

Families First Child & Adult Protection Policy and Procedure

1. Introduction

1.1 Families First works with vulnerable children, young people and their families, known as service users as part of its core work through their services of:

- One-to-One Befriending (children).
- Young People's Support (children and young people).
- Family Support (adults).

1.2 Families First is committed to protecting all children, young people and adults at risk from any form of abusive behaviour; all individuals have a right to feel safe.

1.3 The purpose of this policy is to protect children, young people and adults who receive services from Families First from abuse or risk of harm either through the behaviour of others or their own behaviour.

1.4 This policy will provide parents, carers, children, young people, staff and volunteers with the overarching principles that guide our approach to protection and safeguarding.

1.5 This policy applies to people who work directly or indirectly with children, young people and adults on behalf of Families First, including service users, the Board of Trustees, paid staff, volunteers, sessional workers, contractors, agency staff and students.

1.6 Families First recognise that it is the responsibility of all staff and volunteers to prevent the neglectful, physical, sexual and emotional abuse of children, young people and adults and to immediately report any abuse discovered or suspected.

1.7 The purpose of this policy and procedure is to ensure that all concerns about the care, wellbeing and protection of children, young people and adults are effectively managed.

1.8 All concerns must be recorded using the Families First Wellbeing Concern Form saved in **Z:\Shared\Blank docs, templates\Safeguarding**.

Child & Adult Protection Officers

Name	Role	Contact	Photo
Gemma Nicolson	Interim Child & Adult Protection Officer / CEO	07763 489302 ceo@familiesfirststandrews.org.uk	
Jane Holmes	Safeguarding Trustee	safeguarding@familiesfirststandrews.org.uk	

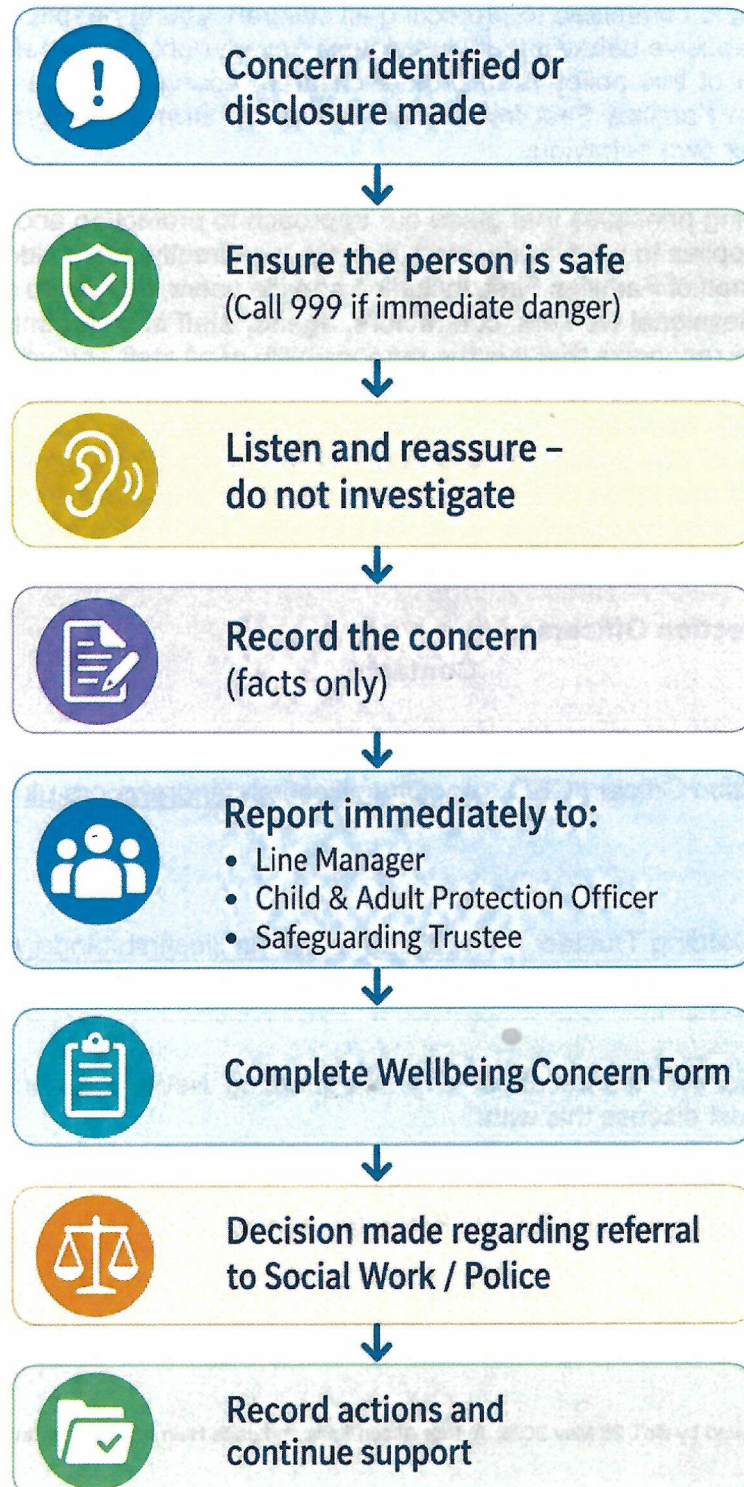
If staff or volunteers are unsure about any safeguarding issue, including physical contact or boundaries, they must discuss this with:

- Their Line Manager.
- Families First Child & Adult Protection Officer.

Safeguarding Reporting Process

Child & Adult Protection Policy

Flow Chart – What To Do



2. Policy statement

- 2.1** This policy will be used as guidance for all child protection, adult protection, safeguarding and wellbeing concerns.
- 2.2** All people acting on behalf of, working for, or having a role within Families First, whether paid or unpaid, are required to abide by the procedures contained in this policy without exception.
- 2.3** Families First will follow the [National Guidance for GIRFEC](#), and [Adult Support and Protection guidance](#).
- 2.4** Families First will also follow [Fife Council's Child Protection](#) and [Adult Protection guidance](#) by:
- Putting the individual at the centre of all that we do.
 - Building and maintaining positive relationships.
 - Making effective assessments and decisions about wellbeing and safety.
 - Sharing relevant information appropriately.
 - Providing early intervention.
 - Supporting staff and volunteers through any safeguarding concern.
- 2.5** Staff and volunteers will not condone, and will always actively challenge, the use of
- Physical punishment.
 - Bullying.
 - Verbal abuse.
 - Threats.
- 2.6** This policy will be applied when any form of abusive behaviour is observed, reported or disclosed.
- 2.7** All staff and volunteers working directly with service users will receive safeguarding training and are required to read this policy.
- 2.8** All service users and/or parents and carers will be given a Child & Adult Protection Summary when they register with Families First. They are required to sign the document to confirm they understand the process.

3. Annual Safeguarding Training Requirement

- 3.1** All staff, Trustees and volunteers are required to complete Safeguarding training during their induction and complete at least one Child & Adult Protection training or update every year.
- 3.2** Training records will be kept by Families First.

4. Whistleblowing

- 4.1** Families First promotes a culture where concerns about practice can be raised safely. If staff or volunteers are concerned about poor practice, unsafe behaviour or safeguarding failures, they are required to raise this through:
- Their Line Manager.
 - Families First Child & Adult Protection Officer.
 - Families First Safeguarding Trustee.
 - Or refer to **Families First Whistleblowing Policy**.

5. Responding to a Disclosure

5.1 If a child, young person or adult discloses abuse, staff and volunteers should:

- Listen carefully.
- Stay calm.
- Reassure them that they did the right thing.
- Be honest about what will happen next.
- Record information accurately.
- Report immediately.

5.2 Do NOT:

- Investigate.
- Ask leading questions.
- Promise confidentiality.
- Interrupt.

5.3 Helpful questions (only if necessary):

- Can you tell me what happened?
- When did this happen?
- Who was involved?

6. Underage Sexual Activity

6.1 If staff become aware of sexual activity involving an individual under the age of 16, this will be considered a safeguarding concern.

6.2 Staff must:

- Record the concern.
- Discuss immediately with Families First Child & Adult Protection Officer.
- Consider risk, exploitation, coercion or power imbalance.

7. Physical Contact and Boundaries

7.1 Physical contact must always be:

- Appropriate.
- Necessary.
- In the best interests of the individual.

7.2 If staff are unsure about appropriate contact, they must discuss this with:

- Their Line Manager.
- Families First Child & Adult Protection Officer.

8. Adult Protection

8.1 Families First also supports adults who may be at risk of harm.

8.2 An adult at risk may be someone who:

- Is unable to safeguard their own wellbeing.
- Is affected by disability, illness or mental health difficulties.
- Is vulnerable to harm or exploitation.

8.3 Types of abuse may include:

- Physical abuse.
- Emotional abuse.
- Financial abuse.
- Neglect.
- Domestic abuse.
- Discrimination.

8.4 All concerns about adults must follow the same reporting procedure outlined in the policy.

9. Types of Abuse (Summary)

9.1 Concerns may include:

- Domestic abuse.
- Physical abuse.
- Emotional abuse.
- Sexual abuse.
- Neglect.
- Human trafficking.
- Child sexual exploitation.

9.2 Staff and volunteers are not expected to be experts but must report concerns.

10. Summary

- 10.1** It is not the responsibility of Families First, its staff or volunteers to carry out investigations.
- 10.2** It is the duty of Families First to keep service users safe and maintain accurate records.
- 10.3** Families First will follow the protocol outlined on the Fife Child Protection website and Adult Protection guidance.
- 10.4** Families First will support staff and volunteers involved in safeguarding concerns.

11. Policy review

- 11.1** Oversight of this policy remains with the Families First CEO and Office Manager who will notify the Board of Trustees of any updates or changes.
- 11.2** Review of this policy will take place every 2 years or sooner if there are changes to local guidelines or legislation. Following an incident, Families First learning will be incorporated.

Signed Families First CEO:



Signed Families First Trustee:



Date: 11th August 2026