



Safeguarding Policy & Procedure for Adults at Risk (18+)

Dated: May 2026

The Policy will be reviewed every three years or in line with changes in government legislation and updated guidance

www.thebasementdoor.org

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Charity No: 1177033

This Policy has been approved & authorised by the Board of Trustees and this decision is recorded in the minutes of the Trustee Board Meeting held: May 2026

Policy Statement

The Basement Door (herein referred to as “TBD”) has a duty of care to safeguard from harm all adults at risk and young people aged 18+ with whom it interacts. Adults at risk occupy a central place within TBD and our work. We strongly believe that all adults have the right to be treated fairly, justly and with dignity, and have the right to freedom from abuse, neglect and exploitation.

This policy details the legal requirements, organisational procedures and best practice applicable to all staff, trustees, volunteers, freelance workers, contractors and partner organisations working on behalf of TBD.

Our policy ensures that all staff and volunteers are carefully selected and vetted, have the relevant qualifications and experience, and accept responsibility for helping to prevent abuse and harm.

All suspicions and allegations of abuse, neglect, exploitation and poor practice will be taken seriously and responded to swiftly and appropriately. We have procedures in place to address poor practice, and to support any adult at risk who appears to be at risk of abuse or neglect.

During projects where we work with partner organisations, their safeguarding policy may also apply while underpinning our work with TBD’s own safeguarding policies and procedures.

TBD works closely with the local community. We partner with charities, venues and community events in the local area to provide music stages, backstage crew opportunities and creative training in a safe environment.

About The Basement Door

The Basement Door (Charity No. 1177033) runs music events, training and creative opportunities for young people and adults. Participants can perform as musicians, join backstage crew teams to learn sound and lighting engineering, support front of house operations, or attend events for social purposes.

Our aim is to educate and support the development of participants within the field of music and live events. We provide opportunities to develop skills and confidence within a safe, inclusive and supportive environment.

TBD hosted events operate within a drug-free environment and place the wellbeing and safety of all participants at the centre of our work.

Definitions

Adult Safeguarding

Adult safeguarding means protecting an adult's right to live in safety, free from abuse and neglect.

Adult at Risk

Under the Care Act 2014, an adult at risk is someone aged 18 or over who:

- has needs for care and support (whether or not the local authority is meeting those needs);
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those needs are unable to protect themselves from abuse or neglect.

This may include people living with:

- physical disabilities
- learning disabilities
- mental ill health
- neurodivergence
- substance misuse
- age-related conditions
- temporary vulnerabilities

TBD recognises its responsibility to safeguard adults at risk who participate in our events and activities.

Legal Framework

This policy is informed by the following legislation and statutory guidance:

- The Care Act 2014
- The Mental Capacity Act 2005
- The Human Rights Act 1998
- The Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018
- UK GDPR
- Counter-Terrorism and Security Act 2015
- Working Together to Safeguard Children (where activities involve mixed age groups)

Principles of Safeguarding Adults

TBD follows the six safeguarding principles outlined within the Care Act 2014:

Empowerment

People are supported and encouraged to make their own decisions and informed consent.

Prevention

It is better to take action before harm occurs.

Proportionality

The least intrusive response appropriate to the risk presented.

Protection

Support and representation for those in greatest need.

Partnership

Working with communities and statutory agencies to prevent, detect and report abuse.

Accountability

Transparency and accountability in safeguarding practice.

Designated Safeguarding Officers

Lead Operational Nominated Safeguarding Person (NSP)

Louise Nagle

Chair of the Board of Trustees

Email: louise@thebasementdoor.org

Nominated Safeguarding Trustee (NST)

Clara Strike

Email: clara@thebasementdoor.org

Safeguarding Working Group

The Safeguarding Working Group supports the NSP with:

- review of safeguarding policy and procedures
- coordination of safeguarding training
- safeguarding briefings and updates
- maintaining safeguarding records and oversight

Roles & Responsibilities

The Nominated Safeguarding Person (NSP) will:

- review and update safeguarding policies regularly
- act as the lead point of contact for safeguarding concerns
- liaise with Adult Social Care, Police and statutory agencies
- manage concerns regarding staff or volunteer conduct
- ensure safer recruitment procedures are followed
- maintain safeguarding records securely
- ensure safeguarding training is completed and refreshed
- promote a positive safeguarding culture across the organisation

The Nominated Safeguarding Trustee (NST) will:

- oversee safeguarding governance and compliance
- ensure safeguarding procedures are implemented effectively
- report safeguarding matters to the Board of Trustees
- provide oversight and accountability for safeguarding practice

All Staff, Volunteers & Trustees must:

- be vigilant to signs of abuse, neglect or exploitation
- report safeguarding concerns promptly
- follow this safeguarding policy and code of conduct
- maintain professional boundaries at all times
- undertake safeguarding training relevant to their role

Safer Recruitment & Selection

Safe recruitment and selection practices are essential to safeguarding adults at risk.

TBD will ensure:

- appropriate DBS checks are completed for relevant roles
- references are obtained where appropriate
- safeguarding responsibilities are included within role descriptions
- gaps in employment are explored during recruitment
- contractors, freelancers and artists agree to abide by TBD safeguarding policies and codes of conduct
- organisational communication systems are used for contact with participants

TBD has an open-door policy during rehearsals, sound checks and backstage training sessions. Staff and trustees may observe sessions at any time to support transparency and safeguarding practice.

Recruitment of Volunteers & Performers (18+)

All volunteers and performers aged 18+ are required to:

- complete relevant application and consent forms
- agree to TBD safeguarding policies and codes of conduct
- follow guidelines regarding social media and communication
- maintain appropriate conduct at all times

Where volunteers undertake regulated activity, appropriate DBS checks will be required.

Safeguarding Training

TBD will ensure that all staff and volunteers receive safeguarding training appropriate to their role.

Level 1 Safeguarding

Applicable to:

- trustees
- volunteers
- freelance staff
- mentors

Level 3 Safeguarding

Applicable to:

- safeguarding leads
- employed staff with significant safeguarding responsibilities

Training will be refreshed every 2–3 years or sooner where guidance changes.

Recognising Abuse & Neglect

Under the Care Act 2014, the following categories of abuse are recognised:

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

Additional safeguarding concerns may include:

- cyberbullying
- coercive control
- mate crime
- radicalisation
- online exploitation
- hate crime

Radicalisation & Prevent Duty

TBD recognises its responsibility under the Prevent Duty to safeguard individuals from radicalisation and violent extremism.

Possible indicators may include:

- expression of extremist views
- increased isolation
- use of hateful or discriminatory language

- fixation on conspiracy theories
- accessing extremist material online
- advocating violence

Any concerns should be reported immediately to the NSP or NST.

Responding to Concerns or Disclosures

If an adult at risk discloses abuse or neglect:

RECEIVE

- listen carefully
- remain calm
- do not display shock or disbelief

REASSURE

- reassure them they have done the right thing
- do not promise confidentiality

RESPOND

- avoid leading questions
- explain what will happen next

RECORD

- make factual notes as soon as possible
- record dates, times and exact wording where possible
- complete a safeguarding incident form

REPORT

- report concerns immediately to the NSP or NST
- in emergencies contact emergency services on 999

It is not the role of staff or volunteers to investigate concerns.

Reporting Concerns

All safeguarding concerns must be reported immediately to the NSP or NST.

Where appropriate, concerns may be referred to:

Richmond Adult Social Care

Telephone: 020 8891 7971

Email: adultsocialservices@richmond.gov.uk

Emergency Duty Team

Telephone: 020 8744 2442

Police

Emergency: 999

Non-emergency: 101

All safeguarding records will be securely stored in accordance with the Data Protection Act 2018 and UK GDPR.

Allegations Against Staff or Volunteers

Any allegation regarding inappropriate behaviour by a staff member, trustee, volunteer or contractor will be treated seriously.

TBD will:

- seek advice from relevant safeguarding agencies
- cooperate with statutory investigations
- ensure fair process and confidentiality
- consider suspension or restriction of duties where appropriate
- maintain accurate records of all actions taken

Whistleblowing

All staff and volunteers have a duty to raise safeguarding concerns.

Concerns regarding poor practice, unsafe behaviour or safeguarding failures may be reported directly to the NSP, NST or externally to:

NSPCC Whistleblowing Advice Line

Telephone: 0800 028 0285

Email: help@nspcc.org.uk

Communication & Professional Boundaries

Telephone & Messaging

Staff must not use personal phones or personal messaging accounts to communicate with participants where organisational systems are available.

Any group communication systems must:

- be managed by designated staff
- include more than one administrator
- be transparent and professionally managed

Social Media

Staff, trustees and volunteers must not:

- add participants on personal social media accounts
- engage in private conversations with participants using personal accounts
- share inappropriate or personal content with participants

All organisational social media accounts must:

- be password protected
- have at least two administrators
- be monitored regularly

Photography, Video & Online Safety

TBD recognises that photographs and videos are personal data.

Where an adult at risk is identifiable:

- informed consent will be obtained before use
- consent will clearly explain where images may be used
- requests to remove images will be respected
- organisational devices or approved contractors must be used

All media files will be stored securely.

Venue & Event Management

Drugs & Alcohol

TBD has a zero-tolerance approach to illegal drugs.

Some community venues may be licensed premises. Venue operators remain responsible for alcohol licensing compliance.

Any safeguarding concerns relating to substance misuse or exploitation will be addressed immediately.

Door Checks

Bag checks may be conducted where necessary.

- refusal may result in refusal of entry
- prohibited items may be confiscated
- weapons will be reported to police immediately

All incidents will be recorded.

Supervision at Events

A minimum of two DBS-checked adults will be present at TBD-led events wherever possible.

At outdoor events, TBD will establish a designated welfare/base area where participants can access support.

TBD will avoid situations where an adult at risk is left alone with a staff member wherever possible.

Intimate Relationships

TBD staff, trustees and volunteers must maintain professional boundaries.

Any intimate or sexual relationship between a member of staff/volunteer and a participant aged under 22 is considered inappropriate and may result in disciplinary action.

Code of Conduct

All staff, volunteers and trustees are expected to:

ALWAYS:

- treat everyone with dignity and respect
- act professionally and appropriately
- listen to concerns seriously
- maintain professional boundaries
- challenge bullying, discrimination or inappropriate behaviour
- report safeguarding concerns immediately

NEVER:

- engage in abusive, discriminatory or inappropriate behaviour
- use threatening or sexualised language
- exploit positions of trust
- ignore safeguarding concerns
- communicate inappropriately online

Confidentiality & Information Sharing

TBD will maintain confidentiality wherever possible.

However, confidentiality cannot be guaranteed where:

- someone is at risk of significant harm
- a criminal offence may have occurred
- information must be shared to protect an adult at risk

Information will only be shared on a need-to-know basis and in accordance with safeguarding legislation.

Equality, Diversity & Inclusion

TBD is committed to creating an inclusive environment free from discrimination.

We recognise and celebrate diversity across:

- age
- disability
- race
- ethnicity
- religion or belief
- sex
- gender identity
- sexual orientation

Discriminatory abuse will not be tolerated.

Appendix 1 – Safeguarding Contacts

Lead Operational Nominated Safeguarding Person (NSP)

Louise Nagle
louise@thebasementdoor.org

Nominated Safeguarding Trustee (NST)

Clara Strike
clara@thebasementdoor.org

Richmond Adult Social Care

020 8891 7971

Emergency Duty Team

020 8744 2442

NSPCC Helpline

0808 800 5000

Police

Emergency: 999
Non-emergency: 101

Appendix 2 – Incident Reporting Guidance

When recording a safeguarding concern:

- record factual information only
- include dates, times and locations
- use the person's own words where possible
- avoid assumptions or opinions
- sign and date all records
- submit records securely to the NSP

Appendix 3 – Signs & Indicators of Abuse

Potential indicators may include:

- unexplained injuries
- sudden behavioural changes
- withdrawal or fearfulness
- poor hygiene or self-neglect
- financial concerns or exploitation
- inappropriate sexual behaviour or language
- controlling relationships
- online exploitation or harassment
- sudden isolation from peers

Indicators do not automatically confirm abuse but should always be considered carefully.

Appendix 4 – Online Safety Statement

TBD is committed to promoting online safety.

We will:

- provide guidance on safe online behaviour
- ensure online communication is professional and monitored
- respond appropriately to online safeguarding concerns
- maintain secure systems and password protection
- review online safety procedures regularly

Any online safeguarding concern should be reported using standard safeguarding procedures.