



## **HOW WE TREAT ONE ANOTHER AT GROVE**

So that we can be ourselves, feel safe, comfortable and happy we all need to understand how we treat another at GROVE. We use three key areas for this:

### **Clarity**

### **Curiosity**

### **Compassion**

#### **Clarity:**

- There are certain things that are needed so our groups can feel as safe, happy and comfortable as we can make them. These are:
  1. **Being accepting of people as they are.**
  2. **Treating ourselves and others with kindness.**
  3. **Adhering to necessary boundaries:**
    - a. **No aggressive and abusive behaviour of all kinds including bullying, racism, homophobia and transphobia;**
    - b. **No DMs to other young people in group;**
    - c. **No screen shots, recording or photographing any aspect of the sessions;**
- You will have a chance to explain anything that you need as support and you can do this with your parents/carers help or you can tell us yourself:
  - o We will send a questionnaire to your parents/carers ahead of your first group;
  - o We will ask the group whether they want to add to the three areas above;
  - o You can send us a message when you are in a session (you are allowed to DM Mentors, just not other young people);
  - o You can ask your parents/carers to email us anytime;
  - o You can tell during a session.



## Curiosity:

- We know that sometimes things can go wrong and we always want to understand *why* people may be struggling and then to see if we can find a way together to make things better.

## Compassion:

- We aim to be consistent, predictable and calm in how we treat you.
- We will not shame you or tell you off.
- If you are affected by someone else's behaviour, then we will support you too.

## What to do if you have a concern about someone's behaviour:

- If you are concerned about someone's behaviour, we will listen.
- If you're in a group session, you can talk to any Mentor by private message or ask them to take you to a breakout room to chat privately. You can also ask for your parents/carers to help you.
- If your concern is about a Mentor, you should speak to your parents/carers so they can contact GROVE.

## Safeguarding:

- Your safety and well-being is really important to all of us at GROVE.
- If you are worried about yourself or someone else, we will listen. You can talk to any Mentor during your session.
- If we have a worry about you that means we will need to speak to someone else, wherever possible we will tell you that we need to do that.
- We cannot keep a secret if we are concerned about your safety or well-being but everything else you tell us will be confidential.
- We have policies and procedures that we follow called 'safeguarding' and the person in charge of these is Jess Garner. She is our 'Designated Safeguarding Lead'.
- If you need help outside one of our sessions, you can call Childline on 0800 1111 or use their chat function on their website: [Childline | NSPCC](#) but if you are in immediate danger or risk please call 999.