

Safeguarding Policy

Sing Yourself Well CIC makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.

Sing Yourself Well CIC comes into contact with vulnerable adults through singing groups and social events in the community and in residential homes.

The types of contact with vulnerable adults will be regulated and controlled

This policy seeks to ensure that Sing Yourself Well CIC undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.

The principal pieces of legislation governing this policy are:

- Care Act 2014
- London Multi-Agency Adult Safeguarding Policy and Procedures

Safeguarding is about embedding practices throughout the organisation to ensure the protection of vulnerable adults wherever possible and responding to circumstances that arise.

Abuse can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.

It can take a number of forms, including the following:

- Physical abuse
- Domestic violence and Domestic abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission
- Self-neglect

Definition of Vulnerable Adults

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or abuse.

This **may** include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

Additional specific responsibilities

Directors have responsibility to ensure:

- The policy is in place and appropriate
- The policy is accessible
- The policy is implemented
- The policy is monitored and reviewed annually
- Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented
- Promoting the welfare of vulnerable adults
- Ensure staff (paid and unpaid) have access to appropriate training/information
- Receive all concerns about safeguarding and respond to all seriously, swiftly and appropriately
- Keep up to date with local arrangements for safeguarding and CRB
- Develop and maintain effective links with relevant agencies.
- Take forward concerns about responses

The scope of this

Disclosure and Barring Service and Recruitment

The organisation helps employers make safer recruitment decisions and prevents unsuitable people from working vulnerable groups.

In order to avoid DBS gaps, the organisation will (insert methods)

In addition to checks on recruitment for roles involving contact with children/ vulnerable adults, for established staff the following processes are in place.

Service delivery contracting and sub contracting NA review April 2026

Sing Yourself Well commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding

Induction will include

- Discussion of the Safeguarding Policy
- Discussion of other relevant policies
- Ensure familiarity with reporting processes
- Initial training on safeguarding including: safe working practices, safe recruitment, understanding of the alert guide for adult safeguarding

Training

All staff who, through their role, are in contact with vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include: all work based training

Communications and discussion of safeguarding issues

Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice: Team meetings

Support

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:

Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with.

- Seeking further support as appropriate e.g. access to counselling.

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

Sing Yourself Well expects staff to protect the professional integrity of themselves and the organisation.

The following professional boundaries must be adhered to:

- Use of abusive language
- Response to inappropriate behaviour / language
- Use of punishment or chastisement
- Passing on service users' personal contact details
- Degree of accessibility to service users (e.g. not providing personal contact details)
- Taking family members to a client's home
- Selling to or buying items from a service user
- Accepting responsibility for any valuables on behalf of a client
- Accepting money as a gift/ Borrowing money from or lending money to service users
- Accepting gifts/ rewards or hospitality from organisation as an inducement for either doing/ not doing something in their official capacity
- Cautious or avoidance of personal contact with clients

The following policies also contain guidance on staff (paid or unpaid) conduct: [NA](#)

If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures

The process outlined below details the stages involved in raising and reporting safeguarding concerns at Sing Yourself Well

Report directly to Directors

Seek advice from Adult Social Services

Complete Local Authority Safeguarding Incident Form

Sing Yourself Well recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.

The process for raising and dealing with allegations is as follows:

Any member of staff (paid or unpaid) from Sing Yourself Well CIC is required to report any concerns in the first instance to a director. A written record of the concern will be completed by a director

Contact local authority for advice. Adult Social Care on 0345 1551 007 (Monday to Thursday 9.00 am to 5.00 pm, Friday 9.00 am to 4.30 pm)
Outside of the hours above or on bank holidays call the Emergency Duty Service on 0345 6000 388.

Alternatively, you can email: adultsc.safeguardingadultservices-mailbox@devon.gov.uk
(Devon Safeguarding Adults Service).

Third step – follow the advice provided

Sing Yourself Well CIC recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document
<http://www.isa-gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf>

The organisation will monitor the following Safeguarding aspects

Safe recruitment practices

1. DBS checks
2. References applied for new staff
3. Minutes of meetings taken
4. Training – register/ record of staff training on child/ vulnerable adult protection
5. Monitoring whether concerns are being reported and actioned
6. Checking that policies are up to date and relevant
7. Reviewing the current reporting procedure in place
8. Presence and action of Designated senior manager responsible for Safeguarding is in post

Information will be gathered, recorded and stored in accordance with the following policies Data Protection

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.

All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets.

Conflicts in respect of safety of vulnerable adults will be taken forward by Directors

Sing Yourself Well CIC will make clients aware of the Safeguarding Policy through publishing on the website

This policy will be reviewed by directors annually and when there are changes in legislation.

Updated and signed
KSBaker 11.3.25
APring 11.3.25