



Safeguarding Policy Oswestry Borderland Tourism Ltd

Policy Purpose

The purpose of this safeguarding policy is to protect our beneficiaries, staff (paid and volunteer) and visitors and provide stakeholders and the public with the overarching principles that guide our approach in doing so.

Safeguarding Principles

We believe that:

- Nobody who is involved in our work should ever experience abuse, harm, neglect, or exploitation.
- We all have a responsibility to promote the welfare of all our beneficiaries, staff (paid, and volunteer) and visitors, to keep them safe and to work in a way that protects them.
- We all have a collective responsibility for creating a culture in which our people not only feel safe, but also able to speak up if they have any concerns.

Safeguarding Policy Applicability

This safeguarding policy applies to anyone working on our behalf, including our paid staff and volunteers in the Tourist Information Centre (TIC) and volunteer guides.

Types of Abuse

Abuse can take many forms, such as physical, psychological, or emotional, financial, sexual or institutional abuse, including neglect and exploitation.

OBT Safeguarding Considerations

- Although we do not specifically work with children or vulnerable adults, we are aware that our dealings with the public mean that we may have contact in our day-to-day operation.
- We will treat everyone with respect, and ensure we take everyone's needs into consideration e.g. Tour guides will be responsive to any special requirements from disabled customers.

Guidance on Reporting Safeguarding Concerns

Oswestry Borderland Tourism Ltd – a not for profit company limited by guarantee
Oswestry Tourist Information Centre, Castle View, Arthur Street, Oswestry SY11 1JR
Tel: 01691 662753

Email: obt@visitOswestry.co.uk

www.VisitOswestry.co.uk



- If a crime is in progress, or an individual is in immediate danger, call the police, as you would in any other circumstances.
- Do not ever put yourself at risk, if you feel uncomfortable about anything whilst working in the TIC, then close it if it safe to do so. If you feel threatened in any way, make your way into the kitchen area and lock the door and phone 999, do not worry about stock or equipment.
- If you are a partner, or member of the public, make your concerns known to a member of our team, who will alert a senior member of the company.
- For staff (paid and volunteer), make your concerns known to your supervisor. If you feel unable to do so, speak to a director.

Directors.

This safeguarding policy will be reviewed and approved by the Board periodically in line with regulation and OBT activity changes.

Directors are aware of and will comply with actions to safeguard and protect people and will ensure good safeguarding governance.

The Board will:

- Create a culture of respect, in which everyone feels safe and able to speak up.
- Perform an annual review of safety, including Risk Assessment
- Ensure this and related policies are being applied consistently.
- Ensure that any issues are properly investigated and dealt with quickly, fairly, and sensitively, and any official reporting is carried out.
- Ensure that all relevant checks are carried out in recruiting staff and volunteers.
- Ensure that safeguarding requirements and responsibilities are reflected in job descriptions, appraisal objectives and personal development plans, as appropriate.
- Listen to and engage with staff, volunteers and relevant others and involve them as appropriate.
- Ensure that personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.
- Make staff, (paid and volunteer) aware of:
 - Our safeguarding policy and their specific safeguarding responsibilities on induction, with regular updates/reminders, as necessary.
 - The signs of potential abuse and how to report these.

The Board will identify and manage online risks by ensuring:

- Staff (paid and volunteer) and directors understand how to keep themselves

Oswestry Borderland Tourism Ltd – a not for profit company limited by guarantee

Oswestry Tourist Information Centre, Castle View, Arthur Street, Oswestry SY11 1JR

Tel: 01691 662753

Email: obt@visitOswestry.co.uk

www.VisitOswestry.co.uk



safe online.

- The online services we provide are suitable for our users. If necessary, we will use age restrictions and offer password protection to help keep people safe.
- The services we use and/or provide are safe and in line with our code of conduct.
- We protect people's personal data and follow GDPR legislation.
- We have permission to display any images on our website or social media accounts, including consent from an individual or parent if unless they are included in street or /group shots.
- We clearly explain how users can report online concerns. Concerns may be reported using this policy, or direct to a social media provider using their reporting process.

Approval By

on behalf of Oswestry Borderland Tourism

Name: Graham Mitchell _ Vice Chairman

Date: 2nd January 2024

Oswestry Borderland Tourism Ltd – a not for profit company limited by guarantee
Oswestry Tourist Information Centre, Castle View, Arthur Street, Oswestry SY11 1JR
Tel: 01691 662753

Email: obt@visitOswestry.co.uk

www.VisitOswestry.co.uk