



# Safeguarding Policy

## Coldstream Community Larder

Last updated	20 Nov 2025
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### 1. Policy Purpose

We acknowledge that we have a duty of care to safeguard and promote the welfare of children and adults at risk of harm. The purpose of this Safeguarding Policy is to ensure that all volunteers with Coldstream Community Larder play their part in detecting, reporting and responding to any abuse, in whatever form, of vulnerable adults and children who may visit or volunteer at the Larder or its community garden. It also serves to ensure that any vulnerable children or adults in the larder or the larder's garden are treated with respect and dignity. The Policy Statement will be on display and all volunteers will be required to sign to say that they have read it as part of their induction. It will be reviewed annually. OSCR are clear that charities have a wider responsibility to protect their staff, volunteers and beneficiaries in general and that it is important that charities consider how to promote the wellbeing and welfare of all the individuals they work with.

### 2. Scope

The policy applies to all volunteers in respect of children aged under 18 and adults at risk of harm as defined by the Adult Support and Protection (Scotland) Act 2007; specifically such adults who

- are unable to safeguard their own wellbeing, property, rights or other interests
- are at risk of harm, or
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

Adults at risk may have an illness affecting their mental or physical health, a learning disability, drug or alcohol problems or be frail.

### 3. Responsibility

**The Management Team** are responsible for ensuring that safeguarding matters are approached in an open and accountable manner, providing strategic direction and implementing appropriate controls to direct and oversee progress, performance and record-keeping in respect of safeguarding. Safeguarding will be included in the risk register and the approach and policy reviewed annually and after any incident. There are currently no posts for which a PVG certificate is required but this will be reviewed if circumstances change. It is advisable for everyone concerned that volunteers, wherever possible, avoid a situation where they are alone with a vulnerable child or adult whether this person is a beneficiary or a volunteer. This may not always be possible.

The Management Team is also responsible for ensuring that volunteers receive adequate supervision and are able to recognise and report potential harm.

Where it has not been possible to address any serious issues raised in implementing the Safeguarding Policy the Management Team should report the issue to OSCR.

Before accepting volunteers an assessment should be made of whether they have the necessary competencies and empathy for their roles, especially shift leaders.

#### **Volunteers**

All volunteers are expected to help implement good safeguarding practice and prioritise the safeguarding of children and adults at risk.

They will be given appropriate safeguarding training, be familiar with and understand this policy and learn how to recognise and report potential harm. The training will ensure that they are aware of the different kinds of harm, how to recognise indicators of harm and how to report concerns. Refresher training will be undertaken every three years.

At all times volunteers should work professionally, use only appropriate language and respect boundaries. Politeness and helpfulness as a volunteer is a good thing, over-familiarity is not. Keep the relationship professional and never make suggestive remarks or discriminatory comments. Never take photographs of a child without the explicit consent of their parent or appropriate adult or, of adults at risk of harm without their explicit consent.

Any one of the following should alert you to possible harm

- an indicator of harm (your own observation).

Any physical injuries may be on parts of the body that are normally

hidden by clothing. Fear of medical attention, flinching or wariness/withdrawn behaviour maybe indicators.

- information given by the child or adult that has been or may have been hurt
- information given by another individual that you believe to be reliable

If any of the above apply you should –

- Avoid physical contact
- Remain calm and reassuring
- Ensure the safety of the individual
- Take their concerns seriously. Write down everything that they say but do not prompt or ask leading questions, instead ask questions to clarify what you have been told.
- Avoid promising to keep their disclosure a secret but reassure them that all information will be treated confidentially
- Not make any assumptions and remember it is not your job to investigate
- Avoid making comments other than to comfort or be sympathetic, trying not to express shock, surprise or any judgement
- Report immediately to Designated Safeguarding Officer or, in their absence, a member of the Management Committee
- Stick to the procedure which is there to protect everyone involved in the process.

#### 4. Forms of abuse

Abuse comes in many forms –

- **Discriminatory** – race, gender, sex, age, sexuality, disability, culture or religion e.g. where support offered does not take account of the person's individual needs and this is clearly intentional
- **Physical** – use of physical force that causes bodily harm
- **Sexual** – direct or indirect involvement in sexual activity without consent
- **Psychological abuse** – humiliation, threats, bullying or any other verbal conduct that can result in mental distress
- **Financial abuse** – unauthorised or improper use of funds of the individual
- **Neglect** – repeated deprivation of assistance. With children this can manifest itself in not being taken to the doctor or dentist, not

being clothed in clean or appropriate clothing, not being physically clean or adequately fed.

- **Self-neglect** where we still have a responsibility to try to help the individual where it threatens their health and safety.
- **Domestic violence** – the abuse of someone within a family or relationship including coercive control where the victim may experience isolation, intimidation and manipulation.
- **Modern slavery** – where an individual is exploited by others for personal or commercial gain

Harm can occur in person or online and can be current or historic.

## 5. Reporting incidents

If there is a need for immediate medical intervention or the individual is in current or imminent danger then the relevant authorities – Police/Ambulance Service - should be contacted immediately and the Designated Safeguarding Officer informed.

A detailed note of what happened and exactly what was said should be made using only the victim's words and making no assumptions – this should be dated and signed in ink if on paper or by email. This information should be passed to Designated Safeguarding Officer (or if not available a member of the Management Committee) as soon as possible and not shared any wider. If no-one is available it should be reported to the local police and the management team informed as soon as possible. The matter should not be discussed with anyone else, including other volunteers or anyone not involved with the Community Larder. There is always a commitment to work in partnership with parents/carers where there are concerns about those in their care. However, if you believe the carer/parent may be engaging in abuse, do not say anything to them that might put the child or adult at greater risk. Instead use this procedure to report your concerns.

The Designated Safeguarding Officer will seek further information regarding the concern. If the concern is allayed the report will be completed and stored securely in accordance with our Data Protection Policy. If not allayed a referral will be made by the Designated Safeguarding Officer /Chair of the Management Committee to the appropriate officer at Scottish Borders Council (Children's Social Work Team or Adult Social Care Team). If it is believed that a criminal act may have taken place then the Police will also be contacted.

It may be necessary to share what would normally be considered confidential information. The following principles will be adhered to :

- Information will be shared on a need-to-know basis
- Information will only be shared when it is in the best interests of those at risk
- Informed consent should be obtained where possible – but this will not always be possible. The Larder is not prevented from sharing information by a lack of consent where safeguarding is the priority. Such sharing is permitted under the Data Protection Act 2018.

## **6. Allegations made against volunteers**

We will act promptly to deal with any allegation made against a volunteer. The member of staff will be asked to account for their actions at a meeting with the Designated Safeguarding Officer and the observations of any witnesses will be considered. If there is prima facie evidence that they have caused harm or put someone at risk as a result of poor practice then the matter will be referred immediately to the Management Team who will decide how the matter should be dealt with. The individual concerned has the right to be accompanied in the process by a colleague of their choosing.

Never let allegations go unreported including any made against you.

## **7. Name of Designated Safeguarding Officer and contact details**

Alison Campbell – 07977 296891

Management Committee and contact details

Alison Campbell	07977 296891
Dawn Clough	07872 178182
John Edwards	07943 540542
Christine Johnston	07759 476809
Mike Rowe	07966 637332
Isla Tait	07827 736696
Maureen McCorry	07717 086528
Carole Steel	07826 527227

Social Work Kelso	01573 227444
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Social Work out of hours	01896 752111
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