



<b>Subject</b>	Safeguarding Policy Statement
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<b>Policy Owner</b>	Liz Lloyd

### Policy Statement

Life affirms its unwavering commitment to safeguarding and recognises its fundamental duty of care to protect the wellbeing, rights and dignity of all individuals who engage with the charity. We are dedicated to promoting a safe, respectful, and supportive environment across our services, ensuring that safeguarding principles are embedded throughout the organisation and upheld by all staff, volunteers and representatives.

### Definition

Safeguarding means protecting peoples' health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect, especially children, young adults, and Adults at Risk of Harm. This terminology is recognised throughout the United Kingdom.

### Life's Commitment

“We will not tolerate abuse and exploitation”

Life is firmly committed to the protection of every individual. We believe that everyone regardless of age, religion, faith or belief, gender or gender identity, disability, sexual orientation, ethnic orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect, and exploitation.

We aim to ensure that no client, child, volunteer, employee or beneficiary within Life, or anyone who comes into contact with Life is ever subjected to any form of abuse. We recognise that some individuals may be at greater risk, particularly Adults at Risk of Harm, Children and Young People and we commit to offering additional safeguards to protect them.

To uphold this commitment, we maintain and actively adhere to the following systems and practices:

- Safer Recruitment Procedures  
Ensuring all staff and volunteers are appropriately checked, vetted and screened to safeguard those we work with.
- Departmental Reporting Procedures  
Clear, consistent processes within each department to raise and escalate Safeguarding concerns appropriately.
- Safeguarding Training Matrix  
A structured framework ensuring all staff and volunteers receive the correct level of safeguarding training for their role, refreshed at appropriate intervals.
- Safeguarding Reporting Procedure  
A robust, organisation-wide process for identifying, recording, and responding to safeguarding concerns in a timely and accountable manner.
- Whistleblowing Policy  
A safe, confidential mechanism for raising concerns about unsafe or inappropriate practices without fear of retribution.

We are committed to addressing safeguarding through the three pillars of:

- Prevention
- Reporting
- Responding

These procedures, together with our comprehensive safeguarding policies and guidance documents ensure that any form of abuse, or any allegation of abuse or wrongdoing involving any individual or group of people that are linked to Life , will be addressed promptly and appropriately. All concerns will be investigated and managed ethically, effectively, and responsibly, with the utmost respect for the rights and welfare of those involved.

We recognise that safeguarding is **everyone's responsibility**. This Policy Statement applies to all individuals working on behalf of Life, including:

- Members of the Board of Trustees
- Senior Managers
- Employees - (permanent or fixed-term)
- Volunteers
- Seasonal Workers
- Agency Staff
- Students and anyone undertaking placement or work experience

All listed above are required to adhere to all Safeguarding Policies and Procedures to ensure we maintain safe working and living environments for every person who interacts with our services. This collective responsibility is essential in upholding our commitment to ensuring safe working and living environments for all.

### Fundraising Commitment

Fundraising is an integral part of Life's work. In all our fundraising activities, we are committed to acting legally, openly, honestly, respectfully, responsibly, and accountably.

We will always treat people fairly and will never place anyone under undue pressure to give. We will not exploit a person's lack of knowledge, vulnerability, or need for care.

All fundraising undertaken by Life will remain fully aligned with the standards set out in the Fundraising Code of Practice issued by the Fundraising Regulator, ensuring that our practices uphold the highest levels of integrity and public trust.

We will always consider the needs of any potential donor who may be in vulnerable circumstances or who may require additional care and support to make an informed decision.

Life will not accept a donation if we know, or have reasonable grounds to believe, that a person:

- Lacks the capacity to make an informed decision to donate or
- Is in vulnerable circumstances that impair their ability to fully understand or freely choose to give.

In assessing whether a donor may be vulnerable or may lack capacity, we will specifically consider:

- Any physical or mental health conditions the person may have
- Any disability the person may have
- Any learning difficulties that may affect understanding or decision making
- Whether the person is experiencing stress, anxiety, or emotional distress, for example following bereavement, redundancy, illness or other significant life events.
- Whether donating could negatively impact their wellbeing, such as affecting their ability to care for themselves or placing them in financial difficulty
- How well the person can communicate, understand and process information
- Whether the person is under the influence of alcohol or drugs, which may impair judgement or understanding.

We are committed to ensuring that all donors are treated with dignity, fairness, and respect, and that no individual is taken advantage of due to their circumstances or level of vulnerability.

### Safeguarding Structure

Due to the diverse nature of the charity, Life has appointed **Safeguarding Departmental Representatives (SDR's)** across key areas of the organisation. SDR's act as the first point of contact for safeguarding concerns within their departments and play a vital role in ensuring consistent adherence to safeguarding procedures.

All SDR's report directly to the Designated Safeguarding Lead who provides professional advice, oversight and operational leadership for Life's safeguarding framework.

The Designated Safeguarding Lead reports to the Directors and Chief Executive Offer, and the Safeguarding Trustee, ensuring appropriate governance, accountability, and strategic oversight at the highest level of the charity.

### Safeguarding Reporting Structure

Life's Safeguarding Reporting Structure is organised to ensure clear communication, accountability, and effective oversight at every level of the organisation. Reporting flows as follows:

- Individual case reports – all safeguarding or welfare concerns are recorded at the point of identification and reported in line with Life's Safeguarding Procedure.
- Monthly reports from Safeguarding Departmental Representatives – each SDR submits a monthly safeguarding summary for their department, outlining all cases, actions taken, themes, and any emerging risks
- Safeguarding Designated Lead Monthly Report – this is a consolidated report outlining charity wide figures for safeguarding and welfare cases and highlighting any significant high priority cases. This report is submitted monthly to the Senior Leadership Team quarterly to the Safeguarding Trustee for governance oversight.
- Quarterly Outturn Report – Safeguarding Designated Lead prepares quarterly outturn report to be viewed by the complete Board of Trustees
- Annual Safeguarding Report - this is a comprehensive annual report that is produced in line with safeguarding audits and viewed by Senior Leadership Team and the Board of Trustees, providing strategic insight, key themes, performance data and recommendations for improvement.

Life will ensure that safe, appropriate, accessible methods of reporting safeguarding concerns are available to everyone directly involved with the charity. All reports will be taken seriously and followed up with appropriate actions. Where necessary, an investigation will begin within 24 hours of the initial concern being raised.

Staff members or volunteers who have a concern relating to safeguarding should report them immediately to their Safeguarding Departmental Representative and or Line Manager. If the staff member does not feel comfortable reporting to their designated SDR or Line Manager (for example they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other area SDR, Director or the CEO.

#### Whistleblowing

Any staff reporting concerns or complaints through formal whistleblowing channels will be protected by Life's Whistleblowing Policy.

Safeguarding concerns received from members of the public, external stakeholders or other official bodies will also be investigated within 24 hours, with a response provided to the individual or organisation within 48 hours. All external concerns can be reported to [safeguarding@lifecharity.org.uk](mailto:safeguarding@lifecharity.org.uk)

Life is committed to ensuring that all concerns or alleged concerns are addressed promptly, transparently, and in accordance with our safeguarding procedures and best practice standards.

#### Confidentiality

Life considers it essential that confidentiality is maintained at every stage when managing safeguarding concerns. All information relating to a concern and any subsequent case management, must be shared strictly on a “**need to know**” basis with relevant and appropriately identified individuals. Such information is handled and stored securely. To support this, all Safeguarding and Welfare cases are assigned a unique identification code and are securely stored within the Safeguarding Team site, accessible only to authorised personnel.

All staff and volunteers must ensure they are familiar with and adhere to Life's Confidentiality and GDPR policies, which outline the standards and expectations for handling sensitive information safely and responsibly.

#### **Life – Trauma Informed promise**

By submitting this policy, the author is confirming that they have considered the six principles of a Trauma Informed Approach as a means for reducing the negative impact of trauma experiences and supporting mental and physical health outcomes. This includes putting people before protocol, creating a culture of thoughtfulness and

communication, and continuously doing our best to learn about and adapt to the different and changing needs of the individuals we work with.