



BEYOND LIMITS

Beyond the limits of conventional support

FREEDOM TO SPEAK OUT POLICY

Date of Review	January 2026
Reviewed by	Director of Corporate Governance
Approval Body	Beyond Limits Board
Date Approved	14/01/2026
Date of Next Review	By 01/01/2027

This policy sets out how individuals can raise concerns openly and safely, including concerns relating to safeguarding, quality of care, poor practice, abuse, neglect, wrongdoing, or whistleblowing, without fear of reprisal.

INTRODUCTION

Beyond Limits is committed to creating a culture where people we support, families, staff, volunteers, and partners feel safe, listened to, and empowered to speak up about anything that concerns them.

Freedom to speak out is fundamental to person-centred care, continuous improvement, and our safeguarding responsibilities.

SCOPE

This policy applies to:

- **People supported by Beyond Limits**
- **Staff and volunteers**
- **Agency workers, contractors, and partners**
- **Families, advocates, and carers**

Concerns may relate to:

- **Safeguarding or risk of harm**
- **Abuse or neglect (actual or suspected)**
- **Unsafe or poor-quality care**
- **Breaches of policy, law, or professional standards**
- **Financial or organisational misconduct**
- **Behaviour that conflicts with Beyond Limits' values**

OUR COMMITMENT AND VALUES

Beyond Limits believes that:

- **Everyone's voice matters**
- **Speaking up helps keep people safe and improves outcomes**
- **Concerns raised in good faith are a positive act, not a problem**
- **No one will be treated unfairly or victimised for raising a concern**

We promote a psychologically safe environment and a learning, not blaming culture, where openness, honesty, and respect underpin everything we do.

OUR PERSON-CENTRED APPROACH

We recognise that people may communicate concerns in different ways. Beyond Limits will:

- **Support people to raise concerns in a way that works for them**
- **Use accessible formats, advocates, and trusted individuals where needed**
- **Make reasonable adjustments to ensure equality and inclusion**
- **Listen carefully and respond with empathy and respect**

People supported by Beyond Limits will never be disadvantaged or experience poorer support as a result of raising a concern.

OUR SAFEGUARDING RESPONSIBILITIES

Safeguarding is everyone's responsibility. We have a robust safeguarding framework with well defined policies and procedures which outline our commitment to protecting the people who use our services. For reference please see our [safeguarding adults policy](#)

Beyond Limits aims to consistently promote a culture of openness and transparency that enables staff to “speak up” when they witness or suspect an individual is at risk of harm or experiencing harm. All staff need to be aware that **they can – and must – speak up** if they have genuine concerns about the people we support.

Beyond Limits are committed to safeguarding individuals in our care. This means we consistently aim to provide high quality care and support that will protect the people we support from harm and promote their welfare. Safeguarding is paramount and we strongly encourage all colleagues to raise any concerns about the quality and effectiveness of the care provided to speak up. We promote a psychologically safe environment where colleagues can speak up if they suspect wrongdoing or have any concerns about the quality of care provided.

Beyond Limits will not tolerate any form of inappropriate behaviour or conduct towards any of the people we support. This is a shared commitment and one that applies to all staff, regardless of position or status.

Any concern that suggests a person is:

- At risk of abuse or neglect
- Experiencing harm or exploitation
- Living in an unsafe environment

will be treated as a safeguarding concern and managed in line with:

- The Care Act 2014
- Local Safeguarding Adults Board procedures
- Beyond Limits Safeguarding Policy

Where required, concerns will be escalated to:

- The relevant local Safeguarding Adults council
- The Care Quality Commission (CQC)
- Police or other relevant authorities

For the benefit of absolute clarity, all staff have an absolute duty of care to the people we support and must **SPEAK UP** and report any concerns or potential concerns of actual abuse or harm towards an individual in our care.

Immediate action will always be taken where there is risk of harm.

WHISTLEBLOWING

Whistleblowing refers to raising concerns about serious wrongdoing in the public interest.

Beyond Limits encourages staff and others to “Whistleblow” where concerns cannot be resolved through normal reporting routes or where they feel unable to raise them internally. Please refer to the [Whistleblowing policy](#) for reference.

Concerns may include:

- Serious safeguarding failures
- Criminal activity or fraud
- Cover-ups or deliberate misconduct

Whistleblowers are protected under the Public Interest Disclosure Act 1998 (PIDA) and as such Beyond Limits will:

- Treat whistleblowers with respect and confidentiality
- Protect individuals from victimisation or detriment
- Take all concerns seriously and investigate appropriately

Whilst we encourage all staff to raise any concerns with their line manager or any other senior leader, concerns can also be raised externally, including with:

- Care Quality Commission
- The relevant local authority

HOW TO RAISE A CONCERN

Concerns can be raised internally:

- Verbally or in writing to a line manager, senior leader,
- You can also notify the designated safeguarding lead Kathleen.griffiths@beyondlimits-uk.org
- Through an advocate
- Anonymously (although this can limit the scope of investigation)

Beyond Limits will:

- **Acknowledge concerns promptly**
- **Explain what will happen next**
- **Keep individuals informed, where appropriate**
- **Act proportionately and transparently**

CONFIDENTIALITY AND SUPPORT

All concerns will be handled sensitively and confidentially wherever possible.

Beyond Limits will:

- **Share information only on a need-to-know basis**
- **Offer support to those raising concerns**
- **Provide access to advocacy or independent advice if needed**

NO DETRIMENT OR VICTIMISATION

Beyond Limits is committed to creating an open, safe and supportive culture where everyone feels confident to speak up about concerns. No individual will suffer any form of detriment or victimisation, bullying or disadvantage as a result of raising a concern in good faith, whether formally or informally. This includes concerns related to safeguarding, quality of care, health and safety, or organisational practice. Any act of retaliation against a person who has spoken out will be treated as a serious matter and may result in disciplinary action.

Beyond Limits will take all reasonable steps to protect those who raise concerns, ensuring that they are listened to, treated with respect and supported throughout the whole process.

LEARNING AND CONTINUOUS IMPROVEMENT

We recognise that sometimes things will go wrong and that all concerns raised are an opportunity for reflection and learning.

Beyond Limits will:

- Review outcomes and actions
- Share learning appropriately
- Where needed, improve systems, training and practice
- Use feedback to strengthen safeguarding and quality

GOVERNANCE AND REVIEW

This policy is:

- Approved by senior leadership
- Linked to safeguarding, complaint and whistleblowing policies which can be found on the [organisation's website](#)
- Use feedback to strengthen safeguarding and quality
- Reviewed annually or sooner if legislation or guidance changes

