

## **Safeguarding Policy And Procedure**

#### 1. POLICY CONTROL

Version	Description	Date
2.1	Safeguarding Policy & Procedure	14-7-21
Created by The Trussell Trust		
Board Approved		14-7-21
For Review:		July 2022

#### 1.1 Related policies

Description	
Code of conduct	
Health and Safety Policy	
Volunteers Information pack	

#### 2. INTRODUCTION

Safeguarding means protecting people's right to live safely, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's or child's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

#### 3. POLICY EQUALITIES STATEMENT

Faversham food bank is committed to practices that protect from harm regardless of a person's age, gender, disability, racial heritage, religious belief, sexual orientation or any other characteristic as covered by the Equality Act 2010.

#### 4. AIMS OF THE POLICY

This policy, taken together with Kent Count Council's Multi-Agency Safeguarding Policies, represents commitment in working together to safeguard children and adults from abuse, neglect and exploitation. It clarifies the roles and responsibilities of employees, trustees

and volunteers in relation to developing their own awareness and skills as well as the policies and procedures that must be followed.

The policy outlines:

- The practice and procedure for representatives within Faversham food bank to contribute to the prevention of the abuse and neglect.
- A clear framework for action including information sharing when abuse is suspected.

#### 5. SCOPE AND DEFINITIONS OF THE POLICY

#### Whose business is safeguarding

The Care Act 2014 establishes that safeguarding is everybody's business. Faversham food bank recognises that we all play a key role in preventing, detecting, reporting and responding to abuse, neglect or exploitation.

#### 5.1 Scope

The policy is in respect of Faversham food bank's responsibility towards the following clients and employees/volunteers:

- Children and young people legally defined as any person under the age of 18. From this point the terms child or children will be used to refer to this group. (Children Act 2004)
- An 'adult at risk of abuse or neglect with care and support needs' as defined in the Care
  Act however for the purpose of this policy we will use the term vulnerable adult to refer
  this group.
- Employees, trustees and volunteers of Faversham food bank who come into contact with children or vulnerable adults during the course of their work or volunteering responsibilities.
- Contractors when carrying out work on behalf of Faversham food bank.

#### 5.2 Definitions

Child Protection is defined as:

 Protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect or other identified risk factors such as parental Domestic Violence, substance misuse.

Safeguarding and promoting the welfare of children and young people is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's' health or development
- Ensuring that children are growing up and living in circumstances consistent with the provision of safe and effective care
- Undertaking that role so as to enable those children to have optimum life chances

#### Adult Safeguarding is defined as:

- Protecting an adult's right to live in safety, free from abuse and neglect aiming to ensure that each adult is supported to maintain:
- Wellbeing
- Choice and control
- Safety
- Good health
- Dignity and respect

#### 6. LEGAL FRAMEWORK

Faversham food bank will work within the framework of UK legislation and guidance in relation to safeguarding and protection of children and vulnerable adults. This includes the following:

#### 6.1 Legal Framework Children and Young People:

- Children Acts 1989 and 2004
- Children and Young Persons Act 2008
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Education Act 2002 and 2011
- Female Genital Mutilation Act 2003
- Children and Adoption Act 2008
- Apprenticeships, Skills, Children and Learning Act 2009
- The Children and Social Work Act 2017
- Working together to safeguard children 2006, 2015 and 2018

#### 6.2 Legal Framework Vulnerable Adults

- Care Act 2014
- Mental Capacity Act (including DoLS) 2005
- Human Rights Act of 1998
- Care and Support Statutory Guidance 2014 identified the following 6 principles that underpin all adult safeguarding work:
- **Empowerment** People being supported and encouraged to make their own decisions with informed consent
- **Prevention** It is better to take action before harm occurs
- **Proportion** The least intrusive response appropriate to the risk presented
- **Protection** Support and representation for those in greatest need

- Partnership Local solutions through services working with their communities.
   Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability Accountability and transparency in delivering safeguarding

#### 6.3 All staff and volunteers will consider the following when raising a concern that:

- Safeguarding is mainly aimed at individuals with care and support needs whose circumstances may put them at risk of abuse or neglect by others
- Abuse is defined as a violation of an individual's human and civil rights; it may consist of a single act or repeated acts
- The nature and extent of the abuse including whether it is a criminal offence
- The impact of the abuse on the adult and the physical and /or psychological harm being caused and whether the abuse is having an impact on other people
- Deprivation of Liberty Safeguards (DoLS) aims to make sure that people in care homes, hospitals and supported living are looked after in a way that does not inappropriately restrict their freedom

#### 7. TYPES OF ABUSE

Eleven types of abuse are currently identified through the legislation and guidance framework:

- Physical abuse Involves any manner of causing physical harm to a child or vulnerable adult or fabricating symptoms of, or inducing illness in, a child or vulnerable adult, including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions, administering or allowing access to drugs or alcohol.
- **Domestic abuse** including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence.
- Sexual abuse Sexual abuse involves forcing or enticing any child or vulnerable adult of whatever age to take part in any form of sexual activity, whether or not s/he is aware of what is happening; or behaving, or inducing a child/ vulnerable adult to behave, in sexually inappropriate ways including rape, indecent exposure, sexual harassment, inappropriate looking and touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting. This includes inappropriate sexual relationships with people in positions of power or influence. The victim may have been sexually exploited even if the sexual activity appears consensual. Sexual exploitation does not always involve physical contact; it can also occur through the use of technology.
- Psychological abuse the persistent emotional ill treatment of a child or vulnerable adult such as to cause severe and enduring effects on a child's emotional development including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

- **Financial or material abuse** including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, possessions or benefits.
- Modern slavery encompasses slavery, human trafficking, and forced labour and domestic servitude, where traffickers and slavers coerce, deceive and force individuals into a life of abuse, servitudes and inhumane treatment
- Discriminatory abuse including forms of harassment, slurs or similar treatment. This
  includes discrimination on the grounds of race, faith or religion, age, disability, gender,
  sexual orientation and political views, as well as racist, sexist, homophobic or ageist
  comments.
- Organisational abuse Including neglect and poor care practice within an institution or special care setting such as a hospital or care home, or where care is provided within their own home.
- Neglect and acts of omission Neglect involves the persistent failure to meet a child's
  or vulnerable adults basic physical and/or psychological needs, likely to result in the
  serious impairment of the child's health and development these include ignoring
  medical, emotional or physical care needs, failure to provide access to appropriate
  health, social care or educational services, and the withholding of the necessities of life
  such as medication, adequate nutrition and heating, access to family and friends.
- Self-neglect Self-neglect covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
- Hate crime a hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's disability, race, religion or belief, sexual orientation, or transgender identity.

Note – Abuse can be carried out by children and Faversham food bank recognises that if a child or children is or are causing harm to an adult with care and support needs, this should be dealt with under the adult safeguarding policy and procedures, but will also need to involve the Local Authority Children's Services.

#### 8. INFORMATION SHARING AND CONSENT

Sharing the right information, at the right time, with the right people, is fundamental to good practice in safeguarding.

Faversham food bank will share safeguarding information with the right people at the right time to:

- Prevent death or serious harm
- Coordinate effective and efficient responses
- Enable early interventions to prevent the escalation of risk
- Maintain and improve good practice in safeguarding
- Reveal patterns of abuse that were previously undetected and that could identify others at risk of abuse
- Identify low-level concerns that may reveal children or vulnerable adults at risk of abuse

- Help families, children and vulnerable adults access the right kind of support to reduce risk and promote wellbeing
- Help identify people who may pose a risk to others and, where possible, work to reduce offending behaviour
- Reduce organisational risk and protect reputation

All information and concerns should be raised with the food bank's Safeguarding Lead or if they are not available the Safeguarding Deputy or Project Manager who will then make the decision as to whether to share information with another agency including thirtyone:eight, social care or the police.

In the case of severe concerns where delay in contacting the Safeguarding Lead could result in further harm the worker/volunteer should discuss with the Team Leader on duty, and contact the relevant statutory authorities immediately and inform the Safeguarding Lead as soon as possible afterwards.

Information will only be shared with other agencies including the police and social care if the consent of the child, their parents/carer or the vulnerable adult concerned has been obtained. This is best practice and is often key to ensuring any further support or action is successfully conducted based on trust and transparency. **Exceptions to this include**:

- Where gaining consent would put the child, vulnerable adult or Faversham food bank's volunteer/worker at further risk of significant harm.
- Where a vulnerable adult is assessed as not having the 'mental capacity' to make this decision, in this case appropriate representatives/advocates should be consulted, however the final decision will be made by the Faversham food bank Safeguarding Lead.
- Where a crime has taken place and there is an overriding public duty for the police to investigate.
- Where other adults at risk and/or children may be at risk of harm from the person/group/agency suspected of causing abuse.

In making the decision whether to share information without consent consideration will therefore be given to the seriousness and pervasiveness of the abuse: the ability of the individual to make decisions; the effect of the abuse on the individual in question and on others; whether a criminal offence has occurred; and whether there is a need for others to know (e.g. to protect others who may not be involved in the immediate situation).

If the decision is made not to share information because consent has been withheld and the exceptions do not apply then the child, their family or the vulnerable adult will be made aware of the fact that they can change their minds at any point and also be advised of any actions they can take to reduce the risk and promote protective factors.

Decisions about sharing information or not will be clearly recorded with reasons stated. Decisions about sharing information will be openly and explicitly discussed at every stage.

#### 9. CONFIDENTIALITY AND RECORDING

Every effort should be made to ensure that confidentiality is maintained for all concerned both when an allegation is made and whilst it is being investigated. Confidentiality can only be broken and a concern shared when it is in the best interest of the child, vulnerable adult or public to do so – the circumstances for this are outlined in section 7 above.

All records will be written, stored and destroyed with due regard for confidentiality and in line with Faversham food bank's policy on record keeping and in adherence with the Data Protection Act. Staff will be trained and supported to maintain and store accurate records.

## 10. PROCEDURE IF A MEMBER OF STAFF OR VOLUNTEER HAS A SAFEGUARDING CONCERN:

All Staff or volunteers must raise their concerns with the food bank Safeguarding Lead, their deputy or if they are not available the Project Manager. If the subject of concern is a member of staff or volunteer see Faversham food bank's Whistle Blowing Policy.

#### Things to remember

- All allegations/disclosures will be treated seriously as the safety of the person or child is paramount.
- Staff and volunteers should stay calm, listen and reassure the person they are concerned about that they are being listened to.
- Staff and volunteers should always demonstrate a sensitive approach
- Staff and volunteers should be aware of the possibility of a police investigation and are not to investigate any allegation themselves.
- Staff and volunteers will explain that they are required to share information with those people who need to know but not with other staff or any other service users. If there is immediate danger, or someone requires urgent medical attention, then the police or ambulance should be called immediately, and the Safeguarding Lead informed as soon as possible.

#### **10.1 Reporting Procedure**

- 1. Any concerns should be reported immediately to the food bank Safeguarding Lead, their deputy or in their absence the Project Manager who will decide whether to refer to statutory services or contact the thirtyone:eight helpline who can advise on appropriate next steps.
- 2. A Safeguarding Concern Report Form (Appendix 1) will be completed by the employee/volunteer or by the Project Manager using information relayed by the person reporting the concern. Information recorded on the form must:
  - a. Be accurate
  - b. Wherever possible include the actual words said by the child or vulnerable adult rather than an interpretation of what was said.

- c. Specific facts relating to the named people dates, places etc. should be recorded accurately along with any details of the injuries or consequences i.e. where they are and what they looked like.
- d. Information may also need to reported under the Health and Safety Policy and Procedures.
- 3. Where necessary the Safeguarding Lead will report the concern to Statutory Children's/Adults Social Care Services, providing a copy of the Safeguarding Concern Form, and where appropriate a chronology of events.
- 4. If a criminal offence has been committed the Project Manager or Faversham food bank's Safeguarding Lead will call the police and any other linked agencies as necessary.
- 5. Kent County Council Children's or Adults Services may then take the lead on any investigation and inform other agencies, where appropriate.
- 6. Faversham food bank's Safeguarding Lead will provide any further information to statutory Services as required.
- 7. Completed safeguarding concern forms will also be kept centrally by the Lead Children's/Adults Safeguarding Managers, stored in a locked cabinet away from other personal files. Where completed Safeguarding Concern forms are stored electronically, they will be kept on secure servers with restricted access in line with this policy and the Data Protection Policy.

#### 11. MONITORING

Information about safeguarding cases and how they were dealt will be reviewed and reported on regularly to the Board of Trustees. Areas to focus on include:

- How quickly the concern was reported to the manager
- Whether a concern was reported to statutory agencies
- How quickly a concern was made to the police/Children's/Adults Services
- Accuracy of information recorded
- The quality of the input into the safeguarding process (feedback from police/Children's/Adults Services)
- Outcomes of safeguarding process
- Whether any incidents highlighted training issues or a need to amend in-house procedures

The policy and procedure will be reviewed and audited regularly or if legislation changes.

#### 12. GOOD PRACTICE

#### 12.1 Recruitment of staff and volunteers

1. All staff and volunteers responsible for supervising adults at risk or children will undergo a criminal records check/DBS check if their role falls within the eligibility guidelines.

- 2. All references, including that from the last employer, will be taken up before start of volunteering or employment, and should be provided in writing. Faversham food bank will make all reasonable efforts to ensure that references are bona fide, and will seek alternatives where in doubt
- 3. All staff and volunteers have a duty to disclose any previous or subsequent convictions. Failing to do so may be regarded as gross misconduct or a breach of the volunteering agreement.
- 4. Staff and volunteers without a criminal records check/DBS will not be able to work alone with vulnerable adults or children.
- 5. Criminal records check/DBS will be renewed every three years.

#### 12.2 Training

- 1. All staff and volunteers will familiarise themselves with all Faversham food bank's policies and procedures, including safeguarding, during induction.
- 2. All staff and volunteers will complete basic Safeguarding training and other relevant training as required.

All Trustees, volunteers and staff will be made aware of:

- The possibilities of abuse and neglect of children and vulnerable adults
- Local procedures and know the names and contact details of relevant local and national professionals and organisations.

In addition, all staff and volunteers, including trustees will be required to undertake refresher safeguarding training at least biennially (every two years).

#### 13. MANAGEMENT AND SUPERVISION

Project Managers are responsible for clarifying with staff and volunteers their roles and responsibilities regarding the safeguarding of children and vulnerable adults. Supervision of staff and volunteers will monitor working practices and offer the opportunity to raise any concerns.

#### 14. WHISTLE BLOWING

#### 14.1 Safeguarding & whistle blowing

This covers concerns that staff have about the conduct of individuals in a position of trust within the organisation, which could be detrimental to the safety or wellbeing of adults and children and where staff, for whatever reason, feel unable to raise them under the organisation's standard complaints procedures. This procedure is also available to volunteers of the food bank should they feel unable to raise a safeguarding concern using the channels outline in this policy. It relates to raising concerns about:

Unprofessional behaviour

- Bullying by staff
- Any form of abuse (physical, sexual, emotional or neglect)
- Name calling
- Personal contact with adults, children and young people which is contrary to the organisation's policies and codes of conduct
- Any form of racial abuse
- Inappropriate sexualised behaviour
- Knowledge about an individual's personal circumstances which may indicate they could be a risk to adults and/or children
- Persistent and enduring rumours including un-investigated historical rumours.

Where a person raising concerns is unable to raise the matter with either the Safeguarding Lead, their deputy or the Project Manager, then they can contact the chair of trustees who is responsible for the oversight of the Governance of the Charity. If the person raising the concern feels the Chair of Trustees has not appropriate addressed the concerns raised, then they can seek further recourse via the following means:

If it is felt there exists a significant risk of harm being caused to another person, then the person can raise their concerns directly with Kent County Council's social services.

As a member of the Trussell Trust Foodbank Network a person can also make a complaint about the food banks handling of the concern via the Trussell Trust's complaints procedure. Details of which can be access from the Trussell Trust website

#### **15. ROLES AND RESPONSIBILITIES**

NAME	ROLE/RESPONSIBILITIES	TELEPHONE
Kim Hellyer	Safeguarding Lead	07538546901
Ann Morris	Deputy Safeguarding Lead	07789407742
Stephen Palmer	Project Manager	07938720604
Sue Lamberton	Trustees safeguarding lead	07810365412

## 16. CORONAVIRUS (COVID-19)/domestic violence & abuse

There is clear evidence from statutory and voluntary organisations that there has been a significant increase in domestic abuse/violence since the COVID 19 lockdown started, due to forced coexistence, economic stress, and increased isolation. Food bank staff and volunteers are community eyes and ears that may pick up any signs of abuse and be able to take appropriate action to offer advice and support as set out within the policy guidance.

## **Appendix 1**

# Faversham Food Bank Safeguarding Officer and Deputy contact details plus additional organisations:

Safeguarding Officer: Kim Hellyer; 07538546901

Deputy Safeguarding Officer: Ann Morris

Trustees safeguarding lead: Sue Lamberton

Trussell Trust Safeguarding Team: 0303003 1111 (option 2)

#### **Police**

• Sittingbourne Police Station 01622 690690

• Email; <u>csu-swale@kent.pnn.police.uk</u>

• Phone for advice; 101

• Emergency 999

#### Kent Social Services

• Adults; 03000 416161

• Children:03000 411111

• Out of hours: 03000 419191

NSPCC: Safeguarding children:03000 421136

• Childline:0800 1111

NSPCC Faversham: 01795 591709

Useful contact information continued:

#### Domestic violence:

- SATEDA: 01795 417251 (Swale Action to End Domestic Abuse)
- Admin@sateda.org
- www.sateda.org

#### Homelessness:

 Swale Borough Council housing & homeless advice, Housing Options Team: 01795 417485 • Catching Lives: 01227 464904

• Porchlight: Helpline: 0800 567 7699

#### Other:

Samaritans: Canterbury & Swale: 116 123 (free) or 0330 094 5717

Citizens Advice Bureau: 43, Stone Street, Faversham. Tel 0344 848 7978

Crossroads Care Kent (support for carers) 03450956701

Abbey Physic Community Gardens 01795 539915

Age UK Faversham and Sittingbourne 01795 532766

Faversham Umbrella Centre 01795 229143

### **Care Quality Commission**

Helpline Tel: 03000 616161

#### **Disclosure and Barring Service**

PO Box 181, Darlington, DL1 9FA 03000 200 190

customerservices@crb.gsi.gov.uk

## **Appendix 2**

## SAFEGUARDING CONCERN ALERT FORM

(Confidential when complete)

For Office Use	
Date and Time of Incident	DD/MM/YYYY 00:00
Name of Person Completing this form	Your name.
Passed to Safeguarding Officer (SO)	Name of SO
Method of communication	Choose an item.

Received by SO	DD/MM/YYYY 00:00	
About the incident, safeguarding concern or identified Risks		
Individual(s) identified at risk (select all that apply):		
☐ Food Bank Client ☐ Foodbank Volunteer ☐ Staff/ employee ☐ Children/Young person	☐ Partner/spouse ☐ Cohabiting individual ☐ Friend/ neighbour ☐ Other  If "other" please specify.	
About the person(s) at risk		
Name: Forename & Surname Address: Click or tap here to enter text.		
Date of birth: Click or tap to enter a date. Gender: Click to enter text.		
Is the alleged perpetrator known to the person a	t risk:	
□Yes □No		
What is their relationship to the person at risk:  □Carer □Family member □Neighbour □Another vulnerable person	□ Professional □ Friend □ Self □ Other  If "other" please specify.	
Please provide a brief description of the allegation/concerns:		
Use this space to clarify basic information. Record factual details about what was said. Include:  Date, time, location of incidents  People involved  What was observed  What was heard  What was disclosed/said to you –using their own words		

Please provide a brief outline of actions taken/ support offered:		
Outline what action was taken at the time of the incident. If there is evidence what has been done		
to preserve this etc.		
Have you discussed your concerns with the perso		
where doing so does not increase the risk of harn	n and informed them of any actions you	
proposed to take:		
□Yes □No		
For the Safeguarding Officer to complete		
Type of risk/ abuse identified or suspected (selection)	t all that apply):	
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	77	
☐Self-neglect	☐Emotional/ phycological Abuse	
☐ Exploitation (including financial)	□ Discrimination	
□ Domestic Violence	□Neglect	
☐ Modern Slavery	☐ Coercive controlling behaviour	
□Sexual Abuse	☐ Grooming	
	□ di oonining	
☐ Physical Abuse		
Additional actions/ measures:		
List measures as bullets		
List fileasures as bullets		
Is a further Risk Assessment needed for the FB to	managed identified risks/ concerns:	
□Yes □No		
Has the incident/ concern been reported to statu	tory social care services:	
□Yes □No		
Concerns shared with external agencies	□Police	
	□Social Care	
N.B. If you have concerns for a person's	☐Original referral agency	
immediate safety then contact the emergency	□31:8	
services.	☐Trussell Trust Area Manager	
	□Other	
	If other please specify .	
Safeguarding Incident Register updated for the charity Trustees/ Management Group:		
□Yes □No		