



Registered charity no: 1042995

Wellspring Counselling

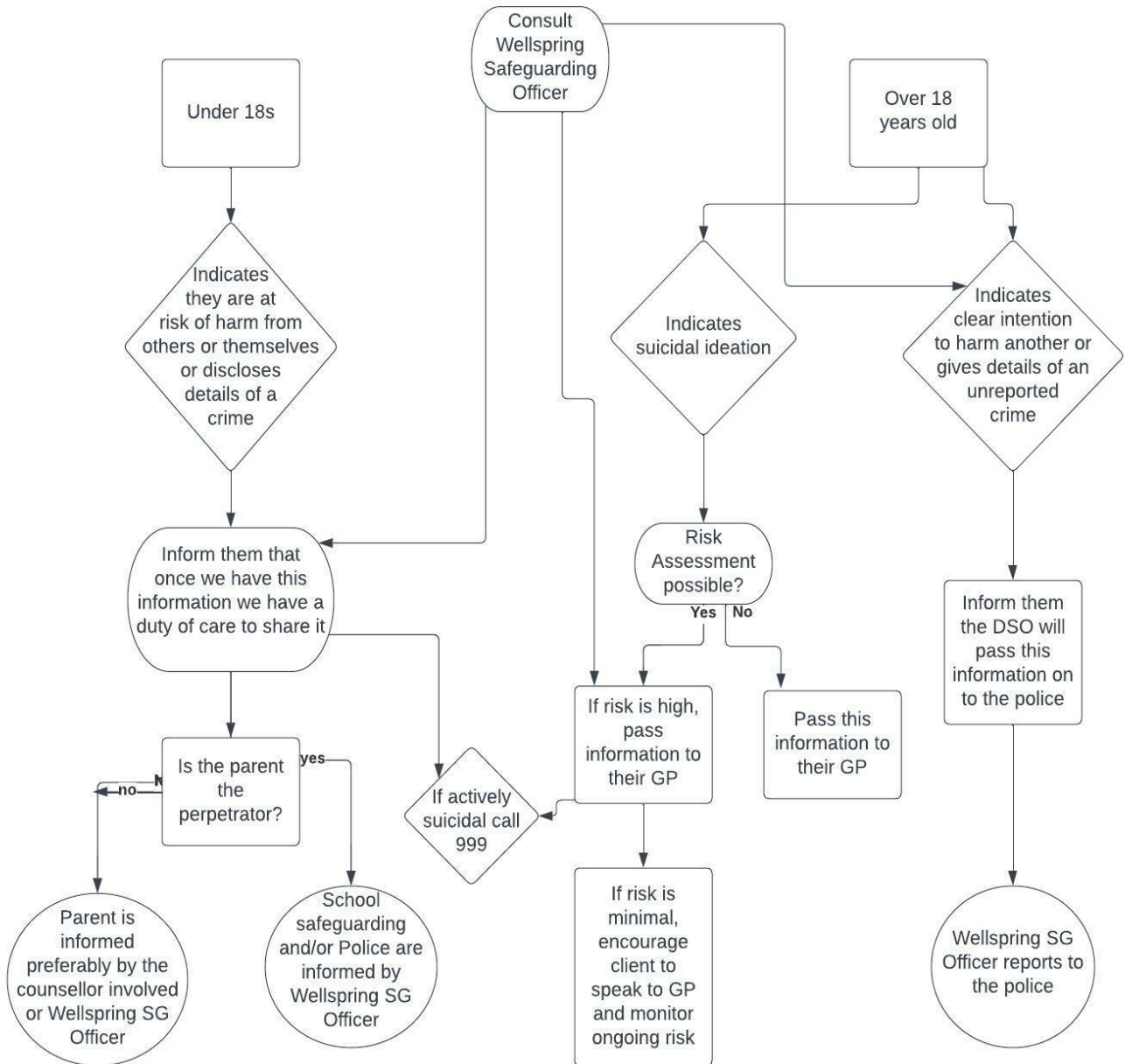
Safeguarding

Policy and Procedures

These guidelines have been prepared in consultation with Government and Local Authority publicly available websites

May 2022

Quick guide



NB: when it is necessary to share information, this should be done ASAP or within 24 hours.

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Responsibilities

Safeguarding is everyone's responsibility.

All Wellspring Counselling Ltd staff have a responsibility to be aware of this policy and to report any concerns or suspicions that they might have concerning the client group or other members of staff (the term staff includes all paid employees and volunteers).

Wellspring Counselling Ltd will ensure that all staff hold a DBS certificate and complete a suitable level of safeguarding training.

The Director of Wellspring Counselling Ltd will hold responsibility for the day-to-day implementation of this policy. The Director of Wellspring Counselling Ltd will review the policy and procedures at least once a year, or sooner if legislation changes or a serious incident occurs, in conjunction with the Trustees.

In accordance with the Charity Commission for England and Wales, the Trustees of Wellspring Counselling Ltd will hold the overall responsibility for:

- Monitoring the updating, reviewing and ratification of this policy and safeguarding procedures
- Ensuring that everyone involved in the charity knows how to recognise, respond to and report safeguarding concerns
- Evaluating safeguarding training
- Identifying possible risks to anyone connected to the charity and having a risk assessment process in place
- Considering how to improve the culture of safeguarding at Wellspring

Policy statement

Safeguarding children and adults means protecting someone's right to live in safety, free from abuse and neglect. It involves people and organisations working together to stop that abuse and neglect. All safeguarding will honour the beliefs, feelings and decisions of the person in question. (North Somerset Safeguarding Adults Board, 2022)

The Care Act 2014 required Local Authorities to implement safeguarding policies including setting up multi-disciplinary Safeguarding Adults Boards and giving clear information to the public on how to raise safeguarding concerns.

Wellspring Counselling Ltd endorses the commitments made in the Safeguarding Adults Multi-Agency Policy:



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- Safeguarding is the responsibility of everyone including statutory, independent, and voluntary agencies as well as every citizen. We will work together to prevent and minimise abuse
- Doing nothing is not an option
- If we know or suspect that an adult at risk is being abused, we will do something about it and ensure our work is properly recorded

(Safeguarding Adults Multi-Agency Policy – Safeguarding Adults Board in BANES, Bristol City, North Somerset, South Gloucestershire, and Somerset County: April 2015)

Wellspring Counselling recognises the need to build constructive links with childcare agencies. These guidelines have been prepared in consultation with North Somerset Council and PCCA's Churches Child Protection Advisory Service, (CCPAS).

This document is based on a model child protection policy supplied by the Churches Child Protection Advisory Service – a project of PCCA Child Care. A copy of the policy and all amendments will be filed with CCPAS. This policy must not be copied by other Churches/organisations without the written agreement of CCPAS.

Aims

Wellspring Counselling Ltd is committed to ensuring that vulnerable individuals are safe in all respects when involved in our activities.

We will do this through our policy and procedures, which are designed to protect and safeguard children and vulnerable adults. Adherence to our policy and procedures will protect our employees, volunteers and Trustees while protecting the reputation of Wellspring Counselling Ltd.

The aim of this policy is to outline the practice and procedures for paid and voluntary staff in Wellspring Counselling Ltd to contribute to the prevention of abuse of children or vulnerable adults through raising awareness and providing a clear framework for action when abuse is suspected.

It is aimed at protecting children or vulnerable adults and the worker, whilst also recognising the risks involved in lone working. The policy covers all staff and areas of work with specific reference to those regularly in contact with children or vulnerable adults.

Six key principles underpin all adult safeguarding work:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to take action before harm occurs
- **Proportionality** – The least intrusive response appropriate to the risk presented
- **Protection** – Support and representation for those in greatest need

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- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding. Safeguarding needs to recognise that the right to safety needs to be balanced with other rights, such as rights to liberty and autonomy, and rights to family life.

Making Safeguarding Personal

Making Safeguarding Personal is the approach taken to all safeguarding work. The principle of it is to support and empower each adult to make choices and have control about how they want to live their own life. Key aspects of Making Safeguarding Personal are:

- having conversations with people about how responses to safeguarding situations can be made in a way that enhances their involvement, choice and control as well as improving their quality of life, well-being and safety.
- seeing people as experts in their own lives, and working alongside them to identify the outcomes they want.
- focusing on achieving meaningful improvements to people's lives to prevent abuse and neglect occurring in the future, including ways for them to protect themselves.
- safeguarding arrangements should not prescribe a process that must be followed whenever a concern is raised, but instead take a more personalised approach.

Definitions

Children and Young People

Definition: Children and young people are defined as all those who have not reached their 18th birthday. Throughout this policy the term *children* is used to mean child and young person.

The UN Convention on the Rights of the Child requires that children live in a safe environment and be protected from harm. Wellspring Counselling has a statutory duty to comply with legislation laid out in the Children Act 2004 and the Children Act 1989, specifically sections 11 and 13 of the former and sections 27 and 47 of the latter.

The key principles of a child centred and coordinated approach to safeguarding are:

- Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- A child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children

Safeguarding children is defined as:

- Protecting children from abuse and maltreatment
- Preventing harm to children's health or development
- Ensuring that children grow up with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Wellspring Counselling Ltd takes seriously its responsibility to protect and safeguard the welfare of children and young people requesting counselling. It is committed to:

- Valuing children and young people and ensuring their protection
- Ensuring that all staff and volunteers are given support and training
- Having a system for dealing with concerns about possible abuse
- Maintaining good links with the statutory childcare authorities

Adults

Definition of a vulnerable adult: An adult at risk is anyone over the age of 18 years who may be in need of community care services by reason of mental or other disability age or illness and who is or may be unable to take care of him or herself or unable to protect him or herself from or against significant harm or exploitation. (NHS England Safeguarding)

According to section 42 of the Care Act (2014), safeguarding applies when an adult;

- is 18 years or over and has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

It could also mean the person:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

Being in need of Counselling does not necessarily mean someone meets these criteria. However, the concerns the client is discussing and their personal circumstances could bring someone within the safeguarding criteria. For example, they might be deeply anxious and depressed and unable to leave the house on their own or may be considering suicide due to poor mental health. They are dependent on care and support from another person and potentially at risk of harm from others or themselves.

Safeguarding adults is defined as:

- Preventing harm and reducing or stopping risk of abuse or neglect to adults with care and support needs
- Supporting adults to make choices and have control about how they want to live
- Promoting an approach that focuses on improving life for adults
- Providing accessible information and support to help people understand the different types of abuse and how to stay safe and what to do to raise a concern about the safety of another
- Addressing what has caused the risk to self, neglect or abuse

It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding any action. This must recognize that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances (Care Act Guidance Sec 14)

Definition of abuse and neglect (from North Somerset Safeguarding)

Abuse is a violation of an individual's human and civil rights by another person or persons. Abuse may consist of single or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Somebody may abuse or neglect an individual by inflicting harm, or by failing to act to prevent harm. Individuals may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. **Abuse can take a number of forms:**

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic abuse – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Sexual exploitation involves exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of them performing, or others performing on them, sexual activities. Key features include coercion

and control, disclosures and retractions.

Grooming – when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, exploitation or trafficking. Children could be groomed online or face to face by a stranger or by someone they know. Groomers can be any age and gender.

Criminal exploitation - child abuse where children and young people are manipulated and coerced into committing crimes.

County Lines - the police term for urban gangs exploiting young people into moving drugs from a hub, normally a large city, into other markets - suburban areas and market and coastal towns - using dedicated mobile phone lines or “deal lines”. Children as young as 12 years old have been exploited into carrying drugs for gangs.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, Verbal abuse, cyber bullying, isolation, or unreasonable and unjustified withdrawal of services or supportive networks.

Cyberbullying – this happens on social networks, games and mobile phones and can involve rumours being spread about someone or posting nasty or embarrassing messages, images or videos about them. The perpetrator could be known to the victim or they may create a fake or anonymous account to do so.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. Children may be recruited, moved then exploited or forced to work or be sold.

Forced marriage - a marriage in which one or both of the parties is married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of their parents or a third party in identifying a spouse.

Female Genital Mutilation - FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, difficulties in childbirth, causing danger to the child and mother, and/or death.

Discriminatory abuse – including forms of harassment, slurs or similar treatment because

of race, gender and gender identity, age, disability, sexual orientation or religion.

Hate crimes - any criminal offence that is motivated by hostility or prejudice based upon the victim's: • disability • race • religion or belief • sexual orientation • transgender identity.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment.

Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Self-neglect – This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

NB An individual may suffer more than one category

PREVENT – Preventing radicalisation to extremism

The Prevent strategy forms part of the UK's Counter Terrorism and Security Act (2015). The Government's revised Prevent strategy was launched in June 2011 with its key objectives being to:

- challenge the ideology that supports terrorism and those who promote it,
- Prevent people from being drawn into terrorism,
- work with 'specified authorities' where there may be risks of radicalisation.

The scope of the Prevent Duty covers terrorism and terrorist related activities, including domestic extremism and non-violent extremism.

The aim is to work with partner agencies, primarily the police, to divert people away from what could be considered to be linked to terrorist activity. *Prevent defines extremism as: "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces"*

Radicalisation is defined by the UK Government within this context as "the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups." Channel is a multi-agency programme which provides support to individuals who are at risk of being drawn into terrorism. Channel provides a mechanism at an early stage, for assessing and supporting people who may be targeted / or radicalised by violent extremists.

The signs for recognising abuse (or radicalisation) which may or may not be indicators that abuse has taken place, should be understood by all Wellspring staff through regular training updates.

Procedures

A. Action to be taken if abuse or neglect is suspected for children

- **All staff members must** report concerns as soon as possible and within 24 hours of the concern arising, to the Director of Wellspring Counselling as the Lead for Safeguarding, or in their absence, the relevant DSO. In an emergency they will discuss their concerns with their supervisor.
- The staff member must make detailed notes of their concerns and store in the client file
- If the suspicions in any way involve the Director then the report should be made to the Chair of the Trustees. If the suspicions in any way implicate both the Director and the Chair, then the report should be made in the first instance to the Administrator, company secretary or the PCCA Churches' Child Protection Advisory Service or North Somerset Council LADO on **01275 888211**
- Suspicions will not be discussed with anyone other than those nominated above.

The Director as Safeguarding Lead will: -

- Call 999 if a person is in immediate danger
- Where emergency medical attention is necessary it will be sought immediately. The Director will inform the doctor of any suspicions of abuse.
- In the event of the safeguarding concern regarding a child which needs an immediate response, they will contact the Children's Emergency Duty Team on **01454 615165** and provide them with as much information as possible.
 - **Enquiries needing an immediate response:**
 - When it is felt a child or adult is at immediate risk of harm
 - When a child protection investigation is needed (because of physical sexual and emotional abuse or chronic neglect)
 - When a child or young person needs an immediate mental health assessment
 - When a crime has been committed but not reported
- For advice, they can contact the No Names Consultation line on **01275 888690** or to report a concern, they will Contact North Somerset Council's Single Point of Access (NSC SPA) **01275 888808** (Monday to Friday, 8am to 6pm). When a professional or practitioner would like to make contact with Children's Social Work Service to have a conversation about a concern they have for a child that might lead to a referral – but the child or young person is not at immediate risk of harm, it is called a no names consultation.
- Under no circumstances will the Director attempt to carry out any investigation into the allegation or suspicions of sexual abuse. The role of the Director is to collect and clarify the precise details of the allegation or suspicion and to provide this information to the NSC SPA, whose task it is to investigate the matter under Section 47 of the Children Act 1989
- The safeguarding officer or DSO will report any crimes to Avon and Somerset Police

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- At all times consider the need to breach confidentiality

If the Counsellor/Therapist feels that the Director or Administrator has not responded appropriately to the concerns, then that person retains a responsibility, as a member of the public, to report serious matters to the NSC SPA, and should do so without hesitation.

Responding once abuse has been disclosed by a child

The Counsellor/Therapist will:

- Make notes as soon as possible (preferably within an hour of being told), writing down exactly what the child said, and what was said in reply to the child, when he/she said it and what was happening immediately beforehand (e.g. description of activity). Record dates and times of these events and when the notes were written. Keep all hand-written notes securely, even if these have been typed subsequently.
- Complete the form in appendix 1
- Report the discussion as soon as possible to the Director. If the latter is implicated, report to the Administrator. If both are implicated, report to the Chair of the Trustees or the NSC SPA if preferred
- Record details and actions following discussion
- not discuss suspicions or allegations with anyone other than those nominated in the above paragraph or the Clinical Supervisor

Safeguarding officer or DSO will:

- Consider whether or not it is safe for a child to return home to a potentially abusive situation. On rare occasions it might be necessary to take immediate action to contact NSC SPA and/or police to discuss putting into effect safety measures for the child so that they do not return home.
- Record notes of the discussion with the Counsellor/Therapist using form appendix 2
- Use 'body map' in appendix 2 to record injuries seen, but never undress, touch or take photographs of a child
- Store all notes in the Wellspring safeguarding file

Reasons why a parent or an alleged abuser should not be informed immediately

- The main reason for not informing the alleged abuser is that they could try to silence the child with bribery or threats. Time would be given for incriminating material to be removed, thus reducing the likelihood of criminal proceedings
- If parents are told they could confront the accused person and in anger take physical action. This would not be helpful in any police investigation
- False allegations are possible – but not very common. It is possible that the abuse is real but the child may feel safer naming someone else if being threatened by the abuser

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- Do not assume that retraction of an allegation means that it was untrue in the first place. So often the cost to the young person is too high to pursue the matter
- If the accused works with children then the Director must discuss the issues with NS Single Point of Access before any suspension or enquiry is considered. It will be necessary to supervise the worker as closely as possible without raising suspicion during these discussions and agreed way forward
- Any suspension is a neutral act. If the allegations are true the children need the protection. If the allegations are untrue then the implicated person needs protection

Responding to Third Party Allegations

- Where allegations are made by a third party, if possible, they should be referred to the Director.
- The Director should obtain as much information as possible from the referrer. Unless the person wishes to remain, anonymous this should include the referrer's details, (name, address, telephone number, etc.) and as much factual detail as possible about the child and family concerned. Information as to the cause of concern and nature of injuries / observations should be included
- The Director must inform the referrer that the information may be passed on to Social Services and they may wish to interview the referrer, (if known), as part of their investigations

B. Safeguarding procedure for dealing with concerns about an adult

All Safeguarding concerns will be dealt with in accordance with Wellspring Counselling Ltd's Safeguarding Policy which is updated annually. Current staff contact numbers are held in this document. In addition, the following procedures must be followed.

All allegations or suspicions are to be treated seriously. No abuse is acceptable. Some abuse is a criminal offence and must be reported to the Police as soon as possible.

In the event of a vulnerable person reporting abuse happening (at home or elsewhere), or where an incident is observed, the incident will be logged in writing and the appropriate authorities will be notified. The appointed Designated Safeguarding Lead who is usually the Director of Wellspring or their Deputy, will liaise with authorities and report in writing as appropriate.

Consideration will be given to:

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- The scale of the abuse.
- The risk of harm to others.
- The capacity of the victim to understand the issues of abuse and consent to report.

We will ensure that all vulnerable adults and children fully understand who they can contact if they wish to report an incident, and how their report will be recorded.

Any member of staff must follow Wellspring Counselling Ltd's Safeguarding procedures in these circumstances:

- You have reason to believe that an adult who is a client of Wellspring Counselling may be suffering from or at risk of abuse or neglect, including self-neglect
- a client of Wellspring Counselling Ltd has disclosed that they have reason to believe that another adult is at risk

The Counsellor must:

- Immediately share their concerns with the Director who is the Designated Safeguarding Lead, or in their absence, the Deputy Safeguarding Officer
- Record all concerns in writing
 - to be logged on the clients' file (on the database)
 - a copy to be given to the Director and kept locked in the Safeguarding cases file
- Contribute to an action plan to address the situation. Action plans will vary according to circumstance, but may include some or all of the following:
 - Agree with the client what action they might take and what support they need
 - Support the client to make a safeguarding referral by contacting the Adult Services number in the region where the client is resident, or where the safeguarding concern is occurring (see appendix for contact numbers and referral details)
 - If the client is unable to, make a safeguarding referral by contacting the Adult Services number in the region where the client is resident, or where the safeguarding concern is occurring (see appendix for contact numbers and referral details)
 - Keep the Director of Wellspring Counselling Ltd informed at all stages
 - Contact the client's GP if there are immediate concerns about their mental or physical health, preferably with the client's informed consent
 - Make referrals to or support the client to contact relevant and appropriate sources of support
 - Talk to other professionals involved in the client's case – where possible with the client's informed consent
 - Support the client to access additional Wellspring Counselling services if appropriate
 - Contact the police – if you think a crime has been or is being committed and this is appropriate to do so, and only after discussion with the Director or other Safeguarding officer of Wellspring Counselling Ltd

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- A referral to adult services should not normally be made without the client's knowledge and informed consent
 - A decision to make a referral without the client's consent should be signed off by the Director and the Chair of Trustees
- The Director will inform the Chair of Trustees where high level or complex safeguarding concerns are raised in the agency, and include an update on the procedures that have been followed and the potential risk to the charity in their report at the next Trustees meeting

Wellspring Counselling Ltd undertakes to offer the highest possible level of support to all its clients, whether or not they are covered by the safeguarding legislation. We will therefore follow the same procedures for all clients suffering from or at risk of abuse, whether or not they come under the Care Act 2014.

Responding to allegations by an adult abused as a child

- The counsellors should clarify that it is the responsibility of the victim to report the matter to the Police or Social Services
- However, if the counsellor is certain the alleged perpetrator still has close contact with children, then the allegation may need to be reported as other children may be at risk. In the first instance, the counsellor will consult with the safeguarding officer
- Sexual abuse of children is often addictive behaviour and perpetrators can continue to abuse for many years

C. Action to be taken if a child or adult client has expressed desire to harm self or others

All paperwork and contracting prior and during counselling sessions must clearly indicate these concerns as exceptions to confidentiality.

If a child (under 18) indicates self-harm or suicidal ideation electronically or on the phone to Wellspring Counselling Ltd staff prior to counselling sessions, the safeguarding officer or DSO should be informed and will contact their parent or school safeguarding team if appropriate to inform them of their intention.

If the child expresses suicidal ideation or intention to self-harm during the assessment or counselling sessions, the counsellor will conduct a risk assessment with a view to sharing this information with the client's parent unless it would cause further significant harm to the child and then it will be shared with a GP, Social Care or School Safeguarding. The counsellor will advise that the child is taken to see their GP or to Bristol Children's Hospital as appropriate.

If a child expresses a clear intent to hurt another person, the counsellor will discuss this with the safeguarding officer and if considered necessary, report this to the child's parent or School Safeguarding team.

If an adult expresses a desire to end their life in any contact with Wellspring

Counselling Ltd staff prior to counselling sessions, the admin team will send out a standard email to the client's GP surgery to inform them of this intent.

If the adult expresses suicidal ideation during the intake or counselling, the counsellor will carry out a risk assessment and inform the client that their GP may need to be informed by email or if actively suicidal and at immediate risk, they may contact emergency services.

If an adult states self-harm behaviours are ongoing, the counsellor will advise them to speak to their GP.

If an adult expresses specific intent to hurt another person and has the means and a plan to do so, the counsellor or staff member will inform them that this information will be passed onto the police as this falls within exemptions to confidentiality.

All the above to be carried out in consultation with the safeguarding officer. All counselling staff are to receive regular risk assessment training as part of safeguarding training.

Accountability and Responsibility

All staff and volunteers will

- Be assessed by the Director for their competence around safeguarding when they first join Wellspring. Their training needs will be agreed and actioned.
- Attend Wellspring safeguarding updates at least every year and more frequently where there is a change in legislation
- Make every effort to attend North Somerset Council's 'Introduction to Inter-Agency Child Protection'
- Keep a record and evidence of training attended and pass to the Director

A. All Staff/Volunteers must

- be aware of their individual role in safeguarding children and adults and the role of other professionals
- understand and follow this guidance
- know about the different types of abuse and neglect and their signs
- know who to tell about suspected abuse or neglect
- demonstrate competency in recognising maltreatment of children, young people, and adults and have the ability to take action as appropriate to their role and maintain these competencies through attending and engaging in compulsory training, reflecting on cases and engaging in CPD and the appraisal process
- be responsible for safeguarding and promoting the welfare of children, young people, and adults they come into contact with
- support adults to think and weigh up the risks and benefits of different options when exercising choice and concerns.
- be aware that in the unlikely situation that the Safeguarding Lead or their Deputy do not agree that a referral needs to be made to social care, that the Wellspring Counsellor or volunteer may make a referral directly themselves



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- if there is immediate risk of harm to a child or an adult and/or delay in being able to contact the Designated Safeguarding Lead /Deputy when action needs to be taken promptly, the concerned staff member or volunteer is responsible for making an urgent referral to the police and/or local authority

B. Designated Safeguarding Lead and Deputy Safeguarding Officer

The Director of Wellspring Counselling Ltd is the Designated Safeguarding Lead for all Safeguarding at Wellspring. The Deputy Safeguarding Officer (DSO) role covers both the Adult Counselling Service and the Young People Counselling Service. The DSO also provides cover for the Director when on Annual Leave. The Trustee responsible for Safeguarding also deputises in case of need.

In addition to the above they must:

- support all activities necessary to ensure that Wellspring Counselling meets its responsibilities to safeguard and protect children and young people.
- be responsible for planning and strategy in relation to safeguarding/child protection
- provide advice and supervision to all staff and volunteers within Wellspring Counselling regarding safeguarding/child protection (both in terms of education and responding to concerns)
- make themselves available and approachable to hear and discuss all concerns relating to children, no matter how small
- ensure concerns raised by a member of staff or volunteer are acted upon promptly and appropriately, and that appropriate feedback is given as to the outcome
- ensure clear local arrangements for collaboration with other professionals and agencies (this includes procedure for sharing information)
- liaise with external professionals in relation to safeguarding/child protection as necessary
- ensure this policy is kept current and be responsible for its dissemination and implementation
- report annually to the Board with regard to safeguarding/child protection
- contribute to the delivery of training and ensure the training takes place
- oversee a robust system to monitor the management of concerns raised and hence the quality and effectiveness of this policy and associated training
- follow the conditions of the Wellspring Insurance Policy

The Board of Trustees must

- scrutinise and review Wellspring's Safeguarding policy and procedures annually
- scrutinise and be assured of Wellspring Counselling's recruitment processes and procedure
- scrutinise and be assured of Wellspring Counselling's induction procedures and ongoing training
- appoint a Trustee responsible for Safeguarding issues

Recruitment

During recruitment we will ensure that we properly explore the individual needs of the vulnerable adult, speak to other organisations involved where appropriate, and thoroughly discuss needs and capabilities.

Consideration when recruiting a young adult will include capabilities, time and the level of supervision necessary.

Training & Induction

The training of staff is a critical success factor for this policy. All workers in Wellspring Counselling Ltd will be supported in their understanding & awareness of vulnerable adult protection issues. All staff are expected to do the basic organisational safeguarding training as a minimum requirement annually. Those working directly with under 18s should do NS Inter Agency Child Protection Introductory course annually.

Recruitment of Ex-Offenders

Wellspring Counselling Ltd welcomes applications from a wide range of candidates, including those with criminal records. Having a criminal record will not necessarily bar an individual from working within the Organisation. This will depend on the nature of the position and the circumstances and background of the offence. Wellspring Counselling Ltd complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a disclosure because of a conviction or other information revealed.

Information Sharing

- Information is only to be shared on a "need to know" basis when it is in the interests of the adult
- Confidentiality and secrecy are not the same
- Informed consent should be obtained for permission to share information. However, if this is not possible and the client or others are at risk of abuse or neglect it may be necessary to override this requirement
- Where there are concerns about abuse, it is inappropriate to give assurances of complete confidentiality
- Where an adult has declined to consent to information being shared, it must be considered whether there is an overriding public interest that would justify information sharing (others are at risk of serious harm).



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Legislation

The principal pieces of legislation governing this policy are:

- Rehabilitation of Offenders Act 1974
- NHS and Community Care Act 1990
- Mental Health Act 1983
- The Police Act – CRB 1997
- Public Interest Disclosure Act 1998
- Care Standards Act 2000
- Safeguarding Vulnerable Groups Act 2006



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APPENDIX 1 – Contact numbers

Safeguarding Referrals to the SPA (Single Point of Access) at:

- North Somerset Council – 01275 888801 / 01934 888801
- North Somerset No Names Consultation – 01275 888690
- Bath and North East Somerset – 01225 396 000
- Bristol City Council – 0117 922 2700
- South Gloucestershire Council – 01454 868 007
- Somerset County Council – 0845 345 9133

Adult safeguarding - <https://www.nsscp.co.uk>

Children’s safeguarding – <https://www.nsscp.co.uk>

Churches Child Protection Advisory Service (Thirty One:Eight), PO Box 133,
Swanley, Kent, BR8 7UQ.Tel No: 0303 003111

<https://thirtyoneeight.org/about-us/contact-us/>

Officers and Useful telephone numbers and addresses

Director	Wendy Griffin	07903523457
Deputy Safeguarding Lead		
Chair of the Trustees	Mary Backhouse	
Trustee Safeguarding Lead	Sue Jenner	
Administrator	Mrs Tina Court	07989 854687



Registered charity no: 1042995

Local North Somerset Council's Single Point of Access (NSC SPA)

Monday to Friday 8am to 6pm 01275 888 808

Out of hours number known as the Emergency Duty Team 01454 615165

www.northsomersetsafeguarding.co.uk/

Police Child Protection Unit 01934 638171

North Somerset Specialist CAMHS Single Point of Entry (SPE) 01934 426622

National Child Line (Help line) 0800 1111

(Office) 0171 239 1000

NSPCC (Help line) 0800 800 500

(Office) 0171 852 2500

Child Time (Counselling Agency) 0117 929 1533

Kidscape (Info on protecting children) 0171 730 3300

118/Churches Child Protection Advisory Service, PO Box 133, Swanley, Kent, BR8 7UQ.

Tel No 0845 120 4550 (Office)

0845 120 4551 (Help line) hours

0845 120 4552 (Fax)

info@ccpas.co.uk (e-mail)

www.ccpas.co.uk (web address)

References

North Somerset Safeguarding www.northsomersetsafeguarding.co.uk/

Working together to Safeguard Children

Published 26 March 2015 updated 16 February 2017

<http://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

Safeguarding children and young people: roles and competencies for healthcare staff. Intercollegiate document. Third edition: March 2014. Published by the Royal College of Paediatrics and Child Health 2014 on behalf of the contributing organisations. [http://www.rcn.org.uk/data/assets/pdf_file/0008/474587/Safeguarding_Children - Roles and Competences for Healthcare Staff 02 0...pdf](http://www.rcn.org.uk/data/assets/pdf_file/0008/474587/Safeguarding_Children_-_Roles_and_Competences_for_Healthcare_Staff_02_0...pdf)

UN Convention on the Rights of the Child

<http://www.unicef.org.uk/UNICEFs-Work/UN-Convention/>

Children Act 2004

<http://www.legislation.gov.uk/ukpga/2004/31/contents>

Children Act 1989

<http://www.legislation.gov.uk/ukpga/1989/41/contents>

What to do if you're worried a child is being abused. March 2015. HM Government

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/417685/Archived-DFES-04320-2006-ChildAbuse.pdf

Information sharing: guidance for practitioners and managers. March 2015. HM Government [https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419628/Information sharing advice safeguarding practitioners.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419628/Information_sharing_advice_safeguarding_practitioners.pdf)



Registered charity no: 1042995

NHS Safeguarding Children. Published 2014.
[http://www.sego.nhs.uk/leaflets/safeguarding/Safeguarding Children General Resource Cards Dec 14 Final.pdf](http://www.sego.nhs.uk/leaflets/safeguarding/Safeguarding_Children_General_Resource_Cards_Dec_14_Final.pdf)

The Human Rights Act 1998

<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Female Genital Mutilation Act 2003. HM Government.
<http://www.legislation.gov.uk/ukpga/2003/31/contents>

Mandatory Reporting of Female Genital Mutilation – procedural information. Home Office. November 2016.
[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/573782/FGM Mandatory Reporting - procedural information nov16 FINAL.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/573782/FGM_Mandatory_Reporting_-_procedural_information_nov16_FINAL.pdf)

Signed by Chair of Trustees (on behalf of Wellspring Counselling)

Signed: _____

Name: _____ Date: _____



Registered charity no: 1042995

Appendix 2

Wellspring Counselling

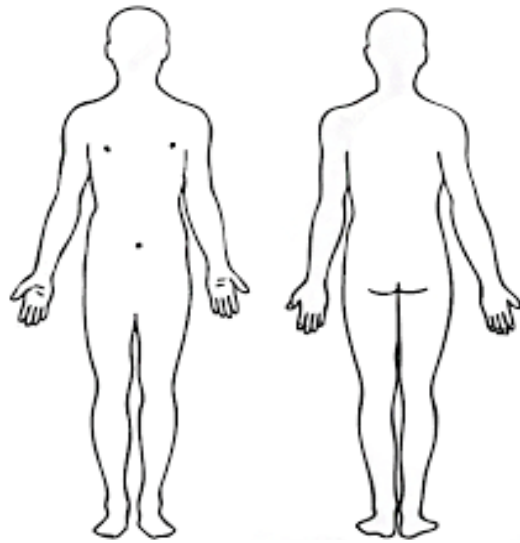
Report Form – Responding to Allegations of Abuse

Confidential

Name of child/young person/vulnerable adult
Date of Birth
Address:
Phone no:

Sequence of events/actual words used/observations

(Indicate on body chart where appropriate, but do not undress the person)





Registered charity no: 1042995

Action taken

Name of person contacted

.....

Notes



Appendix 3

Wellspring Counselling

Record of Discussion and Action Form – Responding to Allegations of Abuse

Confidential

Name of person reporting concerns
Identifying name of young person/adult.....
Their Wellspring number if known
Date and time of session

Details of Concerns

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Action Agreed

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WELLSPRING COUNSELLING LTD

Registered Charity No.1042995

Dates, Times and Details of Follow Up Discussions

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Notes

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Discussion with Chair of Trustees

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