Safeguarding Information

Our commitment to safety and wellbeing

Your safety matters

ReflectiveMe is committed to safeguarding children, young people and adults who use our counselling, school services and workshops. We aim to create a respectful, trauma-informed and neurodivergent-affirming environment where you feel heard and concerns are taken seriously.

How we support your safety

- Listen carefully and respond promptly to concerns about abuse, neglect, exploitation or harm.
- Respect communication differences, personal dignity and professional boundaries.
- Keep proportionate, secure safeguarding records and share information only where necessary and lawful.
- Work with relevant safeguarding professionals and agencies when concerns arise.

Children and young people

When working in schools, we follow the relevant safeguarding arrangements and liaise with the school's Designated Safeguarding Lead where appropriate. We take account of Keeping Children Safe in Education 2026 and other relevant guidance. Where needed, concerns may be referred to children's social care or the police.

Adults and confidentiality

We take concerns about adult abuse or neglect seriously, considering the person's rights and wishes alongside relevant safeguarding duties.

Counselling is confidential. However, we may need to share information where required by law, or where it is necessary and proportionate to protect someone from serious harm. We explain these limits wherever appropriate and safe.

Who to contact

Designated Safeguarding Lead: Stephen Ortega
Deputy Safeguarding Lead: Claire Ortega
Email: stephen@reflectiveme.co.uk
Telephone: 07727 124 783

These contacts are not continuously monitored and are not an emergency service.

If someone is in danger

Call 999 if a child or adult is in immediate danger.

For other urgent safeguarding concerns, contact the relevant local authority safeguarding service, police or other appropriate statutory agency directly. You do not need to wait for a reply from ReflectiveMe.

Our internal procedures

This page provides an overview of our approach. Our separate internal child and adult safeguarding procedures guide how we record concerns, escalate them and share information, as well as our professional practice. We review these arrangements regularly.