



Blue Flamingo Community Hub CIC

Safeguarding Adults Policy

Policy Owner: Blue Flamingo Community Hub CIC

APPLICABLE TO: All Management, Staff and Volunteers

VALIDATORS: Board of Directors

Next review Date: March 2026

Designated Safeguarding Lead: Erin Singleton

Company number: 15437845



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 for free, 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 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 Community Hub is committed to the six principles of safeguarding adults which includes: empowerment, protection, prevention, proportionality, partnership and accountability. (England)

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

Blue Flamingo Community Hub 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 Community Hub 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.

Purpose

The purpose of this policy is to demonstrate the commitment of Blue Flamingo Community Hub to safeguarding adults and to ensure that everyone involved in Blue Flamingo Community Hub is aware of:

- The legislation, our commitment and procedures for safeguarding adults.
- Our role and responsibility for safeguarding adults.
- What to do or who to speak to if someone has a concern relating to the welfare or wellbeing of an adult within the business.

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 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.



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.

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.



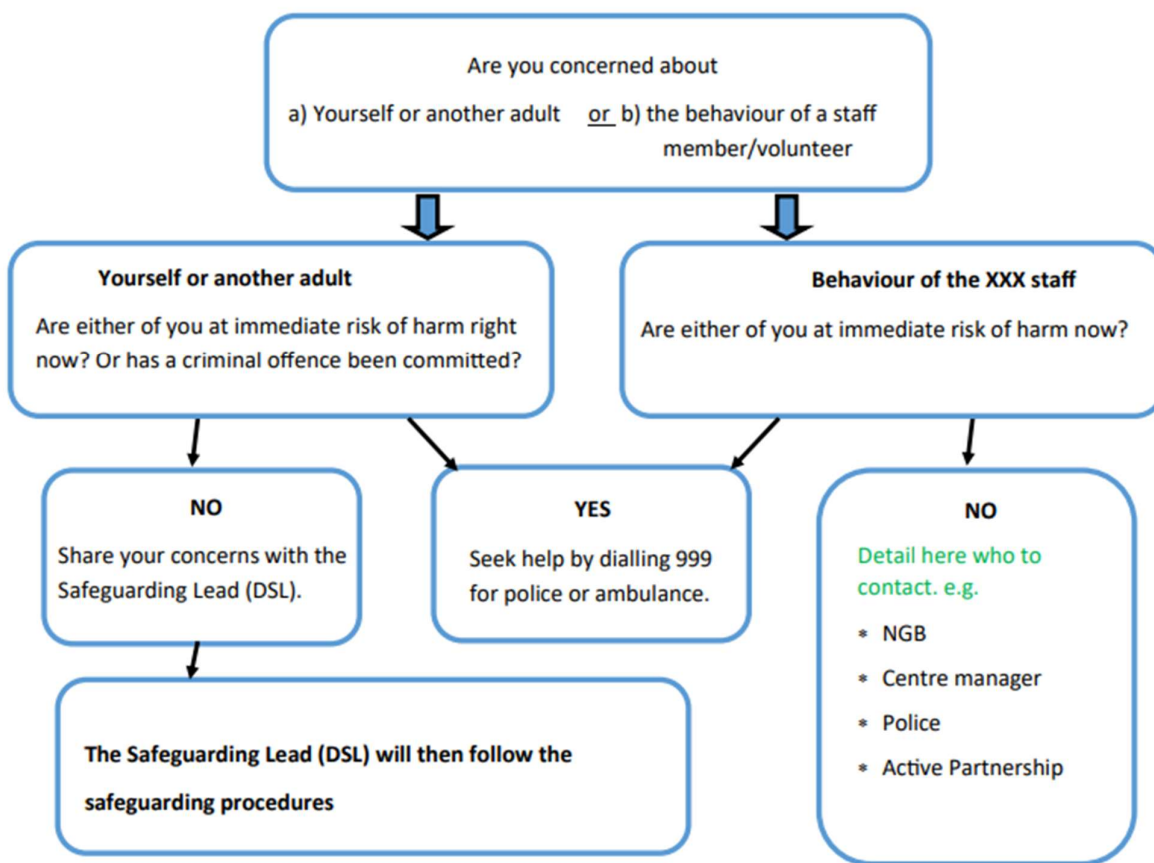
The practices and procedures within this policy are based on the relevant legislation and government guidance which can be found here:

[Safeguarding Adults at Risk Key Legislation and Government Initiatives \(anncrafttrust.org\)](https://anncrafttrust.org/)

Procedures

Raising and Managing a Concern

Example Flowchart for a service user



Supporting the adult through the process

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:

07462320349

6 Winmarleigh Road, Ashton-on-Ribble, Preston

theblueflamingocafe@gmail.com

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**, the National Governing Body, Active Partnership (if applicable) or the Ann Craft Trust.

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, Birthday (for singing!), Photo Consent, Signature.
- We keep a handwritten register of attendance for each session.
- 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 / email, and refer them to our Flamingo Friends Scheme.
- 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.

Sources of Information and Support

Complete a short survey & find further guidance here:

<https://www.lancashire.gov.uk/health-and-social-care/adult-social-care/report-a-concern-about-an-adult/>





Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust

A national organisation providing information and advice about adult safeguarding. The Ann Craft Trust has a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org



Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	Wales
Tel: 0800 027 1234 Email: helpline@sdaafmh.org.uk Web chat: sdaafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625



Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

This policy was written based on a template provided by:

ann craft trust
acting against abuse

Registered Charity No. 1086592 Company Limited by Guarantee No. 4080805

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0115 951 5400

ann-craft-trust@nottingham.ac.uk

anncrafttrust.org

Everyone has a right to be treated with respect and dignity. Everyone deserves to be safe.