

Tamkeen Safeguarding Policy and Procedure

Tamkeen Counselling and Psychotherapy Services is committed to promoting the safety, welfare, and dignity of all clients, staff, and stakeholders. We believe that everyone, regardless of age, ability, gender, sexuality, ethnicity, faith, or background, has the right to live free from abuse, neglect, and exploitation.

Tamkeen Counselling recognises its legal and ethical responsibility to safeguard and promote the welfare of children, young people, and adults at risk. We are dedicated to creating a safe therapeutic environment where clients feel heard, respected, and protected.

This policy outlines how we prevent and respond to safeguarding concerns in line with relevant legislation and professional standards.

This policy applies to:

- All stakeholders at Tamkeen Counselling and Psychotherapy Services
- Any contractors or associates we may engage in future
- All services, including - in-person, telephone, and online sessions

Legal and Ethical Framework

We follow:

- The Children Act 1989 and 2004 (UK)
- Care Act 2014
- Mental Capacity Act 2005
- Data Protection Act 2018 (UK GDPR)
- Our professional ethical codes (BACP, UKCP)

Definitions

- **Child** – anyone under 18.
- **Adults at risk** – anyone 18+ who may need care/support and be unable to protect themselves from harm.
- **Abuse** – can be physical, emotional, sexual, financial, neglect, discriminatory, or related to radicalisation.

Principles

- The welfare of the client is paramount.
- All concerns will be taken seriously.
- We maintain confidentiality but will share information when necessary to protect someone from harm.
- We will act promptly if we believe someone is at risk.

Recognising Concerns

Signs that may indicate abuse or neglect include:

- Injuries inconsistent with explanations
- Changes in behaviour or mood
- Self-neglect
- Disclosure of harm or risk of harm
- Financial irregularities

We remain vigilant and trust our professional judgment.

Responding to Concerns

If a safeguarding concern arises:

- Listen attentively – show empathy, be calm and non-judgmental.
- Avoid asking leading or excessive questions or promise confidentiality
- Reassure the client they've done the right thing by speaking up.
- Explain that you may have to share information if someone is at risk.
- Record factual details as soon as possible (using verbatim as much as possible).

Reporting Procedure

1. **Record the information** immediately after the conversation.
2. **Contact the Safeguarding Lead** as soon as possible.
3. **Refer to external agencies** if necessary (e.g. social services, police).
4. **Seek emergency assistance** If someone is in immediate danger, we will call emergency services (999 in the UK).

Confidentiality and Information Sharing

- We keep client information confidential.
- We will only share information without consent if:
 - Someone is at serious risk of harm
 - A child is at risk
 - Required by law (e.g. terrorism, serious crime)
- Clients are informed about limits of confidentiality at the start of therapy.

Record Keeping

We keep secure, factual records of safeguarding concerns, including:

- What was disclosed
- Date and time
- Actions taken

Records are stored securely and separately from clinical notes where possible.

Policy Review

This policy will be reviewed annually or sooner if:

- There is a change in legislation
- Guidance from professional bodies changes
- An incident indicates a need for review

Safeguarding Leads and Contact details:

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Current Version	Date for review
July 2026	August 2027

Date and Time of Report:	
Person Reporting:	
Name:	Role:
Details of the Person at Risk:	
Name (if known):	
Age / Date of Birth:	
Contact details (if appropriate):	
Relationship to Tamkeen (e.g. client):	
Description of Incident / Concern: (Describe what was seen, heard, disclosed, or noticed. Use the person's own words where possible. Be factual and objective—do not include personal opinions.)	
Actions Taken: (e.g. discussion with other DSL, referral made, emergency services called, no action taken and why.)	
Any Other Relevant Information:	
Signature:	Date:
For Internal Use Only Follow-up required? ☐ Yes ☐ No Referred to an external agency? ☐ Yes ☐ No - Agency/Contact details if referred: _____ - Outcome/Next Steps: _____	