Safeguarding Adults & CYP Policy

Approved by HM Trustees on: December 2025

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Policy Statement

This policy applies to all trustees, members, paid staff, volunteers, sessional workers, agency staff, students and anyone working or volunteering for Healthy *Minds.*

This policy will enable *Healthy Minds* to demonstrate its commitment to keeping safe *all* people with whom it works alongside, irrespective of age, sex, race, religion, sexual orientation, marital status, disability etc. This also extends to the children in the care of adults we are working with.

Healthy Minds is a mental health charity which provides a range of services to people of all ages. These include:

Recovery and support services for adults aged 18+ who are directly affected by mental distress. Safespace: an out of hours service to support young people aged 16 & 17 and adults.

Time Out, a project to support the wellbeing of all children and young people through partnership working, the delivery of workshops, activities, drop-in services and Holding Space. Time Out works with children and young people (CYP) aged 7-19 (25 with special educational needs -SEN). While *Healthy Minds* recognises it may work with some adults and CYP deemed 'at risk', we believe that *anyone* may be experiencing harm or be at risk of harm at any one time. It is our duty to act appropriately in the event of any concerns surrounding the welfare, health and safety of *all* people who attend our services and to respond appropriately to any allegations, reports or suspicions of abuse.

The policy is designed to provide a framework to identify and prevent the abuse of adults and CYP while they are involved in Healthy Minds projects, and/or where any member of staff, volunteer, service user or trustee is concerned about the welfare of an adult or CYP. *Healthy Minds* is committed to creating a robust safeguarding culture within the organisation and promote good practice throughout for staff, volunteers and trustees.

It is also intended to protect those who work with adults and CYP from unfounded accusations or from behaving in ways which may be well-intended but inadvisable.

The policy supports and reinforces The Children Act 1989 and the Care Act 2014 and follows national guidance and local procedures of Calderdale's Safeguarding Children and Adults Board

It is important to have this policy and procedures in place to support staff, volunteers, serviceusers and the board of trustees to prevent abuse and know how to respond in the event of an abuse.

In order to implement the policy Healthy Minds will promote a culture of safeguarding across the organisation. We will:-

- Ensure that all people who use our service have a safe environment with people they can trust

- Promote the freedom and dignity of the person who has experienced or is experiencing abuse
- Promote the rights of all people to live free from abuse and coercion
- Ensure the safety and wellbeing of people who do not have the mental capacity* to decide how they want to respond to abuse that they are experiencing
- Ensure the safety and wellbeing of CYP who may need protection from adults and/or other CYP who are causing harm
- Manage services in a way which promotes safety and prevents abuse
- Recruit staff, trustees and volunteers safely, ensuring all necessary checks are made
- Provide effective management for staff, trustees and volunteers through supervision, support and training
- Ensure that all board of trustees, members, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- Work with other agencies within the framework of the Calderdale Safeguarding Adults and Children & Young People Board Policy and Procedures
- Act within our confidentiality policy and **usually** gain permission from service users before sharing information about them with another agency.
- Make a referral to the Gateway to Care or MAST as appropriate
- Endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults and CYP
- Ensure that the Designated Safeguarding Lead understands their responsibility to refer incidents of adult and CYP abuse to the relevant statutory agencies (Police/Adult or Children's Social care)

*"...a person lacks capacity in relation to a matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of, or disturbance in the functioning of the mind or brain."

Mental Capacity Act 2005

People are assumed to have capacity unless there is evidence to the contrary.

Designated Safeguarding Lead

Healthy Minds have appointed an individual who is responsible for dealing with any Safeguarding Adult and/or CYP concerns; this is the Designated Safeguarding Lead (DSL) The roles and responsibilities of the Named Person are:

- To ensure that all staff, including volunteers and trustees, are aware of what they should do and who they should go to if they have concerns that any of our service users - adults or CYP, may be experiencing, is at imminent risk of experiencing or has experienced, abuse or neglect
- To ensure that concerns are acted on, clearly recorded and referred appropriately
- To follow up any referrals and ensure the issues have been addressed.

- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security
- To ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision with their named supervisor.
- Ensure all staff and volunteers read and understand this policy and undertake training as required by their role.
- The Safeguarding Lead is Lisa Dunne, please speak to Lisa after speaking to your line manager regarding any safeguarding concerns. Speak to Lisa in your LM absence

In the absence of the DSL, concerns should be raised with the Deputy Designated Safeguarding Lead (DDSL)

- The Deputy Safeguarding Lead is Dianne Darby
- If neither are available, please speak to Chief Officer Jonny Richardson Glenn
- The Trustee Safeguarding Lead (TSL) is Lynette Cassidy

Preventing Abuse

These procedures have been designed to prevent abuse and to ensure the safety of any CYP or adult who may access our service or those CYP or adults wherever a safeguarding concern is raised throughout any of our services.
Healthy Minds is committed to the belief that the protection of CYP and adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees, staff and volunteers act appropriately in responding to any concerns.

Recruitment

Healthy Minds is committed to safer recruitment policies and practices for all paid staff, trustees and volunteers:

- All staff trustees and volunteers require a Basic Level DBS check as a minimum. Those who work in services supporting children and young people and projects offering regular 1:1 support require an Enhanced Level DBS check.
- Healthy Minds will document the date of the DBS check and a brief description of any relevant convictions. The record will state whether the applicant is approved to work with adults, children and/or money. This information with be held securely in compliance with the Data Protection Act 2018 and will only be accessible to the DSL and the Volunteer Manager (in the case of Volunteers only).
- A disclosure on the DBS check of a criminal conviction does not necessarily mean someone cannot work or volunteer for Healthy Minds. A disclosure will necessitate a discussion between Healthy Minds and the individual applicant, and a decision based on that discussion. A record of this discussion will be kept on file.

- All staff, volunteers and trustees must provide three proofs of identity such as passport, driving license and proof of address with i.e. a utility bill. If a person doesn't have photographic ID other proof of ID must be provided in agreement with Healthy Minds.
- All staff, volunteers and trustees must provide two references, one of which should preferably be from someone known to the applicant in a professional capacity. We reserve the right to request additional references.
- All staff, volunteers and trustees are required to renew their DBS check every three years.

Safeguarding Training Requirements

All Healthy Minds staff and volunteers are expected to complete safeguarding training as part of their induction and to complete regular refresher training. Training is available via the Local Authority Enable website: https://calderdalescp.vc-enable.co.uk/Login/Login?ReturnUrl=%2F

Training Requirements by Role

- Project Workers (Adults)
  Complete Safeguarding Adults – Level 2
- Project Workers (Children & Young People)
  Complete Safeguarding Children & Young People (CYP) – Level 2
- Administrative Staff / Non-Delivery Roles
  Complete Safeguarding Everyone – Level 1 *(minimum requirement)*
- Service Managers
  Complete Safeguarding Adults – Level 3 or Safeguarding CYP – Level 3, depending on the service focus
- Senior Staff
  Complete Safeguarding for Leads and Trustees
- Volunteers
  Offered in-house training by the Volunteer Manager and Safeguarding Lead or Safeguarding Everyone Level 1

Refresher Training

- All staff and volunteers
  Must complete refresher training every 3 years
- Trustees
- Are expected to read the Safeguarding policy as part of their induction into Healthy Minds.
- Safeguarding Lead
  Must complete refresher training every 2 years

Updates – in addition to refresher training, relevant updates will be provided as and when they arise. Staff and volunteers are expected to take note and act upon updates as instructed.

Recognising the signs and symptoms of abuse It is acknowledged that significant numbers of adults at risk and CYP are abused, and it is important that *Healthy Minds* has this policy and a set of procedures to follow to prevent abuse.
The characteristics of abuse can take a number of forms and cause individuals to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). People may be too afraid or embarrassed to raise any complaint. People may be reluctant to discuss their concerns with others or unsure who to trust or approach with their worries. There may be some situations where the person is unaware that they are being abused or have difficulty in communicating this information to others.

In the case of CYP they may be unable to disclose abuse or raise concerns due to their age and a lack of protective factors, it is our role to ensure CYP are protected from all forms of abuse.
Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical suffering.

Forms of abuse can include:

- Physical abuse such as: hitting, pushing, pinching, shaking, misuse of medication, scalding, inappropriate restraint, hair-pulling
- Sexual abuse such as: rape or sexual assault; sexual acts to which the adult or CYP at risk has not or could not have consented to or to which they were pressurised intoconsenting or encouraging people to watch inappropriate materials. Children below the age of 16 cannot consent to ANY sexual acts
- Psychological or emotional abuse such as threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, or harassment; verbal abuse; prevention from receiving services or support bullying
- Financial or material abuse such as theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits
- Neglect or acts of omission such as ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating
- Discriminatory abuse such as that based upon a person's race, sexuality, or disability, any other forms of harassment or slurs protected characteristics under the Equality Act 2010
- Domestic violence: all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship
- Honour Based Abuse: this can take many forms, including child marriage, virginity testing, enforced abortion, forced marriage, female genital mutilation (FGM), as well as physical, sexual and economic abuse and coercive control.
- Institutional abuse and poor practice such as disrespect and unethical practice, ill treatment and professional misconduct

- Sexual and Criminal exploitation

Note: This is NOT an exhaustive list

Responding to people who have experienced or are experiencing abuse

Healthy Minds recognises that it has a duty to act on reports or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Acknowledge the impact of the abuse
- Listen to what they are saying
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret
- Record what you have been told/witnessed as soon as possible (ideally within one hour of being told). Write down what was said, what was said in reply and what was happening immediately before being told. Record the dates, times and when the record was made.
- Inform the individual of the steps you intend to take
- Discuss sources of support for the individual
- Ring MAST -if serious allegation or concern of risk of significant harm before releasing a child to the care of parents/carers

Complete the safeguarding incident form if advised to do so by LM or DSL

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform your LM and/or the DSL
- To record what happened using the safeguarding incident form
- To discuss and identify sources of support for the individual concerned inform the individual concerned of the steps you intend to take if possible

Concerns relating to CYP are handed to the DSL within the school setting in we are working in. If working outside of school settings and you have safeguarding concerns, please follow Holding Space procedures and liaise with LM and/or DSL.

It's important to recognise that safeguarding adults and children/young people (CYP) is not solely about protecting from abuse. As a mental health charity, a significant part of our work involves supporting individuals in mental distress and helping to keep them safe — both from themselves and from others. All situations that cause a concern at any level, should also be discussed with your line manager and/or the DSL.

Responding to Mental Distress

People who regularly use our services, as well as new users, may contact Healthy Minds while experiencing mental distress. This may include disclosures of intrusive thoughts, self-harm, suicidal thoughts, or suicidal intent. We may also need to initiate safeguarding procedures when supporting individuals who are mentally unwell and unsafe.

We always encourage people to take steps to keep themselves safe and, where appropriate, advise them to contact relevant support services such as:

- **Home-Based Treatment Team (HBTT)**
- **Yorkshire Ambulance Service (YAS)**
- **Community Mental Health Team (CMHT)**

Escalation Procedures

If we are concerned that someone cannot keep themself safe and refuses to contact support services, we will take appropriate action by contacting services on their behalf. Discuss with your LM or DSL. This may include:

- **Medical Attention for Self-Injury**
  If someone has self-injured and requires medical attention but refuses to contact YAS, we may contact them on the person's behalf.
- **Suicidal Ideation with Plan and Risk**
  If someone expresses suicidal thoughts, has a plan, and tells us they are unable to keep themselves safe, we will contact the HBTT or emergency services.

Holding Space

is a creative programme for children aged 7–11, held at Healthy Minds offices.

Please refer to the Holding Space Guidance Holding space Guidance.docx

The DSL will be available to support the sessions while they are taking place. Please speak to her in the first instance if you have any concerns.

Disclosures

- If a child discloses a concern that does **not** involve harm from a parent or carer, we will share the information with the parent and/or carer when they collect the child.
- In some cases, we may need to inform the parent and/or carer that we are sharing information with other services. This could include:

- Northpoint, if the disclosure relates to behaviours that may inform an ongoing assessment.
- Other relevant support services, depending on the nature of the concern.

- If a child discloses that they have been subjected to physical or sexual abuse within the home, we are required to report this immediately to the Emergency Duty Team (EDT). In such cases, we will **not** inform the parent or carer prior to reporting.
- If staff suspect abuse of a child due to signs of neglect, https://www.nspcc.org.uk/keeping-children-safe/types-of-abuse/neglect/ speak to your line manager or DSL ASAP. Volunteers should share their concern with a member of staff who will escalate it or directly to the DSL
- If a CYP discloses they have been subject to FGM we have a duty to report this to Children's Social Care, you must report to your LM or DSL

**In the event a trustee, staff member or volunteer feels unable to raise this concern with the DSL because they are implicated in the abuse, then concerns can be raised directly with the Chief Officer. The alleged victim should be told that this will happen and consent obtained if possible.*

Raising a Safeguarding Alert –

Not all concerns require a referral to the Local Authority, or other service, you should discuss any concerns with your line manager in the first instance and/or DSL.
We may agree a period of monitoring is required, possibly along with other actions, or we may need to make a referral for assessment.

- Speak to your line manager (LM) about concerns and why you're concerned
- Complete the Safeguarding Incident Form (located in Teams in HM forms)
- An alert will be sent to the DSL, the deputy DSL and Safespace service manager
- A conversation with the project worker and service manager will take place with the DSL and an action plan formed and communicated.

The DSL may take advice at the above stage from Gateway to Care and/or the Safeguarding Adults/Children's Team and/or other advice-giving organisations such as the Police.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to self or others, a referral will be made to Gateway to Care or Multi Agency Screening Team (MAST) or other appropriate service by the LM with support from the DSL.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

Healthy Minds will always strive to keep individuals informed at every stage of any safeguarding action we may take. We recognise that best practice involves working collaboratively with people and being transparent about decisions that affect their lives.

However, there may be exceptional circumstances where informing someone of our safeguarding intentions could increase the risk of harm. For example, if a child or vulnerable adult is being harmed by a parent or carer, sharing our intention to safeguard may put them at greater risk.

In such cases, we will act in the best interests of the individual while prioritising their safety.

Raising a Safeguarding Alert – External

All adult or CYP concerns that require Local Authority assessment should be made by telephone to the Social Care team via Gateway to Care or MAST Monday to Friday 9.00am till 5.00 pm. The team will then advise whether a referral is required. This will be undertaken by the service manager with support from the DSL.

Gateway To Care
Phone: 01422 393000
We can ask for advice as well as making a referral.
Available: Monday-Friday 9am-5pm

MAST
Phone: 01422 393336
We can ask for advice as well as making a referral.
Available Monday – Friday 9am-5pm

West Yorkshire Police
Safeguarding Unit 01422 337041
Hate & Mate crime and Domestic abuse are crimes, please seek advice from the Police Safeguarding team in the first instance then refer to Gateway to Care.

In an emergency situation outside of these times please contact
Adults Gateway to Care viathe Emergency Duty (EDT) team on 01422 288000

- You should raise a safeguarding adults alert.

- Gateway to Care will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raisedthe safeguarding adults alert.

CYP Contact the MAST team via the Emergency Duty Team on 01422 288000

SGL or LM should raise a safeguarding CYP alert

- EDT will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raisedthe safeguarding CYP alert by the SGL or LM

Managing allegations made against member of staff or volunteer

Healthy Minds expects that staff, volunteers and trustees report **any** concerns to their line manager, the Designated Safeguarding Lead or Chief Officer who will ensure that any allegations made against staff, trustees and volunteers will be dealt with swiftly in line with the Disciplinary Policy. Where a member of staff, volunteer or trustee is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

All allegations against a member of paid staff will be referred to the DSL and Chief Officer who will take all concerns to the Local Authority PIPOT (Persons in Position of Trust) or Gateway to Care for adults. Children's Social Care and/or LADO (Local Authority Designated Officer). The Chief Officer will alert trustees to concerns raised and action taken in regard to members of paid staff.
All allegations against a volunteer will be referred to the Volunteer Manager and DSL. The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the person alleged to have caused harm. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The DSL and Chief Officer will liaise with Gateway to Care or Children's Social Care Direct to discuss the best course of action and to ensure that the *Healthy Minds* disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management ofthe allegation.

Staff members will have a named contact who will support during the period of investigation, they will also be provided with details of the Employer Assistance Programme. Volunteers will be supported by the Volunteer Manager or another named person.

Recording and managing confidential information

Healthy Minds is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults and CYP issues should be shared only with those who need to know. For further information, please see *Healthy Minds'* Confidentiality Policy.

All allegations/concerns should be recorded via the Safeguarding Incident Form located in Healthy Minds Teams forms section. The information should be factual and not based on opinions, a record of what the person has said, what you have seen and witnessed.
The information that is recorded will be kept secure within SharePoint and will comply with the Data Protection Act 2018 Access to this information will be restricted to the DSL and Service Manager and,in the event a member of paid staff is implicated in the allegation/concern, the Chief Officer.
In the event of a breach of anyone's data, we will refer this to the Information Commissioners Office (ICO).

Information Sharing

The DSL will liaise regularly with the Operational Manager, who is also the DDSL, to monitor Safeguarding incidents and any ongoing concerns. The DSL will be available to support Service Managers who may have safeguarding concerns within their teams.

The TSL will receive regular safeguarding updates either in the form of notes from meetings, or verbal update from the DSL
DSL, and TSL will meet four times a year to review Safeguarding procedures including any concerns or complex issues; ensure policies and procedures are maintained and systems for supervision, learning and training are in place.

The TSL will report back to the board twice per year.

Disseminating/Reviewing policy and procedures

This Safeguarding Adults & CYP Policy and Procedures will be clearly communicated to staff, trustees, volunteers & service users. The DSL will be responsible for ensuring that this is done. The policy will be sent to all staff, volunteers and trustees via internal HR systems with read and accept receipts attached, we will make copies available both at the office and on request.

The Safeguarding Adults & CYP Policy and Procedures will be reviewed annually by the board of trustees. The DSL will be involved in this process and can recommend any changes. The DSL will also ensure that any changes are clearly communicated to staff, board of trustees, and volunteers. It may be appropriate to involve service users in the review and service usersand parents/carers need to be informed of any significant changes.

Who to contact if you have a concern about a service user or volunteer during normal work hours

- If someone is in immediate harm, contact Emergency Service 999
- If a concern regarding suspected or actual abuse, or any other potential safeguarding concern is raised, please speak to your line manager and /or designated safeguarding lead
  Lisa Dunne 01422 345154/07541 690133
    - (E.g. Physical, Mental, Sexual, Financial, Discrimination, Organisational, Neglect, Domestic Abuse)
- If the designated lead is not available, please speak to the deputy designated safeguarding lead Dianne Darby 01422 345354/07507 393712 or Jonny Richardson Glenn Chief Officer 07876 453265

For advice only, contact the Safeguarding Adults Team on 01422 393804

Out of Hours.
In the event you are lone working and have a safeguarding concern in the evening or at weekends please contact the on-call manager (via Safespace) **unless someone is at immediate risk of harm then ring emergency services 999.** Remember safeguarding is *everyone's* responsibility and you must act on your concerns.

If you have a concern about a member of staff:

- Concerns about staff members need to be reported to senior management as soon as possible, if the concern is in regard to senior management, this would then go to Jonny Richardson Glenn Chief Officer
- If a staff member poses an immediate threat or is committing a crime – ring 999
- If this is a concern out of hours

The Designated Safeguarding Lead for:

- Adults and Children and Young People is Lisa Dunne 07541690133 or 01422 345154