

Newcastle West End Food Bank Safeguarding Policy

This policy was agreed by the leadership and will be reviewed annually:

Signature:	Signed by:	Position:	Date:
	Dominic Coad	Chair	4 June 2019

Date of Next Review: June 2019

Section 1

Details of the organisation

Name of Organisation:	Newcastle West End Food Bank
Address:	Lillia Centre Benwell Lane Newcastle upon Tyne NE15 6LX
Tel No:	0191 275 3019
General Email address:	info@nclwefb.org.uk
Senior Leader Name:	John McCorry
Senior Leader Contact Telephone / Email:	0191 275 3019 john@nclwefb.org.uk
Safeguarding Coordinator Name:	Matthew King
Safeguarding Coordinator Contact Telephone / Email:	07554445993 matthew@nclwefb.org.uk
Membership of Organisation:	Trussell Trust
Organisation Safeguarding Officer:	TBC
Contact Details for Organisation Safeguarding Officer:	Unit 9 Ashfield Trading Estate, Ashfield Road, Salisbury, Wiltshire, SP2 7HL Tel: 01722 580 178 Email: enquiries@trusselltrust.org
Charity Number:	1152656
Company Number:	CE00053
Regulators:	The Charity Commission
Insurance Company:	Zurich

The following is a brief description of our organisation and the type of work / activities we undertake with children and adults who have care and support needs:

- To provide food parcels, emotional and practical support for persons and families in crisis.
- To provide longer term support through a holistic range of services to address their individual needs with the aim of putting their lives on a sustainable footing.

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- To be recognised as a model of excellence in helping take people and families out of poverty and into productive and fulfilling lives.
- To raise awareness with the general public of the nature, impact and prevalence of food poverty and its underlying causes.
- To influence and shape policy and service delivery relating to the causes and alleviation of food poverty.
- To build and maintain effective governance, management and staffing to support the delivery of all our objectives.
- To maintain physical and financial stability of The Bede Foodbank in order to achieve its objectives.

Our commitment

As an organisation we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As an organisation we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and any attached practice guidelines are based on the ten [Safe and Secure safeguarding standards](#) published by thirtyone:eight.

The organisation undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.
- the Leadership agrees not to allow the document to be copied by other organisations.

Section 2

Prevention

Understanding abuse and neglect

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

In order to safeguard those in our places of worship and organisations we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19:

1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included here in our policy.

Safer recruitment

The Organisation will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form and a self declaration form

- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

Safeguarding training

The Organisation is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

The Organisation will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

Management of Workers – Codes of Conduct

As an organisation we are committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with a code of conduct towards children, young people and adults with care and support needs.

Section 3

Practice Guidelines

As an organisation working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

As well as a general code of conduct for workers we also have specific good practice guidelines which are available separately.

Working in Partnership

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. It is also our expectation that any organisation using our premises, as part of the letting agreement will have their own policy that meets our safeguarding standards.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Section 4

Responding to allegations of abuse

Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

- Documenting a concern

The worker or volunteer should make a report of the concern in the following way:

- a) treat the matter seriously and in strict confidence;
- b) keep detailed records of the allegation in relation to the victim and alleged perpetrator;
- c) Do not promise to keep information secret.
- d) record any other information in relation to time, dates, location of incident(s) and the name(s) of any potential witness(es).

On completion of the above, the complaint/allegation must be reported immediately (or within 24 hours) to the Safeguarding Co-ordinator. If this occurs on a public holiday or weekend it must be reported on the next working day. The Safeguarding Co-ordinator will keep a detailed record (including chronology) of the allegation, person(s) involved, of events that subsequently unfold and of the action(s) taken.

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

Name: Matthew King (hereafter the "Safeguarding Co-ordinator")

Tel: 07554445993

Email: matthew.wefb@gmail.com

The above is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to:

Name: John McCorry (hereafter the "Deputy")

Tel: 0191 275 3019

Email: john@nclwefb.org.uk

- If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

Name: TBC (Trussell Trust Safeguarding Office)

Tel: 01722 580 178

Email: enquiries@trusselltrust.org

Alternatively contact Social Services or the police.

Name of local authority: Newcastle City Council

Children's Social Services - Initial Response Service

Tel: 0191 277 2500

Out of hours Tel: 0191 278 7878

Website Address: <https://www.nscb.org.uk/>

Adult Social Services - Community Health and Social Care

Tel: 0191 278 8377

Out of hours Tel: 0191 278 7878

Website Address: <https://www.newcastle.gov.uk/services/newcastle-safeguarding-adults-board-0>

Police Protection Team Tel: 101

- The Safeguarding Co-ordinator may need to inform others depending on the circumstances and/or nature of the concern
 - Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
 - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.

- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services or the Police.

- The Organisation will support the Safeguarding Co-ordinator/Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies, although the Leadership hope that members of the organisation

will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedures where there is a concern about a child:

Allegations of physical injury, neglect or emotional abuse.

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact Children's Social Services for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.

Detailed procedures where there is a concern that an adult is in need of protection:

Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, Safeguarding Co-ordinator/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will:

- Identify support services for the victim, i.e. counselling or other pastoral support
- Contact the Adult Social Care Team and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children's Social Services in regards to the suspension of the worker
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Allegations of abuse against a person who works with adults with care and support needs

The safeguarding co-ordinator will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not the organisation.

Section 5

Pastoral Care

Supporting those affected by abuse

The Organisation is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the organisation.

Working with offenders and those who may pose a risk

When someone attending the organisation is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties.

Section 6

Equality and Diversity

The West End Food Bank is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff and volunteers reflects their individual needs and does not discriminate against individuals or groups on any grounds. This document has been appropriately assessed.

Section 7

Monitoring & Compliance

The organisation continually strives to achieve 100% compliance with this policy and its intended outcomes. Where this is not met an action plan will be formulated and agreed by the person/s responsible and reviewed by them until completion. Please see the table below for standards and monitoring arrangements.

Standard / Process / Issue	Monitoring & Audit			
	Method	By	Reported to	Frequency
Risk Assessment	Review completeness of Risk Assessments carried out on new staff/volunteers and any special events undertaken	Safeguarding Office	Board of Trustees	Annually
Training Compliance	Check Training Records for completeness, highlighting missed training and/or poor record keeping	Safeguarding Office	Board of Trustees	6 monthly
Case Review Audit	The case review audit will audit a random sample of up to five cases of Safeguarding issues every year that have been referred to the Safeguarding process and which are now closed, to ensure that the organisation is compliant with the standards outlined in this policy.	Safeguarding Office	Board of Trustees	Annually