SAFEGUARDING POLICY

Created: November 2026

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1. Purpose

This policy is to be accepted and observed by all members, staff and volunteers within Four Pillars. Breaches of the policy may be regarded as gross misconduct.

2. Ownership

This is the Safeguarding Policy of Four Pillars. The ownership of this policy is to that of the Four Pillars board of trustees, who discharges its implementation to the management of Four Pillars. The management may discharge duties to a nominated member of staff or volunteer.

3. Statement

3.1 The purpose of this policy is to outline the duty and responsibility of staff and volunteers working on behalf of the organisation in relation to safeguarding children, young people and vulnerable adults at risk.

3.2 Everyone has the right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation.

3.3 Abuse of a vulnerable person at risk may consist of a single act or repeated acts. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be an act of neglect or an omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not, or cannot, consent.

3.4 Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the individual.

3.5 Concerns about abuse may be raised and reported to the regulatory body as a result of a single incident or repeated incidents of abuse.

3.6 Anyone who has concerns about poor care standards and neglect may raise these within our service, with the regulatory body and/or with the social services agency.

3.7 For the purpose of this policy, PVG Scheme Records, PVG Scheme Record Updates, Standard and Enhanced disclosures will be referred to as Disclosure Records.

4. Designated Contact Details

4.1 Volunteers should always report to their line manager, Volunteer Manager, in the first instance. If there is an immediate concern this should be reported to the Chief Executive Officer either at the same time or immediately after.

4.2 All staff must report any concerns to the Chief Executive Officer immediately, who will assess and act where appropriate.

4.3 The Chief Executive Officer must report any concerns to local authorities as they see fit. This includes, Social Services, Police Scotland, Child Protection agencies, PVG Disclosure services, etc.

4.4 If the Chief Executive Officer is unreachable or it concerns them directly, Volunteers & Staff must report to the Board of Trustees immediately.

4.5 Every member staff/volunteer has a right and duty to report concerns directly to appropriate authority should the above chain of command not be possible and/or they believe the vulnerable person is at immediate risk of harm.

4.6 Contacts:

4.6.1 Chief Executive Officer; deejay@fourpillarsuk.org 07583484435

4.6.2 Trustees: email board@fourpillarsuk.org and ask for an immediate call back giving your name, location and number. *Do not disclose any other information via email.

4.6.3 Police Scotland 101

4.6.4 Aberdeen Social Service 08007315520

4.6.5 Aberdeenshire Social Services 01467537111

4.6.6 Aberdeen City Council website can provide more information, contacts and procedures at: https://sites.aberdeencity.gov.uk/aberdeen-protects

4.6.7 Aberdeenshire Council website can provide more information, contacts and procedures at: https://aberdeenshirechildprotection.org/ or https://www.aberdeenshire.gov.uk/social-care-and-health/protection-and-support/adult-protection-and-support/ for adults.

5. Defining Safeguarding

5.1 A child or young person is defined as an individual under the age of 18 years old

5.2 A vulnerable adult is defined as an individual aged 18+ who are or are in need of support services because of their;

5.2.1 Mental Health
5.2.2 Other disabilities
5.2.3 Age
5.2.4 Illness
5.2.5 Inability to reasonably take care of themselves
5.2.6 Unable to protect themselves against serious harm or being taken advantage of

5.3 Safeguarding Children is defined as;

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

5.4 Safeguarding a vulnerable adult is defined as;

5.4.1 Protecting the rights of adults to live safely, free from abuse and neglect
5.4.2 People and organisation making sure that the adult's wellbeing is promoted. Including, where appropriate, taking fully into account their views, wishes, feelings and beliefs in deciding on any action
5.4.3 Recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their person circumstances and therefore potential risks to their safety or wellbeing.

5.5 The six principles of safeguarding as defined by the Care Act 2014 are;

5.5.1 Accountability
5.5.2 Empowerment
5.5.3 Partnership
5.5.4 Prevention
5.5.5 Proportionality
5.5.6 Protection

6. Recruitment & retention of staff & volunteers

6.1 Four Pillars aims to ensure that all vulnerable people are kept safe from harm while they are with staff or volunteers in this organisation. In order to achieve this we will ensure our staff and volunteers are carefully selected, screened, trained and supervised.

6.1.1 All applicants to our organisation will complete an application form
6.1.2 Short listed applicants will be asked to attend an interview
6.1.3 Short listed applicants will be asked to provide references.
6.1.4 The successful applicant will be asked to complete a self-declaration form prior to the Disclosure Record being accessed.

6.2 Screening

6.2.1 The successful applicant will be asked to complete a Disclosure Record to taking up the post.

6.3 Training

6.3.1 All successful applicants will receive induction training, which will give an overview of the organisation to ensure they know its' purpose, values, services and structure. Relevant training and support will be provided on an ongoing basis and will cover information about their role, and opportunities for practicing skills needed for work.

6.3.2 Training on specific areas such as health and safety procedures, identifying and reporting abuse, and confidentiality will be given as a priority to new staff and volunteers and will be regularly reviewed.

6.4 Supervision

6.4.1 All staff and volunteers will have a designated supervisor who will provide regular feedback and support. Every member of staff and volunteer will attend an annual review, where their performance, skills, motivation and expectations will be discussed. Annual reviews will be minuted and copies made available to the member of staff/volunteer.

6.5 Reporting Abuse

6.5.1 Four Pillars understands that in addition to making a referral (a written report) to Disclosure Scotland, child protection issues concerning workers (paid/unpaid), children and young people must always be referred to the child protection agencies (ie social work and/or police) for appropriate investigation. Any issues of a criminal nature will be reported to the police.

6.5.2 Four Pillars will ensure that all staff and volunteers involved in recruitment, training and supervision, are aware of this policy and have received appropriate training and support to ensure its full implementation.

6.6 Legal issues

6.6.1 It is an offence for an individual who is barred to undertake the type of regulated work from which they are barred.

6.6.2 It is an offence for an organisation to offer regulated work to someone who is barred or fail to remove a person from regulated work if they have been notified that they are barred.

6.6.3 It is an offence for an organisation not to refer an individual to Disclosure Scotland where the grounds have been met.

7. Confidentiality

7.1 Whilst confidentiality is always important, it is important that in some circumstances this must be broken. This usually includes instances such as;

7.1.1 Immediate danger to the individual or others

7.1.2 Child protection issue, such as where a concern needs to be reported to authorities

7.1.3 Adult protection issue, such as where a concern needs to be reported to authorities

7.2 Confidentiality should never be promised when talking to a service user. Please see our Confidentiality policy for full details on when/where or how confidentiality is addressed

7.3 If in any doubt please speak to the Chief Executive Officer

8. Definitions of Abuse

8.1 HM Government defines abuse as;

8.1.1 Physical

8.1.2 Sexual

8.1.3 Emotional

8.1.4 Neglect

8.2 However, this can be further defined as;

8.2.1 Discriminatory

8.2.2 Financial or Material

8.2.3 Organisational
8.2.4 Psychological
8.2.5 Self-neglect
8.2.6 Child/adult sexual exploitation
8.2.7 Child/adult trafficking
8.2.8 Modern slavery
8.2.9 Domestic abuse
8.2.10 Female genital mutilation
8.2.11 Bullying and cyberbullying
8.3 Abuse can happen in-person and/or online and should be treated in the same way

9. Recognising abuse

9.1 Whilst there are some clear signs of abuse these are not always finite and you as the worker should follow your instincts and knowledge of the individual to assess any safeguarding issues. If unsure first speak to your line manager for further guidance
9.2 Some clear recognisable signs of potential concerns can include;
9.2.1 An individual becoming withdrawn
9.2.2 An individual becoming more overtly louder and over confident
9.2.3 An individual appearing fearful around certain/specific people
9.2.4 An individual frequently appearing unkept
9.2.5 An individual appearing undernourished
9.2.6 Secrecy around their body, such as long sleeves in hot weather
9.2.7 Becoming jumpy or on-edge around others
9.2.8 Not wanting to be near or touched by anyone
9.2.9 Unexplained bruising
9.3 This list is not exhaustive and you should always seek advice if you are concerned

10. Responding to direct disclosures

10.1 The way in which information is handled and passed on remain the same whether it is an 'observed' concern such as noticing bruising, or a direct disclosure, such as someone telling you the have been assaulted
10.2 The difference comes in the way the worker responds to the individual divulging the information
10.3 Reassure the individual they are safe, explain that you will need to report this further but they are safe with you
10.4 Record what the individual is saying but do not ask questions that can be leading or confusing. Do not push for answers if they are not ready to tell you
10.5 Please refer to our Child & Young Persons Interacting Procedure for further guidance when working with under 18s.
(For ease this procedure is attached at the bottom of this policy)
10.6 If the allegations involve staff/volunteers this should be reported straight to the Chief Executive Officer or, where the allegation involves them, the Board of Trustees.
10.7 Alongside this policy the Chief Executive Officer, or Board of Trustees should also follow the organisations Complaints Procedure

11. Responsibilities

Overall and final responsibility for Safeguarding Policy is shared collectively by the trustees.

The trustees delegate the responsibility of following this policy to the management team.

The management will:

- Arrange for the implementation of this policy in consultation with staff and volunteers
- Arrange for the adequate instruction and training of staff and volunteers in all matters related to this policy
- Arrange for the contents of this policy to be known to all staff and volunteers

The staff and volunteers of Four Pillars have a duty to:

- Follow this policy
- Co-operate with the management to ensure that the requirements of relevant statutory provisions are complied with
- Report potential or actual hazards as soon as possible

12. Risk Assessment

The trustees will ensure that all risk assessments are undertaken for any part of the charity's activities to which they are applicable, copies of these risk assessments are available upon written request.

13. Premises

The management team will ensure that all premises used by Four Pillars whether owned, leased or rented are:

- Health and safety compliant
- A full risk assessment has been completed
- Insurances are in place and displayed
- Fences are erect and secure at all times, if applicable
- Gates are manned at all times, if applicable
- Any potential danger is reported to the management

14. Reports

The delegated manager/person in charge at each event shall be responsible for making any necessary reports relating to this policy or ensuring that others make such reports.

15. Policy Development

The trustees shall endeavour to progressively develop the charity's policy on Safeguarding in response to risks and hazards identified. Specific procedures and policies so developed shall be appended to this document and form part of the charity's statement on protecting vulnerable individuals.
This policy should also be used in conjunction with all other organizational policies & procedures including but not limited to;

- Bullying & Harassment Policy
- CCTV Procedure
- Complaints Procedure
- Confidentiality Policy
- Data Collection Procedure
- Domestic Abuse Policy
- Disciplinary Policy
- Equal Opportunities Policy
- Grievance Policy
- Group Procedure
- Lone Working Policy
- Mental Health Policy
- Misconduct Policy

- One-to-one Policy
- Recruitment Policy
- Safe Space Policy
- Third Party Reporting Procedure
- Whistleblowing Policy

All Four Pillars policies and procedures are available at www.fourpillarsuk.org/policies

16. Review

The effectiveness of this policy will be reviewed annually by a member of the Four Pillars board of trustees. If appropriate, action will be taken as necessary to update this policy to ensure effective delivery on the objectives laid out at the start of this document.

CHILD & YOUNG PERSONS INTERACTING PROCEDURE

Created: December 2021

Reviewed: July 2026

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1. Purpose

This procedure is to be accepted and observed by all members, paid and unpaid workers within Four Pillars. Breaches of the procedure may be regarded as gross misconduct.

2. Ownership

This is the Child & Young Persons Interaction Procedure of Four Pillars. The ownership of this Procedure is to that of the Four Pillars board of trustees, who discharges its implementation to the management of Four Pillars. The management may discharge duties to a nominated member of staff, or unpaid worker.

3. Statement of procedure

Our procedure is to provide guidance on providing one-to-one support to children and young people to employees, volunteers and service users. This Procedure should be interpreted in the context with other relevant Organisational policies such as one-to-one policy safeguarding children & vulnerable people, confidentiality and others.

4. Principles of procedure

4.1 This procedure has been created to provide guidance and advice to all in the organisation who will be engaging in one-to-one meetings with under 18s in their varying forms.
4.2 It is also designed to ensure best possible practice for effective communication in such situations.
4.3 This procedure cannot cover every potential interaction with a child or young person and additional advice can be sought from the CEO, Child Protection Officer and trustee.

5. Guidance and advice

5.1 Every person interacting with a child or young person MUST first have in place a valid PVG
5.2 when arranging a meeting with a child or young person:
5.2.1 Prepare for the meeting, where possible.
5.2.2 Ensure someone, colleague or responsible adult, will be close by.
5.2.3 Think practically about arranging to meet service users after organisation hours.
5.2.4 Ensure that you know what you will be talking about during the meeting.
5.2.5 Consider if there is other information you need to obtain before the meeting.
5.2.6 Inform your Line Manager about the meeting and invite an appropriate colleague if you see the need.
5.2.7 Note taking whilst carrying out a one-to-one and/or providing regular one-to-ones is permitted. With the following conditions;
5.2.7.1 Names must not be on the document, use initials
5.2.7.2 The document must be kept in a secure location between meetings
5.2.7.3 Once the one-to-one ends the document must be securely destroyed

6. Environment

6.1 Ensure that meetings take place in rooms which are adequately sized for the amount of people using it.
6.2 Choose the location carefully – the environment should be appropriate, in that it shows acknowledgment to the other person and it shows that you value the meeting.
6.2.1 Where possible arrange the meeting for in school or local authority premises or
6.2.2 Within Four Pillars hub.
6.2.3 Where a meeting is needed outside/community. Ensure this is in a clearly visible space. i.e. busy café, local library, community centre.
6.2.3.1 Ensure your manager is aware of this location and you can be contacted at all times.

6.3 The environment for meetings should be chosen to show that the meeting is valued and configured in a way that promotes dignity.
6.4 Ensure that any room or office is visible from the outside. Do not close blinds or obstruct view.
6.5 If meeting in School please follow local policy & procedures
6.5.1 Sign in & out
6.5.2 Ensure your badge is visible at all times
6.6 It is better to position yourself closest to the door of the meeting room, for safety. However,
6.6.1 ensure the service user has an unrestricted access to the exit, so that they can leave at any opportunity they choose without feeling that they are being blocked.
6.7 Plan a 'get out clause' or an exit strategy in the event that something happens which could put you/or the other person at a health and safety risk.

7. During the meeting

7.1 Start by signing them in through our online forms
7.2 Reassure the service user that there will be no judgement from you or anyone else in the organisation.
7.3 Make clear our confidentiality procedure. Never say 'this will be between you and me', making it clear that you will have to disclose information if you believe someone is at risk. See safeguarding policies.
7.4 Set a clear timeline
7.4.1 One-to-one's should not last more than 1 hour at a time.
7.4.2 The last 15 minutes should be about setting goals and service user expectations.
7.4.3 When carrying out regular one-to-ones with a service user, a review of what you have discussed and where the service user would like more support, should be carried out every 6 sessions. - This helps keep focus and prevents the service user becoming reliant on your contact.
7.5 Use your knowledge, or search the organisation database, to make appropriate referrals, including to other Four Pillars projects.
7.5.1 Reassure the service user this is not "passing the buck" and you will continue to support them where appropriate.
7.6 The likelihood is that the person you are meeting is telling you something delicate they want you to know and possibly act on.
7.7 Listen to the person you are meeting and allow them to speak.
7.7.1 Active listening is very important, asking questions when appropriate. However,
7.7.1.1 this should be to help the person clarify their thoughts and not to drive your own opinion forward.
7.8 Draw on your own experiences (display empathy) to help advise the service user, but do not tell them what to do.
7.9 Do not get too personal about yourself, if they continue to ask you questions about you and your experiences; remind them you are here to talk about them & their experiences and support them.
7.10 If the person faces a dilemma or problem during the meeting, ask them how they think this can be resolved and what they would like to do.
7.10.1 This encourages the person to think for themselves and find solutions to problems.
7.10.2 It also empowers them to make their own decisions.
7.11 Acknowledgement of the person's abilities to make their own decision, will show that you respect and value their thoughts.
7.11.1 This is likely to help a trusting relationship develop and encourage any interactions in the future to be positive.
7.12 Do not comfort the service user by way of physical contact and/or hugs. Where someone is upset, provide tissues, allow for quiet time and ensure your tone of voice matches the situation.

7.13 Never promote the practice/use of;
7.13.1 Illegal activities
7.13.2 Drugs or Alcohol
7.13.3 Self-medication
7.13.4 Online apps
7.14 It is possible to have a healthy discussion about the above, without promoting these and/or “shaming” the service user for such practices. See 7.2

8. Referrals

8.1 Referrals are often required to provide the service user the correct support for their situation.
8.1.1 Where this is necessary, discuss with the service user where you would like to refer them too and get their permission
8.1.2 Encourage the service user to make direct contact. (self-referral)
8.1.3 Where this is not possible; only provide the other organisation relevant information.
8.1.3.1 Name
8.1.3.2 Contact details
8.1.3.3 Brief reason for referral
8.1.3.4 Confirm the service user has given you permission to provide this information
8.1.4 Follow up with the service user at a later interaction that the organisation has made contact and they are working with the service user.
8.2 During a one-to-one meeting an unexpected disclosure may take place, which gives rise to the physical or emotional safety of a person.
8.2.1 This could include concerns about Child Protection that are disclosed during a meeting.
8.3 If this occurs;
8.3.1 confidentiality should not be promised. See safeguarding policies.
8.3.2 Explain to the person that they have done the right thing, that they will be supported and then explain what has to be done next i.e. report to Four Pillars CEO / Designated Safeguarding Person.
8.3.3 Should a disclosure happen out of organisation hours and you are worried for the safety of a service user or other person, please call the CEO and/or the police directly.

9. Travelling in a car

9.1 Except in the case of an emergency or unforeseen circumstances; staff should not need to drive a service user in a car alone or otherwise.
9.2 If there is no alternative;
9.2.1 Ensure the correct driver insurance is in place
9.2.2 Discuss with your Line Manager, to ensure that the journey is necessary and appropriate
9.2.3 Have a clear timeline of the journey and contact your line manager when the journey has ended
9.2.4 Discuss with parent/carer, where possible, that you will be travelling with the service user
9.2.5 inform of reason for travel, destination and approximately how long the journey will take
9.2.6 Seat the service user in the back seat of the car
9.2.7 Where a service user is distressed, take a colleague, who sits in the front of the vehicle with the driver

10. Responsibilities

Overall and final responsibility for this Child & Young Persons Interaction Procedure is shared collectively by Four Pillars Trustees,

Four Pillars trustees delegate the responsibility of following this procedure to the management team.

The Committee will:

- Arrange for the implementation of this procedure in consultation with staff and volunteers
- Arrange for the adequate instruction and training of staff and volunteers in all matters related to this procedure
- Arrange for the contents of this procedure to be known to all staff and volunteers

The staff and volunteers of Four Pillars have a duty to:

- Follow this procedure
- Co-operate with the management to ensure that the requirements of relevant statutory provisions are complied with
- Report potential or actual hazards as soon as possible

11. Risk Assessment

The trustees of Four Pillars will ensure that all risk assessments are undertaken for any part of the charity's activities to which they are applicable, copies of these risk assessments are available upon written request.

12. Premises

The management team will ensure that for all premises used by Four Pillars whether owned, leased or rented are:

- Health and safety compliant
- A full risk assessment has been completed
- Insurances are in place and displayed
- Fences are erect and secure at all times, if applicable
- Gates are manned at all times, if applicable
- Any potential danger is reported to the management

13. Reports

The delegated manager/person in charge at each event shall be responsible for making any necessary reports relating to this procedure or ensuring that others make such reports.

14. Procedure Development

Four Pillars board of trustees shall endeavor to progressively develop the charity's procedure on Child & Young Persons Interaction in response to risks and hazards identified. Specific procedures and policies so developed shall be appended to this document and form part of the committee's statement on working with children & young People.

15. Review

The effectiveness of this procedure will be reviewed annually by a senior member of Four Pillars staff. If appropriate, action will be taken as necessary to update our procedure to ensure effective delivery on the objectives laid out at the start of this document.