

Safeguarding Policy

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Versions

Approved by	Areas updated	Date	Renewal due
Gillian Russell (CEO)	All	18 th July 2024	July 2025
Scott Johnson (Chair)	All	20 th July 2025	July 2026
Gillian Russell	All	6 th February 2026	Feb 2027

1 Statement of Commitment

Beyond Reflections is committed to providing a safe, respectful and supportive environment for all service users, staff, volunteers and partners. We recognise our responsibility to safeguard and promote the health, safety, wellbeing, opportunity and welfare of **transgender people** (including non-binary and intersex), alongside their families, colleagues and allies.

We aim to prevent harm, recognise signs of abuse or neglect, and respond appropriately when concerns arise.

Beyond Reflections considers the safety and health of our members, volunteers, and staff to be the highest priority.

1.1 Purpose of the Policy

The purpose of this document is to outline the practices and procedures by which staff, volunteers and members contribute to the prevention of harm to others, and to provide a clear framework for action when abuse is suspected.

This policy is aimed at protecting our members, volunteers, and staff from abuse, self-neglect and other incidents that may cause them harm. There follows some information about what these issues may include, but it is not an exhaustive list. Please see the responsibilities section of the policy for actions that may need to be taken.

1.2 Scope and Applicability

This policy applies to all activities, staff (including volunteers), trustees, contractors and partners.

2 Guiding Principles

2.1 Our Organisational Principles

We will:

1. Treat everyone with dignity and respect regardless of gender identity, sexual orientation, disability, age, race, religion or belief.
2. Uphold the rights, wishes and autonomy of adults with capacity, while supporting people who lack capacity in accordance with law and best practice.
3. Follow **UK law**, statutory guidance and recognised safeguarding frameworks.
4. Work in partnership with statutory agencies (e.g., local authorities, police, NHS) when safeguarding concerns arise.
5. Promote inclusion and non-discrimination in all activities.
6. Continue to evaluate and assess our practices to ensure we are adhering to best practice standards, including conducting relevant local authority and self-assessment audits etc.
7. Integrate the principles of the Duty of Candour to foster an open and honest approach in the event of any serious incident, actively seeking opportunities for learning and improvement where appropriate.

2.2 The Six Principles of Safeguarding

Beyond Reflections works in line with the Care Act 2014 and the Six Principles of Safeguarding, which underpin all safeguarding activity:

- **Empowerment:** People are supported and encouraged to make their own decisions and informed consent. "I am asked what I want as the outcomes from the safeguarding process, and this directly informs what happens".
- **Prevention:** It is better to take action before harm occurs. "I receive clear and simple information about what abuse is. I know how to recognise the signs, and I know what to do, to seek help".
- **Proportionality:** The least intrusive response that is appropriate to the risk presented. "I am sure that the professionals will work in my interest and they will only get involved as much as is necessary".
- **Protection:** Support and representation for those with the greatest need. "I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want".
- **Partnership:** Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting suspected neglect and abuse. "I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me".
- **Accountability:** Responsibility and transparency in delivering safeguarding. "I understand the role of everyone involved in my life and so do they".

3. Safeguarding Context and Legal Framework

3.1 Adults at Risk

Adults at Risk are defined in the Care Act 2014 as individuals aged over 18 who:

- Have needs that require care and support (whether or not the local authority is meeting any of those needs); and
- Are experiencing, or at risk of, abuse or neglect, and
- As a result of those care and support needs are unable to protect themselves.

3.2 Capacity and Consent

The main difference between capacity and consent is that consent is an agreement to receive care or services without interference, while capacity is a person's ability to make decisions.

The Mental Capacity Act says:

- Assume a person has capacity to make decisions themselves, unless it's proved otherwise.
- Wherever possible, help people to make their own decisions.
- Do not treat a person as lacking the capacity to make a decision just because they make an unwise decision.
- If you make a decision for someone who does not have the capacity, it must be in their best interests.
- Treatment and care provided to someone who lacks capacity should be the least restrictive of their basic human rights.

3.3 Role of the Safeguarding Lead

The Safeguarding Lead will decide whether the adult is at risk and if they have capacity to provide consent.

Where the Safeguarding Lead determines that an individual does not have the mental capacity to give consent, they will contact the relevant local authority safeguarding board, under the Mental Health Capacity Act 2005, and make a Mental Health Act referral. Reasons for this decision will be fully documented in writing as part of the safeguarding record.

3.4 Safeguarding Framework

All safeguarding activity within Beyond Reflections is guided through the use of the following framework:

Key Issues

Training	• Tailored training for staff and volunteers, risk assessment process
Governance	• Suitable process, quality assurance
Disclosure	• Decision making, when to disclosure
Partners	• Mechanisms for sharing info
Trustee Role	• Fiduciary duties and duty of care

4. Relevant Legislation & Guidance

Legislation / Guidance	Key Relevance
Care Act 2014	Adult safeguarding duties; making safeguarding personal; statutory guidance for Local Authorities.
Safeguarding Vulnerable Groups Act 2006	Framework for DBS checks and barred lists.
Mental Capacity Act 2005 (MCA)	Assessing capacity; best interests decision making.
Mental Health Act 1983 & 2007	Rights, treatment and detention standards for people with mental health conditions.

Legislation / Guidance	Key Relevance
Equality Act 2010	Protection against discrimination, including gender reassignment as a protected characteristic.
Data Protection Act 2018 & UK GDPR	Personal data handling; confidentiality; lawful basis for processing sensitive information.
Working Together to Safeguard Children 2018	Multi-agency statutory guidance for child protection, particularly where trans+ parents are involved.
Sexual Offences Act 2003	Definition of sexual offences relevant to safeguarding.

5. Definitions Used in This Policy

The following definitions apply throughout this policy and are intended to support shared understanding.

5.1 Vulnerable Person

A person who **may be unable to protect themselves** from abuse or neglect due to age, disability, mental health issues, gender identity challenges or other circumstances.

5.2 Transgender

People whose gender identity differs from the sex assigned at birth. This includes non-binary, genderfluid and gender questioning individuals.

5.3 Abuse

Any act or failure to act that results in harm, exploitation or violation of rights. Can be:

- **Physical**
- **Emotional/Psychological**
- **Sexual**
- **Financial**
- **Neglect**
- **Discriminatory**
- **Organisational**

This list is not exhaustive.

Appendix One: What is abuse?

“Abuse and neglect are forms of maltreatment – a person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institutional or community setting; by those known to

them or, more rarely, by a stranger." (*What to do if you are worried a child is being abused*, 2015)

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to an adult or a child, including FGM. Physical harm may also be caused when someone, such as a parent, caregiver, or other individual, fabricates the symptoms of, or deliberately induces, illness in a child or adult.

Bullying and Cyberbullying is behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt both physically and emotionally. Cyberbullying is bullying that takes place online. Unlike bullying offline, online bullying can follow the person wherever they go, via social networks, gaming and on mobile phones.

Exploitation is the act of using someone for profit, either labour, sexual gratification, or some other personal or financial advantage. There are two main types of exploitation, sexual and criminal. **Sexual Exploitation** is a form of sexual abuse where a person is exploited; they're given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities. People are often tricked into believing they're in a loving and consensual relationship. This is called grooming. They may trust their abuser and not understand that they're being abused. **Criminal Exploitation** is abuse where people are manipulated and coerced into committing crimes, either around theft and burglary or drugs.

Domestic Abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can seriously harm people, and witnessing domestic abuse is itself a form of abuse. It's important to remember domestic abuse: can happen inside and outside the home, can happen over the phone, on the internet and on social networking sites, can happen in any relationship and can continue even after the relationship has ended. Every gender can be abused or be abusers.

Emotional abuse is the persistent emotional neglect or maltreatment of a person such as to cause severe and persistent adverse effects on the person's emotional development. It may involve conveying to someone that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on someone. These may include interactions that are beyond the person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing someone to frequently feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a person, though it may occur alone.

Sexual abuse involves forcing or enticing someone to take part in sexual activities, including sex work, whether or not the person is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving a person in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging them to behave in sexually inappropriate ways. This also includes peer on peer abuse.

Female Genital Mutilation (FGM) is when the genitals of someone assigned female at birth are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting' but has many other names. FGM is a form of abuse. It's

dangerous and a criminal offence in the UK. It's often performed by someone with no medical training, using instruments such as knives, scalpels, scissors, glass or razor blades.

Grooming is when someone builds a relationship, trust and emotional connection with a person so they can manipulate, exploit and abuse them. People who are groomed can be sexually abused, exploited or trafficked. Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the person's family or friends to make them seem trustworthy or authoritative.

Non-Recent Abuse, sometimes called historical abuse, is when an adult was abused as a child or as a young person under the age of 18. Sometimes adults who were abused in childhood blame themselves or are made to feel it's their fault, but this is never the case: there's no excuse for abuse.

Neglect is the persistent failure to meet a person's basic physical and/or psychological needs, likely resulting in the serious impairment of their health or development. Neglect may occur during pregnancy when the mother's needs, and therefore the baby's needs, are not met. It could also involve failing to provide adequate food, clothing and shelter (including exclusion from home or abandonment); to protect from physical and emotional harm or danger; to ensure adequate supervision (including the use of inadequate caregivers); or to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, basic emotional needs.

County Lines as set out in the Serious Violence Strategy, published by the Home Office, is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other forms of 'deal line'. They are likely to exploit children and adults at risk to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Extremism goes beyond terrorism and includes people who target the vulnerable by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of the armed forces as extremist. This includes radicalisation.

Deprivation of Liberty (DoLS) The Safeguarding Lead ensures people who cannot consent to their care arrangements in a care home or hospital are protected if those arrangements deprive them of their liberty. Arrangements are assessed to check they are necessary and in the person's best interests.

6. Roles & Responsibilities

6.1 Trustees

- Ensure overall safeguarding governance.
- Approve and review safeguarding policy and procedures annually.
- Ensure resources are allocated for training and safe practices.

6.2 Safeguarding Lead

Scott Johnson is the nominated Trustee with regard to Safeguarding. The organisation CEO is the operational representative through which issues raised would be escalated. The staff representative is the current Therapy Lead.

Responsibilities:

- Point of contact for all safeguarding concerns.
- Maintain up-to-date knowledge of UK law and guidance.
- Lead training and implementation.
- Record, monitor and escalate concerns appropriately.

6.3 All Staff and Volunteers

- Complete mandatory safeguarding training.
- Recognise signs of abuse or risk.
- Report concerns promptly to the Safeguarding Lead.
- Act in accordance with this policy and code of conduct.

6.4 Initial Responsibilities

Should a volunteer or member of staff suspect that a safeguarding response may be needed, their first responsibility is to decide whether or not it requires an immediate response. If in doubt, they *must* treat it as needing an immediate response. The person first discovering the risk is responsible at this stage, until such a time as they pass it to the staff or a designated person.

The risk must also be reported immediately. We also have volunteers who are external to the organisation, working in private practice as counsellors and other therapists. They are responsible for managing risk within their own practice, and making the Therapeutic Lead aware of any changes in risk or other concerns that they may have.

6.5 Immediate Risk

In the case that a risk requires immediate response, volunteers or staff must follow the Crisis Management Plan (CMP). In initial training, all volunteers are made aware of the CMP, its location, contents, and use. Staff are then to follow up with any necessary actions. The CMP details how to listen, react and record allegations and concerns.

6.6 Longer Term Risk

If the risk is not immediate, volunteers must make staff aware of all information that they have, and it then becomes the staff's responsibility to take any actions deemed necessary. Staff may allocate extra support, offer signposting to other groups or agencies, and may in some cases need to raise their concern with the safeguarding team local to the person at risk.

6.7 Designated Persons

The designated staff member is initially responsible for any information handed to the staff team that is deemed as needing further input. This individual may then hand this up to the designated safeguarding lead if further decisions or actions are required. At times, the designated staff member may take actions and notify the designated safeguarding lead of these actions as part of handing the case over. The CEO will be notified of all safeguarding matters and actions taken.

Designated staff member: Maximillian Mustafa-Holzappel (Therapeutic Lead).

Maximillian is in charge of safeguarding and its reporting, and also runs the process for Hate Crime reporting.

Designated staff member: Gillian Russell (CEO)

Designated safeguarding lead (Trustee): Scott Johnson

7 Responding to Safeguarding Concerns and Disclosures

7.1 What to do if someone tells you that they, or someone they know, is being abused, or gives you cause for concern:

- a. Believe what the person is saying and take it seriously.
- b. Reassure the person who has made the disclosure to you that they have done the right thing.
- c. Give the person time to talk and do not probe or ask leading questions. Investigation is not your responsibility.
- d. Do not promise to keep secrets. All allegations of harm or potential harm must be acted upon.
- e. Explain to the person that you will share this information with a manager who will ensure the appropriate procedures will be followed. Where possible / appropriate do this with the person present.
- f. Explain to the person that Beyond Reflections will keep them informed with what is happening and will support them.
- g. Under no circumstances should you speak to or confront the abuser.
- h. Record all work done in accordance with Beyond Reflections' Confidentiality and Information Sharing Policy and complete a Safeguarding Reporting Form on the database.

7.2 What to do if a someone is a victim of domestic abuse:

- a. Those who witness or live in a home where domestic abuse is present are victims of abuse in their own right and should be treated as such. This is in line with the Domestic Abuse Act 2021.
- b. Any person who is a victim of domestic abuse should have a risk assessment completed. In line with statutory guidance, Beyond Reflections will use the safer lives dash assessment. This is an evidence-based risk assessment tool used to identify the risk level to the victim.

7.3 What to do if a person contacts through email, webchat, text message or answer phone message:

- a. Emails, phone or text, or webchat messages received detailing suspected abuse should be responded to within 24 hours of being received by the staff member contacting the person to obtain further information.
- b. When contact is made follow the steps above as if you were working with the person in front of you, including making full and appropriate records.
- c. If no further contact with the person can be made, then speak with a manager, who will help you pass this information on to the relevant authorities.

7.4 How to refer to the Police: If there is an immediate risk of harm phone 999

- a. To make a Police referral regarding abuse/exploitation/dangerous individuals when we have disclosures from people or are concerned, we need to phone 101 and ask for the

Public Protection Unit. The police will ask the caller for all their own personal details, including DOB, address and work phone number. You should speak to a manager before

doing this and record it on the database as a Safeguarding Reporting Form.

b. Sometimes we need to share information with the police that isn't a crime or doesn't need to be reported as a crime. To do this we complete a CPI (Community Partnership Information) form. They can be accessed Community Partnership Information Sharing Form – Safe4Me. Where possible, this should be done with the person's knowledge and consent and always following a conversation with a manager.

7.5 When to refer to a local authority Adult's Social Care/Adult's Services: Referrals to adult social care should happen if we believe an adult (over 18) meets all three below criteria.

a. Has needs for care and support (whether or not the authority is meeting any of those needs),

b. Is experiencing, or is at risk of, abuse or neglect,

c. And as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it.

Referrals to Adult's Services should reflect the perceived risk and should normally be made within one working day of recognition. If, for any reason, you cannot contact a senior member of staff at Beyond Reflections or the CEO then you should go ahead and contact Adult's Services/local authority Adult's Social Care but update a manager as soon as possible.

How to refer to Adult's Social Care:

The Operations or Charity Manager will support you in making a referral to Adult's Services. Before a referral is sent, it will need to be checked by a manager.

8. Safe Recruitment & DBS Checks

We adopt safe recruitment practices including:

- Written role descriptions and person specifications.
- Application forms, references and interviews.
- Appropriate **DBS checks** for those that need them (Enhanced only where roles involve regulated activity).
- Induction training covering safeguarding responsibilities.

DBS and eligibility criteria will align with the Safeguarding Vulnerable Groups Act 2006 and DBS guidance.

When recruiting new volunteers, Beyond Reflections operates a three-part selection process. Initially, the prospective volunteer is required to fill in an application, including providing contact details for two referees.

Referees are then contacted and asked to fill in a reference, which includes specific questions around trustworthiness, ability to hold confidence, offer empathy and stay non-judgemental. If the application and references are adequate, the applicant is then interviewed, after which two members of staff discuss their suitability. People are interviewed against a set of criteria.

There may be more than one interview for a role. A staff member then contacts them to either offer a volunteer role, pending training, or to explain why they were not successful in their application at this time. All volunteers are expected to sign and adhere to the conditions contained in the Volunteer Handbook.

We accommodate people with particular needs and are happy to discuss how best to support anyone during the interview phase.

DBS checks are only required for those dealing with specific vulnerable adults or people under the age of 18.

9. Confidentiality & Data Protection

We will:

- Respect privacy and handle records securely.
- Obtain consent where appropriate.
- Share information only on a **need-to-know basis** and in line with **UK GDPR / Data Protection Act 2018**.
- Share without consent **only when necessary to protect someone from harm** or if required by law.

Should a data breach take place, whether from internal inadvertent issues or from an external malicious event, an Issue should be recorded on the Issues Log, and discussions with your line manager should take place. Should it be necessary, the charity can report itself to the ICO or Charities Commission – but only following consultation with the CEO and Safeguarding Trustee.

10. Recognising & Responding to Safeguarding Concerns

10.1 Signs of Concern

May include:

- Unexplained injuries
- Dramatic changes in behaviour
- Self-harm or disclosures of abuse
- Sudden financial difficulties
- Signs of neglect or isolation
- Distress around gender identity matters

10.2 What to Do

1. **Listen and reassure** the person.
2. **Record** what you saw/heard (date, time, facts, not opinion).
3. **Report immediately** to the Safeguarding Lead.
4. In urgent danger, **contact emergency services (999)**.

10.3 Responding to Disclosures

- Stay calm, non-judgmental and supportive.
- Use appropriate language for gender identity and self-description.

- Do not promise confidentiality if safety is at risk.
- Do not investigate further — record and report.

10.4 Reporting

Anyone can raise a concern at any time to any volunteer or member of staff using whichever method they deem the most appropriate bearing in mind the seriousness of the concern. Volunteers are to raise any concerns to a member of staff. All concerns must then copy in the CEO within 8 hours of notification who will carry out an investigation.

11. Managing Risk & Support Planning

When a concern is raised:

- A **risk assessment** will be completed.
- A **support plan** will be developed with the person's involvement wherever possible.
- Where appropriate, work with statutory bodies (Local Authority Safeguarding Teams, NHS, police).
- Apply **Mental Capacity Act principles** if decisions are in question.

11.1 Safeguarding responses

A safeguarding response is one in which an agency, or often multiple agencies, step in to stop abuse or neglect. It has an escalation process in which the relevant parties are notified. It can start with a person at risk, however it usually starts when a person or agency who know or are working with them raises the alarm.

Abuse can come in several forms, and the main categories are sexual, physical, financial, psychological or emotional, discriminatory, and neglect. Abuse is often perpetrated in the home, or other settings deemed to be safe, though it can occur anywhere. For us, that could include a workspace, meeting and counselling space or off-site.

11.2 Adults at risk

An adult can be at risk regardless of whether or not they are classed as vulnerable. Under the care act this is defined as those who have needs for care and support, experience or are at risk of abuse or neglect, or may not be able to protect themselves from abuse or neglect should it occur.

Harm to self. This can range from self-neglect through to deliberate self-harm or suicide attempt. Many people in psychological distress or without the capacity (short or long term) to recognise or act on their needs can self-neglect. This may at times reach a point where it requires a safeguarding response.

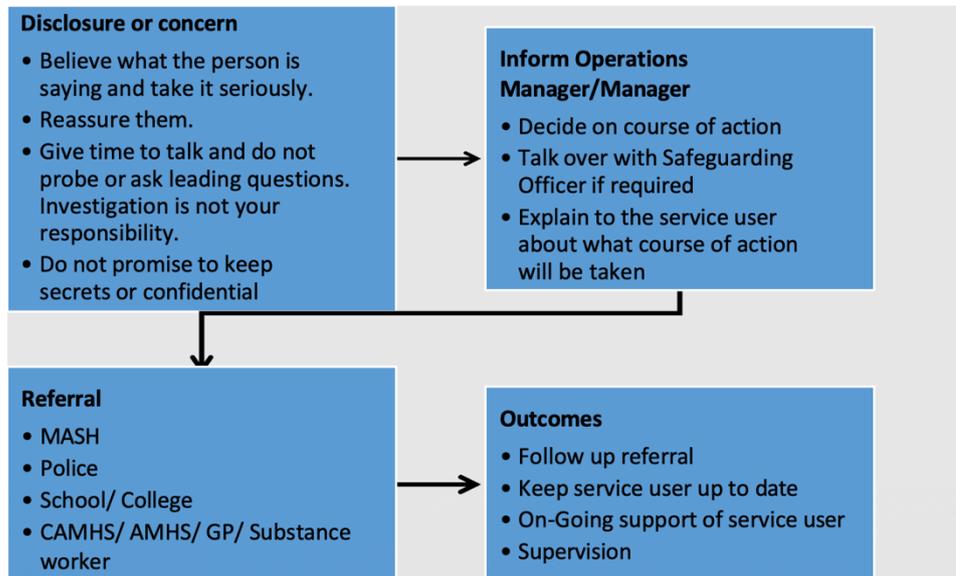
Should a vulnerable adult come to us for support, a designated person will meet with their support worker or equivalent and it will be agreed that their attendance is to be with a support person present or available nearby, depending on the level of need.

11.3 Children at risk

Beyond Reflections does not currently support people under the age of 18 (children), but should a child be known to be at risk due to any disclosure made to staff or volunteers,

this must be escalated to one of the designated people within the charity, and safeguarding referrals made if the risk is deemed credible.

Appendix Five: Safeguarding Disclosure or Concern Flowchart



12. Training & Supervision

All staff and volunteers will receive:

- Induction training before starting work.
- Annual safeguarding updates.
- Role-specific training (e.g., for mental health support, working with children).
- Supervision and debrief support as required.
- Annual evidence of safeguarding training should be presented to the charity.

Guidance will reference best practice standards from:

- **NSPCC – Safeguarding Standards**
- **Ann Craft Trust (adult safeguarding)**
- **Royal College of Psychiatrists / British Psychological Society** guidance on mental health support
- **BACP** guidance for therapists

Once through the application process, the new volunteer is sent the induction information and volunteer handbook and asked to confirm that they have read and agreed to these. This includes confidentiality and who to contact with concerns. If the role that the new volunteer will be carrying out includes offering direct support to members, they are required to shadow groups before starting.

Training includes Trans+ Awareness and a short test to fill in to ensure that people have understood the material, and if supporting directly they also attend Support Skills training and test. Counsellors can opt in or out of the Support Skills training. Beyond Reflections is currently developing the training offering and hope to include a short course on neurodiversity soon.

New volunteers are offered monthly supervisions to start with. Following this, volunteers offering direct support are required to have supervision at least once every six months, and are able to have extra supervision booked in between this any time that they request it. Counsellors have monthly supervision. New volunteers carrying out group support are paired with more experienced volunteers and will take a supporting role initially.

Those who wish to become facilitators will be assessed before being signed off to take responsibility within their own group. If the volunteer is not yet ready, feedback will be provided and support offered if wanted. They can then request another assessment after three months. All staff and volunteers (including trustees) are expected to attend safeguarding training – we are utilising an online Learning Management system to facilitate the administration of this process. The only exceptions are those where external (to us) safeguarding courses are attended as part of duties in public sector organisations including, for example, the NHS, the social services and the police service. Our internal safeguarding training is monitored by an external safeguarding expert.

13. Allegations Against Staff or Volunteers

Allegations of abuse by an employee/volunteer must be reported to the **Safeguarding Trustee** and, where appropriate, to:

- **Local Authority Designated Officer (LADO)** (for children)
- Local authority adult safeguarding team (for adults)
- Police (if criminal conduct suspected)

Ensure confidentiality and procedural fairness.

14. Record-Keeping & Review

- Records will be confidential, accurate, and kept for the necessary statutory period.
- Incidents and patterns will be reviewed to improve practice.
- Policy will be reviewed annually or following a significant safeguarding event or legislative change.

All risks should be reported verbally to Maximillian and copied to Gillian in the first instance. The CMP outlines how and when to escalate to the emergency services if appropriate or any appropriate group leader or case worker. We take no risks in this area and immediate escalation is encouraged. Our internal processes outline how and when to contact family members, and these processes should always be adhered to. Understanding and following the CMP and knowing the preferred contact details for staff and volunteers is an important adjunct to this policy.

15. Communication & Accessibility

This policy will be:

- Published on the website: <https://beyond-reflections.org.uk/>

- Included in induction materials.
- Available in accessible formats (large print, plain English) on request.

16. Appendix – Useful Contacts

As a registered charity, in line with Charity Commission guidance, we're committed to protecting from harm those people who come into contact with us as part of our everyday work.

For people experiencing immediate danger or wanting to report a crisis call 999 and state the county the person needing help is in. You will also need a contact number for that person if you are not calling about yourself. If you, or the person you're concerned about, is not in immediate danger but you need assistance, you can also call the police on 101. You can also present at A&E.

Alternatively, if the crisis is of a suicidal nature, call the Samaritans on 116 123 or access information at the [Samaritans](#). You can call The National Suicide Prevention Helpline on 0800 6895652 or access information at the [National Suicide Prevention Helpline](#).

For young people (up to age 35) experiencing suicidal thoughts contact 0800 0684141 or access information at [Papyrus](#).

You can also contact the local mental health crisis team. Please search: **mental health crisis team** and include your postcode if you need to talk to someone straight away.

Additional support for mental health issues can be found at Mind by accessing information at [Mind](#) and [Young Minds](#).

Support for those seeking counselling

To find out more about accessing therapy through the NHS go to the [NHS website for England and Wales](#), the [NHS Safeguarding guide](#), the [NHS website for Scotland](#) and the [NHS website for Northern Ireland](#).

BACP is a professional body for counsellors and psychotherapists, and you can find one of their qualified members by searching our [BACP Find a Therapist directory](#).

You can search for counsellors nearby and you can specify concerns that you would like them to help with. Counsellors do charge for their services and they set their own prices. You can find more information about therapy, what therapy can help with and what to expect in [BACP's about therapy section of our website](#).

If you need a free of charge service, you can find further sources of help using [the support and services guide from Mind](#).

Additional resources and support

NSPCC: if you have concerns about a child's safety, you can report a concern in the [keeping children safe section of the NSPCC website](#) or ring 0808 8005000 or search the [NSPCC's website](#) for other information.

Youth Access: find free counselling and other forms of support for children and young people at [Youth Access](#).

Barnardo's: providing help and support for young people, fostering and adoption services, and support for parents and carers in England and Wales at [Barnardo's](#).

Trans-specific support services are available on our website.

Safeguarding Policy Review

		Y/N	Comments
1	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	Age	N	
	Disability	N	
	Gender reassignment	N	
	Marriage and Civil Partnership	N	
	Pregnancy and Maternity	N	
	Race	N	
	Religion of Belief	N	
	Gender expression	N	
	Sex	N	
2	Is there any evidence that some groups are affected differently?	N	
3	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	N/A	
4	Is the impact of the policy/guidance likely to be negative?	N	
5	If so can the impact be avoided?	N/A	
6	What alternatives are there to achieving the policy/guidance without the impact?	N	Legislatively Required
7	Can we reduce the impact by taking different action?	N	

About Beyond Reflections

We are Beyond Reflections, a mental wellbeing charity operating in England and Wales. We support trans, non-binary, and questioning adults, their family, and friends.

Additional information

Beyond Reflections is a registered charity (1187351) providing safe, confidential spaces in England and Wales for trans+ people, their family, and friends to meet with peers; engage in counselling; participate in facilitated group work and to attend workshops.

We are a third-party hate crime reporting centre and provide training, networking, outreach, and consultancy services to the public and private sector.

Check out our website for more information and contact the office info@beyond-reflections.org.uk or 03448 468 545 to speak to one of the team.

Beyond Reflections

www.beyond-reflections.org.uk, 03448 468545, info@beyond-reflections.org.uk

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Registered Charity 118735