incidents. No safeguarding incident was reported to the Charity Commission as a serious incident in 2023/24.

Appendix 3: Safeguarding training compliance data

The following information illustrates how compliant our staff in both clinical and non-clinical roles were with their safeguarding training at the time of reporting (March 2024). Almost all Hospice Care at Home services were compliant, however some of our hospices had lower levels of compliance. To address areas of low compliance, our Head of Talent and Development is in regular discussions with the teams in question. They are provided with a list of non-compliant staff who can then be directly targeted. Hospice figures are also impacted by the inclusion of ‘as and when’ staff. In such cases hospices are encouraged to review staff data and work with HR to commence the process to remove individuals from the organisation system who are no longer working with us.

We will continue to operate our automated email reminder process and re-advertise the Recognised Prior Learning (RPL) facility which accepts prior learning if meeting quality standards. We are also looking at the issue of professional accountability and triggering stronger actions in line with our Performance Policy for areas of continued low compliance.

As an organisation we remain above our 95% training compliance target on all three safeguarding topics (Adults, Children and Prevent). We continue to offer level 3 training for those roles that require such training. Of these staff, 92% have now completed the 8 hours of training needed to be deemed compliant. We have also launched new training to support the organisation’s Domestic Abuse Policy.

Overarching safeguarding compliance based on specific training for each devolved nation (as of March 2024)

| Safeguarding course and region | Overarching compliance |
|--|------------------------|
| Safeguarding Child Protection – Scotland | 96.80% |
| Safeguarding Adults for Clinical Staff – England | 95.90% |
| Safeguarding Adults for Clinical Staff – Scotland | 96.10% |
| Safeguarding Adults for Clinical Staff – Wales | 98.10% |
| Safeguarding Adults for Staff and Clinical Settings N. Ireland | 95.50% |
| Safeguarding Children for Clinical Staff – England | 95.90% |
| Safeguarding Children for Clinical Staff – Wales | 97.80% |
| Safeguarding Children for Clinical Staff and in Clinical Settings – N. Ireland | 94.80% |

All non-clinical

| All sites | % Compliance | Total number of staff requiring training | Total non-compliant |
|-----------------------|--------------|--|---------------------|
| Safeguarding Adults | 97% | 1627 | 57 |
| Safeguarding Children | 96% | 1627 | 59 |

Hospice

| Site | % Compliance | Total number of staff requiring training | Total non-compliant |
|-----------------------|--------------|--|---------------------|
| Bradford | | | |
| Safeguarding Adults | 97% | 63 | 2 |
| Safeguarding Children | 98% | 63 | 1 |
| West Midlands | | | |
| Safeguarding Adults | 97% | 67 | 2 |
| Safeguarding Children | 100% | 67 | 0 |
| Newcastle | | | |
| Safeguarding Adults | 90% | 57 | 6 |
| Safeguarding Children | 95% | 57 | 3 |
| Glasgow | | | |
| Safeguarding Adults | 92% | 50 | 8 |
| Safeguarding Children | 92% | 50 | 4 |
| Belfast | | | |
| Safeguarding Adults | 93% | 54 | 4 |
| Safeguarding Children | 91% | 54 | 5 |
| Edinburgh | | | |
| Safeguarding Adults | 96% | 66 | 5 |
| Safeguarding Children | 99% | 66 | 1 |
| Cardiff | | | |
| Safeguarding Adults | 95% | 56 | 3 |
| Safeguarding Children | 95% | 56 | 3 |
| Hampstead | | | |
| Safeguarding Adults | 98% | 52 | 1 |
| Safeguarding Children | 98% | 52 | 1 |
| Liverpool | | | |
| Safeguarding Adults | 91% | 74 | 4 |
| Safeguarding Children | 95% | 74 | 7 |

Hospice Care at Home

| Site | % Compliance | Total number of staff requiring training | Total non-compliant |
|---|--------------|--|---------------------|
| Midlands | | | |
| Safeguarding Adults | 98% | 155 | 3 |
| Safeguarding Children | 97% | 155 | 5 |
| North East and Yorkshire- North East | | | |
| Safeguarding Adults | 100% | 81 | 0 |
| Safeguarding Children | 100% | 81 | 0 |
| East of England | | | |
| Safeguarding Adults | 100% | 71 | 0 |
| Safeguarding Children | 100% | 71 | 0 |
| South West | | | |
| Safeguarding Adults | 99% | 121 | 1 |
| Safeguarding Children | 99% | 121 | 1 |
| North East and Yorkshire- Yorkshire | | | |
| Safeguarding Adults | 99% | 69 | 1 |
| Safeguarding Children | 99% | 69 | 1 |
| North West | | | |
| Safeguarding Adults | 100% | 73 | 0 |
| Safeguarding Children | 99% | 73 | 1 |
| South East | | | |
| Safeguarding Adults | 98% | 50 | 1 |
| Safeguarding Children | 96% | 50 | 2 |
| Scotland South and East | | | |
| Safeguarding Adults | 99% | 108 | 3 |
| Safeguarding Children | 99% | 108 | 1 |
| Wales | | | |
| Safeguarding Adults | 98% | 113 | 2 |
| Safeguarding Children | 99% | 113 | 1 |
| Northern Ireland | | | |
| Safeguarding Adults | 96% | 193 | 8 |
| Safeguarding Children | 96% | 193 | 8 |
| London | | | |
| Safeguarding Adults | 98% | 102 | 2 |
| Safeguarding Children | 98% | 102 | 2 |
| Scotland North and West | | | |
| Safeguarding Adults | 99% | 74 | 1 |
| Safeguarding Children | 100% | 74 | 0 |

Prevent compliance (as of March 2024)

| Topic | % certified | Total number of staff requiring training | Uncertified training |
|------------------------------------|-------------|--|----------------------|
| Prevent (England, Scotland, Wales) | 96.20% | 2543 | 97 |
| Prevent Level 3 | 95.50% | 177 | 8 |

Volunteer training

The following information demonstrates training compliance figures across our team of volunteers for the year 2023/24.

All volunteers are required to complete safeguarding training as part of their core training induction.

The training renewal programme saw 109 volunteer records closed due to non-compliance. This record closure was made following a process of offering multiple opportunities to engage with the

training programme by email (co-ordinated by the Volunteering Operations team), local support by Volunteer Development Officer/Volunteer Manager, and a final letter informing volunteers that their record would be closed. This letter also provided an additional four week window to complete training in order to allow a record to remain open.

| Total number of active volunteers | March 24 | Training compliance % |
|---|-----------------|------------------------------|
| Fundraising | 2037 | 100 |
| Caring Services – hospice | 509 | 100 |
| Caring Services – community | 444 | 100 |
| Caring Services – Information and Support | 154 | 100 |
| Retail | 1622 | 100 |
| Support | 9 | 100 |
| Executive Support | 74 | 100 |
| Total number of volunteers | 4850 | 100 |

Appendix 4: Safeguarding statement.

We are committed to safeguarding all our people from harm. This includes our staff, volunteers and all those who use or come into contact with our work and our services. We recognise that all our people have the right to protection from all types of harm or abuse, regardless of race, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, sex, sexual orientation, religion or belief. We work closely with partner organisations to ensure that we follow safeguarding best practice.

Marie Curie has a comprehensive Safeguarding Policy, the implementation of which is the responsibility of the Chief Nursing Officer (CNO). We have a designated trustee safeguarding lead; a Head of Safeguarding; a charity-wide Safeguarding Assurance Group (SAG); and named safeguarding leads in our hospices and Hospice Care at Home services, and our Volunteering, Retail, Public Relations, Marketing, Policy and Research and Fundraising teams.

We have robust processes in place to ensure that the people who join our organisation through employment or volunteering, are suitable for their roles. Additionally, we have a code of conduct for all staff and volunteers.

We take the safety and wellbeing of our staff and volunteers seriously. As such we have systems and processes in place to identify and assess potential areas of risk across all our activities; and we ensure remedial plans are put in place to manage these risks. We encourage everyone to raise concerns through 'speak up champions' in different areas of the charity. This approach is detailed in our Freedom to Speak Up (including whistleblowing) Policy and Procedure.

All our staff, volunteers, trustees and executives are trained to recognise signs which could indicate that a child or adult at risk may

be being abused or neglected. This training also includes wider Charity Commission requirements to recognise and report incidents involving our staff and volunteers. We actively encourage our staff, volunteers and those who use or come into contact with our services, to speak up about things which they think could cause harm to people. And we act promptly when concerns have been raised. We will not tolerate any behaviours or practices which could lead to anyone being abused and/or exploited by our people.

We highly value the contribution of our staff and volunteers and offer them a range of support to help them manage the sometimes-challenging nature of our work. We are committed to creating a safe, supportive and rewarding place to work.

Do you have any comments or questions?

We are always keen to receive feedback about our services and work. If you have any comments or questions about this report, please do not hesitate to contact us using the details below:

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Marie Curie
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8 Viaduct Gardens
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SW11 7BW
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Thank you to everyone who supports us and makes our work possible. To find out how we can help or to make a donation, visit our website mariecurie.org.uk

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