



The Green Hub Project for Teens

Safeguarding Children and Young People Procedures Manual

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Purpose of this Green Hub Safeguarding Procedures Manual

This Safeguarding Procedures Manual should be read in response to and alongside our Green Hub Safeguarding Policy, other Green Hub policies, procedures, guidance and related documents. Links have been included where these are being referred to.

The Safeguarding Procedures provide processes to follow should there be a safeguarding concern or incident. It is intended to be read and followed by all Green Hub staff, adult volunteers, trustees and board members (hereafter referred to as staff and volunteers). It applies to potential safeguarding concerns for children and young people but not adults working with us. There will be a separate procedures manual for dealing with adult safeguarding.

The safeguarding responsibility for employees of contractors, and any of their sub-contractors remain with the main contractor. All relevant employees must be informed by the main contractor to report any safeguarding concerns directly to them in the first instance and to the Green Hub DSL in line with the Green Hub Safeguarding Policy.

Where a child or young person is placed with Green Hub in alternative provision, the commissioning school or local authority continues to retain safeguarding duties towards the child or young person and should therefore be satisfied that the provision is in a safe environment as well as meeting the child's pastoral and educational needs. We will comply with the commissioner to supply all documents requested to comply with their safeguarding





requirements. Our Green Hub staff and volunteers will continue to work within our safeguarding policy and procedures.

The procedures have been developed in response to best practice including drawing from legislation, other respected Safeguarding Procedures such as in the 'Homestart' policy and responding to recommendations from the Cornerstone Safeguarding Compliance Report (2025) of our practice to date and our experience.

Our procedures will be reviewed annually and adjusted should legislation changes or our local experience / feedback from those who use it demands of us.

1 Our procedures are based on the 4R's approach to support staff: Recognise, Respond, Refer and Record

1.1 RECOGNISE:

Recognising abuse involves looking for both behavioural and physical signs. Children and young people may be afraid to tell anyone about the abuse. They may experience feelings of shame, guilt or confusion, especially if the abuser is a loved one or someone they know well.

Spotting the signs of abuse

A child or young person who has been abused may want to tell someone but not have the exact words to do so. They may attempt to disclose abuse by giving adults clues, through their actions and by using indirect words.

Adults need to be able to notice the signs that a child or young person might be distressed and ask them appropriate questions about what might have caused this. Read more about the types of abuse in Appendix 3 of the Safeguarding Policy

Never wait until a child or young person tells you directly that they are being abused, before taking action. Instead, ask the child or young person if everything is OK or discuss your concerns with your Garden Leader, or DSL.

Disclosure is the process by which a child or young person starts to share their experiences of abuse with others. It takes extraordinary courage for a child to go through the journey of disclosing abuse.

Children or young persons may disclose abuse in a variety of ways, including:

- directly– making specific verbal statements about what's happened to them
- indirectly – making ambiguous verbal statements which suggest something is wrong
- behaviourally – displaying behaviour that signals something is wrong (this may or may not be deliberate)
- non-verbally – writing letters, drawing pictures or trying to communicate in other ways.





Sometimes children and young people may make partial disclosures of abuse. This means they give some details about what they've experienced, but not the whole picture. They may withhold some information because they:

- are afraid they will get in trouble with or upset their family
- want to deflect blame in case of family difficulties as a result of the disclosure
- feel ashamed and/or guilty
- need to protect themselves from having to relive traumatic events.

Patterns of concerns

In some cases, it is ongoing events that give rise to concerns through observation which may emerge over time. This can include a pattern of missed garden sessions, patterns of behaviour or low-level concerns that can add up to something bigger.

Any ongoing concerns around the welfare or wellbeing of a child or young person should be discussed with the Garden Leader at the end of a session or with the Garden Manager or General Manager/DSL. If this is the case the Designated Safeguarding Lead (DSL) may ask for a chronology of concerns to be recorded which can support monitoring of patterns.

A chronology is:

- a summary of events key to the understanding of need and risk, extracted from comprehensive case records and organised in date order.
- a summary which reflects both strengths and concerns evidenced over time.
- a summary which highlights patterns and incidents critical to understanding of need, risk and harm.
- a tool which should be used to inform understanding of need and risk. In this context, this means risk of significant harm to a child or young person.

1.2 RESPOND: Disclosure of abuse (including historical abuse) - what to do:

Should a child or young person hint at or disclose a potential abuse experience the following guidance should be followed as far as possible:

- Make sure that the activity you are involved in poses no further risk to the welfare of the people taking part in it.
- If it is possible, move to a safe quiet space to help the child/young person feel secure but ensure you are still visible to a colleague. If you deem it appropriate inform the colleague that the child/young person wanted to share something 'important' with you.





- If possible, advise that young person that you might take some notes to ensure you have an accurate record of what they want to share
- **Show them you care, help them OPEN UP.** Give them your full attention and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important. Phrases like “you’ve shown such courage today” help.
- **Take your time SLOW DOWN.** Respect pauses and don’t interrupt them – let them go at their own pace. Recognise and respond to their body language. And remember that it may take several conversations for them to share what’s happened to them.
- **Show you understand REFLECT BACK.** Make it clear you’re interested in what they’re telling you. Reflect what they’ve said to check your understanding – and use their language to show it’s their experience.

Useful Tips for responding to a disclosure:

- **Affirm their feelings** as expressed by them (show empathy).
- **Ask open, non-leading questions – Remember it is not your role to investigate**
Keep questions to the absolute minimum necessary to ensure a clear and accurate understanding of what has been said.
- **Re-assure** that they are being courageous in ‘telling’.
- **Do not make value judgements** about an alleged abuser/s and what has taken place.
- **Explain that information will be passed on** to another member of staff and explain why this is important.
- **Explain the next step, be open and honest,** reassure that they will be kept informed of what is happening and will be supported as appropriate. Any information subsequently shared with the child or young person/should always be appropriate to their age and stage of development and should not breach the confidentiality of any other parties involved.
- **Treat the allegation very seriously** and report it immediately to your safeguarding lead using the GH online form as below.
- **Remember that the child or young person/s’s welfare is paramount** even where the child or young person/s’s parents/carers are also a client(s) of our service.

Be aware that:

- it is **not your responsibility to investigate suspected cases of abuse**
- you **should not take any action beyond what is in our procedures** and





- you **cannot promise a child or young person/s complete confidentiality** – you must explain that you may need to pass information to other professionals to help keep the child or young person/s or others safe.
- if a child or young person discloses abuse, (or you observe or are informed through a third party) this may be the beginning of a legal process, as well as of a process of recovery. **Legal action against a perpetrator can be seriously damaged by any suggestion that the child or young person/s has been led in any way.**

If there is a concern, we MUST ACT – it may be the final piece of the jigsaw that is needed to protect that child or young person/s, or we may prevent other children and young people/ from being hurt.

If the child or young person decides to withdraw at this stage, you should stress that they can have further discussions in the future – that there will always be someone to listen to them. They should also be given alternative sources of support such as the telephone number of **Childline – 0800 1111**. However, the child or young person should also be told that their current concerns will be passed on.

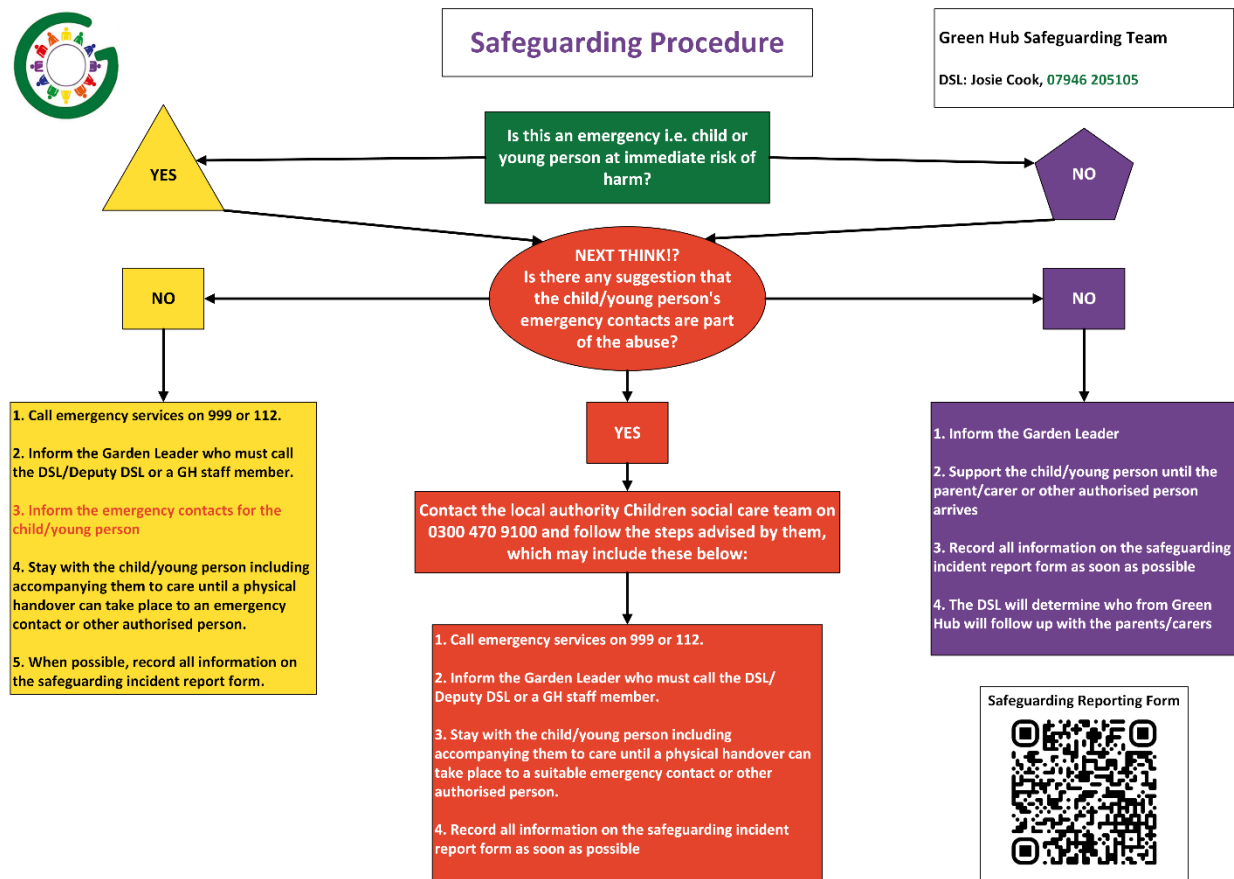
- Tell the Garden Leader of the session you are attending. The Garden Leader should complete the section of the Garden Report relating to Safeguarding incidents but must only use initials.
- In all cases, so that the concern is properly recorded, complete the online **‘Report a Safeguarding Concern’** form, detailing your notes of what was said, using the actual words wherever possible, with core facts such as, location, dates and time, people involved, witnesses





1.3 REPORT: How to make a Child Protection Referral:

For ease of reference the flow chart below outlines the Green Hub Reporting Safeguarding procedures, and details are then listed in the following pages.





Details of responding to a safeguarding concern

If you suspect someone is being abused, someone confides in you, someone has a concern or complaint about any adult or about you, it is your duty to report it.

Is this an emergency i.e. is the child or young person at risk of immediate harm?

If yes you should:

- Call emergency services on 999 or 112
- **Notify the 'emergency' contact/s for the child or young person unless they are implicated in the abuse, in which case you must go direct to the local authority C-SPA 0300 470 9100**
- If the incident is in a garden, the Garden Leader should be informed & they should directly contact a member of staff via the Garden Leaders group.
- For all other locations, where there may be an emergency, contact a member of staff using the Green Hub Whats App Central group.
- We have a 'Duty of Care' **to stay with the child or young person until a physical handover** takes place with a parent, carers, or the Statutory Emergency Duty Team (Social Care). This includes either a staff member, or if not available, an Adult Volunteer who has been involved with the situation, accompanying the child or young person to the relevant emergency care. In addition, being able to describe the incident to the relevant emergency care service.
- Accompanying the child or young person is even more critical as the child or young person may lack the emotional or mental capacity to keep themselves safe in a high-stress environment like A&E. It is not about taking legal parental powers; it is about ensuring the immediate physical safety of a vulnerable person during a crisis, which is the baseline of effective safeguarding.
- Record all information using the 'Reporting a Safeguarding Concern' link on our website or using the QR codes displayed at all Green Hub sites.
<https://greenhub.org.uk/safeguarding-report/>
- Please ensure you give detailed and factual information including dates, times, locations, the incident, people concerned and any actions taken.
- The DSL should check in with either the staff or volunteer/s who have had to deal with this situation with regards to any support we can offer them, as well as thank them.





B If not an emergency you should:

- Make sure that the activity you are involved in poses no further risk to the welfare of the people taking part in it.
- Record all information using the Reporting a Safeguarding Concern link on our website or using the QR codes displayed at all Green Hub's sites.
- Please ensure you give detailed and factual information on this form including dates, times locations, people involved and any actions taken.
- The Garden Leader should complete the section of the Garden Report relating to Safeguarding incidents but must only use initials.

What happens next?

Once a safeguarding concern has been recorded, the DSL or deputy DSL if DSL not available will:

- Read the reported notes and speak with the individual who has made the report, along with anyone else who might reasonably add insight into the situation including the relevant Parent Liaison staff or volunteer.
- Decide on any action required and record this on Patronus (see below).
- Create a specific Safeguarding Concern document (SGCD), collating all the relevant information and saved within Patronus. (note this is a secure form which can only be accessed by Green Hub staff and members who have permission.)
- Add a note to the AllClients system records, in order that any individuals that need to be aware, are able to be so (for example, the Parent Liaison team, next Garden Leader).
- Feedback actions followed as a result of the safeguarding concern to the individual(s) who reported the concern. Check in with them as to how they are feeling and if they need any additional support from us.
- Identify any lessons that can be learned from this safeguarding concern and report on them to those who can take action.

1.4 RECORD: Confidentiality and information sharing

Sharing relevant information is an essential part of protecting children and young people from harm. Green Hub staff and volunteers should understand when and how they may share information and will be supported and guided within the law, through these procedures and regular updates and training.

Professional judgement must always be applied to the available evidence about each specific emerging concern, and about what is relevant, proportionate, and necessary to





share. The concern must be placed in the context of available observed and recorded information about the child or young person, their needs and circumstances.

Green Hub staff with **safeguarding concerns may share relevant information, with those who either have a 'need to know'** or who may have a role in investigating or following up a safeguarding concern in order to:

- clarify if there is a risk of harm to a child or young person
- clarify the level of risk of harm to a child or young person
- safeguard a child or young person at risk of harm
- clarify if a child or young person is being harmed
- clarify the level of harm a child or young person is experiencing
- safeguard a child or young person/who is being harmed

Consent to share

UK General Data Protection Regulation (GDPR) sets a high standard for consent and, in most cases where there are child or young person/s protection concerns, consent is unlikely to be an appropriate lawful basis to rely upon, as it requires that individuals have real choice and control about the processing of their personal data. Relying on 'consent' as the lawful basis is not appropriate if, for example, refusal to give consent would prejudice a criminal investigation or might lead to serious harm to the child or young person/s. Furthermore, due to the power imbalance between a child or young person/s or families and the authorities, it would be difficult to demonstrate that consent was freely given. In matters of child or young person/s protection, it is therefore likely that reliance on consent would be the exception and not the rule.

All Safeguarding Concerns / Incidents records are digital (no paper copies are kept) and filed in a secure section of our SharePoint folders. Access to these is for limited authorised personnel only.

The 'golden rule' under Data Protection is "no longer than necessary," so we will review annually and securely destroy anything past its retention date unless there's a legal or safeguarding reason.

Safeguarding records should be retained and destroyed in line with Green Hub's Privacy Policy <https://greenhub.org.uk/privacy-policy/>

These include:

- **Children and young people safeguarding files** kept until the child or young person 25th birthday.
- **Allegations against staff** are generally kept for 10 years after employment ends or until the person reaches normal retirement age (whichever is longer). This is seen as best practice due to in recent years several high-profile cases where allegations have been raised from incidents spanning decades.





- If records are passed on to another school/organisation, they should be kept securely by that organisation.
- Collection, sharing and any other processing of special category data made under the Green Hub Policy or Procedures are also covered. When information is requested by other organisations this must be passed to the DSL and the Management Committee member who leads on the implementation and monitoring of our Privacy Policy for consideration. A decision to share information or not must be recorded and stored appropriately.
- All safeguarding records will be destroyed by deleting from our electronic files including 'trash bins' at the appropriate time as above.

Recording

Good child or young person protection practice depends on having sufficient, clear, succinct, accurate and accessible records. It is everyone's responsibility and duty to keep good records to safeguard and protect child or young person.





2 Safeguarding in specific situations

2.1 What to do if a child/young person doesn't attend (without prior notice)

Children/young people may not attend a session for many reasons – unwell, high anxiety, another appointment, lack of transportation to name a few.

However, non-attendance, particularly if this becomes a pattern and/or if there are any concerns about care at home, can be an indication of 'distress' of some form – hence it could be a Safeguarding concern. This means we need to be mindful, record and follow up.

Step	Action	Responsible Party	Notes
Recognise:	When completing the register / lanyards, the Garden Leader notices that a teen hasn't given prior notice that they are unable to attend the session and hasn't arrived.	Garden Leader	
Respond:	1. Attempt to call emergency contact 1 (listed in the Contacts folder at each site) 2. If no answer, leave a message then call emergency contact 2 3. If no answer, leave a message	Garden Leader	This should be done as soon as practicable but at the latest by the time of the midpoint break for the session.
Record:	Complete the 'Non-Attendance' section of the Garden Report so Parent Liaisons can follow up the next week.	Garden Leader and Parent Liaison	Parent Liaison to follow up regarding Non-Attendance week following the missed garden session.





2.2 If you see or hear something

If you see something or overhear a teen speaking about something potentially harmful.

Step	Action	Responsible Party	Notes
Recognise:	If you see something or overhear a child or young person speaking about something potentially harmful.	Staff / all AVs	The only instance where you should approach the child or young person for more information, is if you believe they or another child or young person is in imminent danger.
Respond:	Tell the Garden Leader of the session you are attending.	Volunteer involved	Make sure that the activity you are involved in poses no further risk to the welfare of the people taking part in it.
Record:	In all cases, so that the concern is properly recorded, complete the online ' Report a Safeguarding Concern ' form, detailing your notes of what was said, using the actual words wherever possible. https://greenhub.org.uk/safeguarding-report/	Volunteer involved	
Record:	The Garden Leader should complete the section of the Garden Report relating to Safeguarding incidents but must only use initials.	Garden Leader	





2.3 Unauthorised person on premises

The following table sets out the various stages and actions to take should there be a person on any of our premises who is unknown or unidentified.

Step	Action	Responsible Party	Notes
Recognise: Identification	Identify an individual who is unknown or appears to have no legitimate business in the garden / office.	All Staff and Volunteers	Common signs include loitering in restricted areas or asking unusual questions.
Respond: Initial challenge to verify identity	Approach the person in a polite but firm manner. Ask "May I help you?" and inquire about their name and purpose for being there. Ask for identification and check if they have a scheduled appointment or reason for access	Staff / Volunteer involved	Maintain a safe distance and be aware of potential risks. If they are a visitor, ensure they are expected and are never left alone
Respond: Escalation & containment	If the person cannot verify their identity or purpose, politely explain that the property is private and they must leave. If the person refuses to leave, becomes aggressive, or attempts to access other areas, ensure all internal doors/gates are secured where possible and move our young people from area.	Staff / Volunteer involved	If they are cooperative, escort them to the nearest exit. Always prioritise safety over confrontation.
Respond: Contact Emergency Services	If they refuse to leave, become violent, attempts to remove property/persons by force, or you suspect criminal intent, call the Police immediately.	Staff Member involved	Inform the person that the police have been called and wait for their arrival.
Record: Inform Management	Immediately inform the Garden Leader or site Management (e.g. Louise at Hydons) about the incident, providing a description of the individual and the situation.	Staff Member involved	
Record: Post Incident Actions	After the incident is resolved, the Garden Leader / Manager must complete a Safeguarding Incident Form so staff team can follow/review up with affected volunteers and teens.	Garden Leader	Review the incident to prevent recurrence.





2.4 Missing person

A child or young person (or adult) who is found to be missing without notice or a child or young person being collected early from a garden session should be treated as both a Health & Safety and Safeguarding emergency. The table below sets out our procedures.

Step	Action	Responsible Party	Notes
Recognise: Identification	Identify that a child or young person or adult is missing from a session or event without notice or a child or young person having been collected by a parent/carer.	All Staff and Volunteers	This is more likely to happen from one of our 'shared garden' spaces but could also happen at Caroline's Garden.
Respond: Initial search	- Identify that the remaining young people are present and 2 volunteers remain with them and keep together in a safe space. - The remaining AV undertakes an initial search of the premises to ensure a child or young person has not 'isolated' themselves on the site.	Staff / Volunteer involved	This should take no more than 5 minutes.
Respond: Escalation & increased search	- If the teen or adult is not found this should then be treated as an emergency. The Garden leader should call a member of staff. - As much detail as possible should be obtained regarding where the person was last seen plus a description of the missing person as this forms the basis for any search. - The Garden leader should also contact the Parent or emergency contact/other carer.	Staff / Volunteer involved	We do not have enough staff or volunteers to further extend the search into neighbouring areas if there are other teens on site who need supervising/keeping safe.
Respond: Contact Emergency Services	If the child or young person is still missing after 10 minutes then call the emergency services – Police on 999.	Staff Member involved	Inform the person that the police have been called and wait for their arrival.
Record: Post Incident Actions	After the incident is resolved, the Garden Leader / Manager must complete a Safeguarding Incident	Garden Leader	Review the incident to prevent recurrence.





	Form so staff team can follow up with affected volunteers and young people and review to prevent recurrence.		
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3 Professional Boundaries.

Where there is any connection between your family and a family using the Green Hub services, please notify the General Manager/DSL immediately so we can establish if there are any steps we need to take to manage confidentiality/risk and ensure that you operate in accordance with Green Hub Policies and Procedures. This may include a discussion with both parties about how they feel and if it is deemed necessary by one or other of the parties, ensuring that the child/young person does not volunteer at the same location as you.

You must not approach a child or young person volunteer in any social setting, if they do not instigate the contact, especially where their behaviour indicates that they do not want to be recognised or indeed identified as a user of the service.

You must not enter a partner relationship with service users or members of their families. This constitutes a breach of professional boundaries and relevant codes of conduct/practice. If you become aware that the above situation has occurred in relation to a colleague, you must bring this to the attention of the Garden or General Manager/DSL immediately.

4 Escalation process if concerns are not being appropriately acted upon.

Escalating is the course of action that should be taken when there are concerns that a child or young person's safety is compromised and the current action of either Green Hub or other external agencies do not support the protection of a child or young person. This also applies if Green Hub has concerns that an external agency is not acting on concerns appropriately.

If you have concerns about the safety or welfare of a child or young person and feel they are not being acted upon by your designated lead, then escalate to the trustee with lead responsibility for Safeguarding, Anthea Cooke anthea@greenhub.org.uk

The aim should be to resolve the disagreement at the lowest level between those involved. If this fails, then concerns can be escalated the NSPCC helpline or the local external safeguarding team at C-SPA (details in Appendix 1b). A record of all conversations and actions must be kept.

Green Hub acknowledge that:

- Problem resolution is an integral part of professional co-operation and joint working to protect children or young persons.
- Professional disagreement requires resolution in a constructive and timely fashion.
- At no time must professional disagreement distract from ensuring the child or young person is safe.
- The aim must be to resolve a professional disagreement at the earliest possible stage.





5 Managing Allegations against staff and volunteers

Any concerns about the welfare of a child or young person from alleged poor practice, abuse or harassment by an employee or volunteer of Green Hub must be discussed with the DSL and reported immediately, this includes breach or potential breach of professional boundaries.

Concerns about a member of staff or adult volunteer may fall into any of the following three categories where someone has;

- Behaved in a way that has harmed the child or young person, or may have harmed a child or young person/adult
- Possibly committed a criminal offence against or related to a child or young person/adult
- Behaved towards children and young people/adults in a way that indicates they may pose a risk of harm to a child or young person and they are unsuitable to work with children and young people.

If you receive an allegation or concern about a staff member or volunteer, then you will need to follow the local procedure as outlined by your Local Authority Designated Officer (LADO). See section below for contact details.

6 Green Hub Safeguarding contact details

If there is concern for immediate danger to the child or young person/s please call 999 or 112.

If the incident is in a garden, the Garden Leader should be informed & they should directly contact a member of staff via the Garden Leaders Whats App group.

For all other locations where there may be an emergency, contact a member of staff with a DM using the Green Hub Whats App Central group.

In all other cases concerns should be reported via the online Safeguarding Form:

<https://greenhub.org.uk/members-area/reporting-a-safeguarding-concern/>

Other contacts should you wish to discuss or report any concerns you may have about the implementation of either our Safeguarding Policy, Procedures or management of a reported concern:

Trustee with safeguarding responsibility

Anthea Cooke: anthea@greenhub.org.uk





7 External Agencies contact details

Concerns about children and young people

Surrey Safeguarding Children's Partnership: <https://surreyscp.org.uk/>

Children's Single Point of Access (C-SPA): This is the number to call if you have an urgent safeguarding case with which you need immediate help: **0300 470 9100** Mon-Fri 9.00-5.00

Out-of-Hours Emergency Duty Team: 01483 517898 Email: cspa@surreycc.gov.uk

Procedures manual <https://surreyscp.trixonline.co.uk/>

C-Spa <https://surreyscp.org.uk/professionals/information-on-c-spa/>

NSPCC <https://www.nspcc.org.uk/> – 0808 800 5000

Childline is free to contact on 0800 1111. Childline counsellors are there to take calls 24 hours a day, 7 days a week from children and young people under 19. Childline counsellors are also available to speak to online through 1-2-1 chat and via email. www.childline.org.uk

CEOP – Children's Exploitation Online Protection <https://www.ceop.police.uk/safety-centre/> - online safety education programme for CEOP www.thinkyouknow.co.uk

Concerns about someone who works or volunteers with children/young people

The Local Authority Designated Officer (LADO) handles allegations against people working with children and young people. The LADO is tasked with helping / advising on any query or concern re a potential or actual SG concern, as well as reporting an incident which the DSL considers needs to be escalated. If you are concerned, contact the LADO. **Phone: 0300 123 1650, 9am to 5pm Monday to Friday**

For concerns about an adult, use your local council's [Adult Social Care website](#), or the GOV.UK finder service.

For concerns about an organisation, inform that organisation's Trustee Safeguarding Lead, and consider reporting to regulators like [OFSTED](#) or the [Charity Commission](#).

Adoption of these Safeguarding procedures

These procedures were adopted by the Green Hub Trustees and Management Board.

Anthea Cooke, Acting DSL & Trustee with safeguarding responsibility

Vanessa Lanham-Day Board Chair of Management Board

Date of adoption:

7 May 2026



