



## Safeguarding Policy - Children, Young People and Vulnerable Adults

### Policy

#### Policy statement

Tibberton Community Shop Ltd (TCS) is a community benefit society registered in England and Wales with the Financial Conduct Authority under the Co-operatives and Community Benefit Societies Act 2014 and is owned by its Members, the majority of whom are residents of the Parish of Tibberton and Cherrington. TCS is entirely volunteer run with no paid employees and operates from Tibberton Village Shop with a Management Committee elected from and by its Membership. The Shop is located in the village of Tibberton, near Newport in Shropshire, and delivers various Shop and community hub services for the benefit of residents of the Parish and visitors to the area. TCS and the community it serves, and which supports it, received the Queen's Award for Voluntary Service in 2017.

TCS is a socially responsible business, committed to commercial success to maximise the benefits we can reinvest in our community through donations while upholding the highest standards with regards to our business operations. This policy forms part of our standards of good practice.

TCS strives to ensure the Shop is safe for everyone, regardless of whether they classify legally as vulnerable. TCS does not tolerate any kind of bullying or harassment. There is a coherent, safe process for any behaviour of this kind to be reported and acted upon. This policy covers children, young people and vulnerable adults regardless of gender, ethnicity, disability, sexuality or religion and it is the duty of TCS Volunteers to follow this policy. It should be read in conjunction with the TCS Equality and Diversity Policy and Code of Conduct.

#### Definitions

The definition of a **child** is anyone under the age of 18. The broad definition of a **vulnerable adult** is a person: "Who is eighteen years of age or over, who may be in need of community care services for mental or other disabilities, age or illness, and who may be unable to take care of him/herself against significant harm or exploitation."

**Abuse** may be defined as the wrongful application of power by someone in a dominant position. It involves an imbalance of power and exploitation without full and informed consent. It can take several forms and may be a single act or repeated acts.

#### Objectives

- To provide an environment where children, young people and vulnerable adults feel safe and valued.
- To ensure Volunteers take responsibility to protect children young people and vulnerable adults from harm at all times.
- To share information and/or concerns in a confidential manner with the appropriate outside agencies where needed



- The TCS Management Committee are responsible collectively for ensuring that the aims set out in this policy document are observed and monitored, and that this policy is updated as needed.

## Implementing the Safeguarding Policy

The TCS Management Committee will identify the Volunteers covered by these two categories, carefully check with whom they are scheduled to work, and stress to their Volunteer colleague that they should be especially aware of their responsibilities to the vulnerable person.

The Committee recognises that some Volunteers may decline to work with those whom TCS is safeguarding and will respect their wishes; being confident that many of our Volunteers will embrace the responsibility and discharge it dutifully.

## Abuse

All children and adults, without exception, have the right to protection from abuse of any kind: physical, verbal, sexual, financial, psychological, exclusion or neglect. Abuse includes **bullying, shouting, physical violence, sexism and racism**, which are not permitted and will not be tolerated. Other examples of abuse include:

**Physical** - Hitting, slapping, kicking, pushing, withholding or misuse of medication.

**Sexual** - Sexual assault and rape, sexual acts where the vulnerable person has not or could not give consent or was forced into consenting; it includes grooming with a view to sexual abuse.

**Psychological** - Threats of harm, emotional / verbal abuse, humiliation, intimidation, coercion, harassment, withdrawing support, isolation, physical and/or sensory deprivation.

**Material / Financial** - Fraud, theft, exploitation, financial transactions, misappropriation, e.g. willed inheritance, property, benefits, possessions.

**Neglect / Acts of Omission** - Ignoring physical care and medical needs, withholding medication or basic living requirements, e.g. adequate nutrition, a safe and warm environment, failure to provide access to appropriate health and social care.

**Discrimination** - Harassment and or exclusion because of race, creed, culture, ability, gender, sexuality; including any slur deemed offensive and abusive.

## Safeguarding Code

**Guidance** for Volunteers in safeguarding children, young people and vulnerable adults while participating in Shop activities.

Volunteers **must**:

- Treat children / vulnerable adults with respect and sensitivity at all times.
- Strive to ensure the safety and dignity of children / vulnerable adults at all times.
- Avoid being alone with a child, young person or vulnerable adult without a clear line of sight and hearing to another adult.
- Report any concerns they have for children, young people or vulnerable adults to the Secretary or Chairman of the Management Committee immediately; who will instigate an investigation of the



concerns by the Management Committee and take appropriate action, in line with the TCS Code of Conduct and any legislative requirements.

### Volunteers **must never**:

- Abuse a child, young person or vulnerable adult in any of the ways mentioned above, or any other.
- 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, young person or vulnerable adult to go unchallenged, unrecorded or not be acted upon.

### Volunteers **should not**:

- Take a photograph of a child or young person without the consent of their parents/guardian or carer, who should see and approve the photographs taken. Any caption should not identify the child/children.
- The Committee will only use photographs including children at the Shop for official publicity, e.g. grant awards, or special events like Christmas. Where published in the local community, the above rules will be applied.
- Photographs including children at the Shop taken by members of official press publications, e.g. Shropshire Star, are covered by national law.

**Suspicion of Abuse by another Volunteer** – The following circumstances may lead a Volunteer to suspect that a colleague is abusing a child, young person or vulnerable adult

- An allegation is made against a Volunteer by the child, young person or vulnerable adult.
- A Volunteer notices inappropriate behaviour by a colleague.

If this happens a “Cause For Concern” Form must be completed and passed to the Secretary or Chairman of the Management Committee, immediately.

**Investigating and Managing Concerns, Sharing Information** - The Management Committee member handling the concern may work with another member of the Management Committee during the investigation for support. They must:

- Ensure an accurate written record of concerns, disclosures and any related incident(s) are made, using the “Cause for Concern” Form, an example is provided on the last page of this Policy.
- Report factually what the concerns are.
- Avoid making any assumptions and discussing concerns indiscreetly.
  - **Confidentiality and respect for the child or vulnerable adult is of paramount importance.**
  - **As they are regarding the person(s) alleged to have infringed this policy.**
- Liaise with relevant agencies as required, providing a copy of the Form as required.
- The completed form (or a copy) will be sent to the TCS Secretary, who will keep it on a secure file.

### **Breaches of the Safeguarding Policy**

Any alleged or actual breach of this Policy will be taken seriously by the Management Committee with the matter handled as outlined above and in the TCS Equality and Diversity Policy and Code of Conduct.



# TIBBERTON COMMUNITY SHOP



**The Queen's Award  
for Voluntary Service**  
*The MBE for volunteer groups*

## Version Control

<b>Tibberton Community Shop</b>	<b>Policy: Safeguarding Owner: TCS Management Committee</b>		
Next review	Management Committee	May 2025	
Reviewed by...	Caroline Nicklin	May 2023	Version 1a
Reviewed by	Management Committee	May 2021	
Approved by	Management Committee	September 2019	Version 1
Drafted	TCS Secretary	July 2019	Version 0a



**Cause For Concern Form - Safeguarding Policy - Children, Young People and Vulnerable Adults**

<b>Surname and Given Names of the child, young person or vulnerable adult:</b>	
<b>Home Address:</b>	
<b>Postcode:</b>	
<b>Home Telephone:</b>	<b>Mobile Telephone:</b>
<b>Parent / Guardian / Carer - Surname and Given Names:</b>	
<b>Parent / Guardian / Carer - Home Address:</b>	
<b>Postcode:</b>	
<b>Parent / Guardian / Carer - Home Telephone:</b>	<b>Parent / Guardian / Carer - Mobile Telephone:</b>
<b>Details of Concern</b> - Please explain your concerns and why you are concerned, continuing on additional pages if needed.	
<b>Concern Raised By - Name and Signature:</b>	<b>Date Concern Raised:</b>

<b>INVESTIGATING MANAGEMENT COMMITTEE MEMBER:</b>	<b>INVESTIGATION DATE:</b>
<b>ACTION TAKEN:</b>	
<b>FURTHER ACTION NEEDED / RECOMMENDED</b>	



# TIBBERTON COMMUNITY SHOP



SIGNATURE OF MANAGEMENT COMMITTEE MEMBER:	DATE:
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**THIS COMPLETED FORM, AND ANY EXTRA PAGES, MUST BE PASSED TO THE TCS SECRETARY MARKED 'CONFIDENTIAL'**