

Dose of Nature Safeguarding Adults at Risk Policy

Introduction

Dose of Nature's mission is to improve mental health by promoting and developing the benefits of engaging with the natural world. To this end, we offer a number of services, including nature-based interventions for adults referred by primary and secondary care services, and educational and experiential workshops to both adults and children in a variety of settings, including schools, offices and care homes.

In this policy "we", "us", and "our" refer to Dose of Nature.

1. What do we mean by "adults at risk"?

This Safeguarding Policy applies to "adults at risk". In England, an "adult at risk" is any person aged 18 years or over who:

- a. has care and support needs (whether or not the local authority is meeting any of those needs), and
- b. is experiencing, or at risk of, abuse or neglect, and
- c. as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect. (Care Act, 2014).

2. What do we mean by abuse?

Abuse is a breach of an individual's human rights. This may be a single act or happen repeatedly over a period of time. Abuse can be physical, sexual, psychological, financial, material, discriminatory, and includes neglect and acts of omission. It can take place in any setting and can be perpetrated by anyone. Examples of abuse include:

- **physical abuse**, such as hitting, slapping, pushing, kicking
- **domestic violence or abuse**, involving incidents or patterns of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer
- **sexual abuse**, including rape and sexual assault or sexual acts to which the adult at risk has not consented, could not consent or was pressured into consenting
- **psychological or emotional abuse**, including threats of harm or abandonment, controlling behaviour, intimidation and harassment
- **financial or material abuse**, including theft, fraud, exploitation and the misuse or misappropriation of property, possessions or benefits
- **modern slavery**, which involves the recruitment, movement, harbouring or receiving of children, women or men through the use of force, coercion, abuse of vulnerability, deception or other means for the purpose of exploitation
- **discriminatory abuse**, including racist or sexist behaviour or harassment based on a person's ethnicity, race, gender reassignment, sexual orientation, culture, religion or belief, age or disability, and any other forms of harassment, slurs or similar treatment

- **organisational or institutional abuse**, which can sometimes happen in residential homes, nursing homes or hospitals when people are mistreated as a consequence of poor or inadequate care or neglect, or poor practice that affects the whole of that service
- **neglect or acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health care, social care, education services or misuse of medication, adequate nutrition or heating
- **self-neglect**, which is an extreme lack of self-care including neglecting to care for one's personal hygiene, health or surroundings, inability to avoid self-harm, failure to seek help or access services to meet health and social care needs, inability or unwillingness to manage one's personal affairs.

3. Prevent duty

Dose of Nature recognises that radicalisation is a safeguarding concern. We are committed to the prevention of adults at risk being radicalised into violent extremism and supporting or becoming terrorists themselves, in alignment with the Home Office counter-terrorism strategy.

There is no single profile or checklist that identifies whether someone is being radicalised. Possible indicators may include:

- accessing extremist content online or downloading propaganda material
- justifying the use of violence to solve societal issues
- altering style of dress or appearance to accord with an extremist group
- being unwilling to engage with people who are viewed as different
- using certain symbols associated with terrorist organisations.

These indicators should always be considered in the context of the individual's circumstances and do not, on their own, indicate that someone is being radicalised.

If it appears that someone is vulnerable to being exploited or radicalised, please use the established safeguarding procedures to escalate these concerns to the Designated Safeguarding Lead (DSL) who can evaluate the situation and raise concerns to Channel if appropriate.

Channel is a confidential, voluntary, multi-agency safeguarding programme that provides early intervention to protect vulnerable children and adults who might be susceptible to being radicalised. A referral to Channel is made via usual safeguarding pathways or by contacting the local police.

4. Dose of Nature's Responsibilities

We believe that every adult at risk is a valued member of their community, and that no individual or group should be treated less favourably than others. Every person, without exception, has a right to protection from abuse. We believe that every adult has the right to make informed choices and will support them to do so. However, we also recognise that some of those we have contact with may have a limited capacity to understand the consequences of some decisions and how a decision might place them at risk. In such circumstances, we will work together with the individual and, where appropriate, others, in the best interest of the individual at that particular time.

As an organisation, we are committed to supporting all staff, including paid employees, volunteers, and trustees, to understand and follow our Safeguarding Policy, recognising the indicators of abuse and knowing how to share their concerns appropriately. This is supported through regular safeguarding training and the provision of up-to-date contact information. All staff will complete, as a minimum, level 1 online safeguarding training available through the Richmond and Wandsworth Safeguarding Adults Board and renew this training every 3 years: <https://www.richmond.gov.uk/sab>.

Enhanced DBS checks for all staff and volunteers will be updated every 3 years, either through a new application or the DBS Update Service.

All allegations and suspicions of abuse are taken seriously and responded to swiftly and appropriately.

Trustees hold ultimate legal responsibility for safeguarding. We are committed, both individually and collectively, to act in the best interests of the charity, which includes fulfilling our safeguarding duties to both our clients and our staff team. We are committed to ensuring that employees, volunteers, and service users understand their responsibilities, are recruited safely, and receive appropriate support and management to enable a safe environment for all. We recognise our duty of care and will take all reasonable steps to ensure the safety and welfare of those with whom we work.

The **Designated Safeguarding Lead (DSL)** holds operational responsibility for safeguarding.

The **Clinical Lead** advises the CEO and Trustees on clinical risks.

The **Leads Team** provides staff, volunteers and trustees, with the appropriate training, so that they are aware of their responsibilities in relation to the protection of adults at risk, and feel confident in their ability to take reasonable precautions to prevent harm occurring and to deal appropriately with an incident or a concern should it arise.

We have a DSL and a Nominated Safeguarding Trustee (NST), [TBC]. The DSL will complete Safeguarding Adults level 2 training every two years, through the Richmond and Wandsworth Safeguarding Adults Board's e-learning programme, accessed via [The Learning Pool](#). The NST will complete Safeguarding Adults Level 3 training through .

The DSL is Dr Georgina Gould, georgina@doseofnature.org.uk, 07762 985846 and the NST is Kerry Godden, kerry@doseofnature.org.uk.

5. Responsibilities of all staff members: What to do if you suspect abuse

Every member of staff is responsible for recognising and reporting an allegation of abuse. Dose of Nature recognises that volunteers and staff may also be the subject of an allegation of abuse. In both cases the process to follow is:

Listen

- Assure the person making the complaint that they will be taken seriously.
- Listen to what is being said.
- Stay calm.
- Do not probe for detail.
- Empathise but do not jump to conclusions.
- Do not promise complete confidentiality. Explain the duty to report the concern to a manager.
- Do not attempt to question the alleged abuser.

Observe

- Psychological abuse includes emotional abuse, intimidation, inappropriate language, verbal or racial abuse, isolation or withdrawal from services.
- Discriminatory abuse includes racist, sexist opinions, or opinions based on an individual's disability or other forms of harassment, taunts or similar treatment.

- Neglect or acts of omission include failing to act appropriately whether intentionally or negligently. This may include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational and leisure services, the withholding of the necessities of life such as medication, adequate and appropriate nutrition, information, clothing, comfort, relationships, safety and environment.

Inform

- If there is immediate danger, call 999. For urgent concerns, inform the DSL immediately who will make a referral the same day, if appropriate. If for any reason it is not possible to tell the DSL, contact the NST. For non-urgent concerns, inform the DSL/NST within 24 hours, who will make a referral.
- Failing this, contact:
 - **For Kew:** the Richmond Council Adult Social Care team on 0208 891 7971
 - **For Guildford:** Surrey County Council on 0300 200 1005
- Communicate the facts that have been heard or observed. Try not to give interpretation but do share instincts. Note the role of Dose of Nature is to refer the concern or complaint to Adult Social Care and not to investigate.

Record

- Make detailed notes of the allegation or the grounds for suspecting abuse. Include the date and time of the incident, the people involved and details of any observed injuries.
- Record the appearance and behaviour of the person disclosing the abuse, as well as what they say.

6. Dose of Nature's Commitment

Dose of Nature is committed to referring safeguarding concerns, in accordance with the 'general principles' set out below, to the following appropriate Adult Social Care Team:

Kew: the Richmond Council Adult Social Care Team. This team can be contacted online or by calling 0208 891 7971 or by SMS 07903 738043. Emergency outside office hours: 0208 744 2442.

Guildford: Surrey County Council by contacting 0300 200 1005 or by SMS: 07527 182 861. Emergency outside office hours: 01483 517 898. If this number is not working, use the email: edt.ssd@surreycc.gov.uk.

If the adult at risk is in immediate danger, Dose of Nature members of staff will phone the Emergency Services on 999.

Confidential records are kept of any concerns about an adult at risk and of any conversation or referrals to statutory agencies. Records are kept in a securely locked filing cabinet or an encrypted electronic file. Records will be retained in line with statutory guidance and insurer requirements and then destroyed securely.

The "Safeguarding Adults at Risk" Policy is reviewed every two years by the DSL and Board of Trustees.

a) Recruitment, induction and supervision of staff and volunteers

All reasonable steps will be taken to ensure unsuitable individuals are prevented from having any involvement with Dose of Nature, including:

- Dose of Nature's commitment to "safeguarding adults at risk" will be stated in all job adverts and volunteer recruitment.
- An awareness of "safeguarding adults at risk" will be part of all job and role descriptions and the interview.
- A written application form will be completed by applicants to all posts, including volunteers. The application form will include a question on any past convictions, cautions, reprimands and final warnings as well as any pending cases. Applicants will be asked if they have ever had any complaints of abuse against them. For anyone under 18 in full-time education, a reference is required as well as parental consent where applicable.
- Prior to appointment, two references will be taken and proof of ID required.
- If the role involves interaction with adults at risk, a DBS check will be required. If a volunteer's DBS is returned with a criminal history, this will be considered by the CEO and Clinical Lead, as well as the Dose of Nature Hub lead. A record of decisions will be kept.
- All new staff and volunteers will read and understand this policy as part of their induction process. We will support all staff and volunteers in having a clear understanding of their responsibilities regarding confidentiality and safeguarding issues.
- Volunteers are expected to attend peer supervision sessions after every four client sessions, facilitated by a Dose of Nature Psychologist.
- Supervision and support of all volunteers and staff will include monitoring of safeguarding practice and reviews of progress. All safeguarding concerns will be discussed and reflected upon as part of supervision.
- All safeguarding referrals will be discussed by the DSL and NST in order to learn from experience and inform and improve practice.

b) Creating a safe environment

- Wherever possible, we encourage an open environment for client meetings, avoiding private or unobserved situations and isolated locations. Volunteers should refer to the Volunteer Policy for more guidance on lone working and performing dynamic risk assessments.
- Employees and volunteers supporting activities for adults will be appropriately trained and qualified to ensure the safe provision of services.
- We will ensure our insurance policy is up to date, relevant to the activities we are delivering and has adequate cover.
- Hard copies of records and any portable electronic equipment that holds or provides access to personal information will be stored securely and appropriate encryption used.
- We will maintain an accident book for recording incidents or accidents.
- Staff members will not visit home addresses or take on tasks outside the remit of their role, for example, giving lifts or making contact outside of agreed times or via social media.
- The one-to-one Dose of Nature Prescription is delivered by volunteers, trained as Dose of Nature Guides. Volunteers use their personal mobile phones in the course of their work as a Dose of Nature Guide, for example, to arrange or change sessions.
- Should a volunteer become concerned about an adult outside of their Dose of Nature activity, for example, if an adult shares any risk or safeguarding concerns with them, volunteers should refer to their Safeguarding Card containing appropriate contact information for both within and outside of office hours.
- Given the predominantly low to medium risk client group we support, we have made an informed decision not to provide a separate mobile phone to Dose of Nature Guides, but

instead to allow volunteers to use their personal mobile phone. However, any volunteer who would prefer a mobile phone for use in their role as a Dose of Nature Guide will be provided with one. Dose of Nature Guides may also set up a Dose of Nature Gmail account for use in their role, which our Operations Manager will support them to do.

c) General principles governing suspected or disclosed abuse

Dose of Nature staff and volunteers who work with adults at risk will be guided by the following principles:

- Adults have a right to independence, choice and self-determination. This right extends to being able to have control over information about themselves and in most cases to determine what information is shared.
- We will always urge an abused person to have their case referred to Social Services and/or the police, but as long as we believe they have capacity to make decisions we will respect the person's privacy if they refuse to allow this.
- We will not allow the person to impose confidentiality on the Dose of Nature representative to whom they have disclosed the abuse: in all cases it must be made clear that all details of the conversation will be passed to the DSL or the NST.
- It is essential to consider whether the adult at risk is capable of giving informed consent. (See 'Mental capacity and consent' below.) If they are, Dose of Nature should obtain written consent to share information and should routinely agree and explain what information will be shared with other people or organisations.
- If, after a discussion with an adult at risk who has mental capacity, they refuse any intervention, their wishes will be respected unless there is a public interest, for example, not acting will put other adults or children at risk, or there is a duty of care to intervene, for example, a crime has been or may be committed. Confidentiality will not be maintained if the withholding of information will prejudice the welfare of the adult. Dose of Nature team will utilise the Richmond Adult Social Care Team consultation line to discuss cases anonymously when necessary.
- Information will be treated confidentially and shared only with those who need to know for safeguarding purposes.
- If, after discussion with the DSL, Clinical Lead or NST, it is decided by the Dose of Nature team that the adult at risk lacks capacity, and abuse is suspected, even if consent has not been given Dose of Nature will alert:
 - For Kew: Adult Social Services in London Borough of Richmond upon Thames Council or the Metropolitan Police
 - For Guildford: Adult Social Care in Surrey County Council or Surrey Police
- All decisions and actions are taken in line with The Mental Capacity Act 2005.
- In a stressful situation, a person suffering abuse may later change their mind about pursuing their complaint. The person who suspects abuse must be protected by careful case recording, which will make clear what was agreed with the person who is thought to be abused.
- It should be agreed what further support is available from other specialist organisations. This is particularly important if the person does not wish to report the abuse, and care should be taken that members of staff and volunteers of Dose of Nature are protected from taking on more than they are trained for.
- Members of staff, volunteers and trustees should never at any time allow themselves to be put at risk.
- The collection, access, use, sharing, and retention of personal data will be managed in accordance with the UK GDPR and the Data Protection Act 2018.

d) Whistleblowing

Dose of Nature is committed to the highest standards of openness and accountability. In line with that commitment, we have implemented a Whistleblowing Policy to cover genuine concerns that a trustee, member of staff or volunteer may have about suspected wrongdoing within the charity. In demonstrating this commitment, Dose of Nature encourages its trustees, members of staff and volunteers who have serious concerns about any wrongdoing within the charity to come forward and express their concerns (see Dose of Nature Whistleblowing Policy).

7. Mental capacity and consent

The Mental Capacity Act 2005 underpins the safeguarding process where the adult does not necessarily have the capacity to make their own decisions about their care or treatment. Where there is doubt about an adult's capacity to make decisions relating to safeguarding, a mental capacity assessment should be undertaken in accordance with the Mental Capacity Act 2005 by an appropriately qualified professional. They may then appoint an Independent Mental Capacity Advocate (IMCA) to make decisions in the best interests of the adult at risk.

If an adult with capacity chooses not to engage with safeguarding interventions, their wishes will normally be respected. However, safeguarding information may be shared and action taken without consent where there is a legal duty or overriding public interest, including where:

- there is a public interest, for example, another child or adult may be at risk of harm
- a serious crime has been committed or may be committed
- there are concerns relating to modern slavery, human trafficking or other forms of exploitation, or
- disclosure is otherwise required by law.

We are committed to reviewing our policy and good practice every two years.

Policy Approved: 6 October 2026

Policy Review: 6 October 2028

Responsibility: Designated Safeguarding Lead and Board of Trustees.

Dose of Nature Safeguarding Children Policy (Dose of Nature, Guildford)

Introduction

Dose of Nature's mission is to improve the mental health of individuals by promoting and developing the benefits of engaging with the natural world. To this end, we offer a number of services, including 1:1 and group nature-based interventions for adults and children referred by primary and secondary care services, and educational and experiential workshops to both adults and children in a variety of settings, including schools, colleges and youth organisations. Young people may also be involved in delivering workshops to other children and young people, for example as part of the Duke of Edinburgh's Award Scheme.

Dose of Nature is committed to providing a safe environment for all its employees, volunteers and service users. As an organisation that works with children and young people, we recognise we have a particular duty of care to safeguard and promote the welfare of all children we come into contact with. We are committed to their protection and safeguarding, and will ensure our safeguarding practices reflect statutory responsibilities, government guidance and national frameworks.

We recognise that we have a responsibility to safeguard the welfare of children by protecting them from abuse. Safeguarding children is the duty of everyone involved with Dose of Nature, and we understand that if there is a concern about the risk of harm to a child, then it is everyone's responsibility to protect that child. For the purposes of this policy, where the term 'staff' is used, this refers to all Dose of Nature staff, including paid employees, freelancers or contractors, volunteers, trustees, and committee members. The aim of this policy is to provide all staff with knowledge of their responsibilities in relation to child protection and safeguarding, and the practical steps they need to take should a disclosure be made, or a concern observed. While Dose of Nature Guildford do not see clients under the age of 18, many adult clients will be parents or carers of children and young people under 18.

This policy refers to children and young people up to the age of 18.

In this policy "we", "us", and "our" refer to Dose of Nature.

This policy has been written using the legal and social care framework detailed in the following:

- Surrey Safeguarding Children Partnership Manual
- Working Together to Safeguard Children 2026: A guide to multi-agency working to help, protect and promote the welfare of children
- Children Act 1989
- Children Act 2004
- Children and Families Act 2014
- Children and Social Work Act 2017
- Counter Terrorism and Security Act 2015 (Prevent Duty)
- Rehabilitation of Offenders Act 1974
- Data Protection Act 2018
- Equality Act 2010

In addition, Surrey Safeguarding Children Partnership has oversight of all child protection and safeguarding activity in the borough.

1. General Principles

We believe that:

- The welfare of the child is paramount, as enshrined in the Children Act 1989.
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse.
- Some children may be more vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- valuing them, listening to and respecting them
- adopting child protection practices through clear and robust procedures
- recruiting staff and volunteers safely, ensuring all necessary checks are made.
- providing effective management for staff and volunteers through supervision, support and training
- sharing information about child protection and good practice with children, parents, staff and volunteers
- sharing concerns with agencies on a need-to-know basis and involving parents and children appropriately.

All staff and volunteers are expected to:

- Respect the wishes of a child and avoid imposing their own views or wishes on the child.
- Take all reasonable steps to ensure the health, safety and welfare of any child in contact with Dose of Nature and prevent any other member of staff or volunteer from putting any child in a situation in which there is a significant risk to their health and safety; as further described in Dose of Nature's Health and Safety Policy.
- Recognise that children regard adults as role models and ensure that behaviour, language, gestures etc. are appropriate and above reproach.
- Be aware of child protection issues in relation to all work performed.
- Not become complacent and believe 'it could never happen to me'.
- Take appropriate action upon becoming aware of anyone physically, emotionally or sexually abusing a child.
- Report any evidence or reasonable suspicion that a child has been physically, emotionally or sexually abused whether by an adult or another child to a manager or senior member of staff.
- Do not physically, emotionally or sexually abuse any child or young person.
- Understand, refer to and maintain the standards expected of them as outlined in our Behaviour Code. This outlines the conduct expected of all Dose of Nature staff and volunteers who engage with children and young people through Dose of Nature and its activities. A copy of our Behaviour Code is included at the end of this document (see Appendix A).

Types of Abuse

Child abuse is generally divided into four categories.

a) Physical Abuse

- Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child such as female genital mutilation (FGM).
- Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to, a child whom they are looking after. A person might do this because they enjoy or need the attention they get through having a sick child.
- Physical abuse can result from an act or from a failure to act to protect someone.

b) Emotional Abuse

- Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.
- It may involve making a child feel or believe that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person.

c) Sexual Abuse

- Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling. Child sexual exploitation is in this category.
- Sexual abuse may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.
- Children and young people of any sex or gender can experience sexual abuse. Abuse may be perpetrated by adults or by other children and young people, and by people of any sex or gender and from all walks of life.

d) Neglect

- Neglect is 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.
- It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

2. Dose of Nature's Commitment and Responsibilities

To promote the adequate safety and protection of children, we will:

- Have a Designated Safeguarding Lead (DSL) and a Nominated Safeguarding Trustee (NST). The DSL will attend multiagency training every two years (level 3 through MyLearning, Surrey Safeguarding Children Partnership (SSCP) Learning Programme. The NST will attend safeguarding training through Surrey Children's Services Academy.
- Require all staff to complete level 1 training prior to delivering direct services to children through the Surrey Children's Services Academy (SCSA), and renew this training every 3 years: <https://www.surreyscp.org.uk/training-2/>.
- Take all reasonable steps to recruit staff and volunteers safely, taking up references, requesting DBS checks where required, and providing appropriate management and supervision once staff and volunteers are in post..
- Require Enhanced DBS checks for all volunteers to be updated every three years, either through a new application or the DBS Update Service.
- Support all staff to read and understand the child protection policy and be aware of the indicators of child abuse and how to respond to concerns or disclosures of abuse by children.
- Respond without delay to every concern raised that a child may have been harmed or be at risk from harm;
- Fully co-operate with the appropriate statutory agencies during any investigations into abuse.
- Manage the collection, access, use, sharing, and retention of personal data in accordance with the UK GDPR and the Data Protection Act 2018.

3. The role and responsibilities of key personnel

The overall legal responsibility for ensuring appropriate safeguarding and child protection measures are in place rests with the Dose of Nature Trustees. Trustees must ensure this policy is fit for purpose, that everyone working for DoN understands their responsibilities, and that concerns are properly managed. This includes the legal duty to refer to the local authority designated officer (LADO), who is employed by the local authority, all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children or related to a child, or
- behaved towards a child or children in a way that indicates they are unsuitable to work with children.

The DSL will take the lead operational responsibility for child protection, including referral, support for other staff and information sharing with other agencies, developing policies and staff training. The NST role works in conjunction with the DSL to ensure information is shared appropriately and in a timely fashion.

The DSL is Dr Georgina Gould georgina@doseofnature.org.uk, 07762 985846 and the NST is Kerry Godden kerry@doseofnature.org.uk.

The DSL will:

- Refer suspected abuse/neglect of children and young people to the Surrey Children's Single Point of Access (C-SPA) on 0300 470 9100 (selecting option 2), or send an email to cspa@surreycc.gov.uk.
- Report allegations made against any Dose of Nature member of staff to the Local Authority Designated Officer (LADO) on 0300 123 1650 (option 3) or via the referral form on the LADO website; this is known as the duty to refer.
- Report to and advise the Dose of Nature board via the NST of any incidents, concerns, near misses, or disclosures relating to the delivery of Dose of Nature activities.

- Develop and update child protection and other safeguarding policies, ensuring staff are made aware of their responsibilities, and families are familiar with how to raise a concern.
- Oversee the storage of confidential records, in accordance with data protection requirements, documenting any concerns identified and decisions made about a child or young person and any conversation with or referrals to statutory agencies.
- Provide support and advice to all members of staff within the setting regarding safeguarding concerns (see also Dose of Nature Whistleblowing Policy).

The Dose of Nature Operations Manager, Guildford, will:

- Provide all staff with appropriate child protection and safeguarding training, maintain training records and DBS renewals.

4. The roles and responsibilities of the Dose of Nature Trustees

Dose of Nature will:

- Act in the best interests of the children, young people and adults at risk
- Take all reasonable steps to prevent any harm to children and young people
- Provide oversight of processes to identify, assess and manage safeguarding risks
- Support the introduction and updating of safeguarding policies and procedures
- Undertake ongoing monitoring and reviewing to see that safeguards are being implemented and are effective
- Respond appropriately to allegations of abuse and whistleblowing cases
- Review safeguarding performance, including any incidents, emerging risks, or lessons learned, under a standing agenda item at each Trustees' meeting.

5. Recruitment, induction and supervision of staff and volunteers

All reasonable steps will be taken to prevent unsuitable individuals from having involvement with Dose of Nature.

Dose of Nature's commitment to safeguarding and child protection will be stated in all volunteer recruitment.

A written application form is to be completed by applicants to all posts, including volunteers. The application form will include a question on past convictions, cautions, reprimands and final warnings as well as any pending cases. Applying to be a volunteer does not mean the applicant will become a volunteer. Dose of Nature will meet face to face with all potential volunteers and assess their suitability for roles.

An awareness of safeguarding and child protection will be part of all job and role descriptions, and the interview. A willingness to undertake basic safeguarding training is required. All staff will complete child protection and safeguarding basic awareness training prior to taking up their role.

Prior to appointment two references will be taken and proof of ID will be required.

For all roles involving direct work with children, Enhanced DBS checks are required, renewable every three years. These must be in place prior to a volunteer or employee delivering any activity relating to children on behalf of Dose of Nature. If a volunteer's DBS is returned with a criminal history, this will be considered by the CEO and Clinical Lead and Dose of Nature Hub lead. A record of decisions will be kept.

All new staff and volunteers will read and understand this policy as part of their induction process. We will ensure all staff and volunteers have a clear understanding of their role and responsibility with regard to confidentiality and safeguarding issues. Staff and volunteers will be able to identify the signs of abuse and feel confident to take the necessary steps and report any concerns.

Volunteers are expected to attend group supervision sessions, after every four client sessions, facilitated by a Dose of Nature Psychologist.

6. Good practice on contacting children and young people

The one-to-one Dose of Nature Prescription for young people between the ages of 16 and 17 is delivered by adult volunteers, trained as Dose of Nature Guides¹. Consent to take part in the programme is always obtained from the young person as well as their parent or carer, unless permission to do so is denied by a young person assessed to be Gillick Competent by a Dose of Nature Psychologist.

The following protocol is to be followed for every communication with a child or young person.

A Volunteer Guide must never communicate one-to-one with a person under 18. Every communication thread must include a second adult: normally the parent/carers, or the assessing psychologist where the young person does not wish their parent/carers to be included. Specifically:

- Every communication thread with a young person must include two adults:
 - The parent/carers **and** the Guide on the thread together with the client.
- **Opt-out provision:** A young person may choose to opt out of parent/carers involvement in the communication. If they do that, the thread must instead always include:
 - The assessing psychologist **and** the Guide (volunteer) with the client.
- In other words, opting out removes the parent/carers from the thread but does not reduce the "two-adult" rule - the assessing psychologist replaces the parent/carers as the second adult whenever a parent/carers is not present. A Guide must never be left as the sole adult in communication with an opted-out young person.
- Opt-out requests, as well as any changes in the parties who are part of the thread, should be recorded in the client's file by the assessing psychologist, along with the date and who authorised the change.
- Communication takes place through text message or WhatsApp, during regular business hours (Monday-Friday, 9am-5pm). This should be agreed and communicated at the start of the Nature Prescription. No other platform (including social media, direct messaging or personal email) will be used.
- The Volunteer Guide sets up the messaging thread with the young person and the designated second adult at the beginning of the Nature Prescription.
- Every thread should be set up so that all included parties see the same messages every time – no side conversations, deleting messages from a shared thread or sharing screenshots outside a thread. Disappearing

¹ Currently Dose of Nature Guildford do not see children and young people under 18.

messages should not be enabled in the thread. Messaging should be conducted through text. Voice calls, voicemail messages, voice notes and videos should not be used.

- Communication exists only to support the Nature Prescription. All communications and stored contact numbers are deleted at the end of the Nature Prescription. Any information that needs to form part of the client or safeguarding record must be appropriately recorded before the messages are deleted. Where there are safeguarding concerns, the Designated Safeguarding Lead must be consulted before deletion.
- Deletion should be completed and logged by the Guide within five days of the Nature Prescription ending.
- If a client attempts to contact a Guide outside these parameters, the Guide should respond during the agreed communication days and hours, using the established messaging thread. For urgent situations, the Guide should contact the Designated Safeguarding Lead and follow the Safeguarding Procedures described in Section 9 of this policy.
- Guides who do not wish to share their personal number with a client or family are not obliged to do so. Any volunteer who would prefer not to use their personal number in their role as a Dose of Nature Guide will be provided with an email address. Where email is used, the designated second adult must be included in all correspondence, as described in the protocol above.

Staff and volunteers should not share personal contact information, including personal email addresses, telephone numbers or social media details, or connect with children or young people through personal social media accounts (e.g. Facebook or Instagram), except as permitted under the communication protocol above.

Photographs of young people should not be taken or shared without consent from the young person and their parent or carer.

Should a volunteer become concerned about a young person outside of their Dose of Nature activity, for example, if a young person shares any risk or safeguarding concerns with them, volunteers should refer to their Safeguarding Card containing appropriate contact information for both within and outside of office hours.

7. Prevent duty

Dose of Nature recognises that radicalisation is a safeguarding concern. We are committed to the prevention of children and young people being drawn into terrorism or radicalisation, in alignment with the Home Office counter-terrorism strategy.

There is no single profile or checklist that identifies whether someone is being radicalised. Possible indicators may include:

- accessing extremist content online or downloading propaganda material
- justifying the use of violence to solve societal issues
- altering their style of dress or appearance to accord with an extremist group
- being unwilling to engage with people who they see as different
- using certain symbols associated with terrorist organisations.

These indicators should always be considered in the context of the individual's circumstances and do not, on their own, indicate that someone is being radicalised.

If it appears that someone is vulnerable to being exploited or radicalised, use the established safeguarding procedures to escalate these concerns to the DSL who can evaluate the situation and raise concerns to Channel if appropriate.

Channel is a confidential, voluntary, multi-agency safeguarding programme that provides early intervention to protect vulnerable children and adults who might be susceptible to being radicalised. A referral to Channel is made via usual safeguarding pathways or by contacting the local police.

8. Preventing and responding to bullying

Dose of Nature is committed to:

- doing everything we can to prevent bullying from happening between children and young people who are a part of our organisation or take part in our activities
- taking prompt action to stop bullying when we become aware of it
- helping those involved receive the support they need.

We will provide information to all staff, as well as young people and their families, about what we should all do to prevent and deal with bullying (see Dose of Nature Anti-Bullying Policy).

9. Responding to concerns about a child

Call 999 if there are concerns that a child or young person is in immediate danger and remain with that child or young person until a crisis plan is in place, i.e., until another responsible adult is with that child.

If it is suspected that a child or young person may be being abused or neglected, report these concerns as soon as is practicable.

For urgent concerns, inform the DSL/NST immediately who will make a referral the same day, if appropriate.

For non-urgent concerns, inform the DSL/NST within 24 hours, who will make a referral where appropriate. If neither the DSL nor the NST are available, then report concerns to the specialist team at Surrey Children's Single Point of Access (C-SPA) on 0300 470 9100 (selecting option 2) or out of hours contact the Emergency Duty Team (EDT) on 01483 517898.

It is not the responsibility of any staff or volunteer for Dose of Nature to investigate a concern or disclosure or to decide whether or not child abuse has taken place. However, it is the responsibility of staff and volunteers to act on any concerns. Refer in the first instance to the DSL and make a record of what is known. The DSL will make the referral to the Surrey C-SPA.

In all cases:

- Be prompt, calm, assured and professional.
- Keep any details strictly confidential and share only on a 'need to know' basis.

Dose of Nature assures all staff and volunteers that it will fully support and protect anyone who in good faith reports their concern that a colleague is, or may be, abusing a child. As further described in Dose of Nature's Whistleblowing

Policy, anyone who raises a concern in good faith can do so on a confidential basis, without fear of reprisal or victimisation.

The DoN DSL or lead practitioner (i.e., the child's psychologist) will inform the child's parents or carers as long as it does not increase the risk to the child.

Any concerns will be clearly recorded using the Safeguarding Incident Reporting Form (see Appendix B). It is not the DSL's job to investigate any concern or issue raised with them. It is their role to record the information as they have been told and to refer this to the Surrey C-SPA. The DSL's decision and the process gone through to reach the decision will be recorded and kept in a securely locked filing cabinet or an encrypted electronic file. Records will be retained in line with statutory guidance and insurer requirements and then destroyed securely.

Any allegation against a Dose of Nature member of staff, either a paid employee or volunteer, will be referred to the LADO via Surrey C-SPA.

We will fully co-operate with any investigation into abuse.

Recording a disclosure

To ensure that the information is as helpful as possible, a detailed record should ideally be made at the time of the disclosure or concern or observation (see Appendix B for an Safeguarding Incident Reporting Form that may be used to record a disclosure). However, do not delay reporting concerns to the DSL verbally and then following up with a written record, which should include the following:

- child's name, age and date of birth
- child's home address and telephone number
- whether or not the person making the report is expressing their own concerns or those of someone else
- nature of the allegation, including date(s), time(s) and special factors and other relevant information
- a description of any visible bruising or other injuries or any indirect signs such as behavioural changes
- details of witnesses to the incident/s
- the child's account, if it can be given, of what has happened and how any bruising or other injuries occurred
- details of whether the parents have been contacted
- if so, details of what has been said
- details about anyone else who has been consulted
- a factual record of what was said or observed clearly indicating where information is not known.

10. Creating a safe environment

- Workshops for groups of children and young people will usually take place in the classroom or school grounds. However, occasionally activities will take place in a local park or other natural setting. In this case, a risk assessment will be completed, with mitigating actions, for all activities delivered by Dose of Nature.
- Wherever possible we encourage an open environment for client meetings, avoiding private or unobserved situations and isolated locations. Volunteers should refer to the Volunteer Policy for more guidance on lone working and on using dynamic risk assessments.

- Employees and volunteers working with children will be appropriately trained and qualified to deliver Dose of Nature activities.
- Dose of Nature will maintain an incident log for recording incidents or accidents that happen whilst delivering Dose of Nature work.
- We will ensure our insurance policy is up to date, relevant to the activities we are delivering and has adequate cover.

11. Creating a caring environment

- Staff members should treat all children and young people with respect.
- Staff members must not make racist, sexist or any other remarks.
- Staff members must take care to avoid showing any favouritism.
- It is the responsibility of everyone at Dose of Nature to prevent the abuse of younger or more vulnerable children by older or stronger children through bullying, cruelty or any other forms of humiliation.
- Volunteers and employees will be supervised regularly and know who to talk to if they are worried or are unclear how to respond to a child's disclosure.

We are committed to reviewing our policy and good practice every two years.

Policy Approved: 6 October, 2026

Policy Review: 6 October, 2028

Responsibility: Designated Safeguarding Lead and Board of Trustees.

Appendix A

Dose of Nature – Code of Behaviour for Adults working with Children

1. Purpose and scope

This Behaviour Code outlines the conduct that Dose of Nature expects from all staff and volunteers. This includes trustees, agency staff, interns, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid. The Behaviour Code is there to help us protect children and young people from abuse.

Dose of Nature is responsible for making sure everyone taking part in our activities has seen, understood, and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

2. The role of staff and volunteers

In a role at Dose of Nature, staff and volunteers are acting in a position of trust and authority and have a duty of care towards the children and young people Dose of Nature works with. Staff and volunteers are likely to be seen as role models by young people and are expected to act appropriately.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

3. Responsibility of staff and volunteers

Staff and volunteers are responsible for prioritising the welfare of children and young people and providing a safe environment for children and young people by:

- prioritising the welfare of children and young people
- supporting the safe use of equipment for its intended purpose
- having good awareness of issues to do with safeguarding and child protection and taking action when appropriate
- following Dose of Nature's principles, policies and procedures including our policies and procedures for safeguarding and child protection, whistleblowing, and online safety
- staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all inappropriate behaviour and reporting any breaches of the Behaviour Code to the DSL
- reporting all concerns about abusive behaviour, following Dose of Nature's safeguarding and child protection procedures. This includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age
- refraining from sharing personal email addresses, social media details or connecting on social media with any child or young person. Refraining from sharing phone numbers, except as specified in the communication protocol as described in section 6 of this policy.
- refraining from taking or sharing photos of any child or young person without parental consent.

Respecting children and young people

Staff and volunteers should:

- Listen to and respect children at all times.
- Value and take children's contributions seriously, actively involving them in planning activities wherever possible.
- Respect a young person's right to personal privacy as far as possible. If it is necessary to break confidentiality in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity.

4. Equality, diversity and inclusion

Staff and volunteers should:

- Treat children and young people fairly and without prejudice or discrimination.
- Understand that children and young people are individuals with individual needs.
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation.
- Challenge discrimination and prejudice.
- Encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

5. Appropriate relationships

Staff and volunteers should:

- Promote relationships that are based on openness, honesty, trust and respect.
- Avoid showing favouritism.
- Be patient with others.
- Exercise caution when discussing sensitive issues with children or young people.
- Ensure contact with children and young people is appropriate and relevant to the nature of the activity.

6. Inappropriate behaviour

When working with children and young people, staff and volunteers must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, vape, consume alcohol or use illegal substances - volunteers should not deliver a session while under the influence of alcohol or illegal substances
- develop inappropriate relationships with children and young people, which means any relationship outside a designated role
- make inappropriate promises to children and young people

- engage in behaviour that is in any way abusive including having any form of sexual contact with a child or young person
- let children and young people have personal contact details (email, phone number or postal address) or have contact with them via a personal social media account, except where permitted under Section 6 of this policy
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people
- make physical contact without asking first, unless the situation is an emergency.

7. Upholding this code of behaviour

Staff and volunteers should always follow this code of behaviour and never rely on personal reputation or that of Dose of Nature for protection.

If staff or volunteers have behaved inappropriately, Dose of Nature will respond in accordance with the relevant policies and procedures. Depending on the seriousness of the situation, they might be asked to leave Dose of Nature. We might also make a report to statutory agencies such as the police and/or the local authority child protection services. If the concern relates to conduct towards children, then we are required to refer this to the LADO.

If staff or volunteers become aware of any breaches of this code, they must report them to Dr Georgina Gould or, if unavailable, Dr Alison Greenwood. If necessary, they should follow our whistleblowing procedure and safeguarding and child protection procedure.

Appendix B

Dose of Nature – Safeguarding Incident Reporting Form

Your name:	Name of organisation:
Your role:	
Contact information (you): <i>Address:</i> <i>Postcode:</i> <i>Telephone:</i> <i>Email address:</i>	
Child's name:	Child's date of birth:
Child's ethnic origin:	Does the child have a disability:
Child's gender: ☐ Female ☐ Male ☐ Other	
Parent / carer's name(s): <i>Address:</i> <i>Postcode:</i> <i>Telephone:</i> <i>Email address:</i>	
Have parent(s) / carer(s) been notified of this incident? ☐ Yes ☐ No If YES please provide details of what was said/action agreed:	
Are you reporting your own concerns or responding to concerns raised by someone else: ☐ Responding to my own concerns ☐ Responding to concerns raised by someone else	

If responding to concerns raised by someone else:

Name:

Relationship to the child:

Telephone number:

Email address:

Date(s) and time(s) of incident:

Details of the incident or concerns:

Include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay.

Child's account of the incident:

Please provide any witness accounts of the incident:

Please provide details of any witnesses to the incident:

Name:

Relationship to the child:

Date of birth (if child):

Address:

Postcode:

Telephone:

Email address:

Please provide details of any person involved in this incident or alleged to have caused the incident / injury:

Name:

Relationship to the child: Date of birth (if child): Address: Postcode: Telephone:

Email address:

Please provide details of action taken to date:

Has the incident been reported to any external agencies?

☐ Yes

☐ No

If YES please provide further details:

Name of organisation / agency:

Contact person:

Telephone:

Email address:

Agreed action or advice given:



Print Name:	
Signature:	

Please contact your organisation's Designated Safeguarding Lead in line with Dose of Nature's reporting procedures.

Dose of Nature Safeguarding Children Policy (Dose of Nature, Kew)

Introduction

Dose of Nature's mission is to improve the mental health of individuals by promoting and developing the benefits of engaging with the natural world. To this end, we offer a number of services, including 1:1 and group nature-based interventions for adults and children referred by primary and secondary care services, and educational and experiential workshops to both adults and children in a variety of settings, including schools, colleges and youth organisations. Young people may also be involved in delivering workshops to other children and young people, for example as part of the Duke of Edinburgh's Award Scheme.

Dose of Nature is committed to providing a safe environment for all its employees, volunteers and service users. As an organisation that works with children and young people, we recognise we have a particular duty of care to safeguard and promote the welfare of all children we come into contact with. We are committed to their protection and safeguarding, and will ensure our safeguarding practices reflect statutory responsibilities, government guidance and national frameworks.

We recognise that we have a responsibility to safeguard the welfare of children by protecting them from abuse. Safeguarding children is the duty of everyone involved with Dose of Nature, and we understand that if there is a concern about the risk of harm to a child, then it is everyone's responsibility to protect that child. For the purposes of this policy, where the term 'staff' is used, this refers to all Dose of Nature staff, including paid employees, freelancers or contractors, volunteers, trustees, and committee members. The aim of this policy is to provide all staff with knowledge of their responsibilities in relation to child protection and safeguarding, and the practical steps they need to take should a disclosure be made, or a concern observed.

This policy refers to children and young people up to the age of 18. While Dose of Nature Kew's young clients are aged 16 and 17, many adult clients will be parents or carers of children and young people under 18.

In this policy "we", "us", and "our" refer to Dose of Nature.

This policy has been written using the legal and social care framework detailed in the following:

- London Child Protection Procedures (revised guidance 2018)
- Working Together to Safeguard Children 2026: A guide to multi-agency working to help, protect and promote the welfare of children
- Children Act 1989
- Children Act 2004
- Children and Families Act 2014
- Children and Social Work Act 2017
- Counter Terrorism and Security Act 2015 (Prevent Duty)
- Rehabilitation of Offenders Act 1974
- Data Protection Act 2018
- Equality Act 2010

In addition, The Kingston and Richmond Safeguarding Partnership (KRSCP) has oversight of all child protection and safeguarding activity in the borough.

1. General Principles

We believe that:

- The welfare of the child is paramount, as enshrined in the Children Act 1989.
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse.
- Some children may be more vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- valuing them, listening to and respecting them
- adopting child protection practices through clear and robust procedures
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- providing effective management for staff and volunteers through supervision, support and training
- sharing information about child protection and good practice with children, parents, staff and volunteers
- sharing concerns with relevant agencies on a need-to-know basis and involving parents and children appropriately.

All staff and volunteers are expected to:

- Respect the wishes of a child as if they were those of an adult and avoid imposing their own views or wishes on them.
- Take all reasonable steps to ensure the health, safety and welfare of any child in contact with Dose of Nature and prevent any other member of staff or volunteer from putting any child in a situation in which there is a significant risk to their health and safety, as further described in Dose of Nature's Health and Safety policy.
- Recognise that children regard adults as role models and use behaviour, language, gestures etc. that are appropriate and above reproach.
- Be aware of child protection issues in relation to the work staff and volunteers do.
- Not become complacent and believe 'it could never happen to me'.
- Take appropriate action if they become aware of anyone physically, emotionally or sexually abusing a child.
- Report any evidence or reasonable suspicion that a child has been physically, emotionally or sexually abused whether by an adult or another child to a manager or senior member of staff.
- Not physically, emotionally or sexually abuse any child or young person.

- Understand, refer to and maintain the standards expected of them as outlined in our Behaviour Code. This outlines the conduct expected of all Dose of Nature staff and volunteers who engage with children and young people through Dose of Nature and its activities. A copy of our Behaviour Code is included at the end of this document (see Appendix A).

Types of Abuse

Child abuse is generally divided into four categories.

a) Physical Abuse

- Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child such as female genital mutilation (FGM).
- Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to, a child whom they are looking after. A person might do this because they enjoy or need the attention they get through having a sick child.
- Physical abuse can result from an act or from a failure to act to protect someone.

b) Emotional Abuse

- Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.
- It may involve making a child feel or believe that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person.

c) Sexual Abuse

- Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling. Child sexual exploitation is in this category.
- Sexual abuse may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.
- Children and young people of any sex or gender can experience sexual abuse. Abuse may be perpetrated by adults or by other children and young people, and by people of any sex or gender and from all walks of life.

d) Neglect

- Neglect is 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.

- It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

2. Dose of Nature's Commitment and Responsibilities

To promote the adequate safety and protection of children, we will:

- Have a Designated Safeguarding Lead (DSL) and a Nominated Safeguarding Trustee (NST) - the DSL will attend multiagency training every two years (level 3 through the Achieving for Children (AfC) Learning portal. More information is available here: <https://kingstonandrichmondsafeguardingchildrenpartnership.org.uk/training/>.) The NST will attend safeguarding training through the AfC Learning portal.
- Require all staff to complete level 1 training prior to delivering direct services to children through the Kingston and Richmond Safeguarding Partnership, and renew this training every 3 years: <https://kingstonandrichmondsafeguardingchildrenpartnership.org.uk/>.
- Take all reasonable steps to recruit staff and volunteers safely, taking up references, requesting DBS checks where required, and providing appropriate management and supervision once staff and volunteers are in post.
- Require Enhanced DBS checks for all volunteers to be updated every three years either through a new application or the DBS Update Service.
- Support all staff to read and understand the child protection policy and be aware of the indicators of child abuse and how to respond to concerns or disclosures of abuse by children.
- Respond without delay to every concern raised that a child may have been harmed or be at risk from harm.
- Fully co-operate with the appropriate statutory agencies during any investigations into abuse.
- Manage the collection, access, use, sharing, and retention of personal data in accordance with the UK GDPR and the Data Protection Act 2018.

3. The role and responsibilities of key personnel

The overall legal responsibility for ensuring appropriate safeguarding and child protection measures are in place rests with the Dose of Nature Trustees. Trustees must ensure this policy is fit for purpose, that everyone working for DoN understands their responsibilities, and that concerns are properly managed. This includes the legal duty to refer to the local authority designated officer (LADO), who is employed by the local authority, all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children or related to a child, or
- behaved towards a child or children in a way that indicates they are unsuitable to work with children.

The DSL will take the lead operational responsibility for child protection, including referral, support for other staff and information sharing with other agencies, developing policies and staff training. The NST role works in conjunction with the DSL to ensure information is shared appropriately and in a timely fashion.

The DSL is Dr Georgina Gould: georgina@doseofnature.org.uk, 07762 985846 and the NST is Kerry Godden kerry@doseofnature.org.uk.

The DSL will:

- Refer suspected abuse/neglect of children and young people to Richmond Single Point of Access (SPA) on 0208 547 5008, or via their secure online referral form, or out of hours on 020 8770 5000.
- Report allegations made against any Dose of Nature member of staff to the Local Authority Designated Officer (LADO) via the SPA on 0208 547 5008 or via the referral form on the LADO website; this is known as the duty to refer.
- Report to and advise the Dose of Nature board via the NST of any incidents, concerns, near misses, or disclosures relating to the delivery of Dose of Nature activities.
- Develop and update child protection and other safeguarding policies, ensuring staff are made aware of their responsibilities, and families are familiar with how to raise a concern.
- Oversee the storage of confidential records, in accordance with data protection requirements, documenting any concerns identified and decisions made about a child or young person and of any conversation with or referrals to statutory agencies.
- Provide support and advice to all members of staff within the setting regarding safeguarding concerns (see also Dose of Nature Whistleblowing Policy).

The Dose of Nature Operations Manager, Kew, will:

- Provide all staff with appropriate child protection and safeguarding training, maintain training records and DBS renewals.

4. The roles and responsibilities of the Dose of Nature Trustees

Dose of Nature trustees will:

- Act in the best interests of the children, young people and adults at risk
- Take all reasonable steps to prevent any harm to children and young people
- Provide oversight of processes to identify, assess and manage safeguarding risks
- Support the introduction and updating of safeguarding policies and procedures
- Undertake ongoing monitoring and reviewing to see that safeguards are being implemented and are effective
- Respond appropriately to allegations of abuse and whistleblowing cases
- Review safeguarding performance, including any incidents, emerging risks, or lessons learned, under a standing agenda at each Trustees' meeting.

5. Recruitment, induction and supervision of staff and volunteers

All reasonable steps will be taken to prevent unsuitable individuals from having involvement with Dose of Nature.

Dose of Nature's commitment to safeguarding and child protection will be stated in all volunteer recruitment.

A written application form is to be completed by applicants to all posts, including volunteers. The application form will include a question on past convictions, cautions, reprimands and final warnings as well as any pending cases. Applying to be a volunteer does not mean the applicant will become a volunteer. Dose of Nature will meet face to face with all potential volunteers and assess their suitability for roles.

An awareness of safeguarding and child protection will be part of all job and role descriptions, and the interview. A willingness to undertake basic safeguarding training is required. All staff will complete child protection and safeguarding basic awareness training prior to taking up their role.

Prior to appointment, two references will be taken and proof of ID will be required.

For all roles involving direct work with children, Enhanced DBS checks are required, renewable every three years. These must be in place prior to a volunteer or employee delivering any activity relating to children on behalf of Dose of Nature. If a volunteer's DBS is returned with a criminal history, this will be considered by the CEO and Clinical Lead and Dose of Nature Hub lead. A record of decisions will be kept.

All new staff and volunteers will receive and be encouraged to read and understand this policy as part of their induction process. We will support all staff and volunteers to have a clear understanding of their roles and responsibilities in relation to confidentiality and safeguarding. We will support staff and volunteers to be able to identify the signs of abuse and feel confident to take the necessary steps and report any concerns.

Volunteers are expected to attend group supervision sessions after every four client sessions, facilitated by a Dose of Nature Psychologist.

6. Good practice on contacting children and young people

The one-to-one Dose of Nature Prescription for young people between the ages of 16 and 17 is delivered by volunteers, trained as Dose of Nature Guides. Consent to take part in the programme is always obtained from the young person as well as their parent or carer, unless permission to do so is denied by a young person assessed to be Gillick Competent by a Dose of Nature Psychologist.

The following protocol is to be followed for every communication with a child or young person.

A Volunteer Guide must never communicate one-to-one with a person under 18. Every communication thread must include a second adult: normally the parent/carers, or the assessing psychologist where the young person does not wish their parent/carers to be included. Specifically:

- Every communication thread with a young person must include two adults:
 - The parent/carers **and** the Guide on the thread together with the client.

Opt-out provision: A young person may choose to opt out of parent/carers involvement in the communication. If they do that, the thread must instead always include:

 - The assessing psychologist **and** the Guide (volunteer) with the client.
- In other words, opting out removes the parent/carers from the thread but does not reduce the "two-adult" rule - the assessing psychologist replaces the parent/carers as the second adult whenever a parent/carers is not present. A Guide must never be left as the sole adult in communication with an opted-out young person.
- Opt-out requests, as well as any changes in the parties who are part of the thread, should be recorded in the client's file by the assessing psychologist, along with the date and who authorised the change.

- Communication takes place through text message or WhatsApp, during regular business hours (Monday-Friday, 9am-5pm). This should be agreed and communicated at the start of the Nature Prescription. No other platform (including social media, direct messaging or personal email) will be used.
- The Volunteer Guide sets up the messaging thread with the young person and the designated second adult at the beginning of the Nature Prescription.
- Every thread should be set up so that all included parties see the same messages every time – no side conversations, deleting messages from a shared thread or sharing screenshots outside a thread. Disappearing messages should not be enabled in the thread. Messaging should be conducted through text. Voice calls, voicemail messages, voice notes and videos should not be used.
- Communication exists only to support the Nature Prescription. All communications and stored contact numbers are deleted at the end of the Nature Prescription. Any information that needs to form part of the client or safeguarding record must be appropriately recorded before the messages are deleted. Where there are safeguarding concerns, the Designated Safeguarding Lead must be consulted before deletion.
- Deletion should be completed and logged by the Guide within five days of the Nature Prescription ending.
- If a client attempts to contact a Guide outside these parameters, the Guide should respond during the agreed communication days and hours, using the established messaging thread. For urgent situations, the Guide should contact the Designated Safeguarding Lead and follow the Safeguarding Procedures described in Section 9 of this policy.
- Guides who do not wish to share their personal number with a client or family are not obliged to do so. Any volunteer who would prefer not to use their personal number in their role as a Dose of Nature Guide will be provided with an email address. Where email is used, the designated second adult must be included in all correspondence, as described in the protocol above.

Staff and volunteers should not share personal contact information, including personal email addresses, telephone numbers or social media details, or connect with children or young people through personal social media accounts (e.g. Facebook or Instagram), except as permitted under the communication protocol above.

Photographs of young people should not be taken or shared without consent from the young person and their parent or carer.

Should a volunteer become concerned about a young person outside of their Dose of Nature activity, for example, if a young person shares any risk or safeguarding concerns with them, volunteers should refer to their Safeguarding Card containing appropriate contact information for both within and outside of office hours.

7. Prevent duty

Dose of Nature recognises that radicalisation is a safeguarding concern. We are committed to the prevention of children and young people being drawn into terrorism or radicalisation, in alignment with the Home Office counter-terrorism strategy.

There is no single profile or checklist that identifies whether someone is being radicalised. Possible indicators may include:

- accessing extremist content online or downloading propaganda material
- justifying the use of violence to solve societal issues
- altering their style of dress or appearance to accord with an extremist group
- being unwilling to engage with people who they see as different

- using certain symbols associated with terrorist organisations.

These indicators should always be considered in the context of the individual's circumstances and do not, on their own, indicate that someone is being radicalised.

If it appears that someone is vulnerable to being exploited or radicalised, use the established safeguarding procedures to escalate these concerns to the DSL who can evaluate the situation and raise concerns to Channel if appropriate.

Channel is a confidential, voluntary, multi-agency safeguarding programme that provides early intervention to protect vulnerable children and adults who might be susceptible to being radicalised. A referral to Channel is made via usual safeguarding pathways or by contacting the local police.

8. Preventing and responding to bullying

Dose of Nature is committed to:

- doing everything we can to prevent bullying from happening between children and young people who are a part of our organisation or take part in our activities
- taking prompt action to stop bullying when we become aware of it
- helping those involved receive the support they need.

We will provide information to all staff, as well as young people and their families, about what we should all do to prevent and deal with bullying (see Dose of Nature Anti-Bullying Policy).

9. Responding to concerns about a child

Call 999 if there are concerns that a child or young person is in immediate danger and remain with that child or young person until a crisis plan is in place, i.e., until another responsible adult is with that child.

If it is suspected that a child or young person may be being abused or neglected, report these concerns as soon as is practicable.

For urgent concerns, inform the DSL/NST immediately who will make a referral the same day, if appropriate. For non-urgent concerns, inform the DSL/NST within 24 hours, who will make a referral if appropriate.

If neither the DSL nor the NST is available, then report concerns to the specialist team at the Achieving for Children (AfC) Single Point of Access (SPA) on 0208 547 5008 or out of hours on 0208 770 5000.

It is not the responsibility of any staff or volunteer for Dose of Nature to investigate a concern or disclosure or to decide whether or not child abuse has taken place. However, it is the responsibility of staff and volunteers to act on any concerns. Refer in the first instance to the DSL and make a record of what is known. The DSL will make the referral to the Richmond SPA.

In all cases:

- Be prompt, calm, assured and professional.

- Keep any details strictly confidential and share only on a 'need to know' basis.

Dose of Nature assures all staff and volunteers that it will fully support and protect anyone who in good faith reports their concern that a colleague is, or may be, abusing a child. As further described in Dose of Nature's Whistleblowing Policy, anyone who raises a concern in good faith can do so on a confidential basis, without fear of reprisal or victimisation.

The DoN DSL or lead practitioner (i.e., the child's psychologist) will inform the child's parents or carers as long as it does not increase the risk to the child.

Any concerns will be clearly recorded using the Safeguarding Incident Reporting Form (see Appendix B). It is not the DSL's job to investigate any concern or issue raised with them. It is their role to record the information as they have been told and to refer this to the Richmond SPA. The DSL's decision and the process gone through to reach the decision will be recorded and kept in a securely locked filing cabinet or an encrypted electronic file. Records will be retained in line with statutory guidance and insurer requirements and then destroyed securely.

Any allegation against a Dose of Nature member of staff, either a paid employee or volunteer, will be referred to the LADO via the Richmond SPA.

We will fully co-operate with any investigation into abuse.

Recording a disclosure

To ensure that the information is as helpful as possible, a detailed record should ideally be made at the time of the disclosure or concern or observation (see Appendix B for a Safeguarding Incident Reporting Form that may be used to record a disclosure). However, do not delay reporting concerns to the DSL verbally and then following up with a written record, which should include the following:

- child's name, age and date of birth
- child's home address and telephone number
- whether or not the person making the report is expressing their own concerns or those of someone else
- nature of the allegation, including date(s), time(s) and special factors and other relevant information
- a description of any visible bruising or other injuries or any indirect signs such as behavioural changes
- details of witnesses to the incident/s
- the child's account, if it can be given, of what has happened and how any bruising or other injuries occurred
- details of whether the parents have been contacted
- if so, details of what has been said
- details about anyone else who has been consulted
- a factual record of what was said or observed clearly indicating where information is not known.

10. Creating a safe environment

- Workshops for groups of children and young people will usually take place in the classroom or school grounds. However, occasionally activities will take place in a local park or other natural setting. In this case, a risk assessment will be completed, with mitigating actions, for all activities delivered by Dose of Nature.
- Wherever possible, we encourage an open environment for client meetings, avoiding private or unobserved situations and isolated locations. Volunteers should refer to the Volunteer Policy for more guidance on lone working and on using dynamic risk assessments.
- Employees and volunteers working with children will be appropriately trained and qualified to deliver Dose of Nature activities.
- Dose of Nature will maintain an incident log for recording incidents or accidents that happen whilst delivering Dose of Nature work.
- We will ensure our insurance policy is up to date, relevant to the activities we are delivering and has adequate cover.

11. Creating a caring environment

- Staff members should treat all children and young people with respect.
- Staff members must not make racist, sexist or any other remarks.
- Staff members must take care to avoid showing any favouritism.
- It is the responsibility of everyone at Dose of Nature to prevent the abuse of younger or more vulnerable children by older or stronger children through bullying, cruelty, or any other forms of humiliation.
- Volunteers and employees will be supervised regularly and know who to talk to if they are worried or are unclear how to respond to a child's disclosure.

We are committed to reviewing our policy and good practice every two years.

Policy Approved: 6 October 2026

Policy Review: 6 October 2028

Responsibility: Designated Safeguarding Lead and Board of Trustees.

Appendix A

Dose of Nature – Code of Behaviour for Adults working with Children

1. Purpose and scope

This Behaviour Code outlines the conduct that Dose of Nature expects from all staff and volunteers. This includes trustees, agency staff, interns, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid. The Behaviour Code is there to help us protect children and young people from abuse.

Dose of Nature is responsible for making sure everyone taking part in our activities has seen, understood, and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

2. The role of staff and volunteers

In a role at Dose of Nature, staff and volunteers are acting in a position of trust and authority and have a duty of care towards the children and young people Dose of Nature works with. Staff and volunteers are likely to be seen as role models by young people and are expected to act appropriately.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

3. Responsibility of staff and volunteers

Staff and volunteers are responsible for prioritising the welfare of children and young people and providing a safe environment for children and young people by:

- supporting the safe use of equipment for its intended purpose
- having good awareness of issues to do with safeguarding and child protection and taking action when appropriate
- following Dose of Nature's principles, policies and procedures including our policies and procedures for safeguarding and child protection, whistleblowing, and online safety
- staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all inappropriate behaviour and reporting any breaches of the Behaviour Code to the DSL
- reporting all concerns about abusive behaviour, following Dose of Nature's safeguarding and child protection procedures. This includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age
- refraining from sharing personal email addresses, social media details or connecting on social media with any child or young person. Refraining from sharing phone numbers, except as specified in the communication protocol as described in section 6 of this policy.
- refraining from taking or sharing photos of any child or young person without consent from the young person and their parent or carer.

Respecting children and young people

Staff and volunteers should:

- Listen to and respect children at all times.
- Value and take children's contributions seriously, actively involving them in planning activities wherever possible.
- Respect a young person's right to personal privacy as far as possible. If confidentiality needs to be broken in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity.

4. Equality, diversity and inclusion

Staff and volunteers should:

- Treat children and young people fairly and without prejudice or discrimination.
- Understand that children and young people are individuals with individual needs.
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation.
- Challenge discrimination and prejudice.
- Encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

5. Appropriate relationships

Staff and volunteers should:

- Promote relationships that are based on openness, honesty, trust and respect.
- Avoid showing favouritism.
- Be patient with others.
- Exercise caution when discussing sensitive issues with children or young people.
- Ensure contact with children and young people is appropriate and relevant to the nature of the activity.

6. Inappropriate behaviour

When working with children and young people, staff and volunteers must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, vape, consume alcohol or use illegal substances - volunteers should not deliver a session while under the influence of alcohol or illegal substances.
- develop inappropriate relationships with children and young people, which means any relationship outside a designated role
- make inappropriate promises to children and young people

- engage in behaviour that is in any way abusive including having any form of sexual contact with a child or young person
- let children and young people have personal contact details (phone number, email or postal address) or have contact with them via a personal social media account, except where permitted under the communication protocol in Section 6 of this policy
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people
- make physical contact without asking first, unless the situation is an emergency.

7. Upholding this code of behaviour

Staff and volunteers should always follow this code of behaviour and never rely on personal reputation or that of Dose of Nature for protection.

If staff or volunteers have behaved inappropriately, Dose of Nature will respond in accordance with the relevant policies and procedures. Depending on the seriousness of the situation, they might be asked to leave Dose of Nature. We might also make a report to statutory agencies such as the police and/or the local authority child protection services. If the concern relates to conduct towards children, then we are required to refer this to the LADO.

If staff or volunteers become aware of any breaches of this code, they must report them to Dr Georgina Gould or, if unavailable, Dr Alison Greenwood. If necessary, they should follow our whistleblowing procedure and safeguarding and child protection procedure.

Appendix B

Dose of Nature – Safeguarding Incident Reporting Form

Your name:	Name of organisation:
Your role:	
Contact information (you): <i>Address:</i> <i>Postcode:</i> <i>Telephone:</i> <i>Email address:</i>	
Child's name:	Child's date of birth:
Child's ethnic origin:	Does the child have a disability:
Child's gender: ☐ Female ☐ Male ☐ Other	
Parent / carer name(s): <i>Address:</i> <i>Postcode:</i> <i>Telephone:</i> <i>Email address:</i>	
Have parent(s) / carer(s) been notified of this incident? ☐ Yes ☐ No If YES please provide details of what was said/action agreed:	

Are you reporting your own concerns or responding to concerns raised by someone else:

- ☐ Responding to my own concerns
- ☐ Responding to concerns raised by someone else

If responding to concerns raised by someone else:

Name:

Relationship to the child:

Telephone number:

Email address:

Date(s) and time(s) of incident:

Details of the incident or concerns:

Include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay.

Child's account of the incident:

Please provide any witness accounts of the incident:

Please provide details of any witnesses to the incident:

Name:

Relationship to the child:

Date of birth (if child):

Address:

Postcode:

Telephone:

Email address:

Please provide details of any person involved in this incident or alleged to have caused the incident / injury:

Name:

Relationship to the child: Date of birth (if child): Address: Postcode: Telephone:

Email address:

Please provide details of action taken to date:

Has the incident been reported to any external agencies?

☐ Yes

☐ No

If YES please provide further details:

Name of organisation / agency:

Contact person:

Telephone:

Email address:

Agreed action or advice given:

Print Name:

Signature:

Please contact your organisation's Designated Safeguarding Lead in line with Dose of Nature's reporting procedures.