

Green Haven Retreat: Safeguarding Policy

Date: 17/04/2025

Review Date: 13/04/2026

Approved by: Board of Directors

1. Introduction

At Green Haven Retreat, safeguarding is at the core of everything we do. We are committed to creating a safe, supportive, and nurturing environment for all our guests, particularly disabled and disadvantaged children and young adults. This policy outlines our approach to protecting the welfare and human rights of all individuals within our care, as well as our legal and moral responsibilities.

2. Policy Statement

Green Haven Retreat is fully committed to safeguarding the wellbeing of all individuals by protecting them from abuse, harm, neglect, and exploitation. We believe every child and young adult has the right to enjoy their stay and participate in all activities in a safe and positive environment.

3. Scope

This policy applies to:

- All staff members, trustees, and volunteers
- Contractors, partners, and third-party service providers
- Guests, including children, young adults, and their families



4. Legal Framework

This policy is based on and complies with:

- Children Act 1989 and 2004
- The Social Services and Well-being (Wales) Act 2014
- Working Together to Safeguard People (Wales)
- Keeping Learners Safe Guidance (Welsh Government)
- Care Standards Act 2000
- UN Convention on the Rights of the Child
- General Data Protection Regulation (GDPR)

5. Principles

- Prevention: Providing safe environments and educating staff and guests on recognizing signs of harm.
- Protection: Taking prompt action if concerns arise.
- Partnership: Working closely with local authorities, families, and external safeguarding bodies.
- Accountability: Ensuring transparent safeguarding procedures and regular policy reviews.

6. Safeguarding Lead

Designated Safeguarding Officer (DSO):

Name: Andrei Makovei

Contact: +44 7957 229747

Responsibilities:

- Oversee safeguarding practices
- Liaise with social services and law enforcement
- Maintain safeguarding records
- Ensure staff are trained and supported



7. Safer Recruitment

All recruitment will follow safer recruitment practices:

- Enhanced DBS checks for all staff and volunteers
- Verified references and identity checks
- Mandatory safeguarding training as part of induction

8. Training and Awareness

- Mandatory safeguarding and child protection training for all staff
- Annual refresher training and competency checks
- Induction training to cover policy and procedures

9. Procedures for Reporting Concerns

All staff and volunteers must report concerns to the Designated Safeguarding Officer immediately.

Reporting Steps:

1. Record all relevant information factually and accurately.
2. Submit a written report to the DSO within 24 hours.
3. The DSO will decide whether to refer to social services or police.

In an emergency, dial 999 and then inform the DSO.

10. Types of Abuse

Staff should be aware of and able to recognise the following:

- Physical abuse
- Emotional abuse
- Sexual abuse

- Neglect
- Financial exploitation
- Bullying and harassment
- Discriminatory abuse

11. Confidentiality

All safeguarding concerns are confidential. Information will only be shared with those who need to know to protect the individual.

12. Whistleblowing

Green Haven Retreat encourages staff to report concerns about colleagues or management without fear of reprisal. The whistleblowing procedure ensures anonymity and protection.

13. Review and Monitoring

This policy will be reviewed annually and updated as necessary to reflect best practice, legislative changes, or internal improvements.

14. Code of Conduct

All staff, volunteers, and contractors are expected to maintain professional boundaries, treat guests with respect, avoid any behavior that could be misinterpreted, and immediately report any breaches or concerns.

15. Online Safety

Staff must not contact guests via personal social media or messaging apps. Any use of technology, photography, or video recording must have prior consent and adhere to safeguarding policies.

16. Policy Accessibility & Distribution

This policy is made available to all staff, volunteers, and relevant third parties, and is included as part of induction and ongoing training.

17. Record-Keeping

All safeguarding concerns and actions taken must be documented clearly and securely, in line with data protection laws. Access is restricted to designated safeguarding personnel.