



## Safeguarding Policy

Tea of Therapy works with children and young people, this involves one to one session with counsellor or volunteers and child in a therapeutic setting.

We aim to protect children and young people who receive services from Tea of Therapy. This includes the adults of the children who use our services also. This policy statement applies to anyone working on behalf of Tea of Therapy, including senior managers, paid staff, volunteers and counsellors.

### **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:**

- the welfare of the child is paramount
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have a right to equal 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
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

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

- valuing, listening to and respecting them
- appointing a nominated child protection/safeguarding lead within each institution that we work with.
- developing child protection and safeguarding policies and procedures which reflect best practice
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately, with the consent of the institution
- 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
- developing and implementing an effective online safety policy and related procedures
  
- sharing information about child protection and safeguarding best practice with children, their families, staff and volunteers via newsletters, posters, group work and one-to-one discussions
- It is mandatory that all staff, counsellors and volunteers to attend safeguarding training before they commence any work
- Institutions are entitled to ask for counsellors to attend their safeguarding day.



- recruiting staff, counsellors and volunteers safely, ensuring all necessary checks are made
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- implementing a code of conduct for staff and volunteers
- using our procedures to manage any allegations against staff and volunteers appropriately
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures.
- recording and storing information professionally and securely.

### **Procedures for responding to concerns about a child or young person's wellbeing**

Children and young people do find it difficult to speak about difficult circumstances that they are in. They want to feel safe and be able to trust the counsellor or volunteer with the information they provide. It is also essential that when a child has disclosed information something is done about it. It would be fair to update the child on the actions the counsellor or volunteer has taken to assist the child in the best way. Notifying the parent and guardian is also essential, depending on the circumstance the police may have to get involved.

On the other hand, children and young people may not share information however they may show indicators of concerns, this can sometimes be identified within schools or friends' parents.

### **Disclosure**

Disclosures is the process in which children and young people begin to share their experiences of abuse with others. You cannot measure how quick a child will disclose information this will be done in the child's own time.

Disclosures are displayed in different forms:

Directly – verbally stating their experience

Indirectly – Making ambiguous statements

Behaviour – Change in behaviour, this could be deliberate or not deliberate

Non-verbally- Writing letters, drawing pictures or using toys to demonstrate their experience.

Not all disclosures will lead to a formal report of abuse, some cases the disclosure is noted and monitored.

When children and young people have disclosed information, they may fear attending the next session as they may feel they have upset their family or have got in trouble. Lots of



guilt and shame may develop as they have not got to the stage of dealing with their thoughts and feelings.

### Signs of abuse

Child abuse occurs when a child or adult harms a child, this could be mentally, physically and sexually. Some children may experience more than one type of abuse after being abused once. It can last for a period of time or be an isolated incident. Online abuse is another type of abuse that is increasing.

Children may get abused by the follow:

- Family members
- Friends
- Workers or volunteers of an organisation or community setting
- Someone less common to them, strangers

Counsellors, volunteers and institutions need to be aware of vigilant to signs of abuse:

- Flinching in response to sudden movements
- Avoiding particular people or places due to fear
- Understanding adult issues such as alcoholism, drug misuse or inappropriate sexual behaviour
- Aggressive outburst or misbehaving towards children, adults or toys
- Appearing depressed, withdrawn, anxious or clingy
- Self-harming or suicidal
- Changes in eating habits
- Developing insomnia, bed wetting and experiencing nightmares
- Young people may explore substance misuse or criminal activity
- Regularly running away from home or care
- Dismissing care for medical injuries

These signs are not limited to a child being abused. There may be other reasons for changes in a child's behaviour such as a bereavement or relationship problems between parents/carers. In assessing whether signs are related to abuse or not, they need to be considered in the context of the child's development and situation.

### Physical abuse

Physical abuse is when a child is deliberately hurt causing them injuries. These injuries can vary from cuts, bruises, burns or broken bones. This can occur from kicking, hitting, throwing or burning. It is also physical abuse if a parent diagnosis a child with symptoms of illnesses they do not have but insist that they take medication. This is known as fabricated or induced illness (FI).

Children often hurt themselves with falls and accidents this will cause cuts or bruises normally on knees, shins and elbows. This is not usually a concern. Injuries such as bruising, burns and scalds should be monitored. This can be found on the back of legs, arms, ears or



bum. If objects have been used you may see the outline of it, such as a cigarette mark or finger prints.

### Neglect

Neglect is failing to meet the basic physical and psychological needs; this can result in a decrease in the child's health and development. Examples can stem from:

- Inadequate food, clothing or shelter
- Child being left unsupervised
- Child may receive minimal health and dental care
- Parents may ignore child whether happy or sad.

Noticing neglect can be difficult, these signs have to be monitored it cannot be measured by an isolated incident. Multiple and persistent signs can demonstrate signs of neglect.

- Child's upkeep is questionable, dirty school clothes
- The child may be left alone frequently
- The child may attend school hungry
- Academically low level
- Unsuitable home environment

### Sexual Abuse

Forcing or enticing a child to take part in sexual activities is sexual abuse. In many cases the child is not aware the abuse is going on as it doesn't have to involve violence. Abuse can involve contact or non-contact abuse. Abusers sometimes do threaten children if they do not comply to their instructions. They first want to build an emotional connection with the child in order to groom them. Sexual abuse can vary in the following:

- sexual touching of any part of the body whether the child is wearing clothes or not
- rape or penetration by putting an object or body part inside a child's mouth, vagina or anus
- forcing or encouraging a child to take part in sexual activity making a child take their clothes off, touch someone else's genitals or masturbate.
- encouraging a child to watch or hear sexual acts not taking proper measures to prevent a child being exposed to sexual activities by others
- showing pornography to a child
- making, viewing or distributing child abuse images persuading or forcing a child to send or post sexually explicit images of themselves, this sometimes referred to as sexting
- persuading or forcing a child to take part in sexual activities via a webcam or smartphone
- having sexual conversations with a child by text or online
- meeting a child following online sexual grooming with the intent of abusing them.

Signs of sexual abuse can cause lots of discomfort for the child. This varies in vaginal or anal sores or itching, bruising or bleeding and unusual discharge. Sexually Transmitted Infections



(STIs) can be transferred or the child could become pregnant. The child's behaviour or mood can change to want to be more promiscuous or become very withdrawn.

### Child sexual exploitation

Child sexual exploitation (CSE) is a type of sexual abuse. Young people in exploitative situations and relationships receive things such as gifts, money, drugs, alcohol, status or affection in exchange for taking part in sexual activities. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to young people in gangs. Child sexual exploitation can involve violent, humiliating and degrading sexual assaults and involve multiple perpetrators.

Sexual exploitation can be very difficult to identify. Warning signs can easily be mistaken for 'normal' teenage behaviour. Young people who are being sexually exploited may:

- be involved in abusive relationships, appearing intimidated and fearful of certain people or situations
- get involved in gangs, gang fights, gang membership
- have older boyfriends or girlfriends
- spend time at places of concern, such as hotels or known brothels
- not know where they are, because they have been moved around the country
- be involved in petty crime such as shoplifting
- have access to drugs and alcohol
- have new things such as clothes and mobile phones which they can't or won't explain
- have unexplained physical injuries.
- go missing from their home, care or education

### Harmful sexual behaviour

Children and young people who develop harmful sexual behaviour (HSB) harm themselves and others. Sexual behaviour can take place with children, one of the children may be older or have more power and strength over the other child. It is normal to show signs of sexual behaviour in developmental stages; some develop quicker than others. This can include:

- using sexually explicit words and phrases
- inappropriate touching
- using sexual violence or threats
- full penetrative sex with other children or adults.

### Emotional abuse

Emotional abuse is persistent, and, over time, it severely damages a child's emotional health and development. Signs generally occur through actions and emotions. Emotional abuse can take place in many forms:

- humiliating, putting down or constantly criticising a child



- shouting at or threatening a child or calling them names
- mocking a child or making them perform degrading acts
- constantly blaming a child for things which are not their fault
- trying to control a child's life and not recognising their individuality
- not allowing them to have friends or develop socially
- pushing a child too hard or not recognising their limitations
- manipulating a child
- exposing a child to distressing events or interactions such as drug taking, heavy drinking or domestic abuse
- persistently ignoring them
- being cold and emotionally unavailable during interactions with a child
- never saying anything kind, positive or encouraging to a child and failing to praise their achievements and successes.

#### Babies and pre-school behaviour:

- be overly-affectionate towards strangers or people they haven't known for very long
- not appear to have a close relationship with their parent, for example when being taken to or collected from nursery
- lack confidence or become wary or anxious
- be unable to play
- be aggressive or nasty towards other children and animals.

#### Older children may:

- use language, act in a way or know about things that you wouldn't expect for their age
- struggle to control strong emotions or have extreme outbursts
- seem isolated from their parents
- lack social skills or have few, if any, friends
- fear making mistakes
- fear their parent being approached regarding their behaviour
- self-harm.

#### Domestic abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people who are or were in an intimate relationship. There are many different types of abusive behaviours that can occur within intimate relationships, including emotional, sexual, financial, psychological and physical abuse. Domestic abuse can be underpinned by an on-going pattern of psychologically abusive behaviour that is used by 1 partner to control or intimidate the other partner.

In situations of domestic abuse, both males and females can be abused or be abusers. Domestic abuse can happen in any relationship regardless of age, sexuality, gender identity, race or religious identity.



Children's exposure to domestic abuse between parents and carers is child abuse. Children can be directly involved in incidents of domestic abuse or they may be harmed by seeing or hearing abuse happening. The developmental and behavioural impact of witnessing domestic abuse is similar to experiencing direct abuse. Children in homes where there is domestic abuse are also at risk of other types of abuse or neglect.

It can be difficult to tell if domestic abuse is happening, because it usually takes place in the family home and abusers can act very differently when other people are around. Children who witness domestic abuse may:

- become aggressive
- display anti-social behaviour
- suffer from depression or anxiety
- not do as well at school - due to difficulties at home or disruption of moving to and from refuges.

### Bullying and cyberbullying

Bullying is behaviour that hurts someone else. It usually happens over a lengthy period of time and can harm a child both physically and emotionally. Bullying can happen anywhere – at school, at home or online. When bullying happens online it can involve social networks, games and mobile devices. Online bullying can also be known as cyberbullying. Bullying includes:

- verbal abuse, such as name calling
- non-verbal abuse, such as hand signs or glaring
- emotional abuse, such as threatening, intimidating or humiliating someone
- exclusion, such as ignoring or isolating someone
- undermining, by constant criticism or spreading rumours
- controlling or manipulating someone
- racial, sexual or homophobic bullying
- physical assaults, such as hitting and pushing
- making silent, hoax or abusive calls.

Cyberbullying includes:

- sending threatening or abusive text messages
- creating and sharing embarrassing images or videos
- 'trolling' - sending upsetting messages on social networks, chat rooms or online games
- excluding children from online games, activities or friendship groups
- setting up hate sites or groups about a particular child
- encouraging young people to self-harm
- voting for or against someone in an abusive poll
- creating fake accounts, hijacking or stealing online identities



It can be hard to know whether or not a child is being bullied. They might not tell anyone because they're scared the bullying will get worse. They might also think that the bullying is their fault. These signs are not limited to bullying but can be linked:

- belongings getting 'lost' or damaged
- physical injuries such as unexplained bruises
- being afraid to go to school, being mysteriously 'ill' each morning, or skipping school
- not doing as well at school
- asking for, or stealing, money (to give to a bully)
- being nervous, losing confidence or becoming distressed and withdrawn
- problems with eating or sleeping
- bullying others.

### Child trafficking

Child trafficking is child abuse. It involves recruiting and moving children who are then exploited. Many children are trafficked into the UK from overseas, but children can also be trafficked from one part of the UK to another. Children who are trafficked experience many forms of abuse and neglect. Physical, sexual and emotional abuse is often used to control them and they're also likely to suffer physical and emotional neglect. Child trafficking can require a network of organised criminals who recruit, transport and exploit children and young people. Some people in the network might not be directly involved in trafficking a child but play a part in other ways, such as falsifying documents, bribery, owning or renting premises or money laundering

Children are trafficked for:

- child sexual exploitation
- benefit fraud
- forced marriage
- domestic servitude such as cleaning, childcare, cooking
- forced labour in factories or agriculture
- criminal exploitation such as cannabis cultivation, pickpocketing, begging, transporting, drugs, selling pirated DVDs and bag theft.

Signs that a child has been trafficked may not be obvious, but you might notice unusual behaviour or events. These include a child who:

- spends a lot of time doing household chores
- rarely leaves their house, has no freedom of movement and no time for playing
- is orphaned or living apart from their family, often in unregulated private foster care
- lives in substandard accommodation
- isn't sure which country, city or town they're in





- is unable or reluctant to give details of accommodation or personal details
- might not be registered with a school or a GP practice
- has no documents or has falsified documents
- has no access to their parents or guardians
- is seen in inappropriate places such as brothels or factories
- possesses unaccounted for money or goods
- is permanently deprived of a large part of their earnings, required to earn a minimum amount of money every day or pay off an exorbitant debt
- has injuries from workplace accidents
- gives a prepared story which is very similar to stories given by other children.

There are also signs that an adult is involved in child trafficking, such as:

- making multiple visa applications for different children
- acting as a guarantor for multiple visa applications for children
- travelling with different children who they're not related to or responsible for
- insisting on remaining with and speaking for the child
- living with unrelated or newly arrived children
- abandoning a child or claiming not to know a child they were previously with.

### Female genital mutilation

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence. There are no medical reasons to carry out FGM. It doesn't enhance fertility and it doesn't make childbirth safer. It's used to control female sexuality and can cause severe and long-lasting damage to physical and emotional health.

A girl at immediate risk of FGM may not know what's going to happen. But she might talk about or you may become aware of:

- a long holiday abroad or going 'home' to visit family
- relative or cutter visiting from abroad
- a special occasion or ceremony to 'become a woman' or get ready for marriage
- a female relative being cut – a sister, cousin or an older female relative such as a mother or aunt
- missing school repeatedly or running away from home.

A girl who has had FGM may:

- have difficulty walking, standing or sitting
- spend longer in the bathroom or toilet



- appear withdrawn, anxious or depressed
- have unusual behaviour after an absence from school or college
- be particularly reluctant to undergo normal medical examinations
- ask for help but may not be explicit about the problem due to embarrassment or fear.

### **Dealing with allegations of abuse against a child or young person**

There are many ways that a child may be abusive towards others. A child who is displaying abusive behaviour may not realise they are doing so. When a child abuses another child, it is sometimes called 'peer on peer abuse'. Allegations may involve:

- bullying or cyberbullying
- emotional abuse
- online abuse
- physical abuse
- sexting
- harmful sexual behaviour
- sexual abuse.

Concerns might be raised by:

- a child or adult making a direct allegation of abuse by a child or young person
- a child or adult telling you they're uncomfortable with a child or young person's behaviour. They may not realise the behaviour is abusive
- a member of staff or volunteer observing behaviour that gives cause for concern
- being informed that a child or young person is the subject of an investigation
- a child or young person telling you they have harmed someone else or are at risk of doing so.

### **Responding to concerns**

When responding to an allegation of abuse made against a child, it's important to consider the needs of everyone involved. On occasions a child may tell you directly that they have behaved abusively towards someone else. Never promise to keep what a child tells you a secret. Explain that you need to talk to other people who can help keep them and the other children involved safe. If a child does disclose this happens should be your next steps:

- reassure the child that they've done the right thing by telling you about it



- listen carefully to the child and let them tell their whole story. Don't try to investigate or quiz the child, but make sure you understand what they're saying
- use non-judgmental language
- remember that a child who is telling you they've abused someone else is a child in need of support
- tell them that you now have to do what you can to keep them and the other children involved safe
- explain what you are going to do next and that you will need to speak to other people who can help
- reassure the child that they can get help to change their behaviour and move forward with their life

If allegations have been made against a child you should speak to your nominated child protection lead within the institution, who can advise you on the best way to proceed. If you confront the child about the allegations before taking advice, it may make the situation worse.

The child's parents or carers should be told what has happened, as long as it doesn't increase the risk to the child. Ask the child how they would like their parents/carers to be told. You could suggest:

- talking to parents first without the child there, then summarising everything with the child present
- helping the child tell their parents in their own words, with you present for support.

It's important for parents and children to talk about what's happened and begin to come to terms with it as a family. When talking to parents or carers, remember that the news their child has behaved abusively may be a shock. Reassure them that support is available to help their child change their behaviour and move forward.

Child Protection policy – England will be located on the portal

### **Safer recruitment policy and procedures**

Safer recruitment is a set of practices to help make sure your staff and volunteers are suitable to work with children and young people

### **Recruitment process**



This job advert will be available for anyone in the public to apply. However, it must attract high quality candidates for the role. The job description will outline all the specific duties the role entitles. Having an understanding of safeguarding is always highlighted within the job description. A standard application form is used to gather information from the potential volunteer or counsellor. The application also gives the candidate a chance to disclose any convictions or child protection investigations before vetting the application. If they do have any disclosure, they should send the details in before the interview the outcome will be dependent on the vetting process. References will be contacted as part of the vetting process.

The interview process consists of a two panellist. It will be a face to face interview that the candidates will be attending. The candidates will be welcomed to the interview and the panellist will share some brief information about the agency. The candidates will be asked a set of questioned followed by answering any questions that they may have.

The interview questions will vary from job description, previous experience, safeguarding, their strengths and weakness. The panellist will be taking notes of what has been said during the interview. Candidates should show that they

- understand children's needs and perspectives
- have realistic expectations of children
- recognise that children's needs come first
- uses appropriate language when talking about children
- are clear about boundaries when working with children.

The candidate's identification and qualifications will be checked during the interview. The candidates will be made aware if they have successful passed the vetting process to be a part of the agency within 24hours.

All accepted candidates (volunteers and counsellors) must attend a minimum of 1 CPD training a year and present the certificate to the agency. Some of the institutions that employ you may want you to go on further training through their institution, this can be accepted.

Tea of Therapy also advise that when being employed by an institution you must follow their code of conduct, if they require you to attend the schools safeguarding meeting this is a mandatory requirement.



Counsellor and volunteers must read the Keeping Children Safe policy (Located on the portal)

References should state whether the candidate is suitable to work with children and young people and if they have knowledge and understanding of child protection and safeguarding. If there are any concerns during the vetting process Tea of Therapy must decide if they are suitable to work with child and young people.

Counsellors and volunteers must attend supervision sessions on a monthly basis when a job commences. Please ensure you use the child's initial when in your meeting. Notes taking is helpful as you can use this to bring back to your sessions with the children and young people.

After every session with a child or young you will have an allocated time slot to complete your notes. This can be brief notes regarding the session. Please ensure that the child or young person's name is not disclosed, and it is initialled. When taking notes of a disclosure please ensure it is accurate and detailed. When submitting your concern to the Designated Safeguarding Lead please note who you have passed this information to along with the time. Follow this disclosure up the following week by stating what actions have been taken by yourself or the institution.

### **Managing allegations against staff and volunteers**

#### **Code of conduct for staff, counsellors and volunteers**

This behaviour code outlines the conduct Tea of Therapy expects from all our staff and volunteers. This includes Counsellors, volunteers and office staff, whether they are being paid or unpaid.

The behaviour code aims to help us protect children and young people from abuse and reduce the possibility of unfounded allegations being made. It has been informed by the views of children and young people.

Nicole Henry, Manager at Tea of Therapy, is responsible for managing behaviour. Everyone that works under the company Tea of Therapy must read and comply to the agreed code of conduct. If the code of conduct has been compromised there will be consequences.

All counsellors, volunteers and staff are DBS checked. Our counsellors and volunteers will all be apart of the British and Association for Counselling and Psychotherapy (BACP)

#### **The role of staff, counsellors and volunteers**

When working with children and young people, you are acting in a position of trust. You are likely to be seen as a role model and must act appropriately.



## Responsibility

You are responsible for:

- prioritising the welfare of children and young people
- providing a safe environment for children and young people
- This includes ensuring equipment is used safely and for its intended purpose.
- This includes having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- Understanding and dealing with a safeguarding/ child protection issue
- staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code to the Institution – (DSL), Supervisor, or Tea of Therapy.
- Reporting all allegations/suspicions of abuse following the Institutions reporting procedures
- This includes abusive behaviour being displayed by an adult or child and directed at anybody of any age.

## Rights

You should:

- Treat children and young people fairly and without prejudice or discrimination
- Understand that children and young people are individuals with individual needs
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems between yourself and others, and appreciate that all participants bring something valuable and different to the group/organisation
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

## Relationships

You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid favouritism
- be patient with others
- use special caution when you are discussing sensitive issues with children or young people
- ensure your contact with children and young people is appropriate



## Respect

You should:

- listen and respect children and all times
- seriously, actively involving them in
- In some cases, it may be necessary to break confidentiality in order to follow child protection procedures; if this is the case it is important to explain this to the child or young person at the earliest opportunity.
- Unacceptable behaviour, please advise the institution
- No child or young person should have your contact details, this does include your social media accounts
- When working with children and young people, you must not:
  - allow concerns or allegations to go unreported
  - take unnecessary risks
  - smoke, consume alcohol or use illegal substances
  - develop inappropriate relationships with children and young people
  - make inappropriate promises to children and young people
  - engage in behaviour that is in any way abusive

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.

If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave Tea of Therapy. We may also make a referral to the police and/or the local authority child protection services.

If you become aware of any breaches of this code, you must report them to Nicole Henry, Manager at Tea of Therapy. If necessary, you should follow the whistle-blowing procedure and child protection/safeguarding procedures.

All counsellors and volunteers are representatives of Tea of Therapy when employed. Please ensure that you read the current ethos and code of conduct for each institution that you attend. You must adhere to their code of conduct.

Volunteers and counsellors please ensure that you have appropriate clothing on when attending institution. Please make sure it falls in line with the institution policy.

As well as following the guidance in each institution, Tea of Therapy expects Counsellors and volunteers to:

- Respect the ethos of the institution
- Understand that all the counsellors/ volunteers, teachers and parents need to work together for the benefit of their children;
- Treat all members of the community with respect and set a good example



- Approach the school to help resolve any issues of concern regarding the children
- Raise concerns about the school to Tea of Therapy, they will contact the school on your behalf.
- Contribute positively and constructively during meetings with school staff

## **BEHAVIOUR AND CONDUCT WHICH IS NOT TOLERATED**

At Tea of Therapy we want to support our counsellors and volunteers as much as possible, however we will not tolerate the following:

- Using loud and offensive language on the premise
- Disrespecting members of staff
- Using social media to comment about an institution
- Recording conversations with staff without their permission
- Smoking and consuming alcohol or other drugs on the premise.

Should any of the above behaviour occur on the premises the institution may feel it is necessary to contact Tea of Therapy and if necessary, terminate the contract with the counsellor or volunteer.

Counsellors and Volunteers will only have access to the school premise on the contracted days. If there is a circumstance that it must change for a particular reason, please notify the institution and Tea of Therapy.

### **Anti-bullying policy and procedures**

Bullying includes a range of abusive behaviour that is repeated and intended to hurt someone either physically or emotionally. It is our responsibility to promote the welfare of children and young people to keep them safe and practise in the best way to protect them.

We understand that bullying can cause distress and can hinder a person's health and development. All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.

Bullying could take place in the institution that we work alongside. If that does happen, either party, counsellor, volunteer or institution must contact Tea of Therapy. This is something that is not tolerated with our organisation.

- Respecting that we are all different
- Creating a safe environment for the volunteers and counsellors to work in
- Dealing with problems in a positive way
- Listening to each other

We will respond to accounts of bullying with the person being bullied and the person that is the bully. The situation will be reviewed regularly to ensure that problem has been resolved.

### **Photography and image sharing guidance**





Tea of Therapy does not give consent for photos to be taken of any child or young person during therapy sessions. If parents do give consent for their child these images must not be shared or transferred to the counsellor or volunteer.

### **Child protection records retention and storage policy**

All counsellors and volunteers note of each child will be kept within the institution in a locked area, the documents should only be accessible to the counsellors or volunteers.

Tea of Therapy will only be storing documentation surrounding the volunteers, counsellors and the institutions. This will all be stored on the website, the only person that has access to personal information is the Tea of Therapy admin staff. All personal details are stored on the website portal you can only gain access to this if you have the correct login details.

No information about the children will be on the website.

At the end of the contract all notes regarding the children should remain with the counsellor. Notes will be destroyed after 5 years. If there are any concerns the institution should contact Tea of Therapy.

All notes or concerns should be noted in the following way:

- The date and time of the incident/ disclosure
- Who is writing the report?
- The name of the child
- Detailed description of what has happened
- Name of the person the incident/ disclosure was transferred to
- Date and time of transfer
- Follow up with the actions that took place
- The person writing the report must sign at the end

### **Whistleblowing policy**

Whistle blowing is when someone reports wrongdoing that is in the public's interest. This can be something they have seen at work but may not be. The concern could have happened in the past, present or in the near future.

Please speak with the Tea of Therapy team if you have concerns or please contact the Whistleblowing helpline with the NSPCC, please see details below.

0800 028 0285

[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

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

This policy was last reviewed on: .....September 2020.....(date)