



## Number 22 Safeguarding

### Contact Details for Safeguarding

#### Nominated Designated Safeguarding Officer (DSO)

Name: Shula Tajima

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#### Deputy Designated Safeguarding Officer / Number 22 School's Clinical Lead

Name: Alison Batey

Phone: 07979433891

Email: [Alison.batey@wmcounselling.com](mailto:Alison.batey@wmcounselling.com)

Achieving for Children (Windsor & Maidenhead) 01628 683150

Website [www.rbwm.gov.uk](http://www.rbwm.gov.uk)

Slough Children First 01753 875362

Website [www.sloughchildrenfirst.co.uk](http://www.sloughchildrenfirst.co.uk)

Out of hours crisis, East Berkshire 01344 351999

Emergency Duty Social Worker 01344 786543

Mental Health Crisis Team 0800 129 9999

#### Trustee Lead for Safeguarding

Name: Liz Bailey

Phone: 07968 543770

Vice Chair of Trustees

Name: Kate Taylor

Phone: 07836 748094

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed November 2024

## Role Description for Agency Designated Safeguarding Officer (DSO)

- DSO will be the Director of Number 22
- Will hold BACP Accreditation or equivalent
- Will attend safeguarding training every two years
- Will hold clinical responsibility for all clients and counsellors
- Work alongside and feed into the nominated safeguarding trustee
- Ensure all safeguarding is recorded in the accordance with the agency's safeguarding policies
- Will be available to respond, in a timely manner, to all safeguarding concerns
- Emergency out of hours cover established over the weekend
- Have access and knowledge of relevant statutory services
- Will have a deputy/ties who will also be expected to fulfil these criteria
- Is responsible for safeguarding training across the agency
- Is responsible for ensuring that all staff have relevant DBSs in place

## Safeguarding Policy - Children & Young People

### **The purpose and scope of this policy statement**

The purpose of this policy statement is:

- To protect children and young people who receive Number 22's services from harm. This includes the children of adults who use our services
- To provide staff and volunteers, as well as young people and their families, with the overarching principles that guide our approach to child protection

This policy applies to anyone working on behalf of Number 22, including senior managers and the board of trustees, paid staff, volunteers, sessional workers and students. Everyone must attend Safeguarding training on joining the agency and then at least every three years.

### **Legal Framework**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation and guidance is available from [www.nspcc.org.uk/child-protection](http://www.nspcc.org.uk/child-protection)

### **We believe that:**

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them. We recognise that harm and abuse can present in many different forms: physical abuse, emotional abuse, sexual abuse and neglect

### **We recognise that:**

- The welfare of children is paramount in all the work we do and in all the decisions we take
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
- All children, regardless of age, disability, gender reassignment, race, religion or belief, gender, or sexual orientation have an equal right to protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues. Extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse

### **We will seek to keep children and young people safe by:**

- Valuing, listening to and respecting them
- Appointing a nominated child protection lead for children and young people, a deputy and a lead trustee for safeguarding
- Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- Developing and implementing an effective online safety policy and related procedures
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes, confidently and competently

- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- Recording and storing and using information professionally and securely, in line with data protection legislation and guidance: [ico.org.uk/for-organisation](https://ico.org.uk/for-organisation)
- Sharing information about safeguarding and good practice with children and their families via leaflets, emails and one to one discussions
- Ensuring that children, young people and their families know where to go for help if they have a concern
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, carers and families as appropriate
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for our clients, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- Building a safeguarding culture where staff and volunteers, clients and their families, treat each other with respect and are comfortable about sharing concerns

## Dealing with disclosures and concerns about a young person

### In Schools:

- All disclosures and concerns of significant risk are immediately reported by the counsellor to the individual school's Designated Safeguarding Lead (DSL)
- Where concerns have been raised to school's DSL, counsellor is then to contact Number 22 School's Clinical Lead (at least within 24 hours of seeing your client) for support and to ensure all procedures have been followed
- When counsellor is unsure or worried that there is not significant risk but there is risk, Counsellor to contact Number 22 School's Clinical Lead to check steps taken and get support
- When a disclosure has been made, Number 22 School's Clinical Lead will request that safeguarding disclosure form is completed (form found on share point) with one copy sent to Number 22 School's Clinical Lead and another copy to admin
- Number 22 School's Clinical Lead will contact school DSL following disclosure to ensure best practice
- If concern continues Number 22 School's Clinical Lead will discuss with DSO in order to escalate

## In Agencies:

- All concerns raised to be discussed with the DSO in the first instance
- If concern is minor and designated as not safeguarding, then no further action will be required, though monitoring may be deemed appropriate
- DSO to ascertain whether permission has been gained for breaking confidentiality
- In all cases client consent will be sought in line with ethical best practice as stated in BACP guidelines
- Where there is significant harm to child/young person, Number 22's safeguarding policy must be followed
- If permission to break confidentiality is gained or in circumstances when confidentiality is denied or not required, but there is a serious risk of harm to the young person or someone else, then the DSO will raise a concern with appropriate the external agency. For example: GP, CMHT, CAMHS, Social Care, Crisis Team, Police
- Request counsellor to complete safeguarding form (form on share point) and submit to DSO and a further copy to admin
- DSO confirms all information on form conforms with incident detail and it is stored securely
- Counsellor to monitor outcome with client and if further concerns raised to go back to DSO who will escalate
- Counsellor and DSO will negotiate client needs and ensure they are fully supported through the process

## Radicalisation

If a child is seen as at risk of radicalisation, the DSO will follow the usual referral processes as set out above. This may include a Prevent referral to children's social care depending on the level of risk. However, if there is a concern that there is an immediate/significant risk of a child being drawn into terrorism, a 999 call or a MASH referral will be made by the DSO.

## Safeguarding & Prevent Policy - Adults

Safeguarding and Prevent Duty is the responsibility of everyone in Number 22. Everyone within the organisation has to take seriously the need to protect the safety of all our users.

This policy applies to anyone working on behalf of Number 22, including senior managers and the board of trustees, paid staff, volunteers, sessional workers and students. Everyone must attend Safeguarding training on joining the agency and then at least every three years.

When we are assessing our safeguarding responsibilities we must consider the following:

### Six principles that underpin safeguarding

- Accountability
- Partnership

- Protection
- Proportionality
- Prevention
- Empowerment

### **Adult Safeguarding – Who are we safeguarding?**

- People aged 18 years and over who are experiencing, or are at risk, of abuse or neglect, and who are unable to protect themselves
- People from themselves, for example self-neglect or self-harm
- People from others, for example domestic abuse
- All our clients are potentially vulnerable, therefore we need to stay aware of times that they may be at risk of being abused in a number of ways

### **5 Statutory Principles**

- Principle 1 : A presumption of capacity. Every adult has the right to make his or her own decisions and must be assumed to have the capacity to do so unless it is proved otherwise.
- Principle 2: Individuals being supported to make their own decisions. A person must be supported as much as practicable before being assessed as unable to make decisions for themselves.
- Principle 3: Unwise decisions. People have the right not to be treated as lacking capacity, merely because they make a decision others may deem as unwise.
- Principle 4: Best interests. Any decision taken must be in the best interest of the client.
- Principle 5: Less restrictive options. Any intervention should be weighed up in each individual case.

### **When working with a client in a domestic abusive relationship.**

Remember it is not always male to female

Domestic abuse may include one or more of the following:

- Physical
- Emotional
- Sexual
- Psychological
- Coercive Control
- Economic
- Intimidation

Points to consider whether to disclose – principal of proportionality

- What is there to report?
- How am I able to ensure my client feels empowered?
- Are there children involved?
- Can I ensure I am not putting my client at further risk?
- Remain in your role as a counsellor

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help#get-help-and-support>

### When your client is suicidal

- Try as much as possible to ascertain if your client is using suicide as a means of expressing how they feel about their situation
- Do not be afraid to raise suicide if you have concerns – you will not put the thought into their mind
- Does the client have a plan? Is the plan long or short term?
- If the plan is imminent then either the crisis team or 999 needs to be called
- If plan is longer-term, request permission to break confidentiality and then the director will speak with an appropriate agency

### Prevent

#### Prevention of Terrorism Act 2005

- As soon as you have any concern that a client is involved in terrorism or extremism, or is being groomed within these activities the DSO needs to be spoken to immediately.
- We do not include prevent laws in our contract with the client, nor do we tell the client we are going to disclose
- We are personally accountable under this law, ignorance is not a defence
- Once contact made with the Prevent Team, they will advise next steps.

In all situations, where a concern is raised, speak with the DSO or a deputy as soon as possible. Do not wait for supervision. All potential safeguarding must be treated as a priority.

When disclosing a concern follow the procedure below:

- All concerns raised to be discussed with the DSO in the first instance
- If concern is minor and designated as not safeguarding, then no further action will be required, though monitoring may be deemed appropriate
- DSO to ascertain whether permission has been gained for breaking confidentiality
- In all cases client consent will be sought in line with ethical best practice as stated in BACP guidelines
- Where there is significant harm to child/young person, Number 22's safeguarding policy must be followed
- If permission to break confidentiality is gained or in circumstances when confidentiality is denied or not required, but there is a serious risk of harm to the young person or someone else, then the DSO will raise a concern with appropriate the external agency. For example: GP, CMHT, CAMHS, Social Care, Crisis Team, Police
- Request counsellor to complete safeguarding form (form on share point) and submit to DSO and a further copy to admin
- DSO confirms all information on form conforms with incident detail and it is stored securely
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## Safeguarding Policies relating to CYP & Adults

### Photography and Sharing Images Guidance

At no time will Number 22 take photographs or use images of clients of Number 22.

We may on occasion use images of the rooms we use, for illustrative purposes. At no time though would a client be shown in these images.

Occasionally images of counsellors/trustees may be shared with the wider public, but only with the counsellor's consent and with the knowledge of what the image will be used for.

### Safer Recruitment Policy and Process

All counsellors are strictly assessed prior to appointment. Part of this process is to ensure that they are appropriate people to work with children under sixteen and vulnerable adults. The agency's recruitment policy requires a DBS enhanced check and the provision of two personal references. A counsellor can only commence seeing clients when their DBS certificate has been received showing that they have not had any convictions for offences that would deem them inappropriate to be with children. All DBS checks will be reviewed on a three yearly basis and procedures are in place to ensure that this is implemented. Identity checks and right to work checks are also carried out before work can commence.

#### Safeguarding Training

All counsellors must watch the Safeguarding video on share point before commencing work. They must then attend the compulsory Safeguarding Training day which is run three times a year. Counsellors must complete Safeguarding Training every three years; attendance is monitored by the DSO.

### Online Safety

**The purpose of this policy statement is to:**

- ensure that the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices



- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

**We will ensure we keep children and young people safe by:**

- providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children safe online
- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child or young person
- reviewing and updating the security of our information systems regularly
- ensuring that user names, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- never using images of our service users in any of our media promotions
- providing supervision, support and training for staff and volunteers about online safety.

## Recording Concerns and information Sharing

Once a concern has been raised with the DSO a safeguarding form will be downloaded and fully completed. Copy of the safeguarding form will be sent to DSO and Administrator. Administrator will store all safeguarding forms in a secure document. When the safeguarding concern is raised within a School the same procedure will follow but action will be taken and followed up by the Number 22 School Clinical Lead. All information sharing will be conducted by the Director unless specifically sanctioned by the Director.

### Safeguarding Records retention and storage

All safeguarding forms will be stored by the administrator in a secure document specifically for safeguarding both children and adults. All records regarding safeguarding will be retained for 6 years unless the client specially requests a right for them to be forgotten.

## Managing Client Complaints

We aim to offer a service which is safe for each client. The agency follows the Ethical Framework for Counselling Professions as a member of the British Association of Counsellors and Psychotherapists.

1. If the complaint is of a clinical nature, this complaint needs to go to our Clinical Director, by email to [info@number22.com](mailto:info@number22.com). If the client wishes to take the complaint further, the Clinical Director will refer this to be assessed by Number 22's Clinical Scrutiny panel, which is comprised of two supervisors and one external clinician.
2. If the complaint is of an operational nature for example a complaint regarding the process of Number 22 this should go to the CEO and be emailed to [info@number22.com](mailto:info@number22.com)
3. Alternatively, the client may choose to contact the BACP directly and inform them of their complaint.

End of safeguarding