



# Children and Vulnerable Adults Safeguarding Policy

Approved by the Management Committee on the 12/1/25

## 1. Introduction:

Whenever children and vulnerable adults are using the Dobcross Village Store and Post Office, Dobcross Village Society Ltd (DVSL) has a responsibility to ensure their safety and well-being.

DVSL recognises the policies of Oldham Council for protecting children and vulnerable adults and this policy and supporting procedures set out a framework to fulfil our commitment to good practice and the protection of children and vulnerable adults using our facilities.

## 2. Key Principles:

- The welfare of children and vulnerable adults is paramount.
- All children and vulnerable adults, regardless of their age, race, religion or belief, disability, gender identity or sexual orientation, have the right to feel safe and have protection from abuse.
- All concerns and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately.
- All children and vulnerable adults have the right to be safe.
- All children and vulnerable adults have the right to be treated with dignity and respect.
- Working in partnership with other organisations, children, vulnerable adults and their parents/carers is essential.

## 3. Objectives:

Dobcross Village Store and Post Office aims to:

- Provide a safe environment for children and vulnerable adults using our services.
- Ensure robust systems are in place to manage any concerns or allegations.



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- Support staff and volunteers with their own specific safeguarding processes to ensure adherence.

#### **4. Responsibilities and Implementation:**

DVSL will seek to promote the principles of safeguarding children and vulnerable adults by:

- Reviewing our policy and procedures *every three years* or whenever there is a major change in legislation. Guidance from Oldham Council will be sought as part of the review process where required.
- Conducting a risk assessment of activities within the shop, regarding safeguarding and take appropriate action to address the identified issues within suitable timescales.
- Using appropriate recruitment procedures to assess the suitability of volunteers and staff working with children and vulnerable adults in line with guidance from Oldham Council.
- Follow procedures to report concerns and allegations about the behaviour of adults and ensuring that all staff, volunteers, parents and children and vulnerable adults are aware of these procedures.
- Directing staff and volunteers to appropriate safeguarding awareness opportunities, where this is appropriate to their role.

#### **5. Recruitment and Training:**

DVSL will endeavour to ensure that all volunteers and staff working with children and vulnerable adults are given the opportunity to familiarise themselves with both the Safeguarding Policy and Procedures. This includes ensuring at least as a minimum there is one member of staff and one volunteer present if we have a DofE volunteer, work experience person working in the shop or vulnerable adult. We will establish which qualifications, checks and other requirements are most appropriate when recruiting both staff and volunteers. These may include the following:

- An application form
- A self-disclosure form
- References from two people
- A signed Code of Conduct
- A Disclosure & Barring Service (DBS) check on people involved in 'regulated activity' with children and vulnerable adults.



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Details of the requirements and the qualifications and checks of individuals will be recorded by the DVSL Chair/Secretary, who will also hold copies of the any required documents. The nominated person will possess all relevant and appropriate contact details of all staff/volunteers and other relevant bodies.

All staff, volunteers & members working with children and vulnerable adults will be asked to read and become familiar with the DVSL Safeguarding Policy and Procedures.

## **6. Complaints, Concerns and Allegations:**

If a customer, parent/carer, member of staff or volunteer has a concern about the welfare of a child, or the conduct of another child/young person or an adult (whether they are a parent, staff member, or otherwise) these concerns should be brought to the attention of Louise Stevenson the DVSL nominated Welfare Officer without delay.

The person reporting the concern is not required to decide whether abuse has occurred but simply has a duty to pass their concerns and any relevant information to the Welfare Officer (Louise Stevenson).

All concerns will be treated in complete confidence. Details should only be shared on a “need to know” basis with those who can help with the management of the concern.

Concerns will be recorded on an Incident Report Form and sent to the appropriate authority.

DVSL will work with the appropriate agencies to take appropriate action where concerns relate to potential abuse or serious poor practice. DVSL disciplinary procedures will be applied and followed where required.

Safeguarding children and vulnerable adults require everyone to be committed to the highest possible standards of openness, integrity, and accountability. DVSL supports an environment where staff, volunteers, and the public are encouraged to raise safeguarding and child protection concerns. Anyone who reports a legitimate concern to the organisation (even if their concerns subsequently appear to be unfounded) will be supported. All concerns will be taken seriously.

If for any reason the Welfare Officer is not in post or is unavailable then urgent concerns can be made by telephoning the police or the Oldham Multi-Agency Safeguarding Hub (MASH) team:

- 101 (999 in an emergency)
- 0161 770 7777 between the hours of 08:40am – 5pm



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- 0161 770 6936 (Emergency Duty Team) outside of these hours.

## **7. Useful Contacts:**

DVSL Welfare Officer – Louise Stevenson 07950898548

Urgent concerns can be made by telephoning the police;

101 (999 in an emergency)

or the Multi-Agency Safeguarding Hub (MASH) team: 0161 770 7777 between the hours of 08:40am - 5pm and outside of these hours the Emergency Duty Team can be reached on 0161 770 6936.

The Samaritans - 08457 90 90 90

NSPCC Freephone 24-hour Helpline 0808 800 5000

NSPCC Whistleblowing Helpline for Professionals - 0808 028 0285

For any further information, please contact Louise Stevenson directly.



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