



The Green Hub Project for Teens

Our Safeguarding Policy Statement

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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 in Appendix 2. **Further reading is also available from www.nspcc.org.uk/learning**

Supporting Documents

This policy statement **should be read alongside our Safeguarding Procedures Manual**, other Green Hub policies, procedures, guidance and related documents. Links to relevant policies referred to in this policy have been inserted throughout this document.

Who we are

The Green Hub Project for Teens (“The Green Hub”) is a Registered Charity in England & Wales, (No. 1203272) with registered office at Station House at Witley Railway Station, Wormley, GU8 5TB.

We are a local community project serving Surrey & Hampshire and surrounding areas. We support young people (10-18), facing social, emotional and mental health challenges, along with their families and carers.

In addition, we promote awareness and understanding of mental health and emotional wellbeing for young people in the broader community.





We achieve this using; 'green social prescribing' via our **Teen Garden Programme**; talks and support groups within the local community; along with sharing useful information via the website.

TERMINOLOGY AND DEFINITIONS:

Safeguarding is the process for protecting children from harm and abuse, whether that is within or outside their homes, as well as online:

- i) Providing help and support to meet the needs of children as soon as problems emerge
- ii) Protecting children from maltreatment, whether that is within or outside the home, including online
- iii) preventing impairment of children's mental and physical health or development
- iv) ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- v) taking action to enable all children to have the best outcomes

Child Protection is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or by others (e.g., via the internet). They may be abuse by an adult or adults or by another child or children. Abuse can be physical, emotional, sexual and/or neglect. See Appendix 3 for detailed explanations of the following forms of abuse which this policy covers:

Physical, emotional, sexual, neglect, child exploitation, female genital mutilation, Honour-based abuse and forced marriage', child trafficking, and criminal exploitation.

Staff refers to all those working for or on behalf of Green Hub, full or part time, temporary or permanent, in either a paid or voluntary capacity. This includes, but is not limited to, employed staff, volunteers, board members and Trustees.

Child includes everyone accessing our garden sessions between the ages of 10 and up to and including the age of 18. For the purposes of this policy, we will always use the word child rather than teen.

Parents refers to birth parents and other adults who are in a parenting role, for example stepparents, foster carers, other legal guardians and adoptive parents.





C-SPA refers to Children's Single Point Access offering information, support and advice for residents, families and those who work in Surrey. Requests for support are directed through C-SPA. Children's Services 'Single Point of Access 9am to 5pm on Monday to Friday

Phone: 0300 470 9100 Email: cspa@surreycc.gov.uk

Social Care refers to Children's Services in the area in which the child is resident. Surrey Children's Services if there is a need to contact an allocated social worker or family support worker. 0300 123 1640

SSCP refers to Surrey Children's Safeguarding Partnership. Green Hub is a member of the SSCP which is specifically to guide, support and offer training and resources to local voluntary and charity organisations. The DSL receives the minutes, reviews them and actions accordingly. We also participate in any SSCP audits

DSL refers to Designated Safeguarding Lead or DDST Deputy Designated Safeguarding Team

LADO refers to Local Authority Designated Officer for a concern regarding someone who works with children and advice on allegations by a child against a member of staff. Tel: 0300 1231650 e-mail: LADO@surreycc.gov.uk

Policy scope and purpose

The Scope

Everyone in Green Hub, regardless of their role, has a responsibility to protect children and be familiar with our policy and procedures in reporting a concern.

Hence, this policy applies to trustees, board members, staff and volunteers as well as children and their families, whilst working in all our Green Hub settings.

We recognise that we may be hosted and deliver garden courses in other venues and they will have their own safeguarding policies and procedures which they adhere to. We will respect the safeguarding policy of each venue whilst also operating under our own Safeguarding Policy when we deliver our garden courses.

We recognise that on many occasions there may be non-Green Hub staff in attendance at these venues. In this instance, the safeguarding responsibility for those staff and any of their sub-contractors remains with the owner of that garden site. However, we do expect that all relevant staff must be informed by the venue to report any safeguarding concerns to them and to the Green Hub DSL in line with this policy and procedure. This would mean reporting the incident via our safeguarding concern report form using the QR code displayed at all our venues or on our website within 24 hours.

Where a child is referred to Green Hub as an Alternate Provider, the commissioning school or local authority continues to retain safeguarding duties towards the child 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 ensure that appropriate safeguarding checks have been carried out on individuals working at the establishment

The Purpose is to provide a framework to promote and safeguard the wellbeing of children and in doing so, ensure all individuals associated with us, meet their statutory responsibilities specifically to:

- create a culture where children are valued and their right to safety and respect is upheld.
- protect children who encounter Green Hub in the course of its work, by actively managing risk to minimise circumstances where children engaging with our programmes may suffer harm;
- work collaboratively with other organisations, to ensure that children are safeguarded and protected.
- inform partners, beneficiaries and the general public of the overarching principles in relation to safeguarding and protecting children.
- provide all trustees, board members, staff and volunteers with the overarching principles and procedures that guide our approach to safeguarding and protecting children.

If you would like assistance in understanding the detail in this document, please speak to our DSL (see details in Appendix 2) who will be able to assist you.

We will practice this policy by:

- Taking all reasonable steps to prevent harm, abuse, bullying or harassment from occurring, to protect children 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, their parents, carers and other agencies is essential to promoting young people's welfare. Whilst we will work with parents as far as possible, we





reserve the right to contact Social Care, or the police, without notifying parents if this is believed to be in the child's best interests.

Green Hub's approach to keeping children safe from harm and abuse

We will seek to keep the children we work with safe by:

- Valuing them, listening to and respecting them and keeping them at the centre of everything we do;
- Being mindful of, and implementing the articles and principles of the [United Nations Convention on the Rights of the Child](#);
- Appointing a DSL, a deputy DSL team, staff members and a lead Trustee and Board member with safeguarding responsibilities;
- Providing effective management for staff and volunteers through supervision, support, bi-annual training and quality assurance measures, so that they know about, fully understand and follow our policies, procedures and behaviour codes confidently and competently;
- Recruiting and selecting staff, trustees, board members and volunteers safely, ensuring all necessary checks are made to include a policy of requiring all young people over the age of 18 to do a basic DBS check.
- Maintaining professional boundaries including where there may be a previous professional or personal connection with a child, including not approaching a Child in any social setting if they do not instigate the contact;
- Sharing information about safeguarding and effective practice with staff and volunteers, parents and carers, children, funders and other partner organisations; at our garden sites and on our website;
- Drawing on the SSCP set of procedures aimed at ensuring the safety and wellbeing of children in the region. These procedures are designed to facilitate effective collaboration among various agencies involved in child protection and safeguarding practices. <https://surreyscp.trixonline.co.uk/> also C-Spa <https://surreyscp.org.uk/professionals/information-on-c-spa/>;
- Ensuring all record keeping is accurate and timely;
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance
- Ensuring children, and their families know where to go for help if they have a concern;
- Sharing concerns and relevant information with agencies (on a need-to-know basis) involving children, parents, families and carers and staff appropriately.
- Managing allegations against staff, such as bullying, appropriately and timeously and in a way that is centred on the complainant, yet protects those accused until proven guilty;





- Creating an anti-discriminatory and anti-bullying environment utilising policies such as our equal opportunities and diversity, anti-bullying and whistleblowing policies; our Code of Conduct, and building a culture of inclusion;
- Ensuring we have effective complaints and whistleblowing measures in place;
- Ensuring we provide a safe physical environment for our children, and staff in accordance with the law and regulatory guidance;
- Building a culture where staff, children, and their families, treat each other with respect and are comfortable about sharing concerns;
- Ensuring the confidential nature of the garden sessions by requiring Children or adults wishing to visit the Green Hub gardens, including parents whose children may be in attendance, having to book an appointment with the Teen Recruitment and Parent Hub Manager. There are no exceptions to this;
- Annually, or more frequently should legislation change, reviewing the implementation of and terms of this policy at both Board and Trustee level.

Green Hub will treat any breach of this policy very seriously. We will act accordingly, including reporting to relevant external agencies, anyone whom we believe to be (in any form e.g. emotional or physical) abusing or putting at risk the safety and wellbeing of our children and staff. For those who work for us, failure to follow the principles and procedures of safeguarding could lead to disciplinary action, which may ultimately result in dismissal. For those who work with us, we reserve the right to immediately terminate any contract and, for trustees, board members and volunteers, to require them to immediately cease being a trustee or volunteer.

Learning and development

Green Hub has a responsibility to ensure all new staff, trustees, board members and volunteers undertake an induction programme. As part of this induction programme, Green Hub will ensure all trustees, board members, staff and volunteers are made aware of and understand their responsibilities in respect of all policies relating to safeguarding.

Refresher training will occur annually, and any specific training by role will be updated as per current guidance. All trustees, board members, staff and volunteers are expected to attend refresher safeguarding training annually and to keep themselves up to date with any policy or procedural changes which will be sent directly to them.

Green Hub contracts with a local Safeguarding Consultancy for expert guidance and supervision support. An annual 'Safeguarding Compliance Report' is undertaken. Recommendations for the March 2025 Health Check have been considered in reviewing this current version of the Green Hub Safeguarding Policy and Procedures.





What you should do if you suspect or witness a safeguarding concern is covered in detail in our Safeguarding Procedures manual.

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

- **Recognise** any concerns for a child at risk that you are working with, this may be welfare/wellbeing or safeguarding. Identify potential signs of abuse or harm, which can include physical indicators, behavioural changes, or disclosures from the individual. This step involves understanding different types of abuse and neglect (see Appendix 3).
- **Respond** by taking immediate action to ensure the person's safety. This could involve moving them from a dangerous situation, listening to them without judgment, and staying calm while following organisational procedures.

Report by sharing the concern with the DSL by completing a **Green Hub Safeguarding Concern form using the QR code** in all premises or on our website. If you are the designated lead, your training will help you decide how to proceed with further reporting or referrals to external agencies. This may include calling **local statutory services such as the C-Spa** (cspa@surreycc.gov.uk / 0300 470 9100), **Police or the NSPCC Helpline (0808 800 5000)**.

Reporting by non GH staff. Anyone associated, such as an external contractor working with us, or being served by Green Hub have a responsibility to report any potential safeguarding concern they have either witnessed or suspect, via our safeguarding concern report form using the QR code displayed at all our venues or on our website within 24 hours.

- **Record** – Keep a factual and detailed written record of the incident, including dates, times, locations, people involved, and any actions taken. As per Green Hub's safeguarding procedures this will include a completed Green Hub Safeguarding Concern form and keeping secure records on Patronus.

Additionally, there are two further **R's** to consider:

- **Revisit** – once a concern has been raised, have you checked in or followed up to ensure progress, or if any further information needed.
- **Reflect** – what learnings are there as an individual and as a team from single and collective incidents? Ensure there is time to discuss what happened and how things were handled to consider if anything different is needed next time.

Others

Should you wish to report a concern about safeguarding, arising from your experience with the Green Hub, you should either write to

- The Green Hub Project for Teens, at Station House, Witley Railway Station, Wormley, GU8 5TB.

or





- email us at admin@greenhub.org.uk

Should you feel your concern has not been satisfactorily resolved, you can send a written complaint to the Chair of the Green Hub Project for Teens, at the address above. For details of the current Chair, see <https://greenhub.org.uk/about-us/key-people/>

DSL details:

- Designated Safeguarding Officer
 - DSL Josie Cook josiec@greenhub.org.uk
 - Trustee & Board Lead on Safeguarding – Anthea Cooke anthea@greenhub.org.uk
 - Deputy DSL Team – the Garden Manager, Teen Recruitment and Parent Hub Manager and Referrer Relations Manager will deputise for the DSL as a first port of call to raise concerns when the DSL is on leave.

The Green Hub Project for Teens, at Station House, Witley Railway Station, Wormley, GU8 5TB.

- Website Address: www.greenhub.org.uk

Adoption of this policy

This Policy was adopted by the Green Hub Management Board.

Anthea Cooke, Trustee and Management Board lead for Safeguarding

Vanessa Lanham-Day, Co-founder and Chair of Management Board

**Date of adoption:
7 May 2026**

This policy will be reviewed annually, or if relevant legislation changes. The latest version is available on the volunteer's area of the Green Hub website, or from admin@greenhub.org.uk





APPENDIX 1 Directly relevant Green Hub Policies

Green Hub Policies to be read alongside our Safeguarding Procedures Manual, and other Green Hub policies, procedures, guidance and related documents, including but not limited to:

- Safeguarding Procedures (as above) <https://greenhub.org.uk/ghp-safeguarding-manual/>
 - Equal Opportunity and Diversity Policy <https://greenhub.org.uk/adult-volunteer-welcome-pack/ghp-equal-opportunities-diversity-policy/>
 - Guidance on use of pronouns <https://greenhub.org.uk/ghp-advice-on-personal-pronouns/>
 - Safer Recruitment Policy [In process of being drafted]
 - Anti-bullying Policy [In process of being drafted]
 - Whistleblowing Policy [In process of being drafted]
 - Welcome Pack <https://greenhub.org.uk/ghp-teen-volunteer-welcome-pack/>
 - Health and Safety Policy and Risk Assessments <https://greenhub.org.uk/adult-volunteer-welcome-pack/ghp-health-and-safety-policy/>
 - Privacy Policy <https://greenhub.org.uk/privacy-policy/>
 - Code of Conduct <https://greenhub.org.uk/ghp-code-of-conduct/>
 - Other relevant documents as may be established from time to time.
 - These documents are also available on request from admin@greenhub.org.uk
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APPENDIX 2 Legal Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England, including (and in no particular order):

- [Children's Act 1989;](#)
 - [Children's Act 2004;](#)
 - [Children and Social Work Act 2017;](#)
 - Equality Act, 2010 <https://www.gov.uk/guidance/equality-act-2010-guidance>
 - Health and safety Act, 1974 <https://www.hse.gov.uk/legislation/hswa.htm>
 - Keeping Children Safe in Education 2025 <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>
 - [Rehabilitation of Offenders Act \(ROA\) 1974,](#)
 - [Working together to safeguard children \(Department for Education, 2023\);](#)
 - [What to do if you're worried a child is being abused: advice for practitioners \(Department of Education, 2015\)](#)
 - [Mandatory reporting of female genital mutilation \(FGM\) \(Home Office, 2016\);](#)
 - [United Nations Convention on the Rights of the Child 1989;](#)
 - [Sexual Offences Act 2003.](#)
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APPENDIX 3 FORMS OF ABUSE

Physical Abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional Abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Child Sexual Exploitation

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.





Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: a. provide adequate food, clothing and shelter (including exclusion from home or abandonment) b. protect a child from physical and emotional harm or danger c. ensure adequate supervision (including the use of inadequate caregivers) d. ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Where there are concerns about a child, but uncertainty as to whether there is a risk of abuse or actual abuse, advice and guidance from the DSL should always be sought. It is always better to err on the side of caution rather than take no action at all. If in doubt always first contact the DSL or their deputy; if unavailable advice can be sought from the local Social Care, the Police and the NSPCC Helpline.

Other areas of concern include:

Female genital mutilation: an extreme form of physical, sexual and emotional assault.

Honour-based abuse and forced marriage: A marriage conducted without the full and free consent of both parties.

Child trafficking: Involves recruitment, transportation, transfer, harbouring or receipt, exchange or transfer of control of a child under the age of 18 years.

Criminal exploitation: the action of an individual or group to coerce, control, manipulate or deceive a child under the age of 18 into any criminal activity in exchange for something the victim needs or wants, or for the financial or other advantage of the perpetrator.

