



Safeguarding Adults Policy and Procedure

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A. Policy

1. Purpose

1.1 The purpose of this policy is:

- To provide protection for every adult who accesses Lancashire Mind services
- To provide all staff and volunteers with guidance on procedures they must adopt if they suspect an adult may be experiencing, or is at risk of, harm.

1.2 This policy applies to anyone working on behalf of Lancashire Mind, including senior managers and the board of trustees, paid staff, volunteers, and students. It also applies to all forms of support: face to face, online, phone support.

2. Legal Framework

This policy is based on legislation, statutory guidance, and policy developments that aim to protect adults at risk in England.

The key guidance this policy is based on is [Care Act 2014](#) which states an **adult at risk** is an individual aged 18 years and over who:

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

In addition, Safeguarding Adults in England is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The [Human Rights Act 1998](#)
- The [Data Protection Act 2018](#)
- The [General Data Protection Regulation \(GDPR\)](#)
- The [Mental Capacity Act 2005](#) governs the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves.

- The [Domestic Abuse Act 2021](#) defines domestic abuse as: behaviour towards another person aged over 16 who are personally connected to each other and consists of any of the following: physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse.

3. Principles

- 2.1 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.
- 2.2 The safety of adults is paramount in all the work we do and the decisions we take.
- 2.3 Lancashire Mind is committed to creating a culture of zero tolerance of harm to adults and ensuring an open, listening culture where people feel able to share concerns without fear of retribution.
- 2.4 Health, wellbeing, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communicating concerns or seeking help. These factors can vary at different points in people's lives.
- 2.5 Working in partnership with service users and other agencies is essential to the success of adult safeguarding.
- 2.6 Lancashire Mind's approach will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

2.7 We will seek to keep adults safe by:

- Valuing, listening to and respecting them.
- Appointing a nominated safeguarding lead, a deputy and a lead trustee/board member for safeguarding and all designated staff understand their role and responsibilities.
- Ensuring everyone involved with Lancashire Mind understands adult safeguarding best practice through our policies, procedures and code of conduct and knows what to do and who to contact if they have a concern relating to the welfare of an adult.
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and

volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.

- Recruiting and selecting staff and volunteers in line with safer recruitment best practice, ensuring all necessary checks are made.
- Recording and storing and using information professionally and securely, in line with data protection legislation and guidance.
- Using our safeguarding procedures to work with and share information concerning a risk to an adult with the appropriate agencies. For example: Disclosure and Barring Service (DBS), Police, Local Authority/Social Services, other appropriate services.
- Using our procedures to manage any allegations against staff and volunteers appropriately.
- The wellbeing of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to.
- Ensuring that we have effective complaints and whistleblowing measures in place.
- Building a safeguarding culture where staff, volunteers and service users treat each other with respect and are comfortable about sharing concerns.

4. Making Safeguarding Personal

The concept of Making Safeguarding Personal means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate.

The principles of adult safeguarding, The Care Act 2014:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented. ▪ **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

- **Accountability** – Accountability and transparency in delivering safeguarding.

5. Mental Capacity and Decision Making

5.1 UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise. Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change.

5.2 Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them. The following are the principles of the Mental Capacity Act, 2005:

- A person must be assumed to have capacity unless it is established that he lacks capacity.
- A person is not to be treated as unable to make a decision unless all practicable steps to help him to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
- An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.
- Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.
- To determine that someone lacks capacity, a mental capacity assessment would need to be carried out by an appropriately trained professional.

6. Recording and Information Sharing

6.1 Our practice must comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR).

6.2 Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

6.3 Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

6.4 Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'.

6.5 There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. Their wishes must be respected unless there are overriding reasons for sharing information:

- It's not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- You believe they or someone else is at risk, including children.
- You believe the adult is being coerced or is under duress.
- It is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- The adult does not have mental capacity to consent to information being shared about them.
- The person causing harm has care and support needs.
- When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions must still fully include them.
- Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

7. Related Policies & Documents

The following policies are available on [SharePoint](#)

Whistleblowing Policy & Procedure

Safer Recruitment Policy

Safeguarding CYP P

Data Protection Policy

ICT related policies

Compliments, Comments and Complaints Policy & Procedure

Safeguarding Escalation Process

Recruiting Ex-offenders Policy

Lettings Safeguarding & Risk Management Guidance

A. Procedure

1. Recognising concerns

All Lancashire Mind staff complete Safeguarding Adults Level 2 training within 6 months of starting in post and complete refresher training every 2 years. The Designated Safeguarding Lead and Deputy Designated Safeguarding Leads complete Level 3, which is refreshed every 3 years. The types and indicators of abuse will be covered during the training. Below is a summary:

Type of abuse	Can include but not limited to
Physical	Assault, hitting, slapping, restraint, rough handling, scalding and burning, physical punishments, poisoning
Sexual	Inappropriate touching; indecent exposure; sexual grooming or exploitation; sexual harassment; sexual teasing or innuendo; being subjected to pornography or witness to sexual acts; non-consensual sexual activity; rape
Psychological	Threats of harm or abandonment; deprivation of contact; humiliation; harassment; control; intimidation; coercion; verbal abuse; isolation; radicalisation; Forced Marriage
Neglect	Unwashed or inadequate clothing, malnutrition, untreated injuries, an unsuitable home environment, being left alone, lack of supervision
Financial	Theft; fraud; scams (e.g. telephone, post, and internet); coercion; misuse of finances on someone's behalf; falsifying financial records
Discriminatory	Harassment /slurs rooted in discrimination of protected characteristics; failure to respond to equality and diversity needs; so-called honour based violence; hate crime; radicalisation; Female Genital Mutilation (FGM)
Organisational	Failure to follow health and safety legislation; neglect or overall poor practice; ill treatment; failure to adhere to care or health advice; failure to respond to whistleblowing issues; failure to adhere to legislation (e.g.); Mental Capacity Act
Domestic abuse	Within an intimate relationship: physical, sexual, financial, emotional, stalking, coercive behaviour, FGM, honour-based violence, stalking

Modern slavery	Trafficking; forced marriage; denial of access to health or social care in the context of slavery; debt bondage – being forced to work to pay off debts that realistically they never will be able to
Self-neglect	Hoarding; self- neglect of personal hygiene/ nutrition/ hydration causing harm or risk to health; self- neglect causing risk to others

An adult may confide to a member of staff, volunteer or another service user that they are experiencing abuse. Similarly, others may suspect that this is the case. There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they must not be ignored. Signs to be aware of, but are not limited to:

- Unexplained injuries and/or unwilling to seek medical treatment
- Person has belongings or money going missing
- Person is not attending / no longer engaging with sessions
- Significant weight loss or gain / an unkempt appearance
- A change in the behaviour or confidence of a person
- Self-harm
- A fear of a particular group of people or individual
- Someone regularly speaking for the person and not allowing them to make their own choices

They may tell you they are being abused i.e. a disclosure. Disclosure is the process by which adults start to share their experiences of abuse with others. This can take place over a long period of time and may be through a variety of ways, including directly, indirectly – making ambiguous verbal statements which suggest something is wrong, behaviourally or non-verbally.

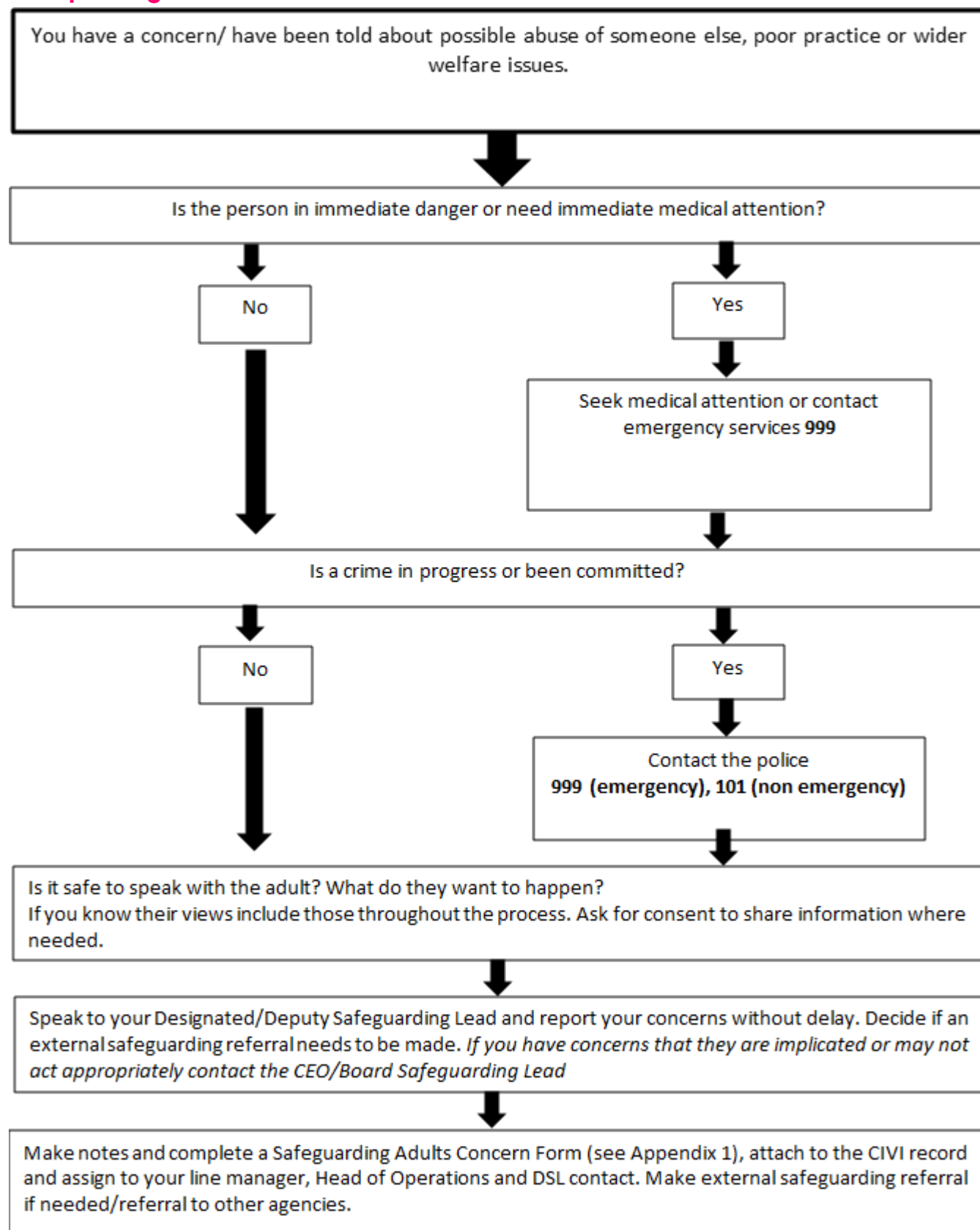
2. Responding to concerns

It is important to consider your response when an adult discloses abuse to you:

- Show you care and help them open up
- Take your time and slow down – let the adult go at their own pace
- When recording information, you must be as factual as possible. If you need to give your own or somebody else's opinion, make sure it is clearly differentiated from fact. You must identify whose opinion is being given and record their exact words
- Don't ask any leading questions, ask open questions: who/where/when/what
- Show you understand, reflect back using their phrasing
- Reassure them that they have done the right thing in telling you

- Ask the adult what they want to happen next and seek their consent for sharing of information
- Explain your duty of care and what you now need to do

3. Reporting a Concern



4. Recruitment

- All recruiting managers; Leads and SMT will complete NSPCC's Safer Recruitment training within the first six months in post
- All roles that involve any contact with Children and Young People will be subject to an enhanced DBS check
- All adverts and job packs will include a statement demonstrating our commitment to safer recruitment practices
- Applicants applying for posts that include contact with vulnerable adults will be asked to explain any gaps in their employment history
- All applicants will be asked to disclose any criminal convictions, including spent convictions as any roles working with children are exempt from the [Rehabilitation of Offenders Act 1974](#)
- Where a criminal record is disclosed by a shortlisted applicant, it will be discussed with the individual to understand the circumstances before determining suitability for the role
- All paid and voluntary roles will be subject to the receipt of two satisfactory references and an enhanced DBS certificate. Staff will not carry out any direct work with service users until the DBS certificate has been received. Referees will be asked about the candidate's suitability of working with vulnerable adults
- If a DBS result shows anything that makes the applicant unsuitable for the post, the job offer will be withdrawn
- Once an offer has been made, the successful candidate will be asked to complete a self-disclosure form which we will discuss with them at induction. If there are any concerns on the self-disclosure form then we will have a follow up conversation, delay the start date and if needed, withdraw the job offer
- Successful applicants are required to produce documents to confirm their identity and provide evidence of their stated qualifications.

5. Managing allegations and concerns about staff

- Adults at risk can be subjected to abuse by those who work with them in any and every setting. All allegations of abuse or maltreatment by an employee, contractor or volunteer will be taken seriously.
- If there are allegations or suspicions of abuse about someone who works with service users, this must be reported to the Designated Safeguarding Lead.
- If there is a concern about the nominated person, it must be reported to their deputy, the Chief Executive or the Board Safeguarding Lead.
- The nominated person will be fully trained in managing allegations against or concerns about abuse by a member of staff or volunteer. They will contact the relevant Local Authority Safeguarding Adults Team/Multi Agency Safeguarding Hub (MASH) and the Police if needed.
- The [Whistleblowing Policy and Procedure](#) should be followed in instances such as this. If the staff member feels unable to report an incident within the

organisation, they can contact the Board Safeguarding Lead or the Chair of Trustees.

- Lancashire Mind will also follow internal disciplinary procedures which may include possible suspension without prejudice.

6. Photography

Whilst taking photographs of service users taking part in Lancashire Mind activities shows the positive impact of our services, we have a responsibility to promote the welfare of all service users and to take, share and use images safely. Therefore, we follow these guidelines:

- Ask for written consent from a service user before taking and using a photo
- Explain what images will be used for, how they will be stored and for how long
- Make it clear that if the service user withdraws consent for an image to be shared, it may not be possible to delete images that have already been shared or published
- Change the names of service users whose images are being used in our published material whenever possible (and only using first names if we do need to identify them)
- Never publishing personal information about service users
- Store photographs and videos of service users securely. We will never store images of children on unencrypted portable equipment such as laptops, memory sticks and mobile phones
- Lancashire Mind does not permit staff and volunteers to using any personal equipment to take photos and recordings of service users. Only cameras or devices belonging to Lancashire Mind must be used and then subsequently images permanently deleted.

7. Safeguarding Contact Details

Designated Safeguarding Lead: Tara Horner (Mon-Thurs) – 07821 643 952
tarahorner@lancashiremind.org.uk

Deputy Safeguarding Leads:

Sarah Jeffrey (Mon-Thurs) – 07590 228 450 sarahjeffrey@lancashiremind.org.uk

Rachel Whippy – 07525 857 283 rachelwhippy@lancashiremind.org.uk

Hannah Holden – 07939 417 618 hannahholden@lancashiremind.org.uk

Jeanette Colclough – 07834 584 220 jeanettecolclough@lancashiremind.org.uk

David Dunwell – 07812 380 326 daviddunwell@lancashiremind.org.uk

Chief Executive: David Dunwell – 07812 380 326 daviddunwell@lancashiremind.org.uk

Board Safeguarding Lead: Alison Moore – 07855 329 240

alisonmoore@lancashiremind.org.uk

External contacts

LCC Safeguarding: 0300 123 6720 / 0300 123 6722 (out of hours)

Blackburn Safeguarding: 01254 666 400 / 01254 587 547 (out of hours)

Blackpool Safeguarding: 01253 477 025 / 01253 477 299(out of hours)

Appendices

Appendix 1 – Safeguarding Adults Concern From



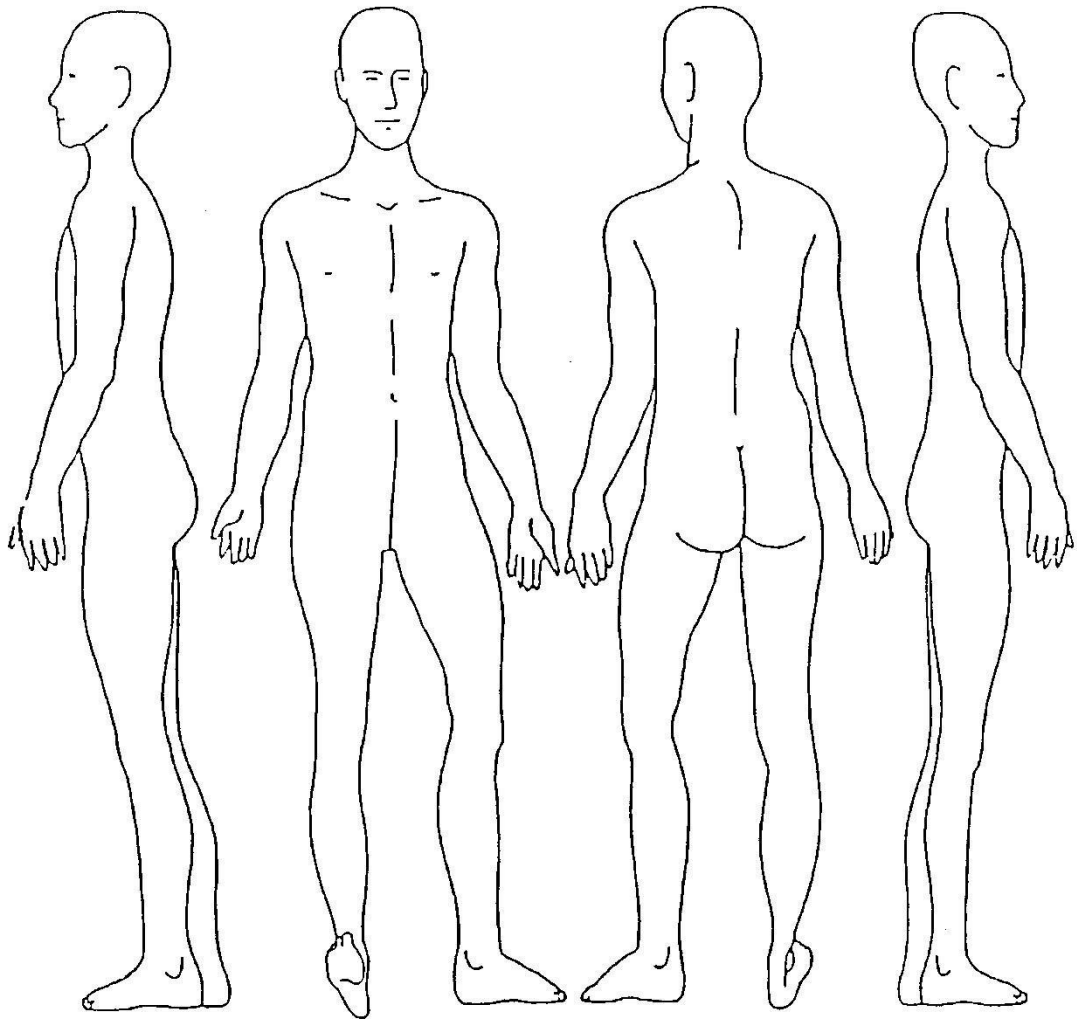
Adult Safeguarding Concern Form

Please note, all fields marked with a * are mandatory to complete.

All information contained within this document is strictly confidential. It must not be used for any purpose other than the protection or care of the adult(s) concerned.

DETAILS OF ADULT AT RISK					
DATE CONCERN RAISED*				VIDEOS ID*	
SURNAME*				FIRST NAME*	
AGE*		DOB*		GENDER*	
PHONE NO*				EMAIL ADDRESS	
ADDRESS*					
Any previous history of safeguarding concerns?*					
ETHNIC ORIGIN				RELIGION	

LANGUAGE SPOKEN		Does the adult require any adjustments?	
THE INCIDENT			
Date of incident*		Location of incident*	
BRIEF FACTUAL ACCOUNT OF CONCERN* WHO/WHERE/WHEN/WHAT <i>Details of any witnesses</i> <i>Details of harm or risks, or potential for either</i> If appropriate, please complete a body map (see appendix)			



Date when the injury happened (if known)

Date injury below was first observed (if this is different) to the original date

Record the area/site

of any injury, marks, bruising, etc. Please also indicate the rough size in centimetres or use a comparison, for example, the same size as a 10p coin. Record details such as the colour of bruising, etc.

A – Pressure trauma

B – skin excoriation/grazing/reddening

C – burns

D – bruising

E - wounds

Appendix 2 – Online safety guidance

We recognise that:

- The online world provides everyone with many opportunities; however it can also present risks and challenges
- We have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety
- We have to ensure we are taking a trauma informed approach that is adapted for virtual delivery.

We will seek to keep our service users safe online by:

- Providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code, see Appendix 2
- Supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others through education and awareness raising
- Supporting and encouraging parents and carers to do what they can to keep their children safe online
- Through our safeguarding concern form and wellbeing concern form, we respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child or young person
- Reviewing and updating the security of our information systems regularly to ensure the highest level of security. Continuing to meet the requirements of Cyber Essentials Plus. See associated [Lancashire Mind SharePoint - Home](#)
- Ensuring that usernames, logins, email accounts and passwords are used effectively
- Ensuring that images of children, young people and families are used only after their written permission (or that of their parents) has been obtained, and only for the purpose for which consent has been given
- Providing supervision, support and training for staff and volunteers about online safety
- Examining any digital platforms before they are used within the organisation to ensure that any risks are mitigated and they are fit for purpose.

We will ensure we take a trauma informed approach by:

- Ensuring the client is at the front and centre of the support. Asking what they want to get from sessions/don't want to discuss as it may be triggering and how they would like the sessions to be conducted

- Ensuring both you and the client are in a safe, private and confidential space: a room free of distractions, noises and intrusions. Ensure that you are using your Lancashire Mind background for all calls
- If the client can't guarantee a completely private space, suggest to them that they may want to wear headphones
- Blurring or 'green screen' the background on Zoom/Teams. You could also suggest to the service user that they also do this; to protect the private space they may be speaking to you in
- Covering confidentiality; explaining about your duty of care regarding any risk of harm to themselves or others
- Explaining the security of the platform you are using and that the session isn't being recorded
- If providing support online, make sure your video feed is clearly lit, so clients can see your facial expressions
- Nodding clearly, and use non-verbal, audible feedback like "mmhmm" to indicate that you are still with them
- Using active listening skills, such as paraphrasing, summarising, and verbal empathic statements to show the client that you are hearing them
- Invite clients to customise their profile name and add pronouns
- Discuss any adaptations the client might need to remove any barriers such as captioning the session, a translator being present, altering the background colour, providing supporting documents in different formats
- Highlighting the importance of honest feedback to develop the service through the feedback form and the anonymous feedback option via our website

We will ensure clients have the best experience by:

- Ensuring the client can hear and see you OK
- Having a backup means of contact in case the signal breaks up
- Managing risk and safeguarding in the same way as face-to-face sessions. Appropriate support information, such as crisis information or 24-hour support, should be made easily available to online and phone clients, please refer to the [Quick contacts](#) document.
- Confirming the client's location so that if urgent risk arises, the emergency services can be dispatched to the right location.
- Ensuring you have in advance the client's consent to send information such as crisis support, and where you can send this information safely, such as their email, or via a text message.

Please also refer to Lancashire Mind's Data Protection Policy in SharePoint.

Appendix 3 – Behaviour code for adults working with service users

In your role at Lancashire Mind you are acting in a position of trust and authority and have a duty of care towards the adults we work with. We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

Responsibility of staff and volunteers

You are responsible for:

- Prioritising the welfare of our service users
- Providing a safe environment for our service users
- Having good awareness of issues to do with safeguarding and taking action when appropriate.
- Following our principles, policies and procedures for safeguarding, whistleblowing and online safety
- Staying within the law at all times
- Challenging all inappropriate behaviour and reporting any breaches of the behaviour code to the Designated Safeguarding Lead or Board Safeguarding Champion

Respecting service users

You must:

- Listen to and respect service users at all times
- Value and take their contributions seriously, actively involving them in decisions regarding their support needs • Respect a service user's right to personal privacy as far as possible
- If you need to break confidentiality in order to follow safeguarding procedures, it is important to explain this to the service user at the earliest opportunity.

Diversity and inclusion

You must:

- Treat all service users fairly and without prejudice or discrimination
- Understand that service users are individuals with individual needs
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
- Challenge discrimination and prejudice
- Encourage service users to speak out about attitudes or behaviour that makes them uncomfortable.

Appropriate relationships

You must:

- Promote relationships that are based on openness, honesty, trust and respect
- Avoid showing favouritism
- Be patient with others
- Ensure your contact with service users is appropriate and relevant to the nature of the activity you are involved in

Online support

You must:

- Use accounts that have been authorised by your organisation to communicate with service users (never use personal accounts)
- Turn on privacy settings on accounts that are used to interact with service users
- Use an organisational device to communicate with service users (if this isn't possible, senior managers must authorise individual staff and volunteers to use a personal device on a case-by-case basis and keep a record of this authorisation and who can see the communication)
- Ensure all communications are relevant to the work of the project and organisation

Inappropriate behaviour

When working with service users, you must not:

- Allow concerns or allegations to go unreported
- Take unnecessary risks
- Smoke, consume alcohol or use illegal substances
- Develop inappropriate relationships with service users
- Make inappropriate promises to service users
- Engage in behaviour that is in any way abusive
- Having any form of sexual contact with service users
- Let service users have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- Act in a way that can be perceived as threatening or intrusive
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of service users

Upholding this code of behaviour

You must always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.

If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave Lancashire Mind. We might also make a report to statutory agencies such as the police and/or the local authority safeguarding services.

If you become aware of any breaches of this code, you must report them to the Designated Safeguarding Lead or Board Safeguarding Champion. If necessary, you must follow our [whistleblowing procedure](#) and safeguarding procedures.

Appendix 4 – Designated Safeguarding Lead role profile

1. Take a lead role in developing and reviewing Lancashire Mind’s safeguarding adults and children policies and procedures.
2. Take a lead role in implementing Lancashire Mind’s safeguarding policies and procedures: ensuring all safeguarding concerns are responded to appropriately.
3. Ensure everyone working or volunteering for Lancashire Mind, including SMT/Board of Trustees/Board Safeguarding Champion understands the safeguarding policies and knows what to do if they have a safeguarding concern.
4. Ensure people who use our services are signposted or provided with the relevant information and advice regarding safeguarding and are supported to report any safeguarding concerns
5. Take the lead on responding to information that may constitute safeguarding concern, including a concern that an adult involved with Lancashire Mind may present a risk to children or young people or a vulnerable adult. This includes:
 - Assessing and clarifying the information
 - Making referrals to statutory organisations as appropriate
 - Consulting with and informing the relevant members of the organisation’s management
 - Following the organisation’s safeguarding policy and procedures.
6. Liaise with, pass on information to and receive information from other agencies such as:
 - Local authority child protection services
 - Police
 - Multi Agency Safeguarding Hub (MASH)

This includes making formal referrals to agencies when necessary.

7. Store and retain safeguarding records according to legal requirements and the organisation’s safeguarding policy and procedures.
8. Work closely with SMT/Board of Trustees/Board Safeguarding Champion to ensure they are kept up to date with safeguarding issues and are fully

informed of any concerns about organisational safeguarding and child protection practice.

9. Report regularly to SMT/Board of Trustees/Board Safeguarding Champion on issues relating to safeguarding, to ensure that safeguarding is seen as an ongoing priority issue and that safeguarding requirements are being followed at all levels of the organisation.
10. Be familiar with issues relating to safeguarding and keep up to date with new developments in this area.
11. Attend Level 3 DSL training and refresher training every 2 years and ensure all staff are completing mandatory safeguarding training as detailed in the Safeguarding policy and procedure.

Deputy Designated Safeguarding Leads share these responsibilities and act as the Lead in their absence.

Appendix 5 – Board Safeguarding Champion role profile

Lancashire Mind works with children and adults at risk. As per the guidance outlined by the Charity Commission, the organisation is expected to appoint a Board Safeguarding Champion to take the lead to support, advise and guide the Board on safeguarding matters.

Despite the need for a Champion role, the Charity Commission makes it very clear that safeguarding is the responsibility of all trustees. The Board Safeguarding Champion must not be the only person among the trustees who understands safeguarding.

The Board Safeguarding Champion will, in most cases, be a volunteer from within the Board who has skills, experience and confidence in the area of safeguarding or is willing to undertake the necessary training in order to develop the knowledge and skills required to undertake the role.

The safeguarding Board Safeguarding Champion will work closely with the staff Designated Safeguarding Lead who is responsible for operational matters.

Responsibilities

Strategic

- Consider the organisation's strategic plans and make sure they reflect safeguarding legislation, regulations specific to your activities, statutory guidance, and the safeguarding expectations of the Charities Commission.
- Work with the CEO and Designated Safeguarding Lead regularly to review whether the measures the organisation has put in place are creating a safer culture and keeping people safe.
- Check the organisation's risk register reflects safeguarding risks properly and plans sensible measures to take, including relevant insurance for Trustees liability.
- Make sure there is space on the agenda for safeguarding reports and help trustees understand and challenge those reports.

Effective policy and practice

- Make sure there is an annual review of safeguarding policies and procedures and that this is reported to Trustees.
- Understand the monitoring your charity does to see whether policies and procedures are effective.
- Learn from case reviews locally and nationally, to improve organisational policies, procedures and practices.
- Oversee safeguarding allegations against staff or volunteers, together with CEO and Designated Safeguarding Lead.
- Be a point of contact for staff or volunteers if someone wishes to complain about a lack of action in relation to safeguarding concerns.

Creating the right culture

- Champion safeguarding throughout the organisation.
- Attend relevant safeguarding training events and conferences.
- Support the Trustees in developing their individual and collective understanding of safeguarding.
- Attend occasional meetings, activities, projects to engage with staff, volunteers and beneficiaries to understand operational safeguarding practise.
- Work with the chair, CEO and Designated Safeguarding Lead in order to manage all serious safeguarding cases.
- Support regular safeguarding updates for staff, volunteers and beneficiaries.
- Make sure there are ways of gathering the views of staff and volunteers in relation to safeguarding and sharing these with the Board.

Support from the Chair

The Chair must make sure that the lead trustee for safeguarding either has the required knowledge, skills, and experience or is supported to develop these. This can include:

- setting up regular meetings together with the Board Safeguarding Champion, CEO and Designated Safeguarding Lead.
- making sure the Board Safeguarding Champion is allocated enough time at meetings to provide full and detailed reports on safeguarding
- encouraging the Board Safeguarding Champion to take part in local and national partnerships that can help the organisation keep up to date with safeguarding messages, trends and priorities.