THE CHILD WE SEE

Safeguarding Policy

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1. My commitment

The safety and wellbeing of every child and young person I work with comes first, always. Every child has the right to be protected from harm, to be listened to and to be taken seriously.

2. Who this policy covers

This policy applies to all work within The Child We See: one-to-one sessions, the child and teen portal (including daily check-ins and journals), the Parent Circle and group chat, and all communication with families.

3. Designated Safeguarding Lead

Nicole Henry is the Designated Safeguarding Lead (DSL) for The Child We See and holds DSL Level 3 safeguarding training. Contact: nh@thenicolehenry.com.

4. Legal and professional framework

This policy follows UK law and guidance, including:

- the Children Act 1989 and 2004;
- Working Together to Safeguard Children;
- UK GDPR and the Data Protection Act 2018, for sharing information safely;
- the BACP Ethical Framework for the Counselling Professions.

Where a child lives outside the UK, I also follow the local emergency and child protection reporting routes for their country.

5. Recognising concerns

I am alert to all forms of harm, including physical, emotional and sexual abuse, neglect, domestic abuse, online harm, exploitation, bullying, and risk of self-harm or suicide. Concerns may come from what a child says or shows in sessions, what they write or record in the portal, or what a parent or another family shares.

6. If a child tells me something

- I listen calmly, take it seriously, and don't ask leading questions.
- I never promise to keep a secret. I explain, in words suitable for their age, that I may need to tell someone to keep them safe.
- I record what was said in the child's own words, with the date and time, as soon as possible.
- I decide next steps the same day.

7. Taking action

Level of concern	What I do	When
Immediate danger	Contact local emergency services, then the relevant child protection service	Immediately
Significant risk of harm	Refer to the child protection service where the child lives. Inform the parent unless doing so would put the child at greater risk	Same day
Lower-level worry	Record it, discuss with my clinical supervisor, monitor closely and talk with the parent where appropriate	Within 2 working days

Where possible, I talk with parents before sharing information with others. I share information without consent only when it is needed to protect a child, and only with those who need to know.

8. Concerns raised through the portal

Check-ins and journals are not monitored in real time, and children and parents are told this clearly. Check-ins that meet set flag rules (such as a very low mood score or a message to me) send me an immediate alert, and I review every flagged entry **within 24 hours**, following Section 7. Every page reminds families that the portal is not an emergency service and shows local emergency and helpline contacts.

9. Local contacts

Country	Emergency	Child protection	Children's helpline
UK	999	Children's services at the local authority for the area where the child lives. Adults worried about a child: NSPCC Helpline, 0808 800 5000	Childline, 0800 1111 (free, for under-18s)
UAE	Police 999 · Ambulance 998	Ministry of Interior Child Protection Centre, 116111 (free, UAE-wide). In Abu Dhabi: Department of Community Development and Family Care Authority, 800 444	Ministry of Interior, 116111
Any other country	The local emergency number	The local child protection service	Recorded for each family before the programme starts

Before the programme starts, I record each child's door number and postcode or zip code, and the child protection contact for their local area, so I can direct emergency or child protection services quickly if ever needed.

10. Online safety

- Sessions take place only on the approved platform, never on personal social media or messaging apps.
- I do not record sessions, and families must not record them either.
- Under-12s must have a parent or carer at home during sessions.
- The Parent Circle chat is moderated. Parents are asked not to share private details about their children there.

11. Records

Safeguarding records are kept securely in an encrypted cloud storage system, separately from general notes, and only I can access them. I do not keep paper records. Records are kept for 5 years.

12. Concerns about me

If you have a concern about my conduct, contact my professional body, the British Association for Counselling and Psychotherapy (BACP), or, in an emergency, the police.

13. Training and supervision

I update my safeguarding training at least every 3 years and receive regular clinical supervision, where safeguarding concerns are discussed confidentially.