



Friends of Church Stretton Library

Supporting the library in the heart of the community

Safeguarding Policy

Overall aim:

That volunteers of the 'Friends of Church Stretton Library' carry out their role with due care, concern and consideration for the wellbeing of members of the public: that even if well meaning, their actions do not leave them open to complaints.

Who is most at risk?

Abuse can happen to anyone of any age. People more at risk of abuse include:

- Children and young people
- Someone frail due to age, ill health, physical disability or cognitive impairment, or a combination of these
- Someone who has mental health needs including dementia or a personality disorder
- A person who misuses substances or alcohol

Forms of abuse include

- **Physical abuse:** for example, hitting, slapping, burning, pushing, restraining or giving the wrong medication.
- **Psychological abuse:** including emotional abuse, threats of harm, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse.
- **Financial:** including the illegal or unauthorised use of a person's property, money, pension book or other valuables, pressure in connection with wills, property or inheritance.
- **Sexual:** such as forcing a person to take part in any sexual activity without his or her informed consent, or with a child or young person who is below the age of consent.
- **Discriminatory:** including racist or sexist remarks or comments based on a person's disability, age or illness, and other forms of harassment, slurs or similar treatment.
- **Neglect and acts of omission:** including ignoring medical or physical care needs. for example, where a person is deprived of food, heat, clothing, comfort or essential medication.

Abuse can be carried out by many different people, but it is often someone who is known to and trusted by the victim, for instance a family member, a partner, a neighbour or a care worker. It might also be a volunteer, a friend, doorstep callers or scammers.

Volunteers working in the library

Friends of Church Stretton Library will help the library service find volunteers to work in the library to support library staff. These volunteers will be meeting members of the public through this work. This includes children, young people and vulnerable adults. Volunteers who provide the home library service will also be seeing vulnerable adults in their home.



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The library service is responsible for providing training to these volunteers, including giving them guidance about Shropshire Council's Safeguarding Policy. Library volunteers are expected to follow this policy.

Additionally volunteers working in the Visitor Information Centre will receive Safeguarding training from Shropshire Council.

Events/activities outside of the library

Friends of Church Stretton Library volunteers might meet members of the public at events we organise. This could include children, young people and vulnerable adults. We would always ask for young children under the age of 11 to be accompanied by a parent or responsible adult at any event we organise.

Our volunteers would be expected to:

- Listen to, value and respect children, young people and vulnerable adults as individuals
- Avoid being alone with them – meetings should take place as openly as possible – always remain in public view
- Comfort someone who is obviously distressed, but always remain in public view
- Never initiate physical contact
- Never do things of a personal nature that they could do for themselves
- Never accompany them into a toilet, or assist them in using the toilet or in adjusting their clothes
- Call the police if there is cause to believe that the child or vulnerable adult has been abandoned or forgotten
- Follow Shropshire Council's Child Protection Procedure if they have concerns about a child's welfare (see notes below)
- Follow Shropshire Council's policy & procedures for the protection of adults with care & support needs they have concerns for an adult person's welfare (see notes below)

NB: It is *not* the responsibility of volunteers to decide whether or not abuse has taken place, but there is a responsibility to pass on concerns to the appropriate person.

Concerned about a child or young person?

If you are worried about a child don't wait until you're certain. If you have any concerns or suspicions, you **must** report it. Don't delay.

Phone Shropshire Children's Services Initial Contact Team on 0345 678 9021.

You can also speak to:

- NSPCC: 0800 800 5000 (24 hours)
- Protecting Vulnerable People (West Mercia Police): 0300 333 3000
- Childline: 0800 1111

If you think a child is in immediate danger, call the emergency services on 999.

Friends of Church Stretton Library, Church Stretton Library, Church Street, Church Stretton SY6 6DQ
- email admin@strettonlibraryfriends.org.uk - Charity Number 1182554.



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Concerned about a vulnerable adult?

Deciding what the right thing to do can be stressful, particularly if the person you are concerned about is reluctant to accept support. If you are not sure what to do, seek advice.

Wherever possible involve the person in decisions about reporting a concern. Sometimes this may not be possible and sometimes you may need to act in their 'best interests' because they do not have the mental capacity to decide this for themselves.

If you think a vulnerable adult is being harmed or at risk of being harmed you can report your concern online at [Safeguarding concern | Shropshire Council](#)

or by phone to Shropshire Council's [First Point of Contact team](#) on. **0345 678 9044**

In an emergency dial 999, but for other calls to the police please ring 101.

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