

The Green Gram Community Refill Shop

Safeguarding & Lone Worker Policy

1.1 Introduction

This policy applies to all staff, including the committee, volunteers, students or anyone working on behalf of The Green Gram Refill Shop (“The Green Gram”). Our procedures have operated in line with this policy since the shop opened in May 2022 and have been updated following our move to 23 High Street. Supporting policies and procedures cover Health & Safety, Equal Opportunities, Complaints, Harassment & Bullying and Grievances.

1.2 The purpose of this policy is:

- To protect children, young people and vulnerable adults using The Green Gram Refill Shop or volunteering with The Green Gram, including children of adults using our services.
- To protect the safety and security of adults, young people and children who work in the shop.
- To provide staff and volunteers with the overarching principles that guide our approach to safeguarding.

The Green Gram believes that a child, young person, vulnerable adult or anyone else working in, or visiting the shop should never have to experience abuse of any kind. At the same time any adult, young person or child working in the shop should never be placed in a position where they are vulnerable to verbal or physical abuse. We have a responsibility to promote the welfare of all children, young people and vulnerable adults and to keep them safe. We are committed to practice in a way that protects them and volunteers from harm.

1.3 Our Safeguarding Policy

The Green Gram’s policy is to prevent any opportunity for harm to a child, young person, vulnerable adult or anyone else working in the shop. To this end:

- Lone working is not allowed under any circumstances whilst the shop is unlocked and open to the public.
- There must always be two responsible adults over the age of 18 working in the shop.
- Should it prove impossible to provide two adults on any shift, the shop will close.
- Young persons under 18 years of age should never be alone with one adult.
- When an adult volunteer needs to bring a child under the age of 18 with them, the child must be supervised at all times.
- Young volunteers who are over 18 but still in full-time education should be treated in the same way as young volunteers in terms of contacting parent/guardian if they do not turn up to a shift.
- Children and young people are permitted to volunteer in the shop. Written permission must be obtained from the parent or legal guardian.

- Volunteers below school Year 9 (children who will reach age 14 by the end of the current academic year) are only permitted to volunteer on the same shift as their parent or legal guardian.
- Communication with children and young adults must be by email and the parent or legal guardian must be copied in. Communication with children and young adults can either be done by email or by WhatsApp. All communication must include either the parent/guardian or the volunteer coordinator.
- We will require two emergency contacts for young volunteers.
- We require parents/legal guardians to sign the volunteer agreement and agree to let us know in advance if the young person cannot attend a session.
- In the event of a no-show, the lead volunteer should make contact with emergency contact 1 and then 2 within 15 minutes of the young person not attending. If no contact can be made then the lead should contact either Wendy Reid or Judith Plumley.
- If there becomes a pattern of unexplainable or persistent absences, then the DSL/DDSL will make contact with the D of E contact at the school/organisation. If the young person is not volunteering through a school the school can still be contacted through the form completed by the young volunteer.

1.3.1 Volunteers with additional needs

As a community enterprise, we will endeavour to include all those who apply to volunteer. In the case of volunteers with additional needs, a lead and additional volunteer, or the business manager, who are fully aware of and comfortable with those needs, must be present on shift to supervise. If deemed necessary, other volunteers on the shift should also be consulted.

If two appropriate people are not available to supervise, the volunteer in question will be asked to rearrange their shift.

In the event of a volunteer becoming distressed, or their behaviour becoming (or in the view of the lead or business manager likely to become) upsetting or abusive towards customers or other volunteers:

- The volunteer will be ushered into the stock area to compose themselves.
- If it is not possible to calm the volunteer, they will be ushered into the fire exit corridor and out to the garden or street as deemed most appropriate.
- The volunteer's emergency contact will be called and asked to collect the volunteer from the shop.
- Physical contact with the volunteer should be avoided.

1.4 Legal Framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely: Children Act 1989; United Convention of the Right of the Child 1991; Data Protection Act 1998; Sexual Offences Act 2003; Children Act 2004; Protection of Freedoms

Act 2012; Relevant Government guidance on safeguarding children; Keeping Children Safe in Education 2024.

1.5 We recognise that:

- The Welfare of the child is paramount, as outlined in the Children Act 1989
- Some children and adults are especially vulnerable due to the impact of previous experiences, their level of dependency, their communication needs or other issues
- All children and adults regardless of their age, disability, gender, race, religious beliefs, sexual orientation or identity, have the right to equal protection from harm
- Working in partnership with young people, their parents, vulnerable adults, carers and other agencies is essential in promoting the welfare of those we need to protect.

1.6 We aim to keep children and volunteers safe by:

- Valuing them, listening to them and respecting them as individuals.
- Implementing procedures and a code of practice for staff and volunteers which adopts child protection best practices.
- Providing effective management for all staff and volunteers through supervision, support and training.
- Sharing information about child protection and good practice with children, parents, staff and volunteers.
- Sharing concerns with relevant agencies and involving parents and children appropriately.
- Informing all volunteers of The Green Gram's policies and safeguarding expectations. We are committed to reviewing our policy and good practice annually.
- The DSL & DDSL should all have read part one of the legislation 'Keeping Children Safe in Education' 2024 Part 1 and Annex B.

Review

This policy will be reviewed annually.

Last reviewed: August 25