



**Children, Young People and
Adults at risk of harm
Safeguarding and Protection
Policy and Procedure**

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1. PURPOSE AND CONTEXT

The Safeguarding and Protection Policy and Procedures set out PAMIS's approach to preventing harm and promoting the welfare of children, young people, and adults at risk of harm in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007, National guidance for child protection in Scotland 2021 and other relevant legislation.

PAMIS supports children and adults with profound learning and multiple disabilities (PMLD) as well as relatives, paid employees and volunteers who provide their care and support.

As child and adult research has shown, people with PMLD are significantly at risk of harm in some measure than their peers without a disability. However, the principles and practices described in this Safeguarding and Protection Policy and Procedure are not limited to individuals with PMLD.

We are committed to the protection of all those with whom we work and come into professional contact, based on the overarching principles of the European Convention on Human Rights and the Convention on the Rights of Persons with Disability with respect to adults and to children as well as the United Nations Convention on Rights of the Child.

2. SCOPE

This policy applies to all aspects of our work and everyone who works, volunteers or is a beneficiary of the organisation, including permanent and temporary employees and contractors.

We are committed to ensuring that all employees, volunteers, and contractors are fully informed of the measures they must take to guarantee that those with whom they work are safeguarded and fully understand what is required of them when they observe or suspect or hear allegations that a person has or is being harmed.

3. STATEMENT

PAMIS recognises its responsibility to ensure that children, young people, and adults at risk of harm are adequately protected. We are committed to minimising risks and ensuring that we take all necessary steps to prevent harm and promote welfare, keeping people as safe as we possibly can.

The objectives of this policy are to:

- Ensure that every child or adults with whom PAMIS employees, volunteers or contractors come into contact, including those whom they learn of through a third-party report, are safeguarded from harm.
- Provide a clear framework for action whenever abuse is suspected or disclosed and ensure all employees are competent to respond effectively to allegations, suspicions or knowledge that harm is being perpetrated with respect to the parties involved and the statutory agencies responsible for taking protective action.
- Vet employees, volunteers and contractors undertaking regulated or controlled activities with vulnerable groups and comply with all Disclosure Scotland requirements.
- Guarantee up-to-date and accurate information on best practices in safeguarding activities for existing employees, volunteers, and contractors.
- Provide informed induction training for all new members of staff and familiarise them with the present principles and practices.

4. DEFINITIONS

4.1 Children and young people at risk of harm

In Scotland, much of the legislation defines a child, for child protection purposes, as a person under the age of 18 years. Due to variations, for simplicity and the purpose of this policy, PAMIS defines a child or young person as a person who has not yet reached their 18th birthday. We use the term 'child' or 'children' to describe all children and young people under 18 years of age for this policy.

Our principles are underpinned by all documents and approaches that relate to child protection, notably 'Getting it Right for Every Child', the UNCRC, the Children's Charter, the Promise, and the Framework for Standards. It is these values that have driven policy developments in child protection expressed in the 'National Guidelines for Child Protection in Scotland 2021', a policy to which PAMIS is committed.

As summarised in this document, these principles are to:

- Put children's needs first.
- Ensure that children are listened to and understand decisions that affect them.
- Ensure that children get the appropriate coordinated support needed to promote their well-being, health, and development.

PAMIS is committed to the role identified for the voluntary sector in 'Getting it Right for Every Child' with respect to working with departments of social work, health, education, and housing as well as the police. We wish to ensure that our approach is streamlined to ensure our systems and practices collaborate in supporting children and young people.

4.2 Adults at risk of harm

A vulnerable adult is defined as someone who is, or may need community care services because of disability, frailty, or illness; and who may be unable to take care of or protect themselves against harm or exploitation. This definition of a vulnerable adult covers everyone over the age of 18 years.

PAMIS' operating principles with respect to safeguarding adults are determined by the 'Adult Support and Protection (Scotland) Act 2007 and the associated Code of Practice. We are committed to supporting and complying with the requirements of the Act and conducting ourselves in a complementary way to statutory bodies, particularly social work, the police and NHS. PAMIS employees will provide direct support to statutory agencies as they respond to allegations or evidence of harm.

With respect to safeguarding adults, PAMIS endorses the principles underpinning the Adult Support and Protection (Scotland) Act, i.e., that in protecting an adult, we should have regard to the wishes of the adult, those adult's nearest relative, primary carer or guardian and ensure the fullest participation of the person, facilitating communication as fully as possible where necessary.

4.3 Safeguarding

Safeguarding is the action taken to protect and promote the welfare of children, young people, and adults at risk of harm.

4.3 Safeguarding - continued

Safeguarding children and young people at risk of harm is defined as:

- Protecting children and young people from maltreatment.
- Preventing impairment of children's and young people's health or development.
- Ensuring that children and young people are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children and young people have the best outcomes.

Safeguarding adults at risk of harm is defined as:

- Protecting the rights of adults to live in safety, free from abuse and neglect.
- People and organisations working together to prevent and stop both the risks and experiences of abuse or neglect.
- People and organisations making sure that the adult's well-being is promoted, including, where appropriate, taking fully into account their views, wishes, feelings, and beliefs in deciding on any action.
- Recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear, or unrealistic about their personal circumstances and, therefore, potential risks to their safety or wellbeing.

4.4 Abuse

Abuse is defined as a violation of an individual's human and civil rights by any other person or persons.

Abuse can take several forms:

- **Physical abuse:** Violence, inappropriate restraint, force-feeding, forcible administration of medication administration, neglect, or abandonment.
- **Sexual abuse:** Involvement in any sexual activity against an individual's will; exposure to pornography, voyeurism, or exhibitionism.
- **Emotional or psychological abuse:** Intimidation or humiliation.
- **Material abuse:** Theft, misuse of a person's money or property, misusing a power of attorney, persuading, tricking, or threatening someone out of money, property, or possessions.
- **Neglect or acts of omission:** The ongoing failure to meet a person's basic needs. The person may be left hungry or dirty, without adequate clothing, shelter, supervision, medical or health care.
- **Discriminatory abuse:** Racial, sexual, or religious harassment.
- **Personal exploitation:** Denying a person their rights or forcing them to perform tasks against their will.
- **Violation of rights:** Preventing an individual from speaking their thoughts and opinions.
- **Institutional abuse:** The mistreatment of people brought about by poor or inadequate care or support or systemic bad practice that affects the organisational setting. For example, it occurs when the individual's wishes and needs are sacrificed for the smooth running of a group, service, or organisation.
- **Online abuse:** Abuse can also occur in a virtual environment, such as an online discussion board or chat room. For more details and guidance on recognising abuse, see Appendix 1.

4.5 Regulated work

The following basic principles define regulated work:

- It must be work (i.e., not personal relationships).
- It must be with either children or adults at risk of harm.
- It must be part of an employee's or volunteer's regular duties.
- The activity or service is offered specifically to children or adults at risk of harm.
- The employee or volunteer can access unsupervised contact with a child, young person, or vulnerable adult.
- The employee or volunteer is responsible for the welfare and well-being of children, young people, or adults at risk of harm or where there is a level of trust between the employee or volunteer and the child, young person, or adult.

Positions are excluded where there is no possibility for contact or trust or where the contact is only fleeting.

Due to the close contact of our work with Children, Young People and Adults at risk of harm, all employees in positions that work closely with vulnerable groups will be required to undergo a PVG application and vetting.

5. PRINCIPLES

The following principles underpin this policy and accompanying procedure:

- The welfare of the vulnerable adult, child or young person is paramount.
- All adults at risk of harm, children, and young people, whatever their age, culture, disability, gender, language, racial origin, religious beliefs, or sexual orientation, have the right to protection from abuse or harm.
- Working in partnership with adults at risk of harm, children and young people, and their parents/carers is essential for the protection of everyone.
- All employees and volunteers will be made aware of the policy and procedures for protecting adults at risk of harm, children, and young people.
- All employees and volunteers are responsible for reporting any concerns about potential abuse to their line manager as soon as possible.
- All suspicions and allegations of abuse will be taken seriously, recorded, and responded to swiftly and appropriately.
- We will ensure we always have a designated Safeguarding Officer within the Board of Governors.
- Within PAMIS, safeguarding information will be shared on a 'need to know' basis.
- All employees, volunteers, consultants, and contractors who carry out regulated work will be subject to disclosure checks appropriate to their role and work via Disclosure Scotland.
- Employees and volunteers working closely with adults at risk of harm, children, and young people will be provided with the necessary training to ensure they can recognise and act on any suspicion or disclosure of abuse or harm.
- Where other procedures apply to a disclosure of abuse or harm (e.g., grievance, beneficiary complaints, disciplinary matters), the welfare and safety of the vulnerable adult, child or young person remain paramount.

6. ROLES AND RESPONSIBILITIES

6.1 Chief Executive Officer (CEO)

The CEO has overall responsibility for the implementation of the organisation's Safeguarding and Protection Policy. They are responsible for communicating the policy and monitoring its effectiveness.

The CEO is also responsible for supporting disclosures being reported to appropriate statutory bodies. This may also include the CEO supporting a Family Support or Programme Director to report a disclosure to a relevant team. The CEO will ensure that all disclosures are notified to the Social Work Team.

6.2 Practice Development and Inclusive Culture Programme Director (PDPD)

The PDPD will deputise for the CEO as required and will fulfil the same responsibilities on behalf of the CEO.

6.3 Family Support Directors and Programme Directors

The Family Support Directors and Programme Directors are accountable to the CEO for implementing and monitoring this policy within their area of responsibility.

6.4 Employees and Volunteers

Employees and Volunteers are responsible for:

- Responding to internal safeguarding reports promptly.
- Consulting with their line manager and the CEO on safeguarding matters.
- Ensuring all safeguarding records are kept confidential as agreed.

6.5 Safeguarding Committee

The Safeguarding Committee will consist of the PDPD, the Volunteer Coordinator, a Family Support Director and the Leisure and Culture Programme Development Officer. The purpose of this group is to support the team by ensuring compliance with Disclosure Scotland processes and responsibilities; keeping the safeguarding culture alive at PAMIS; supporting and developing our safeguarding knowledge and capability. The committee will not have any responsibility to report or become involved in specific safeguarding cases unless the matter occurs within their area of the organisation. The responsibility for leading and reporting safeguarding matters lies with each Family Support or Programme Director.

7. ACTIONS UPON SAFEGUARDING CONCERNS

7.1 Indications of Abuse

No suspicion of abuse or harm should be ignored.

Employees or volunteers may become aware of possible abuse when they:

- Witness an abusive act or potentially dangerous incident.
- Recognise potential abuse (See Appendix 1).
- Are told about abuse by an adult at risk of harm, child, or young person.
- Are told about abuse by a Carer, Relative, Friend or anonymously.
- Observe online abuse on forums or discussion boards.

It is not the job of PAMIS employees or volunteers to intervene or investigate a case of harm or allegation of harm or attempt the protection of an alleged victim. This is the statutory role of the local social work department in conjunction with other relevant agencies such as the police and NHS. The role of PAMIS employees is to ascertain whether to report the case to the social work department or police and to ensure that nothing they do compromises any subsequent inquiry or investigation.

7.2 Actions after a Disclosure of Abuse

Adults at risk of harm, children and young people may disclose abuse or harm to any employee or volunteer. This may be face-to-face, by phone or online.

Where a vulnerable adult, child or young person discloses abuse or harm, the employee or volunteer should:

- **Recognise:** Identify that the individual may be describing abuse, even when they may not be explicit. Most people with profound and multiple learning disabilities will not report harm directly. This information will come from observation or other sources.
- **Reassure:** Stay calm, listen, and show empathy. Reassure the individual that their disclosure will be taken seriously and explain that there is a duty to report their disclosure internally and that you cannot assure them of confidentiality. Do not make promises you cannot keep, e.g., telling the child or adult that you won't tell anyone else or saying everything will be all right.
- **Record:** Immediately write up notes of the conversation (regardless of the time), stating the details clearly and factually as soon as possible. Capture as much of the conversation verbatim as possible on the Record of Safeguarding Concerns and Actions form. (See Appendix 2)
- **Report:** Email the notes to the CEO and Family Support Director within 30-60 minutes of the incident being reported. The Family Support Director will make all referrals to the appropriate team. If the Family Support Director is unavailable, the notes should be provided to the delegated responsible person – Programme Director or Creative Director.
- **Support for Families and Carers:** In the event of a safeguarding investigation, PAMIS will work with and be advised by multi-disciplinary teams to identify and agree on a trusted person who will liaise with and provide support to families and carers.

7.3 Management actions

On receiving an internal report from an employee or volunteer, the Family Support Director, under the direction of the CEO, will contact the Social Services contact centre and the child/adult support and protection team within the appropriate local authority team.

If the Family Support Director is unable to contact the local authority teams out of hours and they believe that an adult, child, or young person is or is likely to be harmed and the situation is too serious to wait until the next working day, they should contact the Social Work Office Out of Hours Service which is available from 5.00 pm to 9.00 am, seven days per week. If there is an immediate danger or emergency, contact the Police on 999.

7.4 Making a Referral

Under the direction of the CEO, the Family Support Director will make all referrals as a matter of urgency within the same working day where possible or first thing the next day after receiving the disclosure. There may be exceptional circumstances that extend this time, i.e., if more information is required.

The referral should be made by phone, and the Family Support Director should ensure the call has been received by someone able to act on the information (e.g., a social worker). If the local authority does not accept a safeguarding referral by phone, then it should be made in the manner requested as comprehensively as possible, with a copy retained in the individual's file relating to the concern.

7.5 Investigations

The local authority and, or the Police will conduct enquiries or investigations.

Under no circumstances should any employee or volunteer attempt to investigate any suspicions or disclosures of abuse.

7.6 Confidentiality

Details giving rise to concerns or suspicions of abuse will only be shared with the limited number of individuals who need them to decide the next steps and referrals. Beyond this, all details must remain confidential.

7.7 Employee and Volunteer welfare support

Emotional support and information will be offered to employees and volunteers who have reported abuse.

Access to the PAMIS counselling service, which is provided through the Manda Centre, is an option; however, immediate support can be provided by the CEO, Family Support Directors and Programme Directors.

Support can also be provided by national helplines such as:

- Breathing Space – 0800 83 85 87
- Samaritans Scotland – 116 123

7.8 Do not ignore suspicions

If anyone is concerned that a child, young person, or adult is at risk of being abused or neglected, they should not ignore their suspicions and should not assume that someone else will take action to protect that person.

Employees and Volunteers may be asked to provide a witness statement by the police or adult support and protection and must attend as appropriate, providing a factual account.

8. SAFEGUARDING PROCEDURES

8.1 Safeguarding children, young people and adults at events and activities

Events and activities

Events and activities are defined broadly to include any occasions where the organisation will be providing a service.

There are two types of events and activities facilitated by PAMIS

- a) Those that are open to adults and children of all ages.
- b) Those for children accompanied by a parent or carer.

Activities open to all ages

At events and activities open to all ages, children under the age of sixteen must be accompanied by an adult over the age of eighteen who brings the child to the event or activity and takes the child home again afterwards.

Activities for parents and children

At events and activities for children accompanied by a parent or carer, children under the age of sixteen must be accompanied by an adult over the age of eighteen who brings the child to the event or activity and takes the child home again afterwards.

If a lone adult brings more than one child, then the children will have to stay together so that the one adult can supervise them. Young volunteers aged 16 or 17 may attend unaccompanied if they bring the written consent and mobile telephone number of their parents or an official carer.

Parents should remain within the vicinity. Disclaimer: if parents choose to leave their children unsupervised during these events, the organisation is not held accountable for anything that happens to the child or young person.

8.2 Adult Protection

The principles of the 'Adult Support and Protection (Scotland) Act 2007' will be used in the context of all adults at risk of harm. The principles are as follows:

- **Benefit** – there should be no intervention in the affairs of an adult unless such intervention will benefit the adult.
- **The principle of minimal intervention** – the vulnerable adult's wishes should always be considered.
- **There should be consultation with relevant others** – including the adult's carers, guardians, and other relevant persons.
- **The adult at risk of harm should be encouraged** to exercise whatever skills they have and develop new skills.

Where an adult at risk of harm can make choices, they must be advised of the options available and their wishes respected unless, exceptionally, a statutory responsibility to intervene arises.

If intervention is necessary to prevent further risk, actions should be taken in a way that causes the least disruption to that individual's way of life.

It should be remembered that in jointly deciding on appropriate action, every effort must be made to enable the adult at risk of harm to express their wishes in a way that is appropriate for them. Human and civil rights must be respected. During the initial action, investigation, and outcome, the primary focus and concern must always be the vulnerable adult's welfare.

8.3 Photographic images

No photos or filming will be taken or published of any child, young person or adult attending an event or activity unless prior written permission is sought and provided by the adult or a person responsible for the child or young person. If any person has any concerns regarding another person taking photos or filming at an event or activity, that person should contact the person in charge of the event or activity immediately.

8.4 Prevention of bullying

PAMIS will not tolerate the bullying of children, young people, or adults at risk of harm either by adults or by other children. If any incident of person-on-person bullying should arise during any activity or event, those involved will be separated immediately, and in the case of children, the parents of the children involved will be asked to deal with the matter. The Family Support Director or Programme Director will review all incidents of person-on-person bullying and assess the likely future risk to the individuals concerned. If appropriate, the Family Support Director or Programme Director will consider banning individuals from future events; however, this will only be in accordance with the rules and procedures of the organisation. Allegations of adults bullying children will be dealt with in accordance with this policy.

8.5 Managing behaviour, discipline, and acceptable restraint

Employees and volunteers supervising children, young people, or adults at risk of harm at events and activities must never use any form of physical punishment.

If restraint is essential to prevent injury to any person or avoid severe property damage, then the minimum necessary and safe restraint may be used, but for that purpose only.

Unacceptable behaviour will generally be stopped by separating children from each other and the group. The children will be suitably supervised and returned as soon as possible to the care of their parents or carer.

8.6 Employee and Volunteer Recruitment and Training

PAMIS will ensure that all employees and volunteers whose roles include working with adults at risk of harm, children or young people are carefully selected, screened, trained, and supervised:

- All job and volunteer applicants to PAMIS will take part in the application process.
- Shortlisted candidates will be asked to attend an interview.
- Shortlisted applicants will be asked to provide a minimum of two references. These will always be taken up, and the appointment confirmation is subject to our receipt of satisfactory references.
- All new employees and volunteers, including Board members or proposed Board members, will be subject to the vetting system implemented under the Disclosure (Scotland) Act 2020.
- Any new roles which are developed will be risk assessed to check whether they require a PVG Scheme or Disclosure Scotland check.
- Job applicants and volunteers will be checked to ensure they are not barred or under consideration for listing under the PVG vetting and barring scheme. Please see our Barring and Under Consideration for Listing Policy and Procedure.
- Induction for all employees and volunteers will include training in this Safeguarding and Protection Policy and Procedure through direct instruction and case scenarios concerned with responding to allegations of harm.
- PAMIS will ensure that all employees involved in recruitment, training, and supervision are aware of this policy and have received appropriate training and support to ensure its full implementation.
- PAMIS will comply with the requirements of the Protection of Vulnerable Groups Act 2007.

8.7 Concerns about employees or volunteers

All employees and volunteers have a duty to report to their manager any concerns they have about colleagues who may be involved in abuse or harm.

If there is a concern that a member of the management team participates in abuse, the PAMIS Whistleblowing Policy and Procedure should be followed.

The CEO will report all concerns to the Chairperson of the Board of Governors. Together, they will decide what action to take in consultation with HR

Action may include:

- Suspending an employee without prejudice or suspending a volunteer from their duties pending an investigation.
- A referral of the allegation to the local authority Social Services Team.
- A referral to the Police for investigation.

No internal procedure, such as a disciplinary investigation, will be initiated until after the social services team completes its investigations or when the local authority advises it is appropriate.

8.8 Referrals to Disclosure Scotland

It is a legal requirement that a referral must be made to Disclosure Scotland when:

- PAMIS has withdrawn permission for an individual to work with adults at risk of harm, children, or young people (or would have done so had that individual not resigned, retired, been made redundant or been transferred into another position).
- The organisation believes the individual has engaged in activities that cause concern for the safeguarding of adults at risk of harm, children, or young people.
- There is a risk of harm to adults at risk of harm, children, or young people.
- An individual has received a caution or a conviction for a relevant offence.

For further information, please see our Referrals to Disclosure Scotland Policy and Procedure.

8.9 Employees and volunteers under consideration for listing or barred

8.9.1 Under consideration for listing

While a person is under consideration for listing, they are not barred from carrying out regulated work. If we are notified by Disclosure Scotland that an individual is under consideration for listing, we will take the following actions:

At the recruitment stage:

- We will continue with our normal recruitment process.
- If we offer a post or volunteer position, we will ensure that the individual is always supervised until the final determination is made by Disclosure Scotland.
- Once the final determination is made by Disclosure Scotland, we will follow the policy and take necessary actions as set out in clause 5.4 of our Barred or Under Consideration for Listing Policy and Procedure.
- We reserve the right to decide on the best course of action on a case-by-case basis.

As a result of ongoing monitoring:

- No change will be made to the work carried out by the individual.
- The individual will continue in their role; however, they will be always supervised until the final determination is made by Disclosure Scotland.
- Depending on the level of contact involved in their role, the individual may be placed in a non-regulated work role until the final determination is made.
- We reserve the right to decide on the best course of action on a case-by-case basis.
- We will handle all under consideration for listing notices confidentially in line with our obligations under GDPR regulations.

8.9.2 Barred Employees or Volunteers

If Disclosure Scotland bar an employee or volunteer, it is a legal offence for PAMIS to allow them to continue to work with children, young people, or adults at risk of harm. In this situation, as all positions at PAMIS involve working directly with vulnerable groups, PAMIS would have to terminate the employment contract or de-select the volunteer. For further information, please see our Barring or Under Consideration for Listing Policy and Procedure.

9. MONITORING AND REPORTING

The CEO is responsible for ensuring that all records are kept electronically and stored safely in a private drive. The CEO and appropriate senior management will conduct regular reviews of safeguarding incident reports, looking at the number of reports, their sources, and the outcomes from each case with regular information provided to the Chairperson and the Board of Governors.

10. GENERAL

It is the view of PAMIS that this Safeguarding Policy and Procedure meets the guidelines set out within the

- Protection of Vulnerable Groups (Scotland) Act 2007.
- The Children (Scotland) Act 1995.
- The United Nations Convention on the Rights of the Child.
- The Human Rights Act 1998.
- Adult Support and Protection (Scotland) Act 2007.
- Children and Young People (Scotland) Act 2014.
- General Data Protection Regulations (GDPR).
- The National Guidance for Scotland 2021 - <https://www.gov.scot/publications/national-guidance-child-protection-scotland-2021/>

10.1 Review

The Safeguarding and Protection Policy and Procedure will be reviewed in line with the recognised arrangements at the date outlined on the front cover of this document or earlier if there is a legislative requirement to do so.

10.2 Contact details

For further information on any part of the policy or procedures contained in this document, please contact the CEO at info@pamis.org.uk

Appendix 1:

Recognising Abuse

What are abuse and neglect?

Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect a vulnerable adult, child, or young person by inflicting or failing to act to prevent significant harm to the individual. Individuals may be abused in a family or an institutional setting by those known to them or, more rarely, by a stranger.

Physical abuse

Physical abuse is the causing of physical harm to an individual. Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, or suffocating. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a vulnerable adult, child, or young person they are looking after.

Emotional abuse

Emotional abuse is persistent emotional neglect or ill-treatment that has severe or persistent adverse effects on an individual's emotional development. It may involve conveying to a child or a vulnerable adult that they are worthless or unloved, inadequate, or valued only as far as they meet another person's needs. It may involve the imposition of age or developmentally inappropriate expectations on a child. It may involve causing an individual to feel frightened or in danger or exploiting or corrupting an individual.

Sexual abuse

Sexual abuse is any act that involves an individual in any activity for the sexual gratification of another person, whether it is claimed that the individual either consented or assented. Sexual abuse involves forcing or enticing a vulnerable adult, child, or young person to participate in sexual activities, whether they are aware of what is happening. The activities may involve physical contact. They may include non-contact activities, such as involving children in looking at or in the production of indecent images, or in watching sexual activities, using sexual language towards a child, or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet an individual's basic physical and/or psychological needs, which is likely to impair the individual's health or development. It may involve a parent or carer failing to provide adequate food, shelter, and clothing, protect an individual from physical harm or danger, or ensure access to appropriate medical care or treatment. It may also include neglect of or failure to respond to an individual's basic emotional needs.

Appendix 2: Record of Safeguarding Concerns and Actions

RECORD OF SAFEGUARDING CONCERNS AND ACTIONS

Safeguarding Tracker Reference Number (Date and Manager initials):	
To be completed with the person raising the concern	
Date concern is being raised:	
Details of the person raising the concern (Reporter):	
Reporter's name:	
Reporter's position:	
Location:	
Telephone number:	
Details of the individual at risk:	
Name:	
Telephone number:	
Address or email:	
Date of birth or estimated age range (please circle as appropriate):	18-24, 25-34, 35-44, 45-54, 55-64, 65-74, 75-84, 85+
Any other details about the individual at risk that may be relevant:	
Name, address, and contact details of caregiver/significant other/next of kin:	

Details of the allegation(s):	
Suspected type(s) of abuse:	Details:
• Physical abuse	
• Sexual abuse:	
• Emotional or psychological abuse:	
• Material abuse:	
• Neglect or acts of omission:	
• Discriminatory abuse:	
• Personal exploitation:	
• Violation of rights:	
• Institutional abuse:	

Details of the person alleged to be inflicting the abuse:	
Name:	
Relationship to the individual at risk:	
Is the alleged perpetrator a vulnerable adult, child, or young person?	
Details of the specific incident:	
Date:	
Time of day:	
Details of the allegation(s) your observations. (Write what the person said or give details of what you saw)	
Are you aware of any previous concerns or incidents reported by or about this individual?	
If 'yes,' give details:	

Summary of information provided to the individual at risk (include what you said to them about the next steps):	
Expectations of the individual at risk, if known:	
Actions taken so far:	

Signature of Employee/Volunteer/Contractor

.....

Employee/Volunteer/Contractor Name

.....

Date.....

To be completed by the Family Support Director	
Chairperson of the Board of Governors/Chief Executive Officer consulted (Give the name, position, and location of the responder(s):	
Was permission given by the individual at risk to refer to Social Services and or the Police?	
The decision to refer/not to refer with reasons and details of any other non-referral actions taken, such as offering further support (Include dates and times of actions taken).	

If reporting to Social Services or the Police, add details of the organisation and person receiving the referral:			
Organisation:			
Name:			
Position:			
Contact details:			
Details of any undertaking made by the safeguarding agency:			
Has the individual at risk been informed of the referral?	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No		

Signature of Chief Executive Officer/Family Support Director

.....

Chief Executive Officer/Family Support Director Name

.....

Date.....

Appendix 3: Contact telephone numbers for Child/Adult Support and Protection

Fife Social Work	
Out of Hours Adult and Child Protection	03451 550 099
Fife Social Work contact details	03451 551 503 sw.enquiries@fife.gov.uk
Cowdenbeath Social Work Fife Council, Brunton House, High Street Cowdenbeath, Fife, KY4 9QU	
Cupar Social Work County Buildings, St Catherine Street, Cupar, Fife, KY15 4TA	
Dunfermline Social Work New City House, 1 Edgar Street, Dunfermline, Fife, KY12 7EP	
Glenrothes Social Work Fife House, North Street, Glenrothes, Fife, KY7 5LT	
Kirkcaldy Social Work Town House, 2 Wemyssfield, Kirkcaldy, Fife, KY1 1XW	
Leven Social Work Carberry House, Scoonie Road, Leven, Fife, KY8 4JS	
Office hours: 0848-1700hrs Mon-Fri In the evening or at weekends, contact a social worker on the Out of Hours Emergency number 03451 550 099	
Glasgow	
This number covers all areas in the Central Belt (For Adults and Children)	<i>Glasgow and Partners Emergency Social Work Services</i> 0300 343 1505
Glasgow City <i>Child Protection:</i> 0141 287 0555 (the enquiry will be fielded to the correct office) <i>Social Work Services:</i> 0141 287 0555	
<i>Police - Family Protection Unit:</i>	0141 5323000
<i>Scottish Children's Reporters Administration- Edinburgh</i>	0131 244 2100
<i>Child Line:</i> 0800 1111	<i>Parent Line:</i> 0808 028 2233
East Dunbartonshire	
<i>Child Protection:</i> 0141 777 3000	<i>Adult Protection:</i> 0141 355 2200
West Dunbartonshire	
<i>Child Protection: Clydebank:</i> 0141562 8800 Alexandria/Dumbarton: 0141 562 888	
<i>Adult Protection: Clydebank:</i> 01389 811760 Alexandria/Dumbarton: 01389 776499	
Out-of-hours social work services 0300 343 1505	
East Renfrewshire	
<i>Child Protection:</i> 0141 577 8300	
<i>Adult Protection:</i> 0141 451 0866	

Renfrewshire	
<i>Child Protection:</i> 0300 300 1199	
<i>Adult Protection:</i> 0300 343 1505	
Inverclyde	
Social Work: 01475 715 365 Out of hours: 0300 343 1505	
<i>Child Protection:</i> 01475 714100	
<i>Adult Protection:</i> 01475 714100	
Grampian	
Aberdeen	
<i>Adult Protection and Child Protection</i>	Social Work Duty Team Aberdeen City Council Business Hub 3 Ground Floor South Marischal College Broad Street Aberdeen AB10 1AB Freephone: 0800 7315520 Email: duty@aberdeencity.gov.uk
Out-of-Hours Service:	Social Care & Wellbeing Aberdeen City Council Business Hub 8, First Floor North Marischal College, Broad Street Aberdeen AB10 1AB Freephone: 0800 731 5520 Email: OOHS@aberdeencity.gov.uk
Grampian Police	101 – non-emergency 999 – Emergency
Care Inspectorate	AB1 48 Huntly Street Aberdeen AB10 1SH Tel: 0345 600 9527

South Lanarkshire	
<i>Child Protection:</i> Committee contact can be directed to: Social Work Phone 03031 231 008	North and South Lanarkshire Child Protection Committee Regent House 9 High Patrick Street Hamilton ML3 7ES
<i>Adult Protection:</i> Social Work out of hours service is: 03031 231 008 Email: esws@southlanarkshre.gov.uk	Regent House, 9 High Patrick Street Hamilton ML3 7ES Tel: 01698 452876 Email: fiona.raffieli@southlanarkshire.gov.uk
Tayside	
Angus	
<i>Child Protection: Out of hours:</i> 0800 1111	Accessline: 03452 777 778 www.childline.org.uk
<i>Adult Support and Protection:</i> 03452 777 778 or Tayside Police - 999	Out of hours - after 5pm and before 8.45am, weekends and public holidays 01382 307 964
Dundee	
<i>Child Protection:</i> 0800 1111	
<i>Adult Support and Protection:</i> 01382 434 019 or Email: firstcontact.teamadmin@dundeecity.gov.uk	
Out of hours: Tel: 01382 307 964 (answering machine 9.30 am to 4.30 pm) <i>Operating Hours</i> Weekdays, 4.30 pm to 9.30 am Weekends, 4.30 pm (Friday) to 9.30 am (Monday) All public holidays are covered on a 24-hour basis.	
Perth & Kinross	
<i>Child Protection:</i> 0345 301 1120 (24-hour contact number) Email: childprotection@pkc.gov.uk	<i>Online enquiry form</i> <i>Adult Support and Protection</i>

Appendix 4: Relevant documentation area by area

[National Guidance for Child Protection in Scotland 2021 \(www.gov.scot\)](https://www.gov.scot)

[Welcome to DigiSafe - DigiSafe \(thecatalyst.org.uk\)](https://thecatalyst.org.uk)

Fife

[Child Protection | Fife Council](#)

[Adult Support and Protection | Fife Council](#)

Glasgow

Glasgow City Council

[Child Protection - Glasgow City Council](#)

[Adult Protection - Glasgow City Council](#)

East Dunbartonshire Council

[Child Protection | East Dunbartonshire Council](#)

[Adult Protection | East Dunbartonshire Council](#)

West Dunbartonshire Council

[Children at risk | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](#)

[Adult Support and Protection | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](#)

East Renfrewshire

<https://www.eastrenfrewshire.gov.uk/ercpc>

<https://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=23519&p=0>

Grampian

Aberdeen City

[Aberdeen Protects | Aberdeen City Council](#)

Aberdeenshire

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/protection-and-support/>

South Lanarkshire

[Child Services - East Renfrewshire Council](#)

[Adult safety and protection - East Renfrewshire Council](#)

Tayside

Angus

[Child protection | Angus Council](#)

[Adult protection | Angus Council](#)

Dundee

[Dundee Child Protection Committee | Dundee
 Child Protection Committee
\(dundeeprotectschildren.co.uk\)](https://dundeeprotectschildren.co.uk)

[Protecting Adults in Dundee from Harm | Dundee City Council](#)

Perth & Kinross

[Child protection - Perth & Kinross Council \(pkc.gov.uk\)](https://pkc.gov.uk)

[Adult support and protection - Perth & Kinross Council \(pkc.gov.uk\)](https://pkc.gov.uk)

[National child protection guidance and inter-agency child protection guidelines - Perth & Kinross Council \(pkc.gov.uk\)](https://pkc.gov.uk)

Appendix 5 – Safeguarding actions flowchart

