Living with mental health CIC (16617113)
66 Harris Avenue, Lowestoft NR32 4BD
M: 07477659906
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W: https://www.livingmentalhealth.com

Safeguarding Policy

Living with Mental Health CIC

1. Policy Statement

Living with Mental Health CIC is committed to safeguarding the wellbeing of everyone who engages with our services, projects, and activities. We recognise that many of the people we support may be living with mental health challenges, and we have a duty of care to protect them from harm, abuse, neglect, or exploitation.

Our commitment is to:

Provide a safe and supportive environment where people feel valued and respected.

Promote the rights, dignity, and choices of people living with mental health challenges.

Take all safeguarding concerns seriously and act quickly and appropriately when issues arise.

2. Scope

This policy applies to:

All staff, volunteers, trustees, and contractors working with or on behalf of Living with Mental Health CIC.

All activities, projects, workshops, events, and services delivered by the organisation.

3. Definitions

Adult at Risk: An individual aged 18+ who may be vulnerable due to mental health, disability, illness, age, or social circumstances.

Safeguarding: Protecting people's health, wellbeing, and human rights, enabling them to live free from harm, abuse, and neglect.

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Mental Health Challenge: Any condition that impacts a person's emotional, psychological, or social wellbeing.

4. Responsibilities

Board of Directors/Trustees: Hold ultimate responsibility for safeguarding in the organisation.

Designated Safeguarding Lead (DSL): [Insert name/role] is the first point of contact for safeguarding concerns.

Deputy DSL: [Insert name/role] will act if the DSL is unavailable.

All staff and volunteers: Must follow this policy, uphold professional boundaries, and report safeguarding concerns immediately.

5. Safe Recruitment

All individuals working directly with vulnerable adults will undergo appropriate recruitment checks (including references and enhanced DBS where required).

Roles, safeguarding responsibilities, and boundaries will be made clear at the point of induction.

6. Code of Conduct

Everyone representing Living with Mental Health CIC must:

Treat all individuals with respect, dignity, and empathy.

Promote independence and support self-advocacy where possible.

Always maintain professional and safe boundaries.

Never use abusive, discriminatory, or stigmatising language.

Report safeguarding concerns without delay and never attempt to investigate personally.

7. Recognising Abuse and Harm

Abuse may present in different ways, including:

Emotional or psychological abuse (including stigma, coercion, isolation, or bullying).

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Neglect or self-neglect (including when someone is unable to care for their mental or physical wellbeing).

Physical abuse.

Sexual abuse.

Financial exploitation.

Discrimination or harassment.

Given the nature of our work, we remain alert to risks linked with mental health vulnerabilities, such as exploitation, neglect, or crisis situations.

8. Reporting Concerns

Concerns must be reported immediately to the DSL.

If the DSL is unavailable, report to the Deputy DSL or a Director.

If a person is in immediate danger, call 999.

Concerns will be recorded securely and treated confidentially, with only those who need to know being informed.

9. Confidentiality and Data Protection

Information shared will follow The General Data Protection Regulation (GDPR) and data protection laws.

Safeguarding records will be stored securely and separately from other files.

Confidentiality cannot be promised if someone is at risk of harm.

10. Training

All staff, volunteers, and trustees will receive safeguarding training relevant to their role.

Training will include awareness of mental health and safeguarding adults at risk.

Refresher training will be provided regularly.

Policy Review

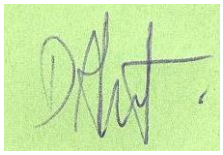
This policy will be reviewed annually, or earlier if changes in legislation or best practice require it.

Adopted on: 30.07.2025

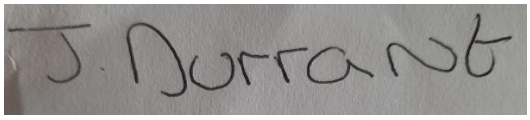
Review due: 30.07.2026

Directors of Living with Mental Health CIC

David Robertson 20.11.2025

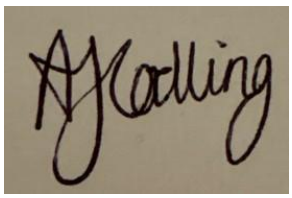


John Durrant 20.11.2025

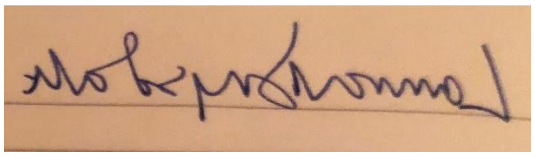


Trustees of Living with Mental Health CIC

Abby Codling 20.11.2025



Laura Drysdale 20.11.2025



Paul Sawyer 20.11.2025

