

# Safeguarding Policy

**The Lift Industry Mental Health Charter**

**Review date - January 2026**

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## **1. Policy Statement**

The Lift Industry Mental Health Charter (“we”, “our”, “the Charter”) is committed to safeguarding all individuals who interact with our organisation, including adults, young people, vulnerable persons, and industry partners. Safeguarding is everyone’s responsibility and requires proactive efforts to prevent harm, abuse, neglect, discrimination, and exploitation. This approach aligns with current UK safeguarding expectations and modern mental-health-oriented policy frameworks, which emphasise rights-based, person-centred, and inclusive support systems.

We aim to create safe, respectful environments across all our activities by:

- Valuing, listening to, and respecting all individuals
  - Preventing abuse, neglect, exploitation, and psychological harm
  - Providing safe access to mental health resources and support
  - Responding promptly and appropriately to safeguarding concerns
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## **2. Purpose of This Policy**

This Safeguarding Policy sets out:

- How we identify and respond to safeguarding concerns
  - Standards of behaviour expected from staff, volunteers, and partners
  - Reporting and escalation processes
  - How we operate in compliance with updated 2025–2026 safeguarding guidance, including changes reflecting emerging risks such as online harms, mental-health crisis escalation, and AI-generated content.
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### **3. Scope**

This policy applies to:

- All staff, volunteers, advisors, trustees, ambassadors, delivery partners, and contractors
- All participants in training, workshops, events, or support activities
- Anyone interacting with the Charter's services, including online platforms

Consistent with 2026 safeguarding practice, everyone involved has a duty to act if concerns arise.

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### **4. Key Principles**

Our safeguarding approach follows principles reflected in current UK frameworks and mental-health policy guidance:

#### **4.1 Person-Centred Support**

Aligned with WHO's rights-based mental health policy guidance, we ensure equitable, recovery-oriented, and inclusive practices that consider social, psychological, and environmental determinants of wellbeing.

#### **4.2 Prevention First**

We emphasise prevention by maintaining safe operational environments, strong training, clear reporting routes, and proactive identification of risks, including emerging digital threats such as deepfakes, harmful online content, and technology-enabled exploitation.

#### **4.3 Multi-Agency Collaboration**

We support joint working with external safeguarding agencies, local authorities, employers, and mental-health bodies. Updated UK guidance emphasises multi-agency collaboration, early help frameworks, and improved information-sharing standards.

#### **4.4 Equality, Diversity & Inclusion**

All individuals, regardless of identity, background, or personal characteristics, have the right to equal protection from harm.

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## **5. Roles and Responsibilities**

### **5.1 The Committee Members**

- Holds ultimate accountability for safeguarding governance
- Ensures policy updates reflect current statutory and mental-health guidance

### **5.2 Designated Safeguarding Lead – Event or training specific**

- Acts as the central point of contact for safeguarding concerns
- Ensures safe information sharing and record-keeping
- Coordinates with external safeguarding agencies

### **5.3 Staff, Volunteers & Partners**

Must:

- Follow the Safeguarding Policy at all times
  - Complete required safeguarding training, including updates reflecting new risks (AI content misuse, online harm, mental-health crises)
  - Report all concerns immediately
  - Maintain appropriate professional boundaries and safer-working practice standards (informed by existing safeguarding frameworks used in UK institutions).
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## **6. Definitions of Abuse & Harm**

We recognise multiple forms of harm, including:

- Psychological and emotional abuse
  - Physical abuse
  - Sexual abuse or exploitation
  - Neglect
  - Online harms (deepfake exploitation, AI-generated inappropriate content, cyberbullying)
  - Harmful sexual behaviour
- These categories reflect nationally recognised safeguarding definitions and 2025–2026 risk updates.
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## **7. Identifying Mental-Health-Related Safeguarding Risks**

Given our mental-health focus, we prioritise identifying:

- Escalating mental-health crises
  - Self-harm or suicidal ideation
  - Vulnerability linked to workplace stress
  - Impact of social and structural determinants (housing, employment stressors, financial pressures)
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## **8. Reporting Concerns**

### **8.1 When to Report**

Any concern—no matter how small—must be reported immediately if there is:

- A disclosure of harm
- Suspected abuse or neglect
- Risk of self-harm or harm to others
- Exposure to harmful digital content
- Behaviour that triggers concern

### **8.2 How to Report**

- Report directly to the DSL
- Record factually (no assumptions or personal opinions)
- Share information safely and only where appropriate, consistent with updated safeguarding information-sharing expectations in UK guidance.

### **8.3 Breaching Confidentiality**

Confidentiality may be breached if required to prevent significant harm to a child or adult at risk, in line with principles used in mental-health safeguarding frameworks.

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## **9. Responding to Concerns**

Upon receiving a concern, we will:

1. Assess risk and need for urgent action
  2. Seek advice from external safeguarding professionals (“early help” where appropriate) in line with updated multi-agency expectations.
  3. Contact emergency services where imminent risk exists
  4. Document all actions clearly
  5. Follow local safeguarding partnership procedures
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## **10. Online Safety & Digital Safeguarding**

Reflecting new 2025–2026 guidance, we take steps to protect individuals from:

- AI-generated sexual imagery or deepfakes
- Online grooming or harassment
- Harmful content affecting mental wellbeing

The rise of AI-generated exploitative content is identified as a new national safeguarding risk requiring policy inclusion.

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## **11. Safer Recruitment**

We follow safer recruitment standards similar to those outlined in national safeguarding frameworks:

- Background checks
- Assessment of suitability for mental-health-related roles
- Mandatory induction and safeguarding training

These reflect principles seen in UK educational and charity policies and current statutory safeguarding structure updates.

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## 12. Training & Development

All personnel will discuss:

- Annual safeguarding requirements
  - Updates based on new risks and legislative changes (e.g., online safety improvements, evolving child protection frameworks, mental-health crisis recognition).
  - Guidance on professional boundaries, safer-working practice, and trauma-informed approaches
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## 13. Policy Review

This policy is reviewed **annually**, or sooner if:

- Major safeguarding risks emerge
- National legislation or guidance changes (e.g., KCSIE 2026 revisions, digital safeguarding updates)
- Lessons learned from incidents or sector feedback require changes

Annual review is consistent with 2026 safeguarding best practice.

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## 14. Commitment to Continuous Improvement

We commit to:

- Learning from national safeguarding cases
- Strengthening governance and reporting lines
- Enhancing multi-agency collaboration
- Ensuring safeguarding remains integrated into all mental-health initiatives and lift-industry wellbeing programmes

This reflects evolving safeguarding expectations and shifts toward joined-up, evidence-based systems.