

Rise Up Recovery CIC

Governance, Safety, Safeguarding and Operational Policies Manual

Detailed master document combining programme governance, safeguarding framework, operational controls and controlled copies of core policies.

Role	Name	Contact
Programme Director / Project Lead / Deputy Safeguarding Lead	Matthew Cowin	07824803385
Deputy Project Lead	Matthew Knight	07913963376
Safeguarding Lead	Paul Ormesher	07921888300

Document Control

Organisation	Rise Up Recovery CIC
Document title	Governance, Safety, Safeguarding and Operational Policies Manual
Version	1.0
Issue date	02/03/2026
Review cycle	Annual or sooner where incidents, legal change, programme change or governance change make review necessary
Primary document owner	Matthew Cowin
Safeguarding owner	Paul Ormesher
Purpose	Operational use, onboarding, partner assurance, safeguarding oversight and funding due diligence

Contents

Part 1 - Governance Framework

1. Purpose of this Manual
2. Organisational Overview
3. The Rise Up Recovery CIC Programme Model
4. Programme Structure, Delivery and Participation Requirements
5. Suitability, Entry Expectations and Programme Limitations
6. Governance Structure, Leadership and Accountability
7. Safeguarding Operating Framework
8. Professional Boundaries, Relationships and Conduct
9. Attendance, Engagement, Progression and Reintegration
10. Community Integration, WhatsApp and Digital Spaces
11. Crisis Escalation, Immediate Risk and Emergency Response
12. Incident Reporting, Record Keeping and Information Sharing
13. Training, Supervision, Quality Assurance and Partner Working
14. Controlled Policy Register
15. Community Standards & Code of Conduct Policy
16. Confidentiality Policy
17. Data Protection & GDPR Policy
18. Equality, Diversity & Inclusion (EDI) Policy
19. Health & Safety Policy
20. Lone Working Policy
21. Safeguarding Policy

Appendices

- Appendix A - Safeguarding escalation summary
- Appendix B - Minimum fields for incident and safeguarding forms
- Appendix C - Lone working planning and check-out checklist
- Appendix D - Review schedule and document control register

Part 1 - Governance Framework

This front section strengthens the standalone policies by setting out how the Rise Up Recovery CIC model operates in practice. It explains the programme, governance structure, limitations, safeguarding logic, crisis response, boundaries, attendance requirements, digital practice and partner working. It is designed to be read alongside the controlled policy copies reproduced later in this manual.

1. Purpose of this Manual

This manual is the master governance document for Rise Up Recovery CIC. It combines organisational context, programme-specific operational controls and controlled copies of the core policies already drafted for the service.

Its purpose is to ensure that leadership, mentors, volunteers, staff, partners, funders and other stakeholders can see not only the individual policies, but also how they link together within one clear operating framework.

The manual is deliberately detailed. Rise Up Recovery CIC is a structured, relational, community-based recovery programme. Because of that, safeguarding, boundaries, attendance, digital conduct, community integration and role limitation all require explicit explanation rather than loose assumptions.

Nothing in this manual removes the importance of professional judgement. Instead, it is designed to improve judgement by defining expectations, setting boundaries and making escalation routes clearer.

- Provides one reference point for organisational governance and programme delivery.
- Supports induction, onboarding, supervision, partnership assurance and funding applications.
- Explains how the programme model described in the workbook is matched by operational safeguards.
- Sits alongside the individual policies and does not replace their authority on their specific topics.

2. Organisational Overview

Rise Up Recovery CIC is a community-based recovery and personal development organisation. It provides a structured, abstinence-based, trauma-informed environment for adults who want to interrupt destructive patterns and build a safer, more stable and more meaningful life.

The organisation is not built around passive attendance, vague motivation or unstructured peer conversation. It is built around guided participation, repeated use of tools, clear standards, accountability, emotional regulation, community support and values-led change.

The model treats recovery as something that must be lived in daily behaviour, relationships, environments and decisions. It is therefore designed to work through both structured sessions and real-world application.

The Community Interest Company structure reflects the organisation's intention to deliver community benefit through recovery support, reinvestment into services, safer connection and structured support pathways.

- Trauma-informed and recovery-focused.
- Abstinence-based and structure-led.
- Centred on accountability, repetition, support and values.
- Designed to reduce chaos, guesswork and unmanaged risk.
- Built to support long-term integration, not short-term inspiration.

3. The Rise Up Recovery CIC Programme Model

The Rise Up Milestone Workbook explains that the programme is delivered through the Integrated Recovery Milestones (IRM) model. The workbook describes 11 sequential milestones and 7 core values, with progress understood as consistency, honesty, engagement and application rather than speed or performance.

The workbook frames Rise Up as a practical mind, body and values programme. In operational terms, this means the service addresses thinking patterns, emotional and nervous system responses, and values-based decision making. It is not merely a talking space. It is designed to help members identify early warning signs, expose destructive patterns, use tools in real time and build a life that no longer requires escape.

The workbook is also clear that insight alone is not enough. Because of that, Rise Up Recovery CIC is structured around repetition, accountability, community and application. That is why meetings, Walk-to-Gather sessions, mentor engagement, updates and use of digital spaces all matter operationally; they are not optional extras attached to a workbook.

The model described in the workbook also emphasises that support is not rescue. The role of mentors, group spaces and community is to help members stay visible, honest and aligned under pressure while responsibility remains with the individual.

- 11 milestones provide the pathway from foundations through to long-term integration and contribution.
- 7 core values provide a behavioural compass: Integrity, Loyalty, Belief, Discipline, Attentiveness, Realism and Tenacity.
- Tools are practised repeatedly and are expected to show up in day-to-day behaviour, not only in written tasks.
- Pattern interruption, nervous system regulation and community accountability sit at the centre of the model.
- The programme is abstinence-based and expects members not to drink or use.

4. Programme Structure, Delivery and Participation Requirements

The workbook makes clear that Rise Up is not a drop-in experience. The structure exists to create safety, accountability and consistency, which are treated as essential conditions for lasting change. That programme structure is reinforced within the Community Standards policy and should therefore be understood as a safeguarding measure as well as a delivery measure.

Weekly structured meetings are a mandatory component of participation. The workbook describes them as the backbone of the programme and explains that they support nervous system regulation, reinforce learning and strengthen accountability and consistency. The Community Standards policy also states that attendance at the weekly meeting is expected.

Walk-to-Gather sessions are likewise treated as a mandatory component of the programme structure. The workbook explains that these walks provide low-pressure movement, connection and everyday conversation. It also makes clear that they are not therapy sessions and not problem-solving spaces. Their function is structured connection, regulation, visibility and routine.

Mentor engagement is encouraged as part of the member journey. The workbook explains that mentors walk alongside, help identify blind spots, support alignment with milestones and values, and strengthen responsibility without shame. This aligns with the existing policies that require mentors to maintain professional boundaries and avoid rescue behaviour.

The workbook and Community Standards policy both support active use of tools within the WhatsApp community. Members are expected to remain visible, share updates appropriately, name rising pressure and ask for support early rather than disappearing into isolation.

- Weekly structured meetings are mandatory.
- Walk-to-Gather sessions are mandatory.
- Members are expected to communicate absence honestly when reasonably able.
- Repeated non-attendance or disengagement can trigger review, extra support, pause in progression or reintegration planning.
- Mentor engagement should strengthen accountability, not create dependency.
- Digital participation should reflect the same standards as in-person spaces.

5. Suitability, Entry Expectations and Programme Limitations

Rise Up Recovery CIC provides peer-led recovery support, structured mentoring, behavioural education, community support, emotional regulation practices and values-led personal development. It is suitable for adults who are willing to engage with an abstinence-based programme, accept structure, participate honestly and work within clear safeguarding and community standards.

The organisation is not a substitute for professional medical, psychological, psychiatric, therapeutic, social care, legal or emergency services. The workbook includes a clear disclaimer that it is not intended as a substitute for professional medical, psychological, psychiatric, therapeutic or legal advice. The Lone Working policy and Safeguarding policy also make clear that mentors and coaches do not replace clinical, medical or emergency services.

This limitation is not an attempt to reduce support; it is an essential safeguard. Rise Up Recovery CIC can provide structure, accountability, community, mentoring, emotional regulation tools, behavioural challenge and signposting. It cannot provide diagnosis, prescribing, medical detoxification, psychiatric intervention, formal therapy, legal advice or emergency crisis management.

Members should therefore continue engaging with appropriate external services where needed. This may include a GP, NHS mental health teams, addiction treatment services, counselling, therapy, domestic abuse support, housing support, probation, social care or crisis and emergency services.

Where presentation, risk level or complexity moves beyond what can be managed safely within peer-led community support, the organisation may modify involvement, pause progression, require additional safeguards, signpost externally or escalate directly.

- Rise Up Recovery CIC complements professional services; it does not replace them.
- No volunteer, mentor, leader or coach should present themselves as a therapist, clinician, doctor, prescriber or emergency responder.
- Acute mental health crisis, imminent suicide risk, serious medical instability, unsafe intoxication, acute withdrawal risk or major safeguarding concerns require escalation beyond normal peer support.
- Suitability should be kept under review, particularly where risk, instability or repeated breaches indicate a need for a different level of support.

6. Governance Structure, Leadership and Accountability

Clear accountability is essential for safe delivery. Responsibility for the programme, operational oversight, safeguarding decision making, supervision, documentation and policy review should never be vague or assumed.

The Programme Director / Project Lead / Deputy Safeguarding Lead retains overall responsibility for organisational direction, policy implementation, operational oversight, governance standards, induction expectations and supporting safe delivery across the organisation.

The Deputy Project Lead supports continuity of delivery, coordination of operational matters, communication and practical follow-through on agreed actions where delegation is required.

The Safeguarding Lead retains primary authority for receiving and responding to safeguarding concerns, reviewing risk, deciding escalation, liaising with emergency or statutory services where required, maintaining safeguarding records and supporting others to act within policy.

All mentors, coaches, staff, volunteers and facilitators remain individually responsible for noticing concerns, acting promptly, maintaining boundaries and following reporting procedures.

- Matthew Cowin - Programme Director / Project Lead / Deputy Safeguarding Lead.
- Matthew Knight - Deputy Project Lead.
- Paul Ormesher - Safeguarding Lead.
- Operational delegation does not remove accountability for safe decision making.
- Leadership must ensure policies remain current, usable and aligned with actual delivery.

7. Safeguarding Operating Framework

The Safeguarding policy already establishes the formal safeguarding position of Rise Up Recovery CIC. This section explains why safeguarding sits at the centre of programme delivery rather than as a separate process used only after something serious has happened.

The client group served by the organisation may present with relapse risk, trauma-related responses, severe shame, emotional instability, unsafe relationships, domestic abuse history, coercion, poor routine, unsafe living situations, isolation and reduced self-control under pressure. Because of this, everyday programme decisions can also be safeguarding decisions.

Safeguarding within Rise Up Recovery CIC therefore includes prevention as well as response. Clear boundaries, attendance expectations, restrictions on intoxicated attendance, professional mentor roles, digital conduct, early reporting, community structure and limits on informal socialising are all part of safeguarding rather than separate from it.

The organisation's safeguarding posture is therefore best understood as proactive, trauma-informed and structured. It aims to create enough containment for members to engage honestly while also being explicit about when outside intervention is needed.

Safeguarding action is protective, not punitive. However, where participation becomes unsafe, the organisation must be able to pause access, limit contact, escalate externally or hold reintegration conditions rather than allow unmanaged risk to continue.

- Immediate risk requires emergency action.
- Urgent but non-immediate concerns require same-day safeguarding attention.
- Non-urgent concerns still require recording and review.
- Where possible, support should be followed by reintegration planning rather than unmanaged drift or silent exclusion.
- Safeguarding records should be factual, proportionate, secure and restricted to authorised roles.

8. Professional Boundaries, Relationships and Conduct

The existing policies already prohibit private secrecy, dependency, financial boundary breaches, blurred roles and behaviour that undermines safety. Because Rise Up Recovery CIC is relational and community-based, those boundary standards must be made especially clear in practice.

Mentors, senior mentors, coaches, volunteers and leaders must remain within a recovery-support role. They can listen, challenge patterns respectfully, reinforce tools, encourage responsibility, model standards, support engagement and signpost onward. They must not become rescuers, substitute clinicians, private dependency figures, secret-keepers or informal crisis services.

Boundary risk is not limited to obvious misconduct. It can also include constant unsanctioned one-to-one contact, repeated bypassing of programme structure, overpromising availability, emotionally

overidentifying with a member, entering into financial entanglement, allowing support to become hidden from leadership or blurring mentor and friendship roles too early.

The workbook and Safeguarding policy both recognise that early recovery can intensify approval-seeking, dependency, emotional volatility and blurred roles. That is one reason for encouraging members to limit informal socialising with other members outside organised Rise Up activity until after Milestone 5 - Controlling the Enemy.

Healthy boundaries are not cold or punitive. They are what make safe support possible. Without them, both members and mentors are exposed to confusion, disappointment, manipulation, dependence and unmanaged safeguarding risk.

- No private off-platform relationships that undermine transparency or structure.
- No financial loans, gifts, dependency or rescue behaviour.
- No secrecy or confidentiality promises beyond safeguarding and legal limits.
- No presenting peer support as therapy, counselling or clinical treatment.
- No unapproved one-to-one meetings in isolated, unsafe or inappropriate settings.
- All boundary concerns should be reported to leadership and, where relevant, safeguarding.

9. Attendance, Engagement, Progression and Reintegration

The workbook states that structure creates safety and that participation is a commitment rather than a casual drop-in arrangement. The Community Standards policy mirrors this by explaining that attendance at the weekly meeting and Walk-to-Gather session is mandatory and that disengagement can trigger review.

Attendance matters because consistent structure supports regulation, repetition, accountability and stability. It also helps leadership and mentors notice when someone is beginning to disappear, drift, isolate or destabilise.

Engagement, however, means more than physically attending. It also includes participating respectfully, using tools, communicating honestly, remaining visible, observing boundaries and responding to support rather than repeatedly bypassing it.

Where attendance or engagement becomes inconsistent, the organisation should respond in a structured way. This can include review of readiness, additional mentor support, more contained contact, pause in milestone progression, reintegration planning, behaviour review or, where necessary, temporary removal while safety is addressed.

The organisation should prefer a rehabilitation and reintegration approach wherever safe to do so. That means concerns are addressed with clarity, accountability and support rather than vague tolerance or abrupt rejection. Reintegration planning should identify what must change, what support is available and what boundaries must now be observed.

- Attendance expectations should be explained clearly during onboarding.
- Unavoidable absence should be communicated honestly where possible.
- Repeated avoidance without accountability should not be ignored.
- Progression through milestones should reflect safe engagement and readiness, not pressure or speed.
- Reintegration should be structured, explicit and documented where used.

10. Community Integration, WhatsApp and Digital Spaces

Rise Up Recovery CIC treats community as a core part of recovery rather than an optional social extra. The workbook repeatedly emphasises that isolation strengthens destructive patterns while connection weakens them. Meetings, Walk-to-Gather sessions, structured community activity and moderated digital spaces therefore play a central role in the model.

The Community Standards policy explains that the WhatsApp community is an extension of the programme. Members are expected to use tools there in real time, including naming urges, voicing through the Three C's, sharing reflections, reaching out appropriately and remaining seen rather than disappearing. The workbook also describes updates as a practical tool for staying visible and asking for support early.

At the same time, digital spaces require clear limits. The Confidentiality and GDPR policies are explicit that WhatsApp is not a secure storage system for highly sensitive information and that safeguarding concerns must be escalated off-platform. Screenshots, sharing group content externally, posting while intoxicated and using private messaging in ways that blur boundaries are not acceptable.

Community integration should continue beyond internal Rise Up spaces through safer structured activity, including partner-led community activities where appropriate. The Safeguarding policy recognises this as a useful way to build connection, purpose and routine without exposing early recovery to unnecessary boundary confusion.

- Members must use the correct group for its intended purpose.
- Digital conduct must mirror in-person respect and professionalism.
- Highly sensitive issues should be moved into proper safeguarding or leadership channels.
- Partner-linked activity can support routine, connection and broader community integration when safely managed.
- Visibility and connection are encouraged; unmanaged dependence and boundary confusion are not.

11. Crisis Escalation, Immediate Risk and Emergency Response

A peer-led recovery organisation must be explicit about crisis. It is not enough to say that emergencies are serious; people need to know what happens next, who decides, and what they are expected to do.

The Safeguarding policy and Lone Working policy already contain core emergency expectations. Immediate danger to life requires 999. The person should not be left alone where reasonably possible. The Safeguarding Lead must be informed as soon as possible. A factual written record must then be completed.

Urgent but non-immediate concerns - for example suicidal ideation without immediate action, severe emotional instability, repeated intoxication with escalating risk, domestic abuse disclosure, serious threat from another person or loss of safe emotional functioning in the group - require immediate contact with the Safeguarding Lead and same-day review.

Non-urgent safeguarding concerns still require action. They should be reported within 24 hours, documented and reviewed rather than left as informal worry or corridor conversation.

Crisis response in Rise Up Recovery CIC should never drift into amateur therapy, diagnosis or negotiation with clear medical or emergency need. The role of the organisation is to recognise, respond, escalate, record and support safe onward action.

- Immediate risk: call 999, protect immediate safety, notify the Safeguarding Lead, record the incident.
- Urgent risk: contact the Safeguarding Lead immediately, consider crisis services, record and review.
- Non-urgent concern: report within 24 hours, complete the appropriate form and review required action.
- Follow-up should include documentation, communication to relevant roles and review of reintegration or additional controls where appropriate.
- No one should promise secrecy where life, safety or safeguarding are involved.

12. Incident Reporting, Record Keeping and Information Sharing

The existing GDPR, Confidentiality and Safeguarding policies already establish important controls around what information is collected, who can access it, how long it is retained and when confidentiality can be broken. This section draws those principles together operationally.

Incidents and safeguarding concerns should be recorded factually, promptly and proportionately. Records should distinguish clearly between observed facts, direct disclosures, immediate action taken, who was informed, and what follow-up was agreed.

Access to sensitive records should remain restricted to authorised leadership roles, particularly the Safeguarding Lead, Deputy Safeguarding Lead and other authorised roles with a legitimate need to know.

Information sharing should be purposeful and minimal. The organisation should share enough information to protect life, manage safeguarding, comply with law or coordinate necessary operational response, but not more than is required.

Records should not be casually held on personal devices or buried in informal chat history. The GDPR policy requires secure storage, password-protected systems, restricted access and retention in line with policy.

- Write records as soon as possible after the event or disclosure.
- Use factual language and avoid speculation dressed up as fact.
- Record who was told, when, and why.
- Store safeguarding and incident information securely and separately where appropriate.
- Where confidentiality is broken, explain the reason wherever safe and appropriate to do so.

13. Training, Supervision, Quality Assurance and Partner Working

The policies supplied by Rise Up Recovery CIC already indicate that mentors, coaches and volunteers should receive safeguarding awareness, boundary guidance, lone working guidance, incident reporting guidance and ongoing review. This section expands that principle into an operating expectation.

Training should not be treated as a one-off tick box. Because Rise Up Recovery CIC is structured, relational and community-based, safe delivery depends on people understanding not only the written rules but also how the model operates under pressure. That means training should include role limits, safeguarding indicators, confidentiality limits, digital conduct, attendance expectations, escalation routes, reintegration logic and the difference between support and rescue.

Supervision and review are also necessary. Mentors and volunteers need a route to discuss concerns, seek guidance, reflect on boundary risk and avoid carrying safeguarding uncertainty alone. Quality assurance should therefore include case discussion where appropriate, review of incidents, review of policy use, and review of whether actual practice still matches the documented model.

Partner working should remain structured. Where third-party CICs, charities, gyms or community organisations are used to support integration, the organisation should be clear about who is responsible for what, what the boundaries are, and when concerns must be escalated back into Rise Up Recovery CIC safeguarding processes.

- Induction should cover role scope, boundaries, safeguarding, confidentiality and escalation.
- Refresher training should follow incidents, major role change or policy change.
- Supervision should be available so mentors and volunteers are not left carrying concerns alone.
- Partner working should include role clarity, communication routes and safeguarding expectations.
- Leadership should periodically review whether the written framework still reflects real delivery.

14. Controlled Policy Register

The following part of this manual reproduces the existing core policies as controlled copies within one master document. They are included in full so that the governance framework at the front is matched by the underlying policy text rather than by summaries.

In reproducing the policies, the organisation name has been standardised to Rise Up Recovery CIC, leadership contacts have been updated, dates have been standardised to the issue date of this manual, and references have been aligned to the current leadership structure supplied for this version.

The intention is not to weaken the original policies but to strengthen their usability by bringing them together in one longer, coherent and programme-specific manual.

15. Community Standards & Code of Conduct Policy

Organisation	Rise Up Recovery CIC
Policy title	15. Community Standards & Code of Conduct Policy
Version	1.0
Issue date	02/03/2026
Review cycle	Annual or as required, or sooner following incidents, legal change or programme change
Programme Director / Project Lead / Deputy Safeguarding Lead	Matthew Cowin - 07824803385
Deputy Project Lead	Matthew Knight - 07913963376
Safeguarding Lead	Paul Ormesher - 07921888300

1. Purpose of This Policy

Rise Up Recovery CIC exists to provide a safe, structured, trauma-informed environment where individuals can engage in recovery, emotional regulation and personal growth.

This policy sets out the standards of behaviour, participation and accountability required to:

- Protect the emotional and physical safety of all members
- Maintain a respectful and inclusive community culture
- Support recovery, learning and long-term change
- Provide clarity around expectations and consequences

These standards apply to all members, mentors, senior mentors, coaches and staff, across all Rise Up Recovery CIC spaces, both in-person and online.

2. Core Principles

All participants are expected to:

- Treat others with respect, dignity and compassion
- Take responsibility for their behaviour and emotional responses
- Engage honestly with the programme and its tools
- Respect boundaries and differences
- Contribute to a culture of accountability, safety and growth

Rise Up Recovery CIC is a recovery environment. Behaviour that undermines safety, respect or recovery will be addressed.

3. Behaviour & Conduct Standards

The following behaviours are not permitted within Rise Up Recovery CIC spaces:

- Aggressive, intimidating or threatening behaviour

- Bullying, shaming, manipulation or coercion
- Harassment or discriminatory language or behaviour
- Sexualised behaviour or unwanted attention
- Encouraging substance use, relapse or harmful behaviour
- Persistent disruption of meetings or community spaces
- Breaches of confidentiality

Any behaviour that causes emotional or physical harm will be reviewed as a safeguarding matter.

4. Sobriety, Intoxication & Safety

Members must not attend meetings, Walk-to-Gather sessions or programme activities while intoxicated or under the influence of substances.

If a member appears intoxicated or emotionally unsafe, they may be asked to step away from the space for safety reasons.

This is a safeguarding response, not a punishment.

Support will be offered through the Rehabilitation & Reintegration Process to enable a safe return.

5. Confidentiality

Confidentiality is essential to trust and safety.

Members agree to:

- Keep what is shared within Rise Up Recovery CIC confidential
- Not share names, stories or personal details outside the programme
- Not record meetings, calls or conversations
- Respect the privacy of all participants
- Limits of Confidentiality

Confidentiality may be broken where necessary to:

- Protect someone from harm
- Safeguard a child or vulnerable adult
- Prevent serious risk to others
- Comply with legal obligations

These limits exist to prioritise safety.

6. Boundaries & Relationships

To maintain safety and professionalism:

- Clear emotional and behavioural boundaries are required
- Mentors, Senior Mentors and Coaches must maintain professional relationships at all times
- No member should feel pressured, controlled or dependent on another person
- Financial exchanges, gifts or loans between members are strongly discouraged
- Any concerns regarding boundaries should be reported to leadership

Healthy recovery depends on clear, respectful boundaries.

7. Attendance, Participation & Practice

Consistency is central to recovery, learning and community connection.

Members are expected to:

- Attend the weekly Rise Up Recovery CIC meeting
- Attend the weekly Walk-to-Gather community session
- Arrive on time and remain for the full session where possible

- Communicate absences in advance when reasonably able
- Engage respectfully with session structure and group processes

The weekly meeting and Walk-to-Gather are mandatory components of the programme. Both are essential to learning, integration and accountability.

Occasional absence due to illness or unavoidable circumstances is understood. However, repeated non-attendance or disengagement may lead to:

- A review of commitment and readiness
- Additional mentor support
- Temporary pause in milestone progression
- Entry into the Rehabilitation & Reintegration Process

The purpose of attendance expectations is stability and support, not punishment.

8. Use of Tools & WhatsApp Community Engagement

Recovery and behavioural change happen through repetition and practice, not information alone.

Members are expected to actively use the tools learned in meetings within the WhatsApp community, including:

- Voicing using the Three C's
- Naming thoughts, emotions and urges in real time
- Practising pause and regulation before reacting
- Sharing reflections, learning and accountability
- Reaching out appropriately rather than isolating

Regular application of these tools supports pattern interruption and new habit formation, strengthening emotional regulation and self-control.

The WhatsApp community is therefore an extension of the programme, not an optional add-on.

9. Online Conduct

All online spaces linked to Rise Up Recovery CIC must reflect the same standards as in-person spaces.

Members must:

- Use respectful and appropriate language
- Avoid posting while intoxicated or highly dysregulated
- Use the correct group for its intended purpose
- Respect boundaries in private messaging
- Follow guidance from mentors and coaches

Online spaces are moderated to maintain clarity and safety.

10. Breaches of Community Standards

Breaches are managed through a clear, fair and supportive process, which may include:

- Informal conversation and reflection
- Formal guidance or warning
- Temporary pause from group spaces
- Entry into the Rehabilitation & Reintegration Group
- Removal from the programme where safety is compromised

The aim is learning, accountability and safety, not shame or punishment.

11. Reporting Concerns

Members are encouraged to report:

- Safeguarding concerns
- Boundary issues
- Behaviour that feels unsafe
- Repeated breaches of standards

Reports can be made to:

- A Mentor
- A Senior Mentor
- A Coach
- The Safeguarding Lead

All concerns are handled confidentially and taken seriously.

12. Agreement

By participating in Rise Up Recovery CIC, you confirm that you:

- Have read and understood this policy
- Agree to uphold the Community Standards
- Accept responsibility for your behaviour
- Understand the consequences of breaches
- Commit to contributing to a safe recovery community
- Member Name: _____
- Signature: _____

13. Electronic Acceptance & Digital Consent

Rise Up Recovery CIC recognises that documents may be shared and accepted electronically.

By submitting an electronic signature, email confirmation, or digital acceptance (including but not limited to ticking a consent box, replying by email, or submitting an online form), the member confirms that they:

- Have read and understood this Community Standards & Code of Conduct Policy
- Agree to comply with all standards and expectations outlined
- Accept responsibility for their conduct within Rise Up Recovery CIC spaces
- Understand the consequences of breaches
- Consent to this agreement being held electronically

Electronic acceptance is considered legally equivalent to a handwritten signature and will be stored securely in line with GDPR and data protection policies.

16. Confidentiality Policy

Organisation	Rise Up Recovery CIC
Policy title	16. Confidentiality Policy
Version	1.0
Issue date	02/03/2026
Review cycle	Annual or as required, or sooner following incidents, legal change or programme change
Programme Director / Project Lead / Deputy Safeguarding Lead	Matthew Cowin - 07824803385
Deputy Project Lead	Matthew Knight - 07913963376
Safeguarding Lead	Paul Ormesher - 07921888300

1. Policy Statement

Rise Up Recovery CIC is committed to respecting the privacy and confidentiality of all individuals participating in the programme.

Confidentiality supports trust, openness and psychological safety. However, confidentiality is not absolute and may be overridden where safeguarding, legal or safety concerns arise.

This policy sets out how confidentiality is handled within Rise Up Recovery CIC and its limits.

2. Scope of This Policy

This policy applies to:

Members

- Mentors
- Coaches
- Staff
- Volunteers

Across all Rise Up Recovery CIC activities, including:

- Meetings
- Walk-to-Gather
- 1:1 support
- WhatsApp and digital spaces
- Phone and video calls

3. What Confidentiality Means

Confidentiality means:

- Personal information shared within the programme is treated respectfully
- Sensitive information is not shared unnecessarily
- Conversations remain within the programme unless there is a valid reason to share

It does not mean secrecy or protection from safeguarding action.

4. Limits of Confidentiality

Confidentiality will be broken if:

- There is a risk of serious harm to self or others
- A child or vulnerable adult is at risk
- Domestic abuse or violence is disclosed
- Criminal activity is disclosed
- Legal obligations require disclosure

Where possible, individuals will be informed before information is shared.

5. Confidentiality in Group Settings

All members are expected to:

- Respect the privacy of others
- Not repeat personal stories shared in meetings
- Avoid identifying others outside the group
- Speak from personal experience

What is shared in the group stays in the group, within safeguarding limits.

6. Confidentiality in WhatsApp & Digital Spaces

- WhatsApp groups are not private or encrypted storage systems
- Members should avoid sharing highly sensitive personal information
- Safeguarding concerns should be escalated off-platform
- Screenshots or sharing group content outside the group is not permitted

7. Mentor, Coach & Staff Responsibilities

Mentors, coaches and staff must:

- Maintain professional confidentiality
- Store information securely
- Share information only on a need-to-know basis
- Escalate safeguarding concerns appropriately
- Never promise absolute confidentiality

8. Breaches of Confidentiality

Breaches may include:

- Sharing private information without consent
- Gossip or disclosure outside the programme
- Screenshotting or forwarding messages

Breaches will be reviewed and may result in:

- Guidance or warnings
- Safeguarding review
- Disciplinary action
- Removal from the programme if serious

9. Electronic Acceptance

This policy may be shared and acknowledged electronically.

Electronic acknowledgement is considered equivalent to a handwritten signature.

10. Policy Review

This policy will be reviewed:

- Annually
- Following incidents
- When programme delivery changes
- Programme Director / Project Lead / Deputy Safeguarding Lead: Matthew Cowin
- Contact Details: 07824803385

17. Data Protection & GDPR Policy

Organisation	Rise Up Recovery CIC
Policy title	17. Data Protection & GDPR Policy
Version	1.0
Issue date	02/03/2026
Review cycle	Annual or as required, or sooner following incidents, legal change or programme change
Programme Director / Project Lead / Deputy Safeguarding Lead	Matthew Cowin - 07824803385
Deputy Project Lead	Matthew Knight - 07913963376
Safeguarding Lead	Paul Ormesher - 07921888300

1. Policy Statement

Rise Up Recovery CIC is committed to protecting the privacy and personal data of all members, mentors, staff, volunteers and partners.

We recognise our responsibilities under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, and we are committed to handling personal data lawfully, fairly, transparently and securely.

This policy applies to:

Members

- Mentors
- Senior Mentors
- Coaches
- Staff
- Volunteers
- Contractors and facilitators

It applies to all personal data processed by Rise Up Recovery CIC in any format, including:

- Digital records
- Paper records
- Emails
- Online forms
- Messaging platforms (including WhatsApp where applicable)

3. Definitions

- Personal Data: Any information that identifies a living individual
- Special Category Data: Sensitive data such as health, mental health or addiction history
- Processing: Collection, storage, use, sharing or deletion of data
- Data Subject: The individual whose data is held

4. Lawful Basis for Processing

Rise Up Recovery CIC processes data under the following lawful bases:

- Consent - where individuals actively agree
- Contract - where data is required to deliver the programme
- Legal Obligation - safeguarding, health & safety requirements
- Vital Interests - where life or safety is at risk
- Legitimate Interests - for programme administration and delivery

Special category data is processed only where necessary and with appropriate safeguards.

5. What Data We Collect

We may collect and store:

- Name, contact details and emergency contact
- Attendance records
- Milestone progression
- Health, mental health or addiction information (voluntarily provided)
- Safeguarding and incident records
- Risk assessments
- Communication records related to programme delivery

We do not collect unnecessary data.

6. How Data Is Collected

Data may be collected via:

- Registration and onboarding forms
- Initial assessments
- Email communication
- WhatsApp groups (limited and monitored)
- Incident or safeguarding forms
- Attendance logs

7. How Data Is Stored

Data is stored securely using:

- Encrypted digital storage
- Password-protected systems
- Locked physical filing for paper records

Access is strictly limited to:

Programme Director

Safeguarding Lead

- Authorised leadership or administrative staff

No personal data is stored on personal devices without authorisation.

8. Data Sharing

Personal data is not shared with third parties unless:

- Required for safeguarding
- Required by law
- Necessary to protect life or safety

- Explicit consent has been given

Where data is shared, only the minimum necessary information is disclosed.

9. WhatsApp & Digital Communication

WhatsApp is used as a support and communication tool, not as a data storage system.

- Sensitive information is minimised
- Safeguarding matters are escalated off-platform
- Boundaries and moderation are enforced
- No data is intentionally stored long-term on messaging platforms

Members are informed of these limits during onboarding.

10. Data Retention

Data is retained:

- For 5 years after programme exit
- Longer only where legally required

Data is securely deleted or destroyed once no longer needed.

11. Individual Rights

Individuals have the right to:

- Access their personal data
- Request correction of inaccurate data
- Request deletion (where legally permissible)
- Restrict processing
- Withdraw consent (where applicable)
- Raise concerns with the Information Commissioner's Office (ICO)

Requests should be made in writing and will be responded to within 30 days.

12. Data Breaches

Any data breach or suspected breach must be:

- Reported immediately to leadership
- Recorded and investigated
- Reported to the ICO where legally required

Appropriate action will be taken to minimise risk and prevent recurrence.

13. Responsibilities

Programme Director

- Overall responsibility for data protection compliance

Safeguarding Lead

- Oversight of safeguarding-related data

Staff, Mentors & Volunteers

- Follow data protection procedures
- Protect confidentiality
- Report concerns promptly

14. Electronic Acceptance

This policy may be shared and acknowledged electronically.

Electronic acknowledgement is considered equivalent to a handwritten signature.

15. Policy Review

This policy will be reviewed:

- Annually
- Following incidents or breaches
- When legislation or programme delivery changes
- Programme Director / Project Lead / Deputy Safeguarding Lead: Matthew Cowin
- Contact Details: 07824803385

18. Equality, Diversity & Inclusion (EDI) Policy

Organisation	Rise Up Recovery CIC
Policy title	18. Equality, Diversity & Inclusion (EDI) Policy
Version	1.0
Issue date	02/03/2026
Review cycle	Annual or as required, or sooner following incidents, legal change or programme change
Programme Director / Project Lead / Deputy Safeguarding Lead	Matthew Cowin - 07824803385
Deputy Project Lead	Matthew Knight - 07913963376
Safeguarding Lead	Paul Ormesher - 07921888300

1. Policy Statement

Rise Up Recovery CIC is committed to creating and maintaining an inclusive, respectful and non-judgemental environment where all individuals are treated with dignity, fairness and respect.

We recognise that people entering recovery come from diverse backgrounds and may experience stigma, marginalisation or disadvantage. Our approach is trauma-informed, person-centred and rooted in equality.

Discrimination, exclusion or harassment of any kind is not tolerated.

2. Legal Framework

This policy aligns with the Equality Act 2010 and other relevant UK legislation, including protection against discrimination based on:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

3. Scope of This Policy

This policy applies to:

Members

- Mentors
- Senior Mentors
- Coaches

- Staff
- Volunteers
- Contractors and facilitators

Across all Rise Up Recovery CIC activities, including:

- Meetings
- Walk-to-Gather sessions
- Online and WhatsApp spaces
- 1:1 support
- External community activities

4. Our Commitment

Rise Up Recovery CIC is committed to:

- Equal access to programme activities
- Fair and respectful treatment
- Trauma-informed practice
- Cultural sensitivity
- Clear boundaries and safeguarding
- Reasonable adjustments where required

No individual will be excluded, disadvantaged or treated unfairly due to their identity, background or lived experience.

5. Inclusion in Recovery

We recognise that recovery is not one-size-fits-all.

Our programme:

- Meets individuals where they are
- Respects different learning styles
- Supports neurodivergence
- Allows flexible pacing through milestones
- Recognises cultural, social and personal context

Recovery is about supporting the person, not enforcing conformity.

6. Accessibility & Reasonable Adjustments

Rise Up Recovery CIC will make reasonable adjustments to ensure accessibility, including:

- Seated or modified breathwork
- Flexible participation in physical activities
- Quiet spaces for overwhelm
- Reading or writing support
- Clear communication and expectations
- Sensory-aware environments where possible

Members are encouraged to discuss accessibility needs confidentially.

7. Respectful Communication & Behaviour

All participants are expected to:

- Communicate respectfully
- Use inclusive language
- Honour personal boundaries
- Respect differences of belief, identity and experience

Hate speech, discriminatory language or behaviour is not acceptable in any Rise Up Recovery CIC space.

8. Zero Tolerance

Rise Up Recovery CIC operates a zero-tolerance policy on:

- Discrimination
- Racism
- Sexism
- Homophobia
- Transphobia
- Ableism
- Religious intolerance
- Harassment or bullying

Any breach will result in immediate review and may trigger safeguarding procedures.

9. Reporting Concerns

If a member or staff member experiences or witnesses discrimination:

- Concerns should be reported to a Mentor, Coach or Leadership
- Serious concerns are escalated to the Safeguarding Lead
- Reports are handled confidentially and sensitively

No individual will be penalised for raising concerns in good faith.

10. Responsibilities

Leadership

- Promote inclusive culture
- Address concerns promptly
- Review policies and practice

Mentors & Coaches

- Model inclusive behaviour
- Challenge discrimination appropriately
- Support members respectfully

Members

- Treat others with respect
- Follow community standards
- Raise concerns where necessary

11. Training & Awareness

Rise Up Recovery CIC commits to:

- Ongoing awareness of EDI principles
- Trauma-informed practice
- Cultural sensitivity within recovery settings

12. Electronic Acceptance

This policy may be shared and acknowledged electronically.

Electronic acknowledgement is considered equivalent to a handwritten signature.

13. Policy Review

This policy will be reviewed:

- Annually
- Following incidents
- When legislation or programme delivery changes
- Programme Director / Project Lead / Deputy Safeguarding Lead: Matthew Cowin
- Contact Details: 07824803385

19. Health & Safety Policy

Organisation	Rise Up Recovery CIC
Policy title	19. Health & Safety Policy
Version	1.0
Issue date	02/03/2026
Review cycle	Annual or as required, or sooner following incidents, legal change or programme change
Programme Director / Project Lead / Deputy Safeguarding Lead	Matthew Cowin - 07824803385
Deputy Project Lead	Matthew Knight - 07913963376
Safeguarding Lead	Paul Ormesher - 07921888300

1. Health & Safety Statement

Rise Up Recovery CIC is committed to providing a safe and healthy environment for all members, mentors, staff, volunteers and visitors.

We recognise our duty of care under the Health and Safety at Work etc. Act 1974 and associated UK legislation, and we aim to reduce risks by implementing reasonable, proportionate control measures across all activities.

Health and safety is everyone's responsibility.

2. Scope of This Policy

This policy applies to:

Members

- Mentors
- Senior Mentors
- Coaches
- Staff
- Volunteers
- Contractors and facilitators

It applies across all Rise Up Recovery CIC activities, including:

- Weekly meetings
- Walk-to-Gather sessions
- Community-based activities
- 1:1 support
- External venues and partner locations
- Online and digital engagement where applicable

3. Responsibilities

Programme Director

- Overall responsibility for health and safety
- Ensures policies are in place and reviewed
- Ensures appropriate risk assessments are conducted

Health & Safety Lead

- Oversees health and safety arrangements
- Ensures risk assessments are completed and updated
- Responds to incidents and near misses
- Liaises with venue providers and partners
- Mentors, Coaches & Staff
- Follow health and safety guidance
- Report hazards, incidents or near misses
- Take reasonable care of themselves and others
- Support members to act safely

Members

- Follow reasonable safety instructions
- Report hazards or incidents
- Take responsibility for their own wellbeing

4. Risk Assessment

Risk assessments will be conducted for:

- Weekly meetings
- Walk-to-Gather activities
- External venues
- Group activities
- Lone working where applicable

Risk assessments are reviewed:

- Annually
- After incidents
- When activities change

5. Venue Safety

For all venues used by Rise Up Recovery CIC:

- Fire exits must be clearly marked and accessible
- Emergency procedures must be communicated
- Capacity limits must be respected
- Accessibility needs must be considered
- Venues must hold appropriate insurance

Where using third-party venues, Rise Up Recovery CIC will rely on the venue's own health and safety procedures while maintaining oversight.

6. Walk-to-Gather & Outdoor Activities

For outdoor activities:

- Routes are risk-assessed
- Weather conditions are considered

- Members are encouraged to wear suitable clothing and footwear
- Leaders carry a mobile phone
- Emergency meeting points are identified

Participation is voluntary and members are encouraged to assess their own physical capability.

7. Physical Activity & Somatic Practices

Some programme activities involve:

- Breathwork
- Light movement
- Walking
- Ground-based somatic practices

Safety measures include:

- Clear instructions before activities
- Options for seated or modified participation
- Encouragement to stop if discomfort occurs
- Advising members to disclose relevant medical conditions
- Breathwork is delivered by trained facilitators, supervised practitioners or trained coaches

8. First Aid & Medical Emergencies

- First aid arrangements are in place where possible
- Emergency services are contacted when required
- Members are encouraged to disclose relevant medical conditions
- Medication remains the responsibility of the individual

Rise Up Recovery CIC does not provide medical treatment.

9. Incident & Near-Miss Reporting

All incidents, accidents and near misses must be:

- Reported as soon as possible
- Recorded using an incident report form
- Reviewed to prevent recurrence

Serious incidents are escalated to leadership and, where required, external authorities.

10. Substance Use & Safety

Members must not attend activities:

- Under the influence of alcohol or drugs
- While presenting a safety risk to themselves or others

Any concerns are managed in line with safeguarding procedures.

11. Fire Safety

- Fire exits are identified at the start of sessions
- Assembly points are communicated
- Evacuation procedures are followed
- Fire drills are conducted where appropriate

12. Lone Working

Where mentors or staff work alone:

- Lone working risk assessments apply

- Check-in procedures are followed
- Approved locations are used
- Concerns are escalated immediately
- (See Lone Working Policy for full details.)

13. Equipment & Facilities

- Equipment is checked before use
- Faulty equipment is removed from use
- Facilities are kept clean and safe
- Hazards are reported promptly

14. Insurance

Rise Up Recovery CIC maintains appropriate insurance, including:

- Public liability insurance
- Employer's liability insurance (where applicable)

15. Training & Awareness

Staff, mentors and volunteers receive:

- Health and safety awareness
- Incident reporting guidance
- Safeguarding awareness

Training is reviewed periodically.

16. Electronic Acceptance

This policy may be shared and acknowledged electronically.

Electronic acknowledgement is considered equivalent to a handwritten signature.

17. Policy Review

This policy is reviewed:

- Annually
- Following incidents
- When activities or legislation change
- Health & Safety Lead / Programme Director: Matthew Cowin
- Contact Details: 07824803385

20. Lone Working Policy

Organisation	Rise Up Recovery CIC
Policy title	20. Lone Working Policy
Version	1.0
Issue date	02/03/2026
Review cycle	Annual or as required, or sooner following incidents, legal change or programme change
Programme Director / Project Lead / Deputy Safeguarding Lead	Matthew Cowin - 07824803385
Deputy Project Lead	Matthew Knight - 07913963376
Safeguarding Lead	Paul Ormesher - 07921888300

1. Purpose

Rise Up Recovery CIC is committed to ensuring the safety and wellbeing of all staff, mentors, senior mentors, coaches and volunteers who may be required to work alone as part of their role.

This policy sets out the procedures and safeguards in place to reduce risks associated with lone working and to ensure appropriate support, accountability and escalation.

2. Definition of Lone Working

Lone working refers to any situation where a person is:

- Working without close or direct supervision
- Alone with a member
- Working remotely or off-site
- Conducting phone or online support without others present

This may include:

- 1:1 mentor or coach sessions
- Phone or video calls
- Walk-to-Gather facilitation
- External community activities
- Admin or outreach work
- Home-based or remote work

3. Scope of This Policy

This policy applies to:

Programme Director

- Coaches
- Senior Mentors
- Mentors

- Staff
- Volunteers

Across all Rise Up Recovery CIC activities.

4. Key Principles

Lone working within Rise Up Recovery CIC is guided by the following principles:

- Safety comes before convenience
- Boundaries must remain professional
- Lone working should be planned, not ad-hoc
- Risk is assessed and managed
- Safeguarding overrides all other considerations

5. Risk Assessment

A lone working risk assessment will be completed where appropriate, considering:

- Location
- Time of day
- Nature of the activity
- Known risks or vulnerabilities
- Member history (where relevant and appropriate)

Risk assessments are reviewed:

- Annually
- After incidents
- When circumstances change

6. Approved Locations & Settings

Lone working must take place only in:

- Public or professional settings
- Approved venues
- Online platforms authorised by Rise Up Recovery CIC

Unacceptable locations include:

- Private homes (member or mentor)
- Isolated or unsafe environments
- Vehicles

Unless explicitly authorised by leadership following risk assessment.

7. Boundaries During Lone Working

To maintain safety and professionalism:

- No physical contact
- No financial transactions
- No personal favours
- No secrecy or confidentiality promises beyond safeguarding limits
- No relationships beyond professional support

Mentors and coaches do not replace clinical, medical or emergency services.

8. Check-In & Check-Out Procedures

Where lone working is planned:

The worker must inform leadership or a designated contact:

- Who they are meeting
- Where
- Start time
- Expected end time
- A check-in message must be sent at the end of the session

Failure to check out will trigger a welfare follow-up.

9. Communication & Equipment

During lone working, individuals must:

- Carry a charged mobile phone
- Have access to emergency contact numbers
- Be able to contact leadership if required

10. Responding to Risk or Concern

If at any point a lone worker:

- Feels unsafe
- Observes concerning behaviour
- Identifies a safeguarding risk

They must:

1. End the session if necessary

2. Remove themselves from the situation

3. Contact leadership or the Safeguarding Lead

4. Record the concern using the appropriate form

Immediate risk requires contacting 999.

11. Lone Working with High-Risk Individuals

Where a member is identified as higher risk:

- Lone working may be restricted

Support may move to:

- Group settings
- Supervised environments
- Online formats
- Additional safeguards may be applied
- This is a safety measure, not a punishment

12. Training & Awareness

All mentors, coaches and staff receive:

- Guidance on lone working risks
- Boundary and safeguarding training
- Clear escalation procedures

13. Electronic Acknowledgement

This policy may be shared and acknowledged electronically.

Electronic acknowledgement is considered equivalent to a handwritten signature.

14. Policy Review

This policy will be reviewed:

- Annually
- Following incidents
- When roles or delivery methods change
- Lone Working Lead / Programme Director: Matthew Cowin
- Contact Details: 07824803385

21. Safeguarding Policy

Organisation	Rise Up Recovery CIC
Policy title	21. Safeguarding Policy
Version	1.0
Issue date	02/03/2026
Review cycle	Annual or as required, or sooner following incidents, legal change or programme change
Programme Director / Project Lead / Deputy Safeguarding Lead	Matthew Cowin - 07824803385
Deputy Project Lead	Matthew Knight - 07913963376
Safeguarding Lead	Paul Ormesher - 07921888300

1. Safeguarding Statement

Rise Up Recovery CIC is committed to safeguarding and promoting the welfare of all adults who engage with our programme. We recognise that individuals in recovery may experience emotional vulnerability, trauma-related responses, relapse risk, mental health difficulties and unsafe environments.

Safeguarding is central to our culture, decision-making and operational practice. We aim to create an environment that is safe, supportive, trauma-informed and professionally managed, while recognising our duty to act when concerns arise.

2. Scope of This Policy

This policy applies to:

- All members
- Mentors
- Senior Mentors
- Coaches
- Staff
- Volunteers
- Contractors and facilitators

It applies across all Rise Up Recovery CIC activities, including:

- Weekly meetings
- Walk-to-Gather sessions (walk and talks)
- 1:1 support
- WhatsApp and online spaces
- Phone or video calls
- External activities linked to the programme

3. Safeguarding Roles & Responsibilities

Safeguarding Lead

A designated Safeguarding Lead is responsible for:

- Overseeing safeguarding practice across the programme
- Receiving and responding to safeguarding concerns
- Conducting risk assessments
- Deciding escalation and external referrals
- Liaising with emergency services, NHS, crisis teams or social services
- Supporting mentors and coaches managing concerns
- Maintaining confidential safeguarding records

Deputy Safeguarding Lead

A Deputy Safeguarding Lead will act in the absence of the Safeguarding Lead.

All Staff, Mentors & Volunteers

All are responsible for:

- Remaining alert to safeguarding concerns
- Acting promptly if concerns arise
- Following reporting procedures
- Maintaining professional boundaries
- Never promising confidentiality beyond safeguarding limits

4. Understanding Safeguarding

Safeguarding concerns may include, but are not limited to:

- Risk of self-harm or suicide
- Risk of harm to others
- Domestic abuse
- Exploitation or coercion
- Severe emotional distress or instability
- Substance-related risk
- Unsafe living environments
- Abuse (physical, emotional, sexual, financial, psychological)

Safeguarding is about protection, not punishment.

5. Recognising Safeguarding Concerns

Indicators may include:

- Expressions of suicidal ideation or hopelessness
- Sudden behavioural changes
- Disclosure of abuse or violence
- Repeated intoxication or loss of control
- Aggressive or threatening behaviour
- Withdrawal or isolation
- Loss of capacity to remain emotionally safe in group settings

All concerns are taken seriously.

6. Confidentiality & Its Limits

Confidentiality is respected wherever possible. However, confidentiality cannot be guaranteed if:

- Someone is at risk of serious harm

- Someone is at risk of harming others
- A child or vulnerable adult is at risk
- Criminal activity is disclosed
- Legal obligations require disclosure

This is explained clearly to all members.

7. Reporting Safeguarding Concerns

Immediate Risk

If there is immediate danger to life:

- Call 999 immediately
- Ensure the individual is not left alone
- Inform the Safeguarding Lead as soon as possible

Urgent but Non-Immediate Risk

- Contact the Safeguarding Lead immediately
- Encourage engagement with crisis services (e.g. NHS crisis team)
- Record the concern

Non-Urgent Concerns

- Report to the Safeguarding Lead within 24 hours
- Complete an incident/safeguarding report form

All reports are documented and reviewed.

8. Levels of Safeguarding Response

Low Risk

- Mentor or coach support
- Increased check-ins
- Use of regulation tools
- Encouragement to access GP or therapy

Medium Risk

- Safeguarding Lead involvement
- Risk assessment
- Temporary pause from group spaces if required
- Reintegration plan
- Additional support measures

High Risk

- Immediate escalation to emergency services
- Crisis team referral
- Contacting next of kin (with consent where possible)
- Written safeguarding record
- Support with accessing professional services

9. Recording & Information Storage

- All safeguarding concerns are recorded factually
- Records are stored securely and separately
- Access is restricted to the Safeguarding Lead and authorised leadership
- Records are retained in line with GDPR and legal requirements

10. Lone Working

Where mentors, coaches or staff work independently:

- Lone working risk assessments are applied
- Approved locations only (no private home visits unless authorised)
- Check-in and check-out procedures are followed
- Any concerns are escalated immediately

11. Boundaries & Professional Conduct

To protect members and staff:

- No private off-platform relationships
- No financial dependency or rescue behaviour
- No guarantees of confidentiality beyond safeguarding limits
- No replacement of clinical or medical services

Mentors and coaches support recovery, they do not act as therapists, clinicians or emergency responders.

Socialising, Peer Connection & Community Integration

Rise Up Recovery CIC recognises the importance of healthy social connection in recovery. However, early recovery can involve emotional volatility, impulsivity and difficulty maintaining boundaries.

For safeguarding and stability, members are encouraged to limit informal socialising with other members outside of organised Rise Up Recovery CIC activities until they have completed Milestone 5 - Controlling the Enemy.

During this early stage, social connection is supported through:

- Weekly Rise Up Recovery CIC meetings
- Walk-to-Gather sessions

Structured activities delivered by third-party CICs, charities and community organisations partnered with Rise Up Recovery CIC

Engaging in third-party community activities provides safer, structured environments that reduce risk while supporting connection, purpose and routine.

After completing Milestone 5, members may socialise more freely with other members, provided interactions remain:

- Respectful
- Non-dependent
- Aligned with community standards and safeguarding principles

This approach is designed to support stability and emotional regulation, not to restrict connection. Community integration remains encouraged throughout all stages of the programme.

12. Removal or Pausing of Participation

A member may be temporarily removed from activities if:

- They attend intoxicated
- They present a safeguarding risk
- Their behaviour destabilises others
- Community standards are repeatedly breached

Where possible, members are supported through the Rehabilitation & Reintegration Process to return safely.

13. Training & Awareness

All mentors, senior mentors and coaches receive:

- Safeguarding awareness training
- Clear guidance on reporting procedures
- Ongoing supervision and review

Safeguarding knowledge is reviewed regularly.

14. Electronic Acceptance & Acknowledgement

This policy may be accepted electronically.

By signing digitally, confirming by email, or submitting an online acceptance, individuals confirm that they:

- Have read and understood this Safeguarding Policy
- Agree to act in accordance with its requirements
- Understand their responsibility to report concerns

Electronic acceptance is considered equivalent to a handwritten signature.

15. Policy Review

This policy is reviewed annually or sooner if:

- Legislation changes
- Programme delivery changes
- A safeguarding incident indicates review is necessary
- Safeguarding Lead: Paul Ormesher
- Contact Details: 07921888300
- Deputy Safeguarding Lead: Matthew Cowin

Appendices

Appendix A - Safeguarding escalation summary

This appendix summarises the escalation position already described in the Safeguarding policy and front section of this manual. It is intended as a quick-reference operational aid and should be read alongside the full safeguarding procedures.

Level	Typical presentation	Required response	Lead responsibility
Immediate risk	Imminent suicide risk, serious immediate threat, severe medical emergency, active violence or emergency safeguarding event	Call 999, protect immediate safety, do not leave the person alone where possible, notify Safeguarding Lead as soon as possible, complete record	Person present to act immediately; Safeguarding Lead to oversee follow-up
Urgent risk	Severe distress, repeated intoxication with escalating risk, domestic abuse disclosure, loss of emotional safety, high concern without immediate emergency action	Contact Safeguarding Lead immediately, review same day, consider crisis or statutory services, record action	Safeguarding Lead
Non-urgent concern	Boundary issue, welfare concern, repeated disengagement, deteriorating presentation, low-to-medium safeguarding concern	Report within 24 hours, complete form, review for support, monitoring, reintegration or escalation	Relevant worker with Safeguarding Lead oversight

Appendix B - Minimum fields for incident and safeguarding forms

The organisation may use its own templates, digital systems or paper forms. At minimum, incident and safeguarding forms should capture the fields below so records are usable, factual and reviewable.

- Date, time and location of incident, concern or disclosure.
- Name of person completing the record and their role.
- Name of person or people involved.
- Clear factual description of what was observed, said or reported.
- Whether risk was immediate, urgent or non-urgent.
- Action taken at the time, including emergency or safeguarding escalation.
- Who was informed, when they were informed and by what route.
- Any external service contacted, including reference numbers where available.
- Immediate outcome and any agreed next steps.
- Whether reintegration planning, behaviour review, supervision or further monitoring is required.
- Storage location and confidentiality classification of the record.

Appendix C - Lone working planning and check-out checklist

This checklist strengthens the Lone Working policy by setting out the minimum information that should be known when lone working is planned.

- Who is being met or contacted.
- Purpose of the contact or session.
- Location or platform being used.

- Planned start time and expected finish time.
- Designated check-in contact within leadership.
- Known risks, vulnerabilities or reasons additional safeguards are required.
- Confirmation that the setting is approved and appropriate.
- Confirmation that a charged phone and emergency contacts are available.
- Check-out message sent at the end of the session.
- Action taken if check-out is missed or concern arises.

Appendix D - Review schedule and document control register

Document / section	Owner	Review trigger / cycle
Front governance framework sections 1-14	Matthew Cowin / Paul Ormesher	Annual or sooner following major programme, governance or safeguarding change
Community Standards & Code of Conduct Policy	Matthew Cowin	Annual or following operational incidents or standards review
Confidentiality Policy	Matthew Cowin	Annual or following confidentiality breach / delivery change
Data Protection & GDPR Policy	Matthew Cowin	Annual or following breach, legal change or systems change
Equality, Diversity & Inclusion Policy	Matthew Cowin	Annual or following incident, training update or legal change
Health & Safety Policy	Matthew Cowin	Annual or following incident, venue change or activity change
Lone Working Policy	Matthew Cowin	Annual or following incident, role change or delivery change
Safeguarding Policy	Paul Ormesher / Matthew Cowin	Annual or sooner after safeguarding incident, legal change or service change