



OTTERTON COMMUNITY SHOP

SAFEGUARDING POLICY

The Management Committee, Staff and Volunteers recognise that safeguarding is everybody's responsibility. We have a safeguarding responsibility towards any children or vulnerable adults that we meet in the shop or that we work with, as well as towards the staff and volunteers that work in our shop.

Definitions:

The definition of a **child** is someone who has not yet reached their 18th birthday.

The definition of a **vulnerable adult** is a person aged 18 or over who:

- has needs for care and support.
- is experiencing, or is at risk of, abuse or neglect.
- because of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.
- some older people

The definition of **staff** and **volunteer** is anyone who works in the service of the community shop in whatever capacity.

Abuse is defined as the wrongful application of power by someone, often in a dominant position. **Abuse** can take several different forms (physical, sexual, psychological, material/financial and discrimination) and may be a single act or repeated acts.

Harm is defined as physical injury, especially that which is deliberately inflicted.

The purpose and scope of this policy statement:

- to provide an environment in which children and adults feel safe and valued.
- to protect from abuse or harm children and vulnerable adults who receive Otterton Community Shop's services. This includes the children of adults who use our services.
- to protect from abuse or harm all volunteers and paid staff who work in Otterton Community Shop.
- to provide paid staff and volunteers, as well as children, vulnerable adults, and their families with the overarching principles that guide our approach to protection.
- to assess and manage safety aspects including safeguarding issues arising from the use of photographs, social media and videoconferencing.
- To develop and adopt a Committee member and Manager as the designated representatives for all safeguarding matters and to identify appropriate training opportunities for them.

Application:

- This policy applies to anyone working on behalf of Otterton Community Shop, including the management committee, paid staff, volunteers, sessional workers, agency staff and students.
- We all have a responsibility to promote the welfare of all children, vulnerable adults, staff, and volunteers to keep them safe and to practise in a way that protects them.
- The welfare of children, vulnerable adults, staff, and volunteers is paramount in all the work we do and in all the decisions we take. All, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.

We will seek to keep children, young people, vulnerable adults, staff and volunteers safe by:

- appointing a nominated safeguarding protection lead for children, vulnerable adults, staff, and volunteers.
- adopting child protection and safeguarding best practice through our policies, procedures, and code of conduct for staff and volunteers.
- developing and implementing an effective online safety policy and related procedures

- providing effective management for staff and volunteers through supervision, support, training, and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures, and behaviour codes confidently and competently.
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
- recording, storing, and using information professionally and securely, in line with data protection legislation and guidance.
- sharing information about safeguarding and good practice with children and their families via phone calls, emails, letters, and one-to-one discussions.
- obtaining a completed parental consent form for each new child or vulnerable adult who works or volunteers in the shop, which acknowledges that the safeguarding policy has been read and understood.
- making sure that children, vulnerable adults, staff and volunteers and their families know how to contact the safeguarding officer for help, in the first instance, if they have a concern.

Code of Conduct and Guidance:

- Staff and volunteers always treat children and vulnerable adults with respect and sensitivity.
- Staff and volunteers must ensure that the safety and dignity of children and vulnerable adults in their care is maintained at all times.
- Customers are expected to show respect and courtesy to all shop staff.

Staff and volunteers must never:

- Verbally abuse, smack, hit or physically discipline a child or vulnerable adult.
- Allow or engage in inappropriate touching.
- Allow the use of inappropriate language to go unchallenged.
- Make sexually suggestive comments, even in fun.
- Allow allegations regarding a child or vulnerable adult to go unchallenged, unrecorded or not acted upon.
- Take images of children or vulnerable adults with a mobile device or camera without the consent of a parent or carer. Any comment or caption in connection with the image should not include any method of identifying the child/ren or vulnerable adults.
- Work alone with a child or vulnerable adult without written consent from a parent or carer.

Sharing Information:

- If staff or volunteers have concerns about the possible abuse of a child, vulnerable adult, staff member or
- where a disclosure has been made, this must be reported to the designated Safeguarding Officer as soon as possible. In an emergency, dial 999.
- An accurate written record of concerns, disclosures and any related incident(s) must be made on the 'Cause for concern' form, which is situated in the volunteers' handbook.
- Where appropriate, the Safeguarding Officer, in consultation with the Chair of the Management Committee,
- will liaise with the relevant agencies and forward the cause of concern form for information.
- A copy should be kept on file to which only designated individuals have access.

Contact details

Nominated child protection and safeguarding lead:

Name: Jackie Waistell

Phone/email:

The designated Safeguarding Officer will act on concerns in consultation with the Chair of the Management Committee, involving others as necessary. If the complainant remains dissatisfied with the response of the Safeguarding Officer, having allowed such time as is reasonably necessary to investigate and consider the complaint, the complainant should refer the matter to the Social Services Department of East Devon District Council or other appropriate statutory body.

Approved and adopted by the Management Committee on 14 March 2024

The policy will next be reviewed in March 2026

Signed.....Jeremy Wakeling [Chairman].....Date 14 March 2024



OTTERTON COMMUNITY SHOP

Recording Form for Safeguarding Concerns

Please complete this form as soon as possible after a disclosure, concern or incident is made or reported to you and hand it to the Safeguarding Officer or Chair of the Management Committee

Information Required	Enter Information Here
Full name of child/vulnerable adult/volunteer concerned	
Your full name	
Nature of disclosure, concern, or incident * <i>In the event of a disclosure, please include where you were when the child made the disclosure, what you saw, who else was there, what did the child say or do and what you said. (Ensure that if there is an injury this is recorded.)</i> <i>In the event of a concern or incident, give as much detail as possible.</i>	
Time & date of the disclosure, concern, or incident.	
Name and position of the person you are passing this information to.	
Your Signature	
Time and date form completed	

* Disclosure = report of physical, emotional, or sexual abuse. Concern = worry that abuse or harm may be happening. Incident = an event that has happened in the shop which is abusive or harmful

**This side to be completed by the Safeguarding Officer
or the Chair of the Management Committee**

Information Required	Enter Information Here
Date and time disclosure/ concern/incident form received	
Action Taken (date and time)	
Referral made to other members of Management Committee (yes/no, date and time)	
Referral made to police (yes/no, date and time)	
Referral made to Social Services (yes/no, date and time)	
Referral Made to Other Agency (yes/no, date and time, name of organisation)	
Parents Informed (yes/no, date and time)	
Feedback given to a supervisor or teacher (yes/no, date and time)	
Feedback given to child (yes/no, date and time)	
Feedback given to person who recorded the disclosure, concern, or incident (yes/no, date and time)	
Further Action Agreed	
Full Name of Safeguarding Officer/Chair of Management Committee	
Signature and date	