



# **Blue Flamingo Community Hub CIC**

## **Safeguarding Adults Policy**

*Policy Owner: Blue Flamingo Community Hub CIC*

*Date policy reviewed: 20.1.2026*

*Date policy approved 20.1.2026*

*Designated Safeguarding Lead: Erin Singleton*

## **Mission Statement/Introduction**

Blue Flamingo Community Hub CIC is an inclusive community group whose mission is to provide a welcoming space for older people to socialise and access support in a familiar, friendly café-style setting. We are dedicated to supporting vulnerable able older adults, particularly those living with dementia and their Carers. Our 'no-barrier-to-entry' ethos means that we offer our services on a donations-only basis, there is no requirement for a diagnosis of dementia to attend, advanced booking is not required, and we provide transportation for those who would otherwise be unable to visit us.

## **Policy statement**

Blue Flamingo Community Hub CIC believes 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.

Blue Flamingo is committed to the six principles of safeguarding adults which includes: empowerment, protection, prevention, proportionality, partnership and accountability.

Blue Flamingo is committed to safeguarding adults in line with national legislation and relevant local guidelines by ensuring that our activities are delivered in a way which keeps all adults safe by creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

Blue Flamingo recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. Blue Flamingo recognises that some people experience barriers, for example, to communication in raising concerns or seeking help.

Blue Flamingo accepts that we are required to fulfil our duty of care, which means that we must do everything that can be reasonably expected of us to help safeguard and protect people from harm, and to act when we suspect that someone is being harmed, or is at risk of harm.

Blue Flamingo is committed to creating a culture of zero-tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk and being willing to report safeguarding concerns.

## **Scope**

This safeguarding adult policy and associated procedures apply to all individuals involved in Blue Flamingo Community Hub including participants, staff, committee members and volunteers and to all concerns about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

## **Implementation**

The Board of Directors will identify and appoint a Lead Safeguarding Officer and will notify members as to who this is and how to contact them.

- All staff, committee members, volunteers have received safeguarding adults training.
- All activities include an assessment of, and risk to, the safety of all adults from abuse and neglect and designates a person who will be in attendance as a safeguarding lead for that event.
- All staff are aware of their role and responsibility and follow the Volunteer Policy when working with adults.
- All staff are aware of the of the safeguarding reporting procedures and the importance of confidentiality.
- This policy is shared with all staff, committee members, volunteers and participants.
- This policy is reviewed on an annual basis.

## **We use safe recruitment practices**

Blue Flamingo will use safe recruitment practices, including Basic DBS Checks for all volunteers, and Enhanced DBS Checks for Staff as allowed by law.

## **We have a designated safeguarding lead**

Our designated Safeguarding Lead is Erin Singleton. Our volunteers know that they can register any concerns with the safeguarding lead, and that they will be logged accordingly, as noted in the flow chart (pg 4).

## **We communicate the policy**

Our Safeguarding Policy is on display at all Hub venues, and openly available for all who visit us. Any person who volunteers to support at our sessions will be shown our policy and asked to sign our Volunteer Policy, which states they will adhere to this policy.

## **We have a code of conduct when delivering a service**

Our staff & volunteers comply with our Volunteer Policy and Code of Conduct when hosting a Hub activity. Our Volunteer Policy states that Volunteers will abide by the volunteer policy and what roles are needed in which environments or Satellite Hubs. Staff follow a code of conduct included in their job description.

## **We have undertaken safeguarding adults training**

All core volunteers and staff members have undertaken safeguarding training.

## **We have a commitment to ensuring that adult safety is included in risk assessments**

Our Risk Assessments include strong focus on adult safety at all times.

## **Legislation – what is adult safeguarding?**

In its wider context, safeguarding adults applies to everyone over the age of 18 and is about:

- protecting an adult's right to live in safety, free from abuse and neglect.
- people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's
- wellbeing is promoted taking fully into account their views, wishes, feelings and beliefs in deciding on any action.

The practices and procedures within this policy are based on the relevant legislation and government guidance which can be found here: [Safeguarding Adults at Risk Key Legislation and Government Initiatives \(anncrafttrust.org\)](https://anncrafttrust.org/safeguarding-adults-at-risk-key-legislation-and-government-initiatives)

## **Procedures**

The Safeguarding Lead (DSL) should:

- Speak with the adult concerned
- Determine the wishes of the adult concerned to ensure the process is person led and outcome focused.
- Seek external guidance and advice as appropriate (this could include the NGB, Centre Manager, Adults Safeguarding Team, Active Partnership or Ann Craft Trust)
- Offer support and information for the adult concerned to make informed choices.
- Put measures in place to keep the adult safe during the activity (if appropriate)
- Ask for consent to report the concern to statutory agencies if appropriate.
- Keep the adult informed and involved throughout the process

## **Key Contact Details**

Erin Singleton is the Designated Safeguarding Lead (DSL) who responsible for ensuring that this policy is adhered to. They will be responsible for the monitoring and recording of any safeguarding concerns and for ensuring that all concerns are shared with the appropriate authorities. It is not the role of the DSL to investigate, only to gather and share information as appropriate. The Designated Safeguarding Lead (DSL) person can be contacted on:

[theblueflamingocafe@gmail.com](mailto:theblueflamingocafe@gmail.com) | 07462320349 | 6 Winmarleigh Road, Preston

## **Raising and Managing a Concern**

- Any safeguarding concerns can be reported via verbal / telephone / email or to a Board member or volunteer who will refer directly to the DSL.
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up.
- The DSL will speak to the adult about the issue wherever possible, noting any views that the adult may have regarding how they wish the matter to be dealt and keeping them informed throughout the process.

- The DSL may seek advice from external sources such as the local Safeguarding Adults Team, the Local Active Partnership, NGB, police or Ann Craft Trust. Note: If you are a member of an NGB please refer to their safeguarding adult policy and procedures.
- The DSL will only share information with the people who need to know – such as the Safeguarding Adults Team, police or local Active Partnership. Any referrals or passing on of information will be done with the consent of the adult wherever possible. If consent is withheld, but information is still passed on, the DSO will clearly document this and the reasons why. They will also inform the adult of this action wherever possible.
- The DSL will make a written record of the concern and store it safely in line with Data Protection requirements.

**Note:**

If someone is injured or at immediate risk, immediate action will be taken and help will be sought by dialling 999 for police or ambulance.

**Whistleblowing**

If the Safeguarding Lead or staff member is implicated or you think has a conflict of interest, then contact your Local Authority Adult Safeguarding Team on **0300 123 6720**.

**Recording and Information Sharing**

Sharing Information— We work to the Seven Golden Rules

1. GDPR is not a barrier to sharing information.
2. Be open and honest.
3. Seek advice, if in doubt.
4. Share with consent where appropriate.
5. Consider safety and wellbeing.
6. Necessary, proportionate, relevant, accurate, timely and secure.
7. Keep a record of your decision and reasons for sharing.

**How we store and retain information and share information in line with GDPR and Data protection:**

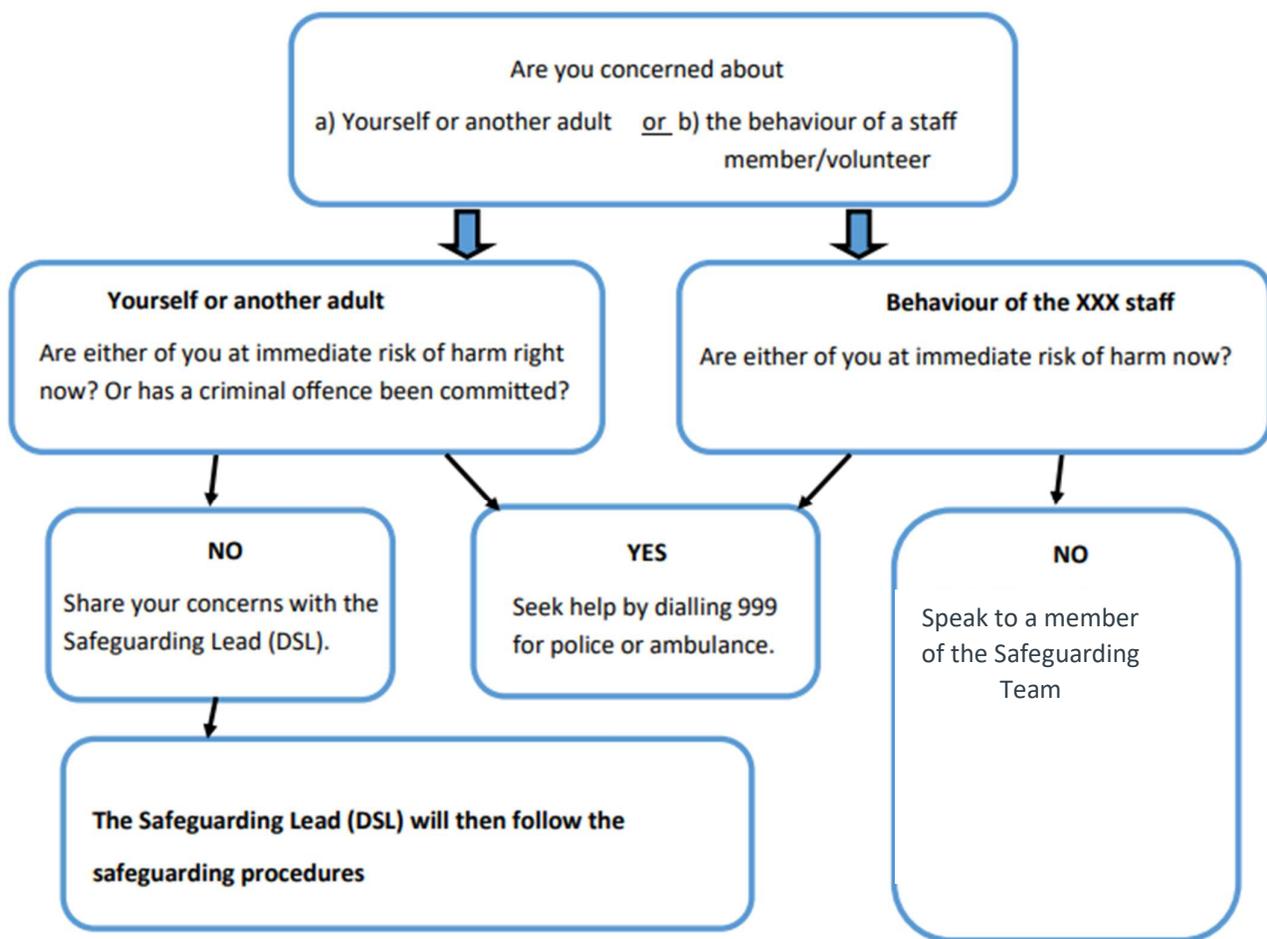
- On a member’s first visit to the Hub, they complete a new arrival form which includes: Name, Address, Phone, Emergency Contact (if different), Dietary Requirements, Mailing list optional, Photo Consent, Signature.
- We keep a handwritten register of attendance for each session.
- We will keep contact details for members in a safe location, which only the ED will have access to and will share with staff only when and is appropriate; where

people have given consent, they will be added to our email list or Carer's Advice WhatsApp group; when people no longer wish to be included on those platforms they will be removed immediately and their contact details deleted as appropriate.

- After each session, names & dates are logged on a spreadsheet. Spreadsheet is only available to staff.
- Spreadsheet is monitored by staff and if members do not attend for more than two months (and that is unusual for them) we attempt contact via telephone, WhatsApp or email.
- At least once a year, we will send an email to everyone on our contact list inviting them to be removed from our contact list. If someone contacts us to remove their details we will do so immediately.

## Raising and Managing a Concern

### Example Flowchart for a service user



# Possibly raise a concern

Medium Risk, some harm or risk of harm

Gather more information to inform decision making and next steps

Speak to your Safeguarding lead

Apply Care Act 2014

## Don't raise concern

Low risk, isolated incident

No or minor harm has occurred

Resolved with a proportionate approach taken to reduce a re-occurrence

Risk assessments/action plan in place and are being followed

Incident not caused by a Person in a Position of Trust (PIPoT)

Repeated incidents/patterns of similar Safeguarding concerns

Risk of escalation

Risk can/cannot be managed appropriately with current professional oversight.

Incident not caused by a Person in a Position of Trust (PIPoT)

**Make Safeguarding personal**

## Raise concern

Medium to high risk  
Some or significant harm or risk of harm

Significant impact on individuals health and wellbeing

Criminal act is suspected

Widespread, consistent ill treatment

Denial of human rights

Incident caused by/ concerns about a Person in a Position of Trust (PIPoT)

## Think Care Act

## Think Responsibly

### LANCASHIRE ADULT SAFEGUARDING PROTOCOL

Risk Indicators

Example (continues)

Actions

#### Level 1 Low Risk Unlikely to raise a Safeguarding concern

Adults experiencing no harm or isolated incident

- No or minor harm
- Isolated incident - Minimal impact to person
- Resolved with proportionate approach to reduce recurrence
- Internal policies & procedures are Mental Capacity Act & Care Act compliant
- Comprehensive recording is in place
- Risk assessment/action plan in place
- Incident not caused by Person in Position of Trust

- Dispute between service users
- Poor handling/moving technique by inexperienced informal/family carer
- Care plan in place, needs not met but no harm/distress
- Risk can be managed by current professional oversight
- Person does not receive prescribed medication (missed/wrong dose). No harm occurs.
- One off incident of unpredictable low staffing. No harm caused

- Report any criminal act to Police 999/101
- Follow your organisation's Safeguarding procedure & routine assessments required
- Refer to additional guidance available on [www.lancashire.gov.uk/safeguarding](http://www.lancashire.gov.uk/safeguarding)
- Review /refresh education
  - Staff Training & Mentoring | Conduct
  - Service user standards of conduct
- Referral to (as appropriate)
  - Occupational Therapy/Physiotherapy
  - Adult Social Care
- Signpost to appropriate universal services
  - Local Voluntary/Religious/Housing/Community services/ Mental Health/Domestic Abuse/Neighbourhood Policing

#### Level 2 Medium Risk Possibly raise a Safeguarding concern

Adults experiencing some harm or risk of harm

- Repeated incidents/patterns of similar safeguarding concerns
- Risk can/cannot be managed appropriately with current professional oversight or universal services
- Risk of escalation
- Incident not caused by Person in Position of Trust
- Risk of Escalation

- Care planning documentation not person centred
- Service provision does not respect equality and diversity principles
- Occasionally not having access to aids to independence e.g. services/equipment
- Repeated falls despite preventative advice - harm, distress and injury occurs
- Recurring missed medication or admin errors in relation to person - caused no harm

- Report any criminal act to Police 999/101
- Gather more information to inform decision making & next steps
- Follow your organisation's Safeguarding procedure & routine assessments required
- Refer to additional guidance available on [www.lancashire.gov.uk/safeguarding](http://www.lancashire.gov.uk/safeguarding)
- Review /refresh education
  - Staff Training & Mentoring | Conduct
  - Service user standards of conduct
- Referral to (as appropriate)
  - Occupational Therapy/Physiotherapy
  - Adult Social Care
- Signpost to appropriate universal services
  - Local Voluntary/Religious/Housing/Community services/ Mental Health/Domestic Abuse/Neighbourhood Policing

#### Level 3 Medium to High Risk Raise a Safeguarding concern

Adults experiencing significant harm or risk of harm

- Humiliation or Threats
- Harm motivated by prejudice
- Recurring failure to meet specific needs associated with culture and diversity
- Incident caused by Person in Position of Trust
- Criminal act is suspected
- Continued failure to adhere to care plan

- Recurrent medication errors/deliberate maladministration of medication e.g. sedation
- Preventable pressure ulcer due to omission of care, serious injury or death as a result
- Unexplained or significant marks, lesions, cuts or grip marks
- Movement or threat to move into a place of exploitation or take part in activities against their will
- Repeated teasing by Person in Position of Trust causing distress
- Physical restraint outside of care plan

- Report any criminal act to Police 999/101
- Gather more information to inform decision making & next steps
- Follow your organisation's Safeguarding procedure & routine assessments required
- Raise a Safeguarding concern at [www.lancashire.gov.uk/safeguarding](http://www.lancashire.gov.uk/safeguarding)