



# **MJO WELLBEING SERVICES LTD POLICIES**

# Policy Pack

MJO WELLBEING  
SERVICES LTD

This document outlines the core policies that guide how MJO Wellbeing Services Ltd operates. Policies are reviewed regularly to ensure practice remains safe, ethical and aligned with current professional standards.

For counselling services, practice is delivered in line with the relevant professional ethical framework, such as those of the BACP or NCPS. Counselling-specific policies are maintained separately where required to reflect professional standards.



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# **CHILD PROTECTION POLICY**

LAST UPDATED: FEBRUARY 2025

MJO Wellbeing Services Ltd is committed to safeguarding children, young people and vulnerable adults. Everyone, regardless of age, background or circumstance, has the right to feel safe and protected from harm at all times.

If we have any concerns about a child's physical, emotional, or psychological wellbeing, we will take immediate and appropriate action.

We recognise that child protection is part of a wider commitment to children's rights and wellbeing. We follow the guidance of the Highland Child Protection Committee and ensure that recruitment, supervision, and safeguarding practices reflect national and local standards.

## **Safer Recruitment and Vetting**

1. We accept our responsibility to ensure that all adults working with children or young people are members of the appropriate Protection of Vulnerable Groups (PVG) Scheme and have been suitably vetted.
2. We maintain accurate records for each member of staff and volunteer.
3. We carry out all necessary pre-employment checks, including references where appropriate.
4. We interview all prospective staff and volunteers.
5. We will inform Disclosure Scotland if any individual on the Disqualified from Working with Children List applies to work or volunteer with us.
6. All staff and volunteers receive clear codes of practice and guidance for safe working.
7. Any member of staff or volunteer who is known or suspected to have caused harm to a child, or placed a child at risk of harm, will be immediately removed from their role. Disclosure Scotland will be notified of our actions and the reasons for them, even if that person has since left the organisation.

## **Responding to Concerns**

All staff and volunteers are expected to share concerns immediately with the organisation's Child Protection Lead.

If a situation is urgent, if a child is too frightened to go home, or if there are serious doubts about their safety, Social Work or Police Scotland will be contacted without delay.

# CHILD PROTECTION CONTINUED

Designated Child Protection Lead

The designated Child Protection Lead for MJO Wellbeing Services Ltd is:

Mike Ogden  
Director and Child Protection Lead  
Mike@mjowellbeingservices.uk

Mike is responsible for ensuring that all safeguarding concerns are managed appropriately and in line with Highland Child Protection procedures. In his absence, any urgent concerns should be reported directly to Social Work or Police Scotland.

Key Local Contacts

Highland Council - Social Work (Children's Services):  
During office hours: 01349 886606  
Out of hours: 0800 564 2272

Police Scotland:  
Non-emergency: 101  
Emergency: 999

Highland Child Protection Committee:  
[www.hcpc.scot](http://www.hcpc.scot)

Policy Review

This policy is reviewed annually, or sooner if legislation, guidance, or best practice changes.

# **ACCIDENTS & INCIDENTS POLICY**

MJO Wellbeing Services is committed to ensuring that any accidents or incidents involving children, staff, or visitors are responded to promptly, recorded accurately, and reviewed appropriately.

- All accidents and incidents will be documented using an incident form.
- Serious incidents will be reported to appropriate authorities if required.
- Records will be retained securely for a minimum of 3 years in line with legal and insurance requirements.
- Corrective actions will be taken to reduce the likelihood of recurrence.

# **BUSINESS CONTINUITY POLICY**

This policy outlines how services will be maintained or resumed in the event of disruption (e.g. illness, weather, loss of venue).

- Alternative delivery methods (e.g. online sessions) will be offered where possible.
- Communication with clients will be prompt and transparent.
- Critical data and records are securely backed up.
- In cases of prolonged disruption, clients will be referred to appropriate alternative services.

# **COMPLAINTS POLICY**

We welcome feedback and are committed to handling all complaints in a respectful and transparent manner.

- Complaints can be made verbally or in writing to [complaints@mjowellbeingservices.uk](mailto:complaints@mjowellbeingservices.uk)
- All complaints will be acknowledged within 3 working days and resolved where possible within 10 working days.
- Complaints will be documented, reviewed, and used to improve practice.

For counselling services, clients may also raise concerns through the relevant professional body where appropriate.

# **DATA RETENTION POLICY**

This policy governs how we store and manage personal data in compliance with GDPR.

- Personal data is only collected for legitimate service delivery purposes.
- Records are stored securely and retained only as long as necessary (typically 7 years for safeguarding records) in line with legal, insurance and professional requirements.
- Clients may request access to, correction or deletion of their data.
- ICO Register Number: ZB823013.

# **EQUALITIES POLICY**

MJO Wellbeing Services Ltd is committed to providing inclusive services free from discrimination.

- We welcome all clients regardless of race, gender, sexual orientation, disability, religion, or background.
- We actively promote equity and belonging in all work with children, families, and partners.
- Inclusive practice is embedded in service design and delivery.

# **FIRST AID POLICY**

Mike Ogden holds a valid First Aid certificate, updated every 3 years.

- A first aid kit is carried to all in-person sessions.
- In case of an injury or medical incident, appropriate care will be provided and emergency services contacted where needed.
- Parents or carers will be informed as soon as possible.

## **FAIR WORK POLICY**

Although currently operating as a sole provider, MJO Wellbeing Services upholds the principles of Fair Work First.

- No zero-hours contracts will be used inappropriately.
- Future staff and contractors will be paid at or above the Real Living Wage.
- Flexible, inclusive working practices will be promoted.

## **HEALTH & SAFETY POLICY**

MJO Wellbeing Services is committed to maintaining a safe environment for all.

- All venues used will be risk assessed and meet safety standards.
- Emergency procedures are in place and reviewed regularly.
- Equipment used in sessions is safe and age-appropriate.

## **RISK ASSESSMENT POLICY**

Each activity or venue is subject to a risk assessment to identify potential hazards.

- Control measures will be put in place and reviewed regularly.
- Risk assessments are updated in response to incidents or changes in service delivery.
- All external venues are also assessed prior to use.



# **STAFFING & TRAINING POLICY**

While currently operated by Mike Ogden, the service is committed to high training and supervision standards.

- Mike undertakes ongoing professional development including trauma-informed training, counselling qualifications, and safeguarding refreshers.
- Any future staff will be inducted, supervised, and supported to deliver safe, relational, and reflective practice.

Regular clinical supervision forms part of professional practice

# APPENDIX

## Accident/Incident Report Form

This form should be completed as soon as possible following any accident or incident involving a child, young person, staff member, or visitor.

### Section 1: General Information

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

Location: \_\_\_\_\_

Name of person involved: \_\_\_\_\_

Role (e.g. child, staff, visitor): \_\_\_\_\_

### Section 2: Description of Incident

Describe what happened:

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### Section 3: Action Taken

Was first aid administered? (Yes/No): \_\_\_\_\_

If yes, by whom: \_\_\_\_\_

What action was taken immediately following the incident?

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### Section 4: Follow-Up

Was the parent/carer informed? (Yes/No): \_\_\_\_\_

Time and method of contact: \_\_\_\_\_

Additional follow-up required:

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### Section 5: Report Completed By

Name: \_\_\_\_\_

Role: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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