



# The Green Hub Project for Teens

## Our Safeguarding Policy Statement

### Who we are

The Green Hub Project for Teens is a community voluntary and fundraising group committed to helping the mental health and wellbeing of teenagers, in the surrounding area. We aim to utilise the benefits of the outdoors, the environment, and teamwork in projects located at The Lucks Yard Clinic in Milford, Godalming, and The Hydons in Hydestile.

### Policy purpose and scope

This document sets out the policy and processes in place to ensure that The Green Hub Project for Teens provides trustees, management, board members and volunteers as well as children and young people and their families, with the framework to promote and safeguard the wellbeing of children and in doing so ensure they meet their statutory responsibilities.

This policy applies to anyone associated with The Green Hub Project for Teens including Trustees, Management Board Members, Volunteers and to the children, young people and their families whilst working with us.

### Legal framework

This policy has been drawn up based on legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation is available from.

[www.nspcc.org.uk/learning](http://www.nspcc.org.uk/learning)

### Safeguarding definition

Safeguarding means protecting people's health, wellbeing and human rights, free from harm abuse and neglect. In the context of the children and young people at Green Hub:

- Protecting them from maltreatment.
- Taking action to enable them to have the best outcomes.
- Preventing impairment of their mental or physical health or development.

### Supporting Documents

This policy statement should be read alongside our organisational policies, procedures, guidance and related documents, including but not limited to:

- Equal Opportunity and Diversity Policy
- Welcome Pack





- Health and Safety Policy and Risk Assessment
- Privacy Policy
- Code of Conduct
- Other relevant documents as may be established from time to time.

These documents are available on request from [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk)

### We will practice this policy by:

- Taking all reasonable steps to prevent harm, abuse, bullying or harassment from occurring, to protect children and young people from any harm and to respond accordingly should any harm be seen to occur.
- Maintaining an attitude of “It could happen here”.
- Maintaining a “zero-tolerance” approach to violence, bullying and harassment including sexual harassment.
- Always acting in the best interests of the child and ensuring that our decisions around safeguarding takes a child-centred and coordinated approach.

### Recognising that:

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

### Keeping children and young people safe proactively by:

- Valuing, listening to and respecting them.
- Appointing a named safeguarding officer adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for volunteers.
- Providing effective management for volunteers through support and training so that all volunteers are educated in our policies, procedures, and behaviour codes and can enact them confidently and competently.
- Recruiting and selecting volunteers safely, ensuring all necessary checks are made.
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance. Please see our Privacy Policy for more information.





- Sharing information about safeguarding and good practice with children and their families where appropriate.
- Making sure that children, young people and volunteers know what to do if they have a concern – see below.
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children young people, parents, families and carers appropriately.
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us effectively deal with any bullying that does arise.
- Ensuring that we provide a safe physical environment for our children, young people and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- Ensuring the confidential nature of the garden sessions by requiring Teen or adults wishing to visit the GHP garden, including parents whose Teens may be in attendance, having to book an appointment with the Garden Manager. There are no exceptions to this.
- Building a safeguarding culture where volunteers, children and young people and their families, treat each other with respect and are comfortable about sharing concerns.
- Having a process for all Volunteers regarding their responsibility and expected process for Safeguarding. The process is outlined at the end of this Policy and will be given and explained to all Volunteers before they begin any work with Teens.
- Periodically reviewing the implementation of and terms of this policy at the Management Committee level.
- Ensuring that we have effective complaint and whistleblowing measures in place.
- Using our procedures to manage any allegations against volunteers and members of the organisation transparently and in a way that is centred on the complainant yet protects those accused until proven guilty.

### How to Raise a Concern or Complaint

It is important to establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of them developing into formal complaints. We commit to doing our best to resolve any potential discomfort or discrimination that members, volunteers or Teens may feel they have experienced.

- Should you feel you have a concern arising from your experience with The Green Hub Project for Teens we would encourage you, in the first instance, to share your concern with the Manager for the session you have attended.





- If your concern is to do with the Manager then please raise your concern with the Designated Safeguarding Lead (DSL), via the form below.
- **In all cases**, the incident should be reported via the **Raising a Safeguarding Concern** online form, which is available on the GH website, and below:
  - <https://greenhub.org.uk/members-area/online-forms/>
- The process in the context of specific scenarios is outlined in the next section of this document.

We commit to trying to resolve your concerns working with you and others as appropriate to your satisfaction. Anyone volunteering or attending a session at The Green Hub Project for Teens has a right to respect and Confidentiality. Hence, your concern will be treated with respect and in confidence. However, The Green Hub Project for Teens has a legal duty to report any concerns relating to potential abuse of any description and will act accordingly.

If you feel your concern has not been satisfactorily resolved, you can make a complaint to us by writing to The Green Hub Project for Teens, via contact details below.

Should you feel your complaint has not been satisfactorily resolved you can also send in a written complaint to the Chair of The Green Hub Project for Teens.

### DSL contact details:

- Name: The Green Hub Project for Teens
- Designated Safeguarding Officer
  - Currently Tone Tellefsen Hughes (Trustee)
  - Deputised by Anthea Cook (Trustee)
- Address: c/o The Lucks Yard Clinic, Portsmouth Rd, Milford, Godalming GU8 5HZ
- Phone Number: 07790 451008 (emergencies only)
- Email Address: [tone@greenhub.org.uk](mailto:tone@greenhub.org.uk)
- Website Address: [www.greenhub.org.uk](http://www.greenhub.org.uk)
- **Raising a Safeguarding Concern** online form
  - <https://greenhub.org.uk/members-area/online-forms/>
  - Also available on the garden iPads.





# Safeguarding in specific scenarios

## What to do if a teen doesn't attend (without notice)

### ASAP after the start of the session:

- Call 'emergency contact 1' – if you can't get through, leave a message.
- Call 'emergency contact 2' – if you can't get through, leave a message.
- If the teen does not arrive at all during the session, call 'emergency contact 1' again and leave a message explaining that they did not attend.
- Complete a Safeguarding Incident Report so it is recorded.
- Add to garden report so that Parent Liaison can follow up in the following days.

## If you see or hear something

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

The only instance where you should approach the teen for more information, is if you believe they are in imminent danger.

- Tell the Manager of the session you are attending and/or the **Designated Safeguarding Lead**.
- In all cases, so that the concern is properly recorded, complete the **Raising a Safeguarding Concern** online form, detailing your notes of what was said, using the actual words wherever possible.
- Where relevant, you / the Garden Leader should also add a comment to the weekly online Garden Report, so that the Parent Liaison team are immediately aware of a possible concern.
- Make sure that the activity you are involved in poses no further risk to the welfare of the people taking part in it.

## A disclosure

### If a teen or adult discloses something to you.

- Where someone reports information to you that you consider to be a concern:
  - Allow them to speak without interruption and accept what they say.
  - Be understanding and reassuring but do not give your opinion.
  - Tell them that you will try to offer support but that you must pass the information on.
- Tell the Manager of the session you are attending and/or the **Designated Safeguarding Lead**.
- In all cases, so that the concern is properly recorded, complete the **Raising a Safeguarding Concern** online form, detailing your notes of what was said, using the actual words wherever possible.
- Where relevant, you / the Garden Leader should also add a comment to the weekly online Garden Report, so that the Parent Liaison team are immediately aware of a possible concern.
- Make sure that the activity you are involved in poses no further risk to the welfare of the people taking part in it.





## DSL's recording of outcomes of a safeguarding concern

### What to do:

Once a safeguarding concern has been recorded, the DSL 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.
- Create a specific Safeguarding Concern document, collating all the relevant information.
  - Saved within the secure Board / Safeguarding folder within Green Hub SharePoint
- Make a decision on any action required and record this in this document.
- Add a note to the following AllClients system records, in order that any individuals that need to be aware, are able to be so (for example, the Parent Liaison team).
  - The individual(s) who reported the concern.
  - Any individual referenced by the concern.
- The note should include the name of the author and a relevant note. For example:
  - Tone TH: This incident was investigated and is reported on a Safeguarding incident file in the GH SharePoint. A summary of the concerns / outcomes can be found in A B & C records here.

## Adoption of this policy

This Policy was adopted by the Green Hub Management Board.

**Tone Tellefsen Hughes**

**Vanessa Lanham-Day**

**Date of adoption: May 2nd 2024**

*This policy will be reviewed every two years, or if relevant legislation changes. The latest version is available on the volunteers area of the Green Hub website, or from [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk)*

