



Safeguarding Policy

Purpose of this policy

Mindful Mollie works with children, young people and adults. The purpose of this policy is:

- to protect all clients who receive services from Mindful Mollie.
- to provide all clients, parents, carers, staff, volunteers, student counsellors and visitors with a guide to Mindful Mollie's approach to child protection and safeguarding.

This policy applies to anyone working on behalf of Mindful Mollie including staff, volunteers, agency staff and those in training.

Confidentiality

Mindful Mollie considers confidentiality to be one of the foundations of the therapeutic relationship. Clients may share/disclose personal information with a therapist, and they will feel more confident to do this if they are reassured that their personal information will be discussed and recorded in confidence. For counselling, a client contract is agreed upon on the first session with all my clients. Confidentiality and the rights of the client are discussed as part of this. For all other services offered by Mindful Mollie confidentiality will be highlighted appropriately for that specific service.

Rights of the client:

- To know the extent and limitations of confidentiality.
- To be told the circumstances in which the therapist may need to breach confidentiality.
- To have a clear therapeutic contract with terms that are fully understood, accepted and supported.
- To know who will make, keep and have access to their notes and records, how long they will be kept and how they are disposed of.
- To be informed of circumstances when the therapist may have to breach their confidentiality (unless defensible reasons why this cannot be the case, in certain cases of child protection or mental incapacity).



Exceptions to confidentiality

There are legal and ethical frameworks about the protection of sensitive information. These frameworks exist for the protection of the public and individuals.

There may be occasions when there is a perceived conflict between the professional and moral duty of confidentiality and the need to disclose information that is considered to be in the public interest or individual protection.

There are legal rights to confidentiality that are enforceable by legal orders, e.g. injunctions or actions for the breach of contract, damages, orders for compensation.

Potential breaches of confidentiality may happen in regard to the following circumstances:

- Crime.
- Potential serious harm/death to the client or others.
- Court orders.
- Child protection.
- Data breaches of external, third-party software. E.g. note-taking software or online messaging websites etc.

Safeguarding statements

Mindful Mollie strongly believes that:

- No one should ever experience abuse of any kind.
- We have a responsibility to promote the welfare of everyone we come in to contact with, to keep them safe and to practise in a way that protects them.

Mindful Mollie recognises that:

- The welfare of our clients is paramount.
- That everyone regardless of age, disability, gender, race, religious beliefs, political beliefs or sexual orientation has a right to equal protection from all types of harm or abuse.
- Some people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working together with all clients, their parents, carers and other agencies or professionals is essential in promoting people's welfare.



Keeping People Safe

We will seek to keep people safe by:

- Valuing, listening to and respecting them.
- Ensuring that all staff are specifically trained in safeguarding at all times and regularly partake in refresher courses as necessary, alongside keeping up to date with local adult social care and protection services.
- Developing policies, procedures and training that reflect our best practice.
- Using those policies and procedures to share any concerns or information with agencies who need to know and involving others appropriately.
- Creating and maintaining an environment where everyone can feel safe and protected.
- Sharing information about child protection and safeguarding best practice with everyone we come in to contact with through leaflets, posters, social media, in-house training and one-to-one discussion.
- Recruiting staff, volunteers and student counsellors safely, ensuring all necessary checks are made.
- Providing effective management for those working for Mindful Mollie through supervision, support, training and quality assurance measures.
- Using our policies and procedures to manage complaints and allegations effectively and appropriately.
- Ensuring we provide a safe physical environment for all service users and visitors by applying health and safety measures in accordance with the law and regulatory guidance and having a robust risk assessment procedure in place.
- Recording and storing information professionally and securely and in-line with our privacy policy.

Mindful Mollie safeguarding contacts:

Mollie James

Mindful.mollie@outlook.com

Training last updated: 22nd February 2025



Other safeguarding contacts:

MASH (Multi agency safeguarding hub)

0345 155 1071

mashsecure@devon.gov.uk

NSPCC Helpline

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/dedicated-helplines/>

0808 800 5000

Childline

<https://www.childline.org.uk/>

0800 1111

Devon County Council Safeguarding Information

<https://www.devon.gov.uk/adult-social-care/safeguarding/>

Samaritans

<https://www.samaritans.org/>

116 123

Police

111 for advice

999 for emergencies