



Safeguarding Policy

Name of Place of Worship / Organisation: Bristol North West Foodbank, Social Justice Hub

Address: St Andrew's Church, Avonmouth Rd, Avonmouth BS11 9EN

Tel No: 0117 9235343

General Email address: office@bristolnwfoodbank.org.uk

Senior Leader Name: Emma Murray

Senior Leader Contact Telephone / Email: 0117 9235343 / emma@bristolnwfoodbank.org.uk

Safeguarding Coordinator Name: Emma Murray

Safeguarding Coordinator Contact Telephone / Email: as above

Membership of Denomination/Organisation: Trussell Trust

Denomination / Organisation Safeguarding Officer: Faye Stone

Contact Details for Denomination / Organisation Safeguarding Officer: 0117 9235343 / office@bristolnwfoodbank.org.uk

Charity Number: 1147727

Company Number: 8089474

Regulators: ThirtyOneEight

Insurance Company: Aviva

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

Our commitment

As Trustees for the Social Justice Hub 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 Trustees 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 Team 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 Officer(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 Trustees agree not to allow the document to be copied by other organisations.

Statutory Guidance:

Working Together 2018: This guidance from the Department of Education describes safeguarding processes and the safeguards that every organisation must have in place, including faith organisations, when safeguarding children. See the guidance at <https://www.gov.uk/government/publications/working-together-to-safeguard-children--> 2 Or online: www.workingtogetheronline.co.uk

Care and Support Statutory Guidance 2016: This is guidance from the Department of Health which describes safeguarding processes for adults and the responsibilities of different organisations: <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

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 Foodbank outlets and in the Social Justice Hub 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.

Types of Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm.

Sexual abuse is forcing undesired sexual behaviour by one person onto another.

Emotional abuse is any kind of abuse that is emotional rather than physical in nature. It can include anything from verbal abuse and constant criticism to more subtle tactics, such as intimidation, manipulation, and refusal to ever be pleased.

Neglect is the ongoing failure to meet a person's basic needs

Financial abuse is the misuse of a person's money, property or assets through theft or fraud.

Spiritual abuse takes place when leaders to whom people look for guidance and spiritual nurture use their positions of authority to manipulate, control, and dominate.

Appropriate responses

Where a member of a foodbank team receives a disclosure of abuse from a child or adult with care and support needs they must:

1. Ensure they **do not promise confidentiality** to anyone wishing to share a secret. This is important in case information needs to be shared with the Safeguarding Officers or the Police/Social Services.
2. **Listen**-if the disclosure is particularly complicated and the person is not very young, this may mean asking permission to make notes as the disclosure is made to ensure nothing is missed. The team member hearing the disclosure can ask the child or adult with care and support needs to repeat something if it has not been said clearly but must not ask leading questions.
3. **Reassure**-making a disclosure of abuse can be a frightening process and often the child or adult with care and support needs is afraid that they won't be believed. Reassuring them that they have been brave and that the information will be passed on is vitally important.
4. **Record**-notes should be made as soon after the disclosure as possible. The notes should reflect what the child or adult with care and support needs has said in their own words. The record should be signed and dated.
5. **Report**-the record must be passed on to a Safeguarding Officer at the earliest possible opportunity and the child or adult with care and support needs told what will happen next.

The Safeguarding Officers will ensure that the Trustees are informed of any incident, concern or allegation of abuse. The Trustees must also notify the Charity Commission, following the Commission's 'Serious Incident' guidelines in the event of an incident, or suspected incident, during or resulting from an activity in the Social Justice Hub.

Where a child or adult with care and support needs makes a disclosure of abuse to a member of the foodbank team they must **never**:

1. Trivialise, play down or ignore allegations of abuse'
2. Assume that somebody else will take responsibility for reporting/addressing concerns and making referrals.

Safer recruitment

The Trustees 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 Trustees are 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 those who oversee workers who interact with foodbank clients undertake safeguarding training on a regular basis.

The Trustees and employees and volunteers within the Hub 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 Trustees 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 for every activity we are involved in and these are attached or in the appendices.(Employee Handbook)

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 thirtyone:eight's 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.

Staffing levels for workshop children's or vulnerable adults groups:

1. Those responsible for organising particular activities need to think carefully about safe staffing levels, taking into account the age ranges of the children involved, any special needs they may have, the nature of the activities, and staff qualifications where that is appropriate

- Specific ratios are recommended for the number of children to adults, and it is necessary to be aware and plan these levels. Wherever possible there should always be two adults with any group of children, however small the group. We recommend:

| Age of Children | Maximum group size with TWO ADULTS | ADDITIONAL Adults required |
|-------------------------|------------------------------------|----------------------------------------------------------------------|
| Aged 0-2 years | 4 | For additional children up to a maximum of 2 – one additional adult |
| Aged 2-3 years | 8 | For additional children up to a maximum of 4 – one additional adult |
| Aged 3-8 years | 16 | For additional children up to a maximum of 8 – one additional adult |
| Over the age of 8 years | 20 | For additional children up to a maximum of 12 – one additional adult |

- It can be helpful to check that there is a first-aider present on site.
- A married couple, or a couple in a close personal relationship, should not be the only leaders of a group. However, as long as there are other adult leaders present, a married couple can count as two individuals for the purpose of the adult/child ratios above.
- No children or young people under the age of 18yrs will be left in overall charge of other children and young people. A volunteer leader under the age of 18 does not count as an adult in the required child/adult ratios.

Practical Considerations for groups & activities

- Physical Contact:** One of the aims of the following guidelines is for us as an organisation to provide a warm, nurturing environment for children and young people whilst avoiding any inappropriate behaviour. It may be appropriate to comfort a child or young person who has either hurt him/herself or is distressed, but adults should be encouraged to take their cue from the child/young person. Try to make sure other adults are around. Child abuse is harm of a very serious nature. It is unlikely that appropriate physical contact in the course of work with children and young people could be misconstrued as abuse if the following guidelines are followed:
 - All volunteers must work with, or within sight of, another adult.
 - If any activity requires physical contact make sure that the child/young person and their parents are aware of this and its nature.
 - There must be no physical punishment of any kind.
 - Avoid physically rough games. In the light of these guidelines each group will have discussed what is appropriate within that group

- Avoid unnecessary touch.
- Avoid taking young children to the toilet, but when unavoidable make sure another adult is informed or organise a toilet break for the whole group.
- First aid should be administered by someone suitably qualified and with others present. The child should administer possible first aid itself.
- Very occasionally it may be necessary to restrain a child or young person who is harming him/herself or others. If possible, try to make sure there is another adult present. Use the least possible force and inform the parents as soon as possible.
- All significant incidents of physical touching (e.g. restraining a child or young person who is violent, physically removing a young person from the group, or preventing a young person from entering the group) that could give rise to concern or complaint should be recorded in the incident book and be reported to the safeguarding lead.
- All physical contact should be an appropriate response to the child/ young person's needs and not the needs of the adult (i.e. initiated by the child/cue from the child).
- Colleagues must be prepared to support each other.
- Other adults should be prepared to speak out and take necessary action if any adult is behaving inappropriately and make sure the safeguarding lead is aware of the situation.

2. Unaccompanied children: Sometimes children and young people may attend groups, apparently without the knowledge of their parents. No hard and fast guidelines can be given, and the age of the child/ young person should be taken into consideration. The following points may assist:

- Establish whether the child/ young person attends with his/her parents'/guardians' knowledge, or at least without his/her parents'/ guardians' objections.
- Establish their contact details (address and home telephone number). Include these on the register/ signing in book.
- Provide information about the group to the child to take to his/her parent/ guardian and a registration form. Inform the child or young person that they can enter but if they wish to come to the group on a regular basis, they should ask their parent to fill in the registration form and bring it along next time.
- If someone turns up for a second time without their registration form we would phone the parent/ guardian to gain verbal consent and explain to the parent/ guardian that we need the form for the next time.
- If there are very exceptional circumstances where a child is vulnerable and doesn't want to seek parental consent, they can keep coming only after the situation has been checked with the Foodbank safeguarding lead.

- Bear in mind that the child may have some school, home or personal difficulties, which s/he may not be willing to disclose, and which need sensitive handling.
 - Remember that, for an unaccompanied child/young person, our groups may be a rare 'safe place.'
3. **Photographs. Website & Media:** Careful consideration will be given as to why photographs are to be taken of children and what their subsequent use might be.
- Permission will be obtained from parents before photographs of their children are taken
 - Permission will be obtained from parents if photographs of their children are to be used for publicity purposes, either on flyers or on the website. Care will be taken to try to obscure individual faces and not allocate names to individuals in any photographs posted in a public place (e.g. Notice Boards, news letter, website etc.)
 - Photos or videos of children or young people attending activities must not be posted onto personal social media sites online. Where a parent/guardian has given permission for photos of their children to be used for publicity purposes, images/video may be uploaded onto the foodbank Facebook or Twitter pages.
4. **Social Network Sites:** Due to the rise in social networking sites the following guidelines are to be followed.
- Leaders are not to have children or young people as 'friends' on their social network profile whilst these young people are still at school or are of school age i.e. no contact between leaders and members can take place until the September following a member's 18th birthday.

Leaders are not to engage in any instant messaging of young people via personal Facebook or other personal instant messenger providers.

Section 4 - Documenting 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: Make careful note of what the child or adult has said using their original wording . This record should be signed and dated, before being passed to the Safeguarding Officer.

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

Name: Emma Murray

Tel: 0117 9235343

Email: office@bristolnwfoodbank.org.uk

The above is nominated by the Trustees 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 Officer or, if the suspicions in any way involve the Safeguarding Officer, then the report should be made to:

Name: Hazel Craig

Tel: 0117 9235343

Email: volunteering@bristolnwfoodbank.org.uk

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

thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111.

Alternatively contact Social Services or the Police.

- The Safeguarding Officer should contact the appropriate agency or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives.

Name of local authority: Bristol City Council

Children's Social Services

Tel: 0117 9036444 (First Response)

Out of hours Tel: 01454 615 165

Website Address: <https://www.bristol.gov.uk/social-care-health/report-your-concerns-about-a-child>

Adult Social Services

Tel: Care Direct 0117 922 2700

Website Address: <https://www.bristol.gov.uk/social-care-health/form-adult-care-and-health-reported-suspected-adult-abuse>

Police Protection Team Tel: 101

- The Safeguarding Officer 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 Officer, the absence of the Safeguarding Officer or Deputy should not delay referral to Social Services, the Police or taking advice from thirtyone:eight.

- The Trustees will support the Safeguarding Officer/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 or seek advice from thirtyone:eight, although the Leadership hope that members of the place of worship / organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Officer/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Officer as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Trustees demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding officer/ 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 Officer/Deputy will:

- Contact Children's Social Services (or thirtyone:eight) 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.
- Seek and follow advice given by thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Officer/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.
- Seek and follow the advice given by thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

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 Officer/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.
- 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 Officer will:

- Identify support services for the victim i.e. counselling or other pastoral support
- Contact thirtyone:eight 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 Officer, 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 officer 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 Trustees are 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 Trustees 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.

Adoption of the policy

This policy was agreed by the Trustees and will be reviewed annually on: January 2023

Signed by: *A.J. Murray* Position: Chair of Board of Trustees

Date: 14th February 2022

A copy of this policy is also lodged with: Trustees, and in the Foodbank Office

(February 2022 revision: change of insurer)