



Mind Matters NE CIC – Safeguarding Policy

1. Policy Statement

Mind Matters NE CIC is committed to safeguarding the welfare of all adults who come into contact with our organisation. We recognise that some of the people we work with may be at risk due to their mental health, social situation, or other vulnerabilities. We aim to provide a safe, respectful and inclusive environment where concerns are identified, recorded and acted upon appropriately.

Safeguarding is everyone's responsibility. All staff, volunteers and directors must be alert to signs of abuse or harm and know what to do if they have a concern.

2. Purpose of This Policy

This policy sets out how we meet our safeguarding responsibilities and what action will be taken if a safeguarding concern arises.

It covers:

- Who is responsible for safeguarding
- What to do if there is a concern
- How we train and support staff and volunteers
- How we check others we work with
- How we review and apply safeguarding practices

3. Scope

This policy applies to:

- All staff, including directors and volunteers
- Contractors and sessional workers, including sessional ride leaders and cycle instructors
- Any organisation working in partnership with Mind Matters NE CIC

4. Definitions

We use the Care Act 2014 definition of an "adult at risk": a person aged 18 or over who has needs for care and support, is experiencing or at risk of abuse or neglect, and is unable to protect themselves because of those needs.

Abuse can take many forms including physical, emotional, sexual, financial, neglect, self-neglect or organisational abuse.

5. Responsibilities

Designated Safeguarding Lead (DSL): Ratan Singh

Responsible for managing safeguarding concerns, recording incidents, making referrals and leading training updates.

Deputy Safeguarding Lead: Helen Symonds-Taylor

Supports the DSL and ensures the policy is reviewed and up to date.

Board responsibility: as a CIC with two directors, both share overall responsibility for governance and ensuring this policy is followed.

6. Reporting a Concern

Any concern should be reported to the DSL immediately. If the DSL is unavailable, contact the deputy. If there is immediate danger, call emergency services (999).

Steps:

1. Listen without judgment.
2. Record what you see or hear using the person's own words.
3. Report directly to the DSL as soon as possible.
4. Do not promise confidentiality. Explain you may need to share information to keep someone safe.
5. The DSL will decide next steps and whether a referral is needed to Adult Social Care.

All concerns are recorded using our Safeguarding Incident Form and stored securely.

7. Safer Recruitment and Checks

- All staff and volunteers delivering services are subject to enhanced DBS checks, renewed every 3 years.
- ID and references are checked before starting.
- Contractors and partners must confirm they have their own safeguarding policies and appropriate checks in place.

8. Training and Induction

- Safeguarding is covered during induction for all staff and volunteers.
- Annual refresher training is completed by the DSL and deputy.
- Awareness is reinforced through team meetings, check-ins and supervision.

9. Managing Risk

We manage risk by:

- Risk assessing all activities, including group rides and one-to-one sessions
- Choosing safe and accessible venues
- Having clear boundaries during sessions
- Following our lone working arrangements for one-to-one delivery, including session records and a named contact who knows where and when each session is taking place
- Ensuring no one is put in a situation they are not comfortable with

- Following up concerns in a timely and confidential way

10. Record Keeping

- All safeguarding records are kept securely and confidentially
- Only the DSL and deputy have access
- Records are held in line with data protection laws

11. Partnership Working

When working with other organisations, we check:

- Safeguarding policies are in place
- Staff or volunteers are DBS-checked
- Clear roles and responsibilities are agreed

12. Review and Monitoring

This policy is reviewed every 12 months, or earlier if legislation changes or a safeguarding incident requires policy updates.

- Date of last review: 26 April 2026
- Next review due: 26 April 2027
- Approved by: Ratan Singh and Helen Symonds-Taylor (Directors)

Contact details for safeguarding concerns:

Designated Safeguarding Lead: Ratan Singh

Phone: 07865 352650

Email: hello@mindmattersne.co.uk