Creating Opportunities. Shaping Futures.

Safeguarding and Child Protection Policy

Version 2.2

September 2026

Organisation TD1 Youth Hub (trading name of Eildon West Youth Hub Ltd)	**Registration** Scottish Charity SC022005 | Company SC207926
Registered office 47a Ladhope Vale, Galashiels, TD1 1BW	**Telephone** 01896 752442
Approved by Board of Trustees, TD1 Youth Hub	**Next review** September 2027
Supersedes Safeguarding, Child Protection, Policy and Procedures V1.4 (April 2026)	**Document owner** Child Protection Officer

Contents

1. Mission and commitment
2. Scope and definitions
3. Local contacts (if you have a concern, start here)
4. Roles and responsibilities
5. Safe recruitment and PVG
6. Training and supervision
7. Understanding harm
8. Recognising and responding to concerns
9. Allegations against staff, volunteers and trustees
10. Information sharing and confidentiality
11. Records and retention
12. Communications and online safety
13. Lone working, home visits and transport
14. Safe premises
15. External reporting (Disclosure Scotland, OSCR, funders)
16. Whistleblowing
17. Working with Scottish Borders partners
18. Review and adoption

Annex A: Code of Behaviour for staff and volunteers

Annex B: Decision flowchart

Annex C: Child welfare and protection concern form (backup to Teckle)

Annex D: Glossary of terms

1. Mission and commitment

TD1 Youth Hub is the community youth work organisation serving Galashiels and the wider Scottish Borders. Our anchor strapline, until every young person and family can find their place, their people, and their next step, sets the standard for the relationships we build with the young people who walk through our doors and connect with us in their communities.

Safeguarding is the foundation of everything we do. The young people we work with cannot find their place, their people, or their next step if they are not safe. This policy sets out how TD1 keeps young people safe and how every staff member, volunteer, trustee, and partner contributes to that.

TD1 is fully committed to the rights of children and young people, particularly their right to be protected from harm, abuse, and exploitation, and their right to be involved in any decisions that affect them. This commitment is given effect by the United Nations Convention on the Rights of the Child, incorporated into Scots law through the UNCRC (Incorporation) (Scotland) Act 2024.

TD1 Youth Hub will:

- Ensure every worker understands their legal and moral obligations to protect young people from harm.
- Recruit carefully and check thoroughly, using safe recruitment practice and the PVG scheme.
- Train, induct, and support all workers so they are confident and competent in their safeguarding role.
- Respond to concerns quickly, proportionately, and in line with statutory partners and local procedures.
- Listen to young people, take their views seriously, and keep them informed of decisions about them, where it is safe to do so.
- Share information appropriately to protect young people, including where consent is not required.
- Keep accurate, secure records.
- Work in partnership with Scottish Borders Council, Police Scotland, NHS Borders, schools, families, and the wider third sector.
- Review and update this policy, and learn from practice.

How this policy connects to TD1's values

TD1's five values, Trusted, Responsive, Inclusive, Empowering, Supportive, are not separate from safeguarding. Safeguarding is how those values are made real. We are trusted because young people know we keep them safe. We are responsive because we act when we have concerns. We are inclusive because we make sure every young person has equal access to safety. We are empowering because we help young people speak up. We are supportive because we walk with them through difficult times.

This policy sits alongside our other TD1 policies, including the Code of Behaviour for staff and volunteers (incorporated as Annex A), the Internet and Social Media Policy, the Data Protection Policy, the Whistleblowing Policy, the Lone Working Procedure, the Anti-Bullying Policy, and the Complaints and Grievances Policy. All of these support safeguarding in different ways.

2. Scope and definitions

This policy applies to all of TD1's staff, volunteers, trustees, sessional workers, students on placement, and anyone else acting on behalf of TD1. It applies during TD1 sessions and activities, at off-site events and trips, online, and at any other time when a worker is in contact with a young person in their TD1 role.

TD1 serves young people aged 10 to 26. Different protection routes apply at different ages.

> **Important: protection routes vary by age**
>
> Under 16: Child Protection procedures (Scottish Borders Child Protection Procedures). 16 and 17: typically the Interagency Protocol for Young People's Support and Protection (YPSP, formerly VYP), or Adult Support and Protection where the criteria are met. 18 to 26: Adult Support and Protection where the three-point test is met.

This is a deliberate local divergence. The National Guidance for Child Protection in Scotland 2021 (updated 2023) and the United Nations Convention on the Rights of the Child both define a child as anyone under 18. The Scottish Borders Child Protection Procedures apply only to children under 16. For 16- and 17-year-olds in the Borders, the route is typically Adult Support and Protection or the YPSP protocol. TD1 follows the local routing in practice while keeping the rights-based, child-centred ethos of the National Guidance and UNCRC.

Key terms used in this policy

- **Child:** anyone under the age of 18 (UNCRC), with Scottish Borders Child Protection procedures applying to under 16s.
- **Young person:** used in this policy for those aged 10 to 26 in TD1's services.
- **Adult at risk:** an adult who meets the three-point test under the Adult Support and Protection (Scotland) Act 2007: (a) unable to safeguard themselves; (b) at risk of harm; (c) more vulnerable to harm because of disability, illness, infirmity, or other condition.
- **Worker:** any staff member, volunteer, trustee, sessional worker, student on placement, or other person acting on behalf of TD1, whether paid or unpaid.
- **Regulated role:** a role with children or with protected adults as defined under the Disclosure (Scotland) Act 2020. Most TD1 roles are regulated roles.
- **CPO:** Child Protection Officer. TD1 has a Board CPO (governance and strategic role) and an Operational CPO (operational role), supported by a Deputy Operational CPO.
- **Harm:** physical, sexual, emotional, or psychological harm; neglect; exploitation; or any other ill-treatment that adversely affects a young person's wellbeing.
- **Disclosure:** when a young person tells a worker something that suggests they are being harmed, are at risk of harm, or have been harmed in the past.

A full glossary is at Annex D.

3. Local contacts: if you have a concern, start here

If you are worried about a young person, this is the page to turn to.

If a young person is in immediate danger

Dial 999. Do not wait to consult anyone else first. Tell your line manager and the Operational CPO as soon as you can afterwards.

Step one: tell someone in TD1

Operational Child Protection Officer	Douglas Ormston, CEO douglas@td1.org.uk | 07970 554260
Board Child Protection Officer	Garry Brown, safeguarding@td1.org.uk
Chair (if concern is about a CPO)	Peter Croan peter.croan@gmail.com

Speak to your line manager or directly to the Operational CPO without delay. If the concern is about the Operational CPO, contact the Board CPO. If the concern is about both, contact the Chair.

Step two: external referral if needed

The Operational CPO will usually make any external referral. If the concern is urgent and no CPO is reachable, do not wait. The route depends on the young person's age.

Under 16: Child Protection

Children and Families Duty Social Work	01896 662787 (office hours)
Emergency Duty Team (out of hours)	01896 752111 | edt@scotborders.gov.uk
Child Protection Unit (Galashiels)	01896 664159 | cpu@scotborders.gov.uk
Police Scotland	999 emergency | 101 non-emergency

16 and 17 year olds: YPSP protocol or ASP

Initial advice and referral route	Children and Families Duty 01896 662787 They will direct to the appropriate route (YPSP or ASP)
Out of hours	0300 100 1800
Reference	SBC Interagency Protocol for Young People's Support and Protection (YPSP, formerly VYP), in SBC procedures Section 3

18 to 26: Adult Support and Protection

Adult Support and Protection route	01896 662787 (route through Council Customer Services for adult social work; confirm at point of referral)
Out of hours	0300 100 1800
Three-point test (see Section 2)	(a) unable to safeguard themselves; (b) at risk of harm; (c) more vulnerable because of disability, illness, infirmity, or other condition

All Child Protection Referrals must be made by telephone. The Operational CPO will then complete the SBC Confirmation of Referral Form and Chronology of Significant Events with Analysis (using SBC's current templates) and submit to SBC within the agreed timescale.

Step three: record what you have done

Complete the Child Welfare and Protection Concern Form on Teckle or Annex C, signed and dated. Hand it to the Operational CPO or, in their absence, the Deputy or Board CPO. Keep your record factual: what was said, what was seen, what was done.

4. Roles and responsibilities

Child Protection is everyone's responsibility. Every worker, whatever their role, has a duty to be alert to potential harm, to report concerns, and to act safely. Specific responsibilities sit with specific roles, as follows.

All staff, volunteers, and trustees

- Read and understand this policy and the Code of Behaviour (Annex A).
- Complete all required training (see Section 6).
- Hold current PVG scheme membership where required for the role.
- Observe, record, and report concerns about a young person, or about a colleague's conduct towards a young person, without delay.
- Do not investigate concerns. That is a job for statutory partners.
- Do not promise to keep secrets. Be honest with young people about the limits of confidentiality.
- Look after your own wellbeing. Speak to your line manager or the Operational CPO if you need support.

The Operational Child Protection Officer (CPO)

The Operational CPO is the day-to-day lead for safeguarding in TD1. The role is held by the CEO.

- Receive and assess concerns raised by workers.
- Decide on the response, including external referral where the threshold is met.
- Make telephone referrals to Social Work, Police, or other agencies and complete required paperwork within timescales.
- Liaise with statutory partners through any Inter-Agency Referral Discussion (IRD), Child Protection Planning Meeting (CPPM), Core Group, or Meeting Around the Child (MAC).
- Brief and support staff and volunteers, and ensure they get appropriate support after a difficult disclosure or incident.
- Keep safeguarding records securely.
- Brief the Board CPO on all material concerns.
- Complete Operational CPO training, including the Youth Scotland CPO course, and refresh as required.

The Deputy Operational CPO

The Deputy steps in when the Operational CPO is unavailable, has a conflict of interest, or when an allegation is made against the Operational CPO.

- Hold the same training and authorities as the Operational CPO.
- Cover annual leave, illness, and out-of-hours where practical.
- Take the lead where the Operational CPO has a conflict of interest in a specific case.

The Board Child Protection Officer

The Board CPO is the trustee with strategic and governance responsibility for safeguarding. The role is held by a named trustee.

- Hold the Operational CPO to account for the proper operation of this policy.
- Receive notification of all material concerns, allegations, and external referrals.

- Lead Board oversight of safeguarding, including annual policy review.
- Make any required Disclosure Scotland referral and oversee notifications to OSCR and funders, in line with Section 15.
- Take the lead on any allegation made against the Operational CPO.
- Complete Board CPO training and refresh as required.

The Chair of the Board

- Receive notification where an allegation is made against the Board CPO or where both CPOs have a conflict of interest.
- Approve external communications and statements relating to a serious safeguarding incident.
- Ensure the Board fulfils its safeguarding duties as charity trustees.

The Board of Trustees

- Approve and adopt this policy and any material revisions.
- Receive an annual safeguarding report from the Board CPO.
- Ensure adequate resource is allocated to safeguarding training, support, and external advice.
- Fulfil their duties as charity trustees under the Charities and Trustee Investment (Scotland) Act 2005, including managing serious safeguarding issues and raising concerns with OSCR where appropriate.

5. Safe recruitment and PVG

Safe recruitment is the first line of defence in safeguarding. TD1 follows safer recruitment practice across paid roles, volunteer roles, and trustee recruitment.

Every recruitment process at TD1 will include

- A written job description and person specification that includes safeguarding accountabilities.
- An application form (not a CV alone) that records gaps in employment for discussion at interview.
- A self-declaration form, where applicants can declare any convictions or other relevant matters in confidence.
- Identity verification at interview.
- A structured interview that includes safeguarding-related questions or scenarios.
- At least two references, including the most recent employer where the applicant has worked with children or vulnerable adults. References must include a question on safeguarding.
- A PVG check before the worker starts the regulated role.
- A documented decision to appoint.

PVG and the Disclosure (Scotland) Act 2020

PVG membership is a legal requirement for anyone in a regulated role with children or protected adults, paid or unpaid, under the Disclosure (Scotland) Act 2020. The Act came into force on 1 April 2025. From 1 July 2025, it is a criminal offence to carry out a regulated role without PVG membership. From 1 April 2026, PVG membership is time-limited to five years rather than lifetime, and must be renewed.

TD1 will:

- Not allow any worker to begin a regulated role until PVG membership is confirmed.
- Maintain a register of all workers in regulated roles, their PVG number, and the renewal date.
- Refresh PVG every five years, in line with the new time-limited membership rule.
- Carry out a risk-assessed onboarding where an applicant has declared a previous conviction relevant to the role, with a documented decision.
- Refuse appointment where the applicant is fully listed on the Children's List or Protected Adults' List.

Trustees who have direct contact with young people, or who hold positions of influence in TD1, must hold PVG membership for the regulated roles they are exposed to.

6. Training and supervision

Training is how this policy becomes lived practice. TD1 sets a clear minimum standard for safeguarding training and supports workers beyond that minimum as their role requires.

Minimum training standard

- **All staff and volunteers** complete Child Protection Awareness Training. This is completed on induction (before independent contact with young people) and refreshed periodically.
- **At least two members of TD1** hold Child Protection Officer training at any time. In practice this is the Operational CPO and the Deputy Operational CPO, with the Board CPO also encouraged to hold equivalent training.

Beyond the minimum, TD1 invests in further training where it supports workers in their roles. This includes Adult Support and Protection awareness, GIRFEC, trauma-informed practice, online safety, exploitation awareness, and other Youth Scotland Trusted Adult modules. The Operational CPO maintains a training log for every worker and reviews it annually.

A worker whose required Child Protection Awareness Training has lapsed will not be permitted to carry out their regulated role until training is up to date.

Supervision and support

Safeguarding work is emotionally demanding. TD1 supports workers through:

- Regular line management supervision.
- Reflective practice sessions for teams working with high need (Early Steps, Detached, Pathways).
- Immediate debrief after a disclosure or serious incident.
- Access to external support where needed.
- Recognition that workers can also be affected by what they see and hear, and may need their own support.

7. Understanding harm

Harm can take many forms. Understanding the categories helps workers recognise concerns. This section gives short, plain definitions and points to where to find more detailed indicators.

Indicators are prompts, not diagnoses

An indicator might suggest something is wrong. It is not, by itself, proof. The right response to noticing something is to talk to your line manager or the Operational CPO, not to assume what is happening. Many indicators can have other explanations, including poverty, bereavement, illness, or change in family circumstances.

Categories of harm

Physical abuse

Deliberate physical harm, including hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing physical injury. May also include fabricating or inducing illness in a child.

Sexual abuse

Forcing or enticing a young person to take part in sexual activities, whether or not they are aware of what is happening. Includes contact and non-contact activities, looking at sexual images, grooming online or in person, and exposure to sexual behaviour.

Emotional abuse

Persistent emotional ill-treatment that causes severe and lasting effects on a young person's emotional development. Includes conveying to a young person that they are worthless, unloved, inadequate, or valued only insofar as they meet another person's needs.

Neglect

Persistent failure to meet a young person's basic physical, emotional, educational, or developmental needs. Includes failure to provide adequate food, clothing, shelter, supervision, medical care, or emotional warmth. Neglect can co-occur with poverty but is not the same as poverty.

Child sexual exploitation (CSE)

A young person is given something (gifts, status, money, drugs, somewhere to stay, affection) in return for sexual activity. The young person may believe they are in a relationship or that they are giving consent. Often involves grooming and may include online contact.

Child criminal exploitation (CCE) and county lines

A young person is used to carry, store, or deal drugs, hold weapons, commit theft, or take part in other criminal activity, often through coercion, grooming, or threat. The young person may travel to other areas (county lines).

Online harms

Includes online sexual exploitation, grooming, indecent images, sexting and sextortion, cyberbullying, harmful online challenges, exposure to extremist or violent content, and the use of online platforms to recruit a young person into criminal or sexual exploitation.

Domestic abuse

Living with or witnessing domestic abuse is a form of harm to a young person, whether or not they are directly targeted. Includes coercive control between adults in the household.

Mental ill health, self-harm, and suicidal ideation

A young person experiencing severe mental ill health, self-harming, or expressing thoughts of suicide is a safeguarding concern. The threshold for action is when there is risk to life or significant harm. Routine mental health support, where there is no immediate risk, is part of TD1's wider supportive work rather than a child protection matter.

Harmful sexual behaviour between young people

Sexual behaviour displayed by a young person that is harmful to themselves or to others. May indicate that the young person displaying the behaviour has been harmed themselves.

Radicalisation

A young person being drawn into extremist ideology, including by online networks. TD1 works within the Prevent duty framework where this is identified.

Trafficking

A young person moved within or into Scotland for the purpose of exploitation, including sexual exploitation, criminal exploitation, forced labour, or domestic servitude.

Female genital mutilation, forced marriage, honour-based abuse

All are serious harms, all are illegal in Scotland, and all require prompt referral. Any concern that a young person has experienced, or is at risk of, FGM must be reported without delay through the safeguarding routes in Sections 3 and 8. If someone is in immediate danger, call 999.

Bullying, discrimination, and hate

Sustained bullying or hate-based abuse (on grounds of race, religion, sexual orientation, gender identity, disability, or any other characteristic) is harm. TD1 has a separate Anti-Bullying Policy that sits alongside this one.

Detailed indicators for each category, and current Scottish Borders local protocols (CSE Procedure, Domestic Abuse Pathway, Neglect Toolkit, Schedule 1 Disclosures Protocol, Child Trafficking, Children Affected by Parental Drug or Alcohol Use) are available from the Scottish Borders Child Protection Procedures website at www.sb-cpc-procedures.org.uk. Workers do not need to remember every indicator. They need to remember to report what concerns them, and to whom.

8. Recognising and responding to concerns

There are three main ways a worker becomes aware of a concern: what you observe, what you are told, and what is shared with you by others.

What you observe

Changes in a young person's presentation, behaviour, mood, attendance, appearance, or relationships can all be signals. So can what you see in their family or in the wider community context. Trust your judgement. If something doesn't sit right, raise it.

What a young person tells you (disclosure)

When a young person tells you something that concerns you, the way you respond matters.

Do

- Listen. Take what they are saying seriously.
- Stay calm. Your response can affect how safe they feel to keep talking.
- Use open questions, for example 'tell me more', 'what happened next', 'how did that feel'.
- Reassure them that telling you was the right thing to do.
- Be honest about confidentiality. Tell them you will need to share what they have told you with the Operational CPO, and possibly with Social Work or Police, because you have a duty to keep them safe.
- Write it down as soon as you can, in their own words where possible. Log the concern on Teckle, TD1's database system. The paper form at Annex C is available as a backup if you cannot access Teckle at the time.
- Report to the Operational CPO without delay.

Do not

- Promise to keep secrets.
- Ask leading questions, for example 'did your dad hit you', 'was it Mr [name]'.
- Ask 'why' questions, which can make a young person feel they are being blamed.
- Investigate. Your role is to listen, record, and refer, not to find out what happened.
- Discuss the matter with colleagues other than your line manager and the Operational CPO.
- Contact the family without first agreeing this with the Operational CPO.
- Delete or hide a record of the conversation.

What is shared with you by others

A worker may be told by a parent, a peer, another professional, or an anonymous source. Treat what you are told seriously, record it, and pass it to the Operational CPO. The Operational CPO will decide on the response.

Acting on the concern

The flowchart at Annex B sets out the decision steps. In summary:

1. Note what you have seen or been told as soon as possible. Concerns should be logged on the Teckle database system, which is TD1's primary record of safeguarding concerns. If you cannot access Teckle at the time, use the paper form at Annex C as a backup and transfer to Teckle as soon as possible.

2. Speak to the Operational CPO (or Deputy if the Operational CPO is unavailable) without delay. If the concern is about the Operational CPO, contact the Board CPO.
3. The Operational CPO will decide whether the threshold for external referral is met.
4. If the threshold is met, the Operational CPO will make a telephone referral using the local routes in Section 3, followed by the Confirmation of Referral Form and Chronology.
5. If the threshold is not met, the Operational CPO will decide on the appropriate alternative response (continued monitoring, multi-agency Meeting Around the Child, support through TD1's own services, escalation to the Lead Professional if the young person has one).
6. Record the decision and its reasons.
7. Keep the young person informed in an age-appropriate way of what is happening, where it is safe to do so.
8. Look after yourself. Speak to your line manager about any support you need.

If you cannot reach the CPO and the concern is urgent

Do not wait. If a young person is in immediate danger, dial 999. If there is risk of harm but no immediate emergency, contact Children and Families Duty Social Work directly on 01896 662787, or out of hours the Emergency Duty Team on 01896 752111. Tell the CPO as soon as you can afterwards.

9. Allegations against staff, volunteers, and trustees

When the concern is about a TD1 worker's behaviour towards a young person, the safety of the young person is the paramount consideration. This section sets out how TD1 handles such allegations.

Principles

- The welfare of any young person involved comes first.
- Child Protection processes take precedence over any disciplinary process or complaints procedure. We address safety first, then anything else.
- The worker involved is entitled to a fair process, support, and to be treated with respect, regardless of the outcome of any investigation.
- Confidentiality is maintained as far as possible, balanced with the duty to share information for safeguarding.
- Decisions are recorded throughout.

How an allegation will be handled

1. Any worker becoming aware of a concern about a colleague's conduct towards a young person must record and report it without delay to the Operational CPO, or to the Board CPO if the concern is about the Operational CPO.
2. The Operational CPO (or Board CPO, as appropriate) will make an immediate assessment of risk to any young person and will decide on precautionary measures. These may include suspension from regulated activity on a non-disciplinary, precautionary basis, change of duties, or supervised contact. Precautionary measures are not a finding of guilt.
3. The Board CPO is notified immediately and the Chair is informed.
4. Where the threshold for Child Protection or Adult Protection referral is met, the Operational CPO makes the referral to Social Work and Police using the local routes in Section 3. The IRD will lead from there.
5. Where the threshold is not met but the worker's conduct gives rise to concern, TD1 will still notify the worker's regulatory body or, where the worker holds a regulated role, will consider whether to refer to Disclosure Scotland.
6. Where the worker's conduct in their private life raises a concern relevant to their role with young people, TD1 will consider through the IRD or, if no IRD, through a senior team discussion whether to act on it. Conduct outside TD1 can be a safeguarding concern.
7. The Board CPO leads on the Disclosure Scotland referral duty. See Section 15.
8. The Chair leads on reporting concerns to OSCR where appropriate. See Section 15.
9. The CEO leads on funder notification where grant terms require it. See Section 15.
10. HR processes (disciplinary investigation, hearing, decisions) run separately from the safeguarding process but are coordinated so that decisions are made on the right basis. External HR advice may be sought where appropriate.
11. The worker subject to the allegation is told what is known about the concern (so far as is consistent with the safeguarding process), is informed of their rights, and is offered support.
12. Any young people involved are supported, with their views sought and represented in line with Section 8.
13. Once the matter is concluded, the Board CPO leads a brief learning review and documents lessons for TD1's practice.

Allegations against a Child Protection Officer or trustee

Where an allegation is made against the Operational CPO, the Board CPO leads. Where the allegation is against the Board CPO, the Chair leads. Where the allegation is against the Chair or a trustee, the Vice Chair or another senior trustee leads, and external advice will be sought.

10. Information sharing and confidentiality

Sharing information appropriately is essential to keeping young people safe. The principles in this section apply to all TD1 workers.

The starting principle

> **Consent is not required to share information for safeguarding**
>
> Data protection law does not prevent sharing information where there is a child or adult protection concern. The welfare of the young person is the paramount consideration. Seeking consent may place the young person at increased risk. In doubt, share with the Operational CPO and seek advice. Do not delay a child protection referral while seeking advice on information sharing.

Confidentiality, in three strands

- **Young people** have a right to a youth space that is safe, where they can express their feelings and concerns and where their privacy is respected. This right is balanced with workers' duty to act where there is a safeguarding concern.
- **Workers** should understand that young people may share information they expect to be kept private, and that workers may need to share it. Workers also have to disclose information about themselves where required (for example, on PVG and in self-declaration).
- **Parents and carers** may share information about a young person in confidence with TD1. That information is handled per this policy and the Data Protection Policy.

Six principles for safe information sharing

When sharing information in a safeguarding context, the information should be:

- Necessary for the safeguarding purpose.
- Proportionate to the concern.
- Relevant to what is being discussed.
- Accurate.
- Timely.
- Secure (recorded and stored properly, shared via secure means).

Restricted access information

Some information shared by statutory partners (for example, during an IRD or CPPM) is Restricted Access Information. This may include information that could identify a third party, information about an individual not known to family members, or information that could place someone at risk. Restricted Access Information must not be shared further without the provider's explicit permission. The Operational CPO will brief any TD1 worker attending an IRD or CPPM on these rules.

Data Protection

This policy is consistent with the Data Protection Act 2018 and UK GDPR. The principles of lawfulness, fairness, transparency, purpose limitation, data minimisation, accuracy, storage limitation, integrity, confidentiality, and accountability all apply. For full detail see TD1's separate Data Protection Policy.

11. Records and retention

Good records protect young people, workers, and the organisation. They support multi-agency working, enable learning, and provide evidence if needed in future.

Recording principles

- Record concerns as soon as possible after the event.
- Concerns are logged on Teckle, TD1's database system. Teckle is the primary safeguarding record.
- The paper form at Annex C is a backup for use when Teckle is not accessible at the time. Any backup paper record is transferred to Teckle as soon as possible.
- Be factual, concise, and clear. Distinguish between what was seen or heard (fact) and what you think it means (opinion).
- Record the young person's own words where possible.
- Record actions taken, decisions made, and reasons.
- Sign and date your record.
- For young people who are the subject of ongoing safeguarding work, Teckle holds the running chronology of significant events. Where TD1 is contributing to a multi-agency Chronology of Significant Events with Analysis for an IRD or CPPM, the Operational CPO prepares this in the SBC-required format from the Teckle record.

Storage and access

- Safeguarding records on Teckle are access-controlled.
- Access is limited to the Operational CPO, Deputy CPO, Board CPO, and (where appropriate to their role) the line manager and CEO.
- Records may be requested by Social Work, Police, courts, OSCR, regulators, and (in some circumstances) the young person or their family. Any such request is handled by the Operational CPO in consultation with the Board CPO.

Retention periods

Record type	Minimum retention
Child protection concern records and referrals	**Until the subject reaches age 25; longer for serious matters**
Allegations against worker records	**Ten years from end of employment; longer if related to a child protection matter**
PVG and safer recruitment records	**Duration of employment plus six years**
Training records	**Duration of employment plus six years**
General session and attendance records	**As required by funder terms (typically six years)**

Retention periods reflect the recommendations of the Independent Inquiry into Child Sexual Abuse (IICSA) and current sector practice. Where in doubt, retain rather than destroy. Records are reviewed by the Operational CPO annually and a decision recorded for any disposal.

12. Communications and online safety

How TD1 workers communicate with young people, including online, is part of safeguarding. This section sets out how it works in practice. The Internet and Social Media Policy provides further operational detail.

The young people TD1 works with communicate through social media direct messaging far more than through calls or texts. The policy reflects this reality, while making sure the safeguards are tight. The principle is: workers use TD1's official accounts only, never personal accounts. Everything is visible, recorded, and capable of being audited.

Permitted channels

- TD1 email, for parents, carers, partners, and young people aged 16 plus where appropriate.
- TD1 work mobile phone for calls and text messages.
- TD1's official social media accounts (currently Facebook and Instagram) for group posts and content.
- Direct messaging through TD1's official Instagram and Facebook Messenger accounts, with the controls set out below.

Direct messaging through TD1's official accounts

TD1's official Instagram and Facebook Messenger accounts may be used for direct contact with young people. This is the channel young people actually use, and a blanket prohibition would simply push communication to less safe alternatives. The control framework that makes this safe is:

- Master credentials for all TD1 official accounts are held by the Operational CPO. Any TD1 account can be accessed and audited by the Operational CPO at any time.
- Workers use only TD1's official, branded accounts. Personal accounts must never be used to contact, follow, or message a young person.
- Message history must be preserved. Workers must not delete message threads with young people. Instagram and Facebook Messenger both retain history by default; this must not be overridden.
- Any concerning message received from a young person must be reported to the Operational CPO without delay. Preserve relevant messages in line with the instructions under “Responding to harm encountered online” below.
- Workers do not send anything by direct message that they would not be comfortable being read by the young person's parent, a colleague, or the Operational CPO.
- Direct messaging should be at reasonable hours. Outside of urgent safeguarding need, workers should not send messages late at night or at times that suggest an inappropriate personal relationship.
- Group chats and one-to-one threads must remain within professional bounds. If a thread starts to feel like a personal friendship, the worker speaks to their line manager.

Prohibited

- Use of a worker's personal social media account to follow, friend, or message a young person.
- Direct messaging young people from personal Instagram, Snapchat, TikTok, WhatsApp, or any other personal account.
- Sharing the worker's personal phone number, personal email, or personal social media handle with a young person.
- Deleting messages or message threads with a young person on a TD1 official account.
- Setting up unofficial TD1 accounts or accounts in a worker's name that purport to be TD1.
-

Photographs and video at TD1 activities

Photographs and video of young people during TD1 activities are an important part of how we celebrate our work, share with parents and carers, communicate with funders, and tell TD1's story on social media. The framework below makes this work safely.

Consent

- Photography and filming of young people under 16 at TD1 activities requires written consent from a parent or carer, recorded on TD1's online membership form. The membership form is completed on registration and renewed periodically.
- Young people aged 16 and over give consent themselves on the membership form, in line with the Age of Legal Capacity (Scotland) Act 1991.
- Consent is granular: a parent, carer or young person may consent to internal use only, to use on TD1's Facebook and Instagram accounts, to TD1's website, to funder reporting, and to local media, and may consent to some but not all of these.
- Consent can be withdrawn at any time. TD1 will remove future use of the relevant images and, where reasonably possible, remove existing images from current TD1 platforms.
- Where a young person without parental consent is in the background of a planned photograph or video, the worker frames the shot to exclude them, or chooses a different shot.

Capturing photographs

The reality is that most TD1 photographs of activities are taken by workers on their own phones, because that is what is to hand. The policy permits this, with clear rules to prevent images persisting on personal devices.

- Workers may use their personal phones to capture photographs and video at TD1 activities, where consent is in place for the young people involved.
- Photographs taken on a personal phone must be uploaded to TD1's shared Drive or designated folder as soon as practicable after the session, and within seven days at the latest.
- Once uploaded, the worker must delete the original photographs from their personal phone, including from the device's deleted items folder and from any personal cloud backup (iCloud, Google Photos, Dropbox).
- Workers must not store photographs of young people on personal devices, personal cloud accounts, or personal social media for any longer than is needed for prompt upload.
- Workers must not edit, share, or post photographs of young people from their personal accounts. All posting to TD1's official Facebook and Instagram accounts is done through the TD1 accounts, not from personal handles.
- Workers must not photograph a young person in a context that could be misinterpreted: bathroom or changing room, on residentials in sleeping areas, or in any one-to-one private setting.

Posting to TD1's accounts

- Posts featuring young people are published only through TD1's official Facebook and Instagram accounts.
- Posts identify young people by first name only, where naming is needed at all. Surnames, schools, addresses, ages, and other identifying details are not used.
- Where a post includes a young person, the consent must be on file for the use being made. Cross-check with the membership form record before posting if unsure.
- The Operational CPO has oversight of TD1's social media activity and may require any post to be removed.

Responding to harm encountered online

- If a young person discloses online harm (grooming, sextortion, exposure to harmful content), respond per Section 8. Do not investigate the online platform yourself. Report to the Operational CPO and external partners as needed (Police Scotland for criminal matters; CEOP for online child exploitation).
- If a worker encounters concerning content from or about a young person on a TD1 official channel, report it to the Operational CPO without delay. Preserve relevant messages and account details. Do not screenshot, download, copy or forward sexual images or videos of anyone under 18, or where their age is uncertain. Do not seek out or view further images. Seek prompt advice from Police Scotland about handling the material and follow their instructions.
- AI-generated content (deepfakes, manipulated images, AI-generated sexual content involving young people) is treated as seriously as any other form of harm and reported through the same routes.

13. One-to-ones, lone working, home visits, and transport

TD1's work includes many settings where a worker is alone with a young person or in a private space. This section sets out how this is done safely. The Lone Working Procedure provides further operational detail.

One-to-one work with young people

One-to-one support is a core part of how TD1 works. It happens in schools, in TD1's building, in community settings, and sometimes in young people's homes. The principle is that one-to-ones happen in settings where there is visibility, supervision, or public presence, not in private isolated spaces.

Acceptable settings for one-to-ones include:

- In Galashiels Academy and other schools: in spaces where school staff or other people are nearby. School safeguarding arrangements apply alongside TD1's. TD1 workers are visitors and follow the host school's policies.
- At TD1 (47a Ladhope Vale): in rooms where colleagues are usually present in the building, with CCTV covering communal areas, and with the Operational CPO or Office Manager aware that a one-to-one is taking place.
- In community settings: cafes, parks, community centres, and other public spaces where there is general public visibility and the worker is not isolated with the young person.

One-to-ones must not take place in:

- A worker's home.
- A young person's bedroom (if a home visit is being made, this would happen in a communal living area; see Home Visits below).
- A worker's vehicle as a setting for the conversation (transport is covered separately).
- Any isolated or hidden setting where there is no visibility, supervision, or public presence.

For each one-to-one, the worker:

- Plans the session in advance and records it in their shared TD1 diary, with the young person's initials and the venue (for example, J.S. at Galashiels Academy, or M.K. at TD1). The shared diary is the standing record of who is meeting whom, where, and when.
- Records the session afterwards on Teckle, including focus of discussion and any concerns raised.
- Speaks to their line manager about any disclosure, concern, or shift in the relationship that arose.

Lone working more generally

Where a worker is operating without colleagues nearby (detached streetwork, home visits, off-site one-to-ones), the lone working rules apply.

- Plan ahead. Lone working is logged in the worker's shared TD1 diary with the young person's initials and the venue, and the line manager is aware. This gives colleagues visibility of where every worker is and who they are with.
- Use a TD1 work phone or device. Keep it charged and accessible.
- Dynamic risk assessment. If a situation feels unsafe at the time, leave and contact your line manager.
- Debrief. Speak to your line manager after any lone working session that raised concerns.

Home visits

- Home visits are planned with the line manager and recorded in the worker's shared TD1 diary with the young person's initials and the venue. The purpose, expected duration, and any known risk factors are recorded in advance.

- Two workers attend where possible, particularly on first visits or where risk indicators are present (recent domestic incident, presence of an adult known to pose risk, escalating situation).
- If you do not feel safe to enter, do not enter. Leave and discuss with your line manager.
- Home visit interactions happen in communal living areas, not bedrooms or other private rooms.

Transporting young people

Transport of young people happens regularly in TD1's work. A worker may drive a young person home after a one-to-one, drop young people home after a trip or activity, or transport a young person between TD1 and another setting. Pretending otherwise would create a policy that workers ignore. The approach is to plan and document transport so it is safe, not to prohibit what is operationally necessary.

Standard rules for transport

- Transport is planned in advance with the line manager. End-of-session decisions to drive a young person home should be the exception, and should be reported to the line manager the same day with the reason recorded.
- Two workers in the vehicle is the default for any planned transport. Where this is not possible, lone-worker transport is permitted with line manager approval and the safeguards below.
- Consent for transport sits with the membership form: parental or carer consent for under-16s, and the young person's own consent for 16 and over.
- A note of who was transported where is made on the session evaluation notes (which young people, by which worker, to which destination). This is TD1's standing transport record.
- On arrival, the young person is handed over safely. For under-16s, this means a parent, carer, or known responsible adult is at the address. For 16 and 17 year olds, the worker confirms the young person is safely at the address before leaving.
- TD1 vehicles, driver licences, MOTs, insurance (including business use cover for personal vehicles used for TD1 transport), and any other relevant documentation are checked and current. The Office Manager maintains the register.

Where a lone worker is transporting a young person

Sometimes a second worker is not available, particularly at the end of a session or after a trip when staff are dispersing. The minimum safeguards for lone-worker transport are:

- The young person sits in the rear seat, not the front passenger seat, unless there is a specific reason recorded with the line manager.
- The worker tells the line manager or a nominated TD1 colleague at the start and end of the journey, by message or in person.
- The route is direct. No stops other than for safety reasons.
- The journey is captured in the session evaluation notes as above.
- If the young person makes a disclosure or raises a significant concern during the journey, the worker continues the journey safely and reports to the Operational CPO as soon as practical.

Trip drop-offs

- Where a trip or activity ends with multiple young people needing to be transported home, two workers in the vehicle is the standard arrangement. The drop-off route is planned in advance.
- The last young person on the route is not left alone in the vehicle with a single worker for longer than necessary. Where possible, the route is planned so the last drop-off has two workers present, or the second worker drops the last young person off separately.
- Where this cannot be avoided, the lone-worker transport safeguards above apply.

Dual roles in small communities

In a small town like Galashiels and across the Borders, a worker may also be a neighbour, a friend's parent, a coach in another setting, a relative, or a known figure in another role. These dual roles are common and not in themselves a problem, but they can create the risk of misperception or of conflict of interest. Workers must:

- Tell the line manager and the Operational CPO about any dual role with a young person at TD1.
- Record the dual role on TD1's records so it is documented.
- Step away from a specific piece of work where the dual role creates a conflict of interest, with a colleague taking over.
- Not invite a young person from TD1 to a worker's home (this rule applies regardless of dual roles).

14. Safe premises

TD1 owns its building at 47a Ladhope Vale, which is at the heart of how the team works with young people. The building is safeguarded through:

- Door entry control during sessions and outside session times.
- Visitor sign-in and challenge of any unknown adult on the premises.
- Rooms used for one-to-one work are visible from other occupied areas of the building, covered by CCTV in communal areas, and used with the knowledge of colleagues.
- Separation between staff-only areas and young people's spaces.
- CCTV in line with the published CCTV signage and Data Protection Policy.
- Health and Safety arrangements per the separate Health and Safety Policy.
- Regular Premises walkround by a designated senior staff member.

Off-site venues (Stow Town Hall, Tweedbank Community Centre, schools, partner venues) are risk-assessed before use. Detached and streetwork settings are covered by the Lone Working Procedure and the detached team's session planning process.

15. External reporting

Beyond Social Work and Police referrals (which are operational), TD1 has reporting duties to other bodies. These are set out here.

Disclosure Scotland

Three-month referral deadline

Under the Disclosure (Scotland) Act 2020, where the criteria for referral to Disclosure Scotland are met, the referral must be made within three months. Failure to do so is a criminal offence. The Board CPO leads on Disclosure Scotland referrals.

The duty to refer to Disclosure Scotland arises where:

- An individual in a regulated role harms a child or protected adult, or places them at risk of harm.
- TD1 takes (or would have taken) disciplinary action to remove the worker from the regulated role.
- The conduct involves pornography, sexual conduct involving a child or protected adult, or inappropriate medical treatment of a child or protected adult.

The duty applies to paid and unpaid workers. It applies even if the worker has resigned, retired, or is disputing the dismissal. It applies regardless of whether police or social work proceedings result.

The Board CPO completes the Disclosure Scotland referral form (available from disclosurescotland.gov.uk) and retains a copy with TD1's safeguarding records. The Chair is informed.

OSCR Notifiable Events

The Chair and Board CPO oversee TD1's response to serious safeguarding issues. Where a serious issue cannot be resolved, or has not been dealt with satisfactorily, they report it to OSCR through its Raise a Concern process. Decisions and actions are recorded. This does not replace referrals to Police Scotland, Social Work or Disclosure Scotland, or notifications required by funders.

Funder notification

Many of TD1's funders include safeguarding clauses in grant agreements that require notification of serious safeguarding incidents. The CEO is responsible for funder notifications. A list of funders with notification clauses is maintained as part of the safeguarding records.

Other regulators and professional bodies

Where a worker holds a regulated profession (for example, registered social worker, teacher, nurse), TD1 will notify the relevant regulatory body where the conduct concerns their professional standing. The Board CPO leads on these notifications.

Scottish Borders Learning Review participation

Where a young person involved with TD1 is the subject of a Scottish Borders Learning Review, TD1 will participate fully. The CEO leads on TD1's involvement, supported by the Operational CPO.

16. Whistleblowing

TD1 wants any worker who has concerns about safeguarding, conduct of colleagues, financial impropriety, or any other matter of public interest to be able to raise those concerns without fear of detriment.

TD1 will protect staff, volunteers and trustees from retaliation for raising a genuine safeguarding concern, even if it turns out to be unfounded. Statutory whistleblowing protection applies where the individual and disclosure meet the relevant legal requirements; volunteers and trustees are not automatically covered.

Internal routes

- Your line manager.
- The Operational CPO.
- The Board CPO (if the concern is about the Operational CPO or another senior figure).
- The Chair (if the concern is about the Board CPO or another trustee).

External routes

- Protect (the whistleblowing charity, formerly Public Concern at Work): protect-advice.org.uk.
- OSCR (for matters relating to TD1's status as a charity).
- Police Scotland (for criminal matters).
- ACAS (for employment-related concerns).

TD1 will not subject any worker to detriment for raising a genuine concern in good faith. Full detail is in the separate TD1 Whistleblowing Policy.

17. Working with Scottish Borders partners

TD1 works in active partnership with Scottish Borders Council, NHS Borders, Police Scotland, Galashiels Academy and other schools, and a wide range of statutory and third sector partners. Some specific points about how TD1 fits into multi-agency safeguarding.

GIRFEC and SHANARRI

TD1 operates within the Getting It Right For Every Child (GIRFEC) framework, which is the national model for children's services in Scotland. The SHANARRI wellbeing indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included) are the shared language used to assess and discuss young people's wellbeing across agencies. TD1 staff are trained in GIRFEC and use SHANARRI in our own assessment thinking.

Inter-Agency Referral Discussions (IRDs)

Where Social Work, Police, or Health initiate an Inter-Agency Referral Discussion about a young person who is significantly involved with TD1, a TD1 representative may be invited to participate. The Operational CPO (or Deputy or Board CPO) attends. The TD1 representative comes prepared with all relevant TD1 information, is briefed on Restricted Access Information rules, and is empowered to make decisions on behalf of TD1 within the IRD.

Child Protection Planning Meetings (CPPMs)

Where TD1 is significantly involved with a young person whose name is on or being considered for the Child Protection Register, TD1 will be invited to provide a written report and attend the CPPM. Reports are submitted to the Public Protection Unit in the SBC-required format, within the SBC timescale (seven calendar days before an Initial CPPM, ten before a Review CPPM). The Operational CPO leads. Senior team support is available where the case is complex.

Core Groups

Where TD1 is part of a Core Group for a young person on the Child Protection Register, TD1 contributes to the Child Protection Plan and meets the expectations of the Core Group, including regular contact, contribution to the multi-agency Chronology of Significant Events, and reliable communication between meetings.

Meeting Around the Child (MAC)

TD1 is often a continuing relationship for a young person after statutory involvement steps down. We participate constructively in Meetings Around the Child where invited, and we maintain alertness to any re-emergence of risk.

Position of trust referrals

Where the concern is about a person in a position of trust over a young person (TD1 worker, school staff, sports coach, faith leader, foster carer), this is always considered for IRD under SBC procedures. TD1 cooperates fully with such investigations and supports any young people involved.

Sharing information with partners

TD1 follows the Pan-Lothian and Borders Partnership General Protocol for Sharing Information. The Operational CPO leads on multi-agency information sharing. See Section 10 for the broader principles.

18. Review and adoption

This policy is reviewed every twelve months by the Board CPO and Operational CPO, with formal re-approval by the Board.

An interim review is triggered by any of the following:

- Significant change in relevant legislation or national or local guidance.
- A serious safeguarding incident involving TD1.
- A Scottish Borders Learning Review with relevant findings for TD1.
- Material change to TD1 services (new programmes, new age groups, new delivery models).
- A clear gap identified through staff or volunteer feedback, supervision, or audit.

Version control and publication

Every version of this policy carries a version number and date of adoption. Superseded versions are retained for reference. The current version is published on TD1's website and shared with all staff, volunteers, and trustees on adoption and on each review.

Acknowledgement

This policy draws on the National Guidance for Child Protection in Scotland 2021 (updated 2023), the Scottish Borders Multi-Agency Child Protection Procedures (December 2025 version), Youth Scotland's Youth Work Essentials, YouthLink Scotland sector guidance, Disclosure Scotland published material, and OSCR guidance.

Approval

Approved by Board of Trustees, TD1 Youth Hub	**Date of approval** 3rd September 2026
Signed (Chair) Peter Croan	**Signed (Board CPO)** Garry Brown
Operational CPO Douglas Ormston	**Next review by** September 2027

Annex A: Code of Behaviour for staff and volunteers

This Code of Behaviour sets out how TD1 workers behave when working with young people. Every worker reads, understands, and agrees to this Code before they begin work with young people. The Code is reviewed annually.

How we treat young people

- Treat every young person with dignity and respect, whatever their background, identity, beliefs, or behaviour.
- Listen to young people. Take their views seriously.
- Keep young people informed about decisions that affect them, in a way that fits their age and understanding.
- Be honest. Do not promise what you cannot deliver. Be honest about the limits of confidentiality.
- Recognise and respect difference. Inclusive practice is at the heart of who we are.
- Adapt your approach to the young person, not the other way round.

How we work

- Plan sessions and activities. Risk-assess in advance.
- Aim for two adults at every session. Where this is not possible (for example, a one-to-one piece of work), make sure the line manager knows and the work is visible to colleagues.
- Where possible and appropriate to the group, aim for a gender-balanced staffing team. The aim is the comfort and safety of the young people, not a fixed rule.
- Keep records of what you do, including attendance, significant events, and concerns.
- Use TD1 equipment, devices, and channels for work. Personal accounts are off limits for work contact with young people.
- Dress and behave in a way that fits the youth work context.
- Look after yourself. Take supervision seriously. Ask for support when you need it.

Physical contact

- Physical contact with young people is sometimes appropriate (a handshake, a high five, a hand on the shoulder, supporting a young person who is upset) and sometimes essential (first aid).
- All physical contact is open, non-private, proportionate to the situation, and based on what the young person finds appropriate, not the worker.
- Take particular care with young people who may interpret physical contact differently because of their experience or needs.
- One-to-ones happen in settings with visibility, supervision, or public presence: in schools where staff are nearby, in TD1 with colleagues present and CCTV in communal areas, or in public community spaces. Not in private isolated settings. See Section 13.

Boundaries you must hold

- Do not develop a personal or romantic relationship with any young person.
- Do not give your personal phone number, personal social media handle, personal email, or personal account details to a young person. All work contact uses TD1 channels only (see Section 12).
- Do not use your personal social media accounts to follow, friend, or message young people.
- Do not delete TD1 messages or message threads with young people.

- Do not store photographs of young people on personal devices, accounts, or cloud backups beyond the time needed for prompt upload to TD1's shared folder (see Section 12).
- Do not give or accept significant gifts.
- Do not invite a young person into your home.
- Do not transport a young person without the planning and safeguards in Section 13.
- Do not consume alcohol or take drugs at any time when working with young people, including residentials and trips.
- Do not work with young people if you are unwell to the point that your judgement could be affected.
- Do not engage in physical or verbal behaviour that is intimidating, demeaning, or humiliating.

If you notice changes in a working relationship

Sometimes a working relationship with a young person can shift in ways that don't sit right. The young person may become particularly attached, may share things that suggest they see the relationship as more than it is, or may approach the worker outside the work context. The responsibility for noticing this and acting on it is the worker's, not the young person's.

- If you notice that your working relationship with a young person is changing in ways that could be misinterpreted, share this with your line manager promptly.
- If a young person appears to be developing feelings towards you, tell your line manager promptly. Do not handle it alone.
- Your line manager will help you think through how to respond, which may include adjusting roles or seeking advice from the Operational CPO.

Dual roles

In a small town, you may also be a friend's parent, a neighbour, or hold another role with the young person outside TD1. See Section 13 for the rules. The basic point is: tell your line manager, record the dual role, and step back from work where there is a conflict.

Drugs, alcohol, and tobacco

- Workers do not use alcohol or illegal drugs at any time during work with young people, including during off-site trips, residentials, and travel.
- Smoking and vaping are not permitted in the presence of young people.
- Workers must not be under the influence of alcohol, illegal drugs, or any other substance that affects their judgement during work.

Acknowledgement

Every worker signs to confirm they have read, understood, and agreed to this Code on starting with TD1, and on each annual review. A breach of this Code may result in disciplinary action, up to and including dismissal.

Annex B: Decision flowchart

A worker has a concern about a young person. What happens next?

1	**Notice and record** Log what you have seen, heard, or been told on Teckle, TD1's database system. If you cannot access Teckle, use the paper form at Annex C as a backup and transfer to Teckle as soon as possible. Stay factual.
2	**Speak to the Operational CPO** Without delay. If unavailable, the Deputy. If the concern is about the Operational CPO, the Board CPO. If about both, the Chair.
3	**CPO assesses the threshold** Is the concern at the level requiring external referral? Decision is recorded.
4	**If yes: telephone referral** By age: under 16 to 01896 662787 (Children and Families Duty), 16-17 same number for YPSP/ASP triage, 18+ ASP through same number. Out of hours: 01896 752111. Police 999 if immediate danger.
5	**Confirm in writing** Operational CPO completes the SBC Confirmation of Referral Form and Chronology of Significant Events with Analysis (using SBC's current templates) and submits to SBC within the agreed timescale.
6	**If no immediate referral: alternative response** Continued monitoring, Meeting Around the Child, TD1 support, escalation to the Lead Professional where the young person has one. Decision and reasons recorded.
7	**Keep the young person informed** In a way that fits their age and understanding, where it is safe to do so.
8	**Look after yourself** Speak to your line manager. Take any support offered.

If at any point you are unsure, ask. The Operational CPO is the first port of call. If they are unreachable, do not wait. Use the contacts in Section 3.

Annex C: Child welfare and protection concern form (backup to Teckle)

Concerns should normally be logged on Teckle, TD1's database system. This paper form is a backup for use when Teckle is not accessible at the time (for example, during a session away from a device, in the community, or if Teckle is unavailable). Where this paper form is used, the information must be transferred to Teckle as soon as possible afterwards.

Complete this form as soon as possible after the concern arises. Be factual. Distinguish between what you observed (fact) and what you think (opinion). Sign and date. Hand to the Operational CPO.

Young person's name

Date of birth and age

Address (if known)

Programme or activity

Date and time the concern arose

Where the concern arose

Who was present

What was seen, heard, or said (use young person's own words where possible) - facts only

Your observations and any concern (clearly marked as opinion)

Action taken (who you spoke to, when, and what was decided)

Any external referral made (to whom, when, by whom, reference number if any)

Signed

Name (printed)	Role	Date
Signature	Received by (Operational CPO)	Date received

This form, once complete, is held securely with TD1's safeguarding records and shared with statutory partners as required.

Annex D: Glossary of terms

Common terms used in safeguarding, particularly in Scottish Borders multi-agency settings, and what they mean.

Adult at risk	An adult who meets the three-point test under the Adult Support and Protection (Scotland) Act 2007.
ASP	Adult Support and Protection. The route for protecting adults at risk.
Chronology	A structured record of significant events in a young person's involvement with services. See Annex D.
Core Group	A group of practitioners (statutory and third sector) responsible for delivering a Child Protection Plan.
CPO	Child Protection Officer. TD1 has an Operational CPO and a Board CPO.
CPPM	Child Protection Planning Meeting. A multi-agency meeting that considers whether a child's name should be on the Child Protection Register.
CPRO	Child Protection and Reviewing Officer. SBC role that chairs CPPMs.
CSE	Child Sexual Exploitation.
CCE	Child Criminal Exploitation, including county lines.
Disclosure Scotland	The Scottish Government agency that operates the PVG scheme and barred lists.
EDT	Emergency Duty Team. The out-of-hours social work response.
FGM	Female Genital Mutilation.
GIRFEC	Getting It Right For Every Child. The national framework for children's services in Scotland.
IICSA	Independent Inquiry into Child Sexual Abuse.
IRD	Inter-Agency Referral Discussion. The first formal stage of multi-agency assessment in Child Protection.
Lead Professional	The single named professional coordinating support for a young person under GIRFEC.
MAC	Meeting Around the Child. A multi-agency meeting to plan support.
Named Person	Under GIRFEC, the universal point of contact (typically Health Visitor for under fives, Head Teacher or designated school staff for school age).
NRAF	National Risk Assessment Framework.
OSCR	Office of the Scottish Charity Regulator.
Position of trust	Someone whose role gives them authority or influence over a young person.
Practitioner	Anyone working with children and families, paid or unpaid (SBC term).
Protected adult	An adult who, by virtue of their need for support, is in scope of PVG protections.
PVG	Protecting Vulnerable Groups scheme, operated by Disclosure Scotland.
Regulated role	A role with children or protected adults defined under the Disclosure (Scotland) Act 2020.
Restricted Access Information	Information shared in a CP context that cannot be shared further without explicit permission.

Schedule 1	Schedule 1 of the Criminal Procedure (Scotland) Act 1995, listing offences against children.
SBC	Scottish Borders Council.
SCIM	Scottish Child Interview Model. The standard for Joint Investigative Interviews.
Significant harm	The threshold at which Child Protection processes are initiated.
SHANARRI	Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included. The GIRFEC wellbeing indicators.
Three-point test	The ASP test for an adult at risk: unable to safeguard self, at risk, more vulnerable due to condition.
UNCRC	United Nations Convention on the Rights of the Child. Incorporated into Scots law in 2024.
YPSP	Interagency Protocol for Young People's Support and Protection (previously VYP). The SBC route for 16-17 year olds.
VYP	Vulnerable Young Persons protocol (now renamed YPSP).

End of policy.

TD1 Youth Hub | Safeguarding and Child Protection Policy V2.2