

The Green Gram Community Refill Shop Safeguarding Procedure

Safeguarding is everybody's responsibility. All committee members and volunteers working with The Green Gram are expected to highlight any safeguarding concerns and The Green Gram will take appropriate and timely action in response. The following procedures sets out the steps that everyone should follow.

Speaking up

We recognise that sometimes it can be hard to speak up and take action. However:

- We must all stand up for people who can't speak up for themselves.
- Speaking up if you're worried someone is harming or abusing someone else is always the right thing to do. It's not the same as 'snitching' or 'being a grass'.
- People are often worried that if they report someone for doing wrong, they'll hurt that person. But doing nothing could hurt others even more.
- There are many reasons why people might feel uncomfortable or be scared to report suspicions of abuse. That's ok. It's worth fighting those fears so you can help someone.
- If you speak up, our organisation will do our utmost to protect you and make sure you're not harmed or criticised for it.

What to do if a child or vulnerable adult wants to tell you something.

- Listen to what is being said without displaying shock or belief
- Take it seriously
- Reassure the child/adult but DON'T make promises you can't keep (like everything is going to be alright or you can keep a secret)
- Tell the child/adult that you will need to tell someone but only those people whose job it is to protect children and adults
- Listen quietly, carefully and patiently and take brief notes as soon as you can afterwards
- Do not investigate or try to dig deeper
- Don't talk to anyone else about this other than The Green Gram safeguarding team
- Acknowledge how difficult it must have been to talk about it.

Who to speak to if you have a concern.

If you have any concerns, no matter how insignificant they may seem, please speak as soon as you are able to the Designated Safeguarding Lead for The Green Gram.

- The Designated Safeguarding Lead (DSL) is Wendy Reid and she can be contacted on 07847 388002 or by email on wendsreid@gmail.com.
- If you cannot get hold of the DSL, or the concern relates to the DSL, please contact the DSL Deputy. This is Judith Plumley and she can be contacted on 07810 374179 or by email on juplumley@outlook.com

- If you are unable to get hold of either the DSL or the DSL Deputy, please speak to any other committee member. Details are on the Green Gram website or on the notice board in the shop.

If an **ADULT or CHILD** tells you something that makes you fear for their immediate safety, then you must:

- Report all Safeguarding concerns as a matter of urgency to Wendy Reid or Judith Plumley

In any emergency, or if you suspect a child or young person is at immediate risk of significant harm, please dial 999.

What to do if a Young Volunteer does not turn up to a shift.

- The lead volunteer should get access to the young volunteer's emergency contact details and make contact with either emergency contact 1 or emergency contact 2. Make them aware that the young volunteer has not turned up and get their response. You do not need to do anything else except inform the safeguarding lead.
- Inform the Designated Safeguarding Lead that this has happened so that they can speak to the emergency contact to find out more about what has happened/determine whether further action is needed.

Important information

- All committee members and the Designated Safeguarding Lead (DSL) at The Green Gram will endeavour to ensure that the person speaking up feels they're being listened to and supported.
- The committee members and DSL cannot promise to keep information confidential between you and them if that would not be appropriate. However, we will refer to and follow our Safeguarding policy and procedures to make sure information is only shared with people who need and have the right to know. In no circumstances will information be shared more widely than absolutely necessary. In particular, if a child discloses information to us, we may have a duty to share this information and refer to Children's Social Care Services.
- We will ask for your consent to share the information – however, if you refuse and we are still worried that they, or someone else is at risk of harm, we cannot wait for this consent. We must share this information with the DSL.
- Any committee members who are made aware of a concern will tell the DSL at the earliest opportunity so they can decide what the next steps are.
- The committee member or DSL will write a clear statement of what we have been told, seen, or heard.
- When we have been told something is wrong, we will not go straight to the person that's been reported. Instead, we tell the DSL.
- The DSL will have a Deputy who can be referred to in the absence of the DSL or if the concern is regarding the DSL themselves.
- We will call 999 and inform the emergency services in an emergency situation.

Reviewing the Policy and Procedure

This policy and procedure will be reviewed every year, this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in local or national policy.

All incidents should be formally recorded by the DSL and this record should be reviewed at least annually (by the DSL and one other) to ensure that there are no patterns or recurring situations.

Review

This policy will be reviewed annually

Last reviewed: November 2025.