



Safeguarding Policy: Tilia Therapy

1. Purpose

Tilia Therapy is committed to safeguarding and promoting the welfare of all clients, particularly children and adults at risk. This policy outlines how we aim to protect individuals from harm, abuse, or neglect while receiving our services.

2. Scope

This policy applies to all staff, therapists, and anyone working on behalf of Tilia Therapy.

3. Our Commitment

We will:

- Provide a safe and supportive environment for all clients
- Treat everyone with respect and dignity
- Take all safeguarding concerns seriously
- Act promptly on any concerns about safety or wellbeing
- Work in line with relevant safeguarding laws and guidance

4. Definitions of Abuse

Abuse may include:

- **Physical abuse** – causing harm or injury
- **Emotional abuse** – intimidation, humiliation, or distress
- **Sexual abuse** – any inappropriate sexual behaviour
- **Neglect** – failing to meet basic needs
- **Financial abuse** – misuse of money or resources

5. Responsibilities

All staff and therapists must:

- Be aware of safeguarding issues
- Attend any required training
- Report concerns immediately
- Maintain appropriate professional boundaries

The Designated Safeguarding Lead (DSL) is Ali Xavier, who's role is to:

- Handle safeguarding concerns
- Keep records secure and confidential
- Liaise with external agencies when needed

6. Recognising Concerns

All staff working under Tilia Therapy should be alert to signs such as:

- Sudden changes in behaviour or mood
- Unexplained injuries
- Withdrawal or anxiety
- Signs of neglect or poor care

7. Reporting Concerns

If a concern arises:

1. Record the concern clearly and factually
2. Report it immediately to the DSL
3. Do not promise confidentiality to the individual
4. If there is immediate danger, contact emergency services

8. Confidentiality

Information will be shared only when necessary to protect a person's safety. Records will be stored securely in line with data protection requirements. All therapists are registered with the ICO, as holders of personal data.



Limits to confidentiality related to concerns of risk are as follows:

- When there is risk to life to self
- When there is risk of life to others
- When disclosures are made regarding acts of terrorism, drug trafficking or money laundering (confidentiality compromise required by UK law).

If concern of risk arises for or is disclosed by an individual, the safeguarding reporting procedure will be followed, as shown in Appendix 1.

Supervision is a required practice within counselling and psychotherapy and involves practitioners consulting regarding their caseload for accountable and professional practice. To protect clients, identities are kept anonymous in supervision.

9. Safer Practice

Tilia Therapy will:

- Ensure safe recruitment practices
- Carry out appropriate checks (e.g., DBS where required)
- Maintain clear professional boundaries
- Support safer practice through mandatory safeguarding training for all staff

10. Review

This policy will be reviewed annually or sooner if required to ensure it remains up to date and effective.

Safeguarding Lead: Ali Xavier

Date: 6th May 2026

Review Date: 6th May 2027



Appendix 1: Process Model for Safeguarding Reporting:

