

## Food Family Action Safeguarding Policy<sup>1</sup>

Family Food Action works through community partners to relieve family food poverty. Our delivery model is low risk in terms of safeguarding as it does not normally involve direct contact with vulnerable adults or children. However, we are committed, as far as is reasonable and practicable, to preventing harm and ensuring the health, wellbeing, and rights of everyone (including children, at-risk adults, and visitors) arising from undertaking FFA activities or coming into contact with FFA team members and activities - and to respond appropriately when/if harm does occur.

This policy relates to the safeguarding of those that may be vulnerable:

### FFA commits to:

- creating an inclusive, safe, and non-judgmental environment to work in
- identify risks, and to control those risks wherever practicable
- provide information and training in relation to safeguarding - as required by the expectations and responsibilities of the role
- provide adequate support and supervision to all team members carrying out FFA business
- follow up on reports of safeguarding concerns promptly and according to due process
- review this policy and associated procedures regularly (at least annually) and revise policy and procedures as the need arises

### Definitions (for this document)<sup>2</sup>

- **Safeguarding:** In the UK, safeguarding means protecting peoples' health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect.<sup>3</sup>
- **Vulnerable adult:** Under the Care Act 2014 safeguarding Duties apply to an adult who has needs for care and support (whether or not the local authority is meeting any of these needs) and is experiencing, or risk of, abuse or neglect, and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.
- **Child:** A person below the age of 18

### FFA roles:

- **Volunteer:** someone who contributes to the delivery of FFAs services (either in FFAs sorting hub with a team of 3-4 other volunteers under the supervision of a sorting lead or as a driver delivering goods to our 4 community partners) but who is not part of the management group
- **Management group member:** a named role holder on the FFA management group (includes trustees and non-trustees)
- **Sorting leads:** a designated member of the management group who supports and has responsibility for the weekly team of sorting and delivery volunteers and for ensuring that all procedures are followed, that volunteers present are aware of FFA policies (ie check that they have read and signed the relevant documents), that a team meeting occurs at the start of sorting and that any issues which occur are recorded and acted on. We have 3 sorting leads (Alison Bromilow, Anna Reese, and Mary Regan: Anna and Mary are also FFA trustees). FFA commits to ensuring they all have Basic<sup>4</sup> DBS certification and undertake 'Safeguarding essentials' training by the end of September 2022.

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<sup>1</sup> FFA also has a Health & safety policy to protect people from harm caused by manual handling, lifting and food hygiene. This should be read in conjunction with this safeguarding policy.

<sup>2</sup> A glossary of types of abuse experienced by children and adults is included at the end of this policy.

<sup>3</sup> NHS 'What is Safeguarding? Easy Read' 2011

<sup>4</sup> As indicated by UK Government DBS eligibility tool: <https://www.gov.uk/find-out-dbs-check>

- **Safeguarding lead:** FFA trustee who is responsible for dealing with any concerns about the protection of vulnerable adults or children who will have Basic DBS certification and undertake 'NCVO Safeguarding Essentials in Charities' by the end of September 2022. This person is Jackie Haskins. She can be contacted on 07789866421 or email [safeguarding@familyfoodaction.org.uk](mailto:safeguarding@familyfoodaction.org.uk) If Jackie is ill, on holiday or an allegation of abuse is made about him/her the secondary safeguarding person is Ros Way who can be contacted via any Family Food Action Trustee or on [safeguarding@familyfoodaction.org.uk](mailto:safeguarding@familyfoodaction.org.uk) (who will also undertake 'Safeguarding essentials' training and be DBS certified by the end of September 2022).
- **Team Members:** a collective term to describe everyone engaged in delivering FFA activities including volunteers and members of the management group

## POLICY STATEMENT

### Family Food Action:

- undertakes to design and carry out all our activities, as far as is reasonable and practicable, in a way that protects people from any risk of harm that may arise from working with or coming into contact with FFA.
- this includes the way in which information about individuals and organisations we support is gathered and communicated
- has a designated safeguarding lead/trustee
- will ensure that all team members are aware of what is required from them under this safeguarding policy and that it is practised at all times
- follow up on reports of safeguarding concerns promptly and according to due process
- co-operate fully with the appropriate statutory services when/if they need to conduct an official safeguarding investigation associated with FFA activities and/or team members
- works with community organisations with safeguarding and health and safety policies governing their staff, premises, and activities.
- will review this policy annually

### Implementation

FFA's activities are such that there are very few opportunities for abuse of vulnerable adults or children to occur however this does not mean we have a false sense of security. We will continue to monitor all activities and seek to minimise situations where abuse might occur.

Although the number of people who actively seek to abuse vulnerable adults and children is very small, FFA can reduce opportunities for abuse in various ways.

### For example, by ensuring:

- the name and contact details of the safeguarding lead are displayed at the sorting hub and publicised among members
- that all safeguarding and sorting leads have DBS checks and undergone relevant training
- that volunteers know who is in the management group, their roles and how to contact them
- expecting individuals to be responsible for their own wellbeing and that of others on site
- providing a clear statement of FFAs values and expected behaviour
- a designated sorting lead on duty every week to provide supervision and support and have ultimate responsibility for monitoring on-site behaviour and reminding volunteers what is expected of them as required
- we have a proportionate and safe approach to recruitment and training



- volunteer delivery drivers do not take passengers or new volunteers in their cars (unless with mutual agreement and under their own responsibility)
- our community partners are aware of our safeguarding policy and know how to contact our safeguarding lead about any concerns
- by ensuring that FFA and the Ardagh (the community trust who own and loan our sorting space) are clear about our respective safeguarding responsibilities
- this policy is provided to all team members as part of their induction programme and any amendments are brought to their attention
- we have a robust and visible reporting procedure – what steps to take if there are concerns, or if a disclosure or allegation is made
- we publicise contact details for the local authority, police, or local safeguarding board
- ensure this policy and our risk register are live documents that are regularly reviewed and updated

### **Recruitment**

FFA volunteers are not likely to be vulnerable adults however any individual can have specific needs and vulnerabilities. We therefore strive to create a safe environment in which all team members can flourish and any visitors or members of the public who come into contact with FFA are protected, for instance by:

- recruiting adults aged 18 or above
- asking volunteers to:
  - a) read the FFA induction pack (with links to this policy, the health & safety policy and risk register) and sign to say they have done so before commencing work,
  - b) sign GDPR compliant consent for FFA to store their contact details
  - c) disclose details of any criminal convictions (except those 'spent' under the Rehabilitation of Offenders Act 1974) so an adequate risk assessment can be undertaken
- providing a clear job description and statement about the behaviour and values expected from all who work as part of the team (as part of their induction)
- asking volunteers to fill in their next of kin contact details and any specific needs (e.g., allergens) or vulnerabilities before completing a shift
- FFA reserves the right to dismiss a volunteer and/or ban them from the property should they feel it is necessary

### **Training**

The Safeguarding and sorting leads and Chair will undertake safeguarding training and the action to take if harm occurs. Volunteers will be expected to sign the induction pack to indicate they have seen and read FFAs safeguarding, and Health & Safety policies and risk register and agree to adhere to them in practice.

### **Reporting**

The safeguarding lead will be available for team members to speak with should they feel the need to talk about an incident which has happened whilst working for or receiving assistance from the FFA, particularly if they feel they have been physically, sexually or emotionally abused.

### **Recording**

- The Safeguarding lead will make notes and keep confidential records of any disclosure or concerns they or another team member has.
- They will be responsible for escalating concerns appropriately either to the Chair and trustees or in the case of physical, sexual, or emotional abuse will seek immediate advice from Social Services Department or the Police.



- However, it is important to remember that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional vulnerable adult and child protection agencies following a referral to them of concern about someone.
- If a concern is brought to the attention of the safeguarding lead and not adequately dealt with the next step is to talk to the Chair of the Board of Trustees or contact Social Services/the Police as a private citizen to discuss your concerns.
- The Safeguarding lead & other team members must ensure that their recording of facts, incidents, assessments, referrals, and case discussions are all sufficient, accurate, concise, up-to-date, legible, dated, factual and kept confidential. Opinions should be kept to a minimum and backed up by factual evidence. Any supporting evidence should be preserved and clearly labelled.
- These records will be stored securely in a manner that safeguards the individual's right to privacy and security, they will be available to statutory bodies as required by law and may be used as evidence in disciplinary proceedings or in civil or criminal prosecutions.

### **Whistle-blowing**

Team members are encouraged to take action when suspicious that abuse is occurring at work – no matter what the setting, who the perpetrator is or who the victim is. FFA will respect and not penalise those who stand up for anyone who is suspected of being abused. Staff have a responsibility to report any occurrences or suspicions of adult abuse and those who report abuse are protected by the Public Interest Disclosure Act 1998.

**Disclosure of Information** There is a difference between confidentiality and secrecy. All team members 'personal and delicate information disclosed to FFA is confidential but may not always be secret, it is:

- Confidential to FFA and can be shared with team members on a 'need to know basis.'
- Can be shared with another agency when: -
  - Permission is given by the person about whom the information is held,
  - there is an overriding justification to share information without the person's consent
  - the law requires it

### **Who to Contact**

Bristol Care Direct 0117 9222700

To report suspected or actual abuse or neglect of an adult (over 18)

First Response Bristol 01179036444

To report suspected or actual abuse of a child (under 18) and historic abuse of a child/children

Police

999 for an emergency

101 if a crime has been committed

Registered Charity Number: **1198241** Registered in England and Wales

Safeguarding Policy: Updated 18/04/2023

Review date: 05/08/2023

This policy and its implementation will be reviewed at least annually and whenever there are any legislative changes or amendments to guidance issued by relevant statutory bodies



## **Glossary of types of abuse experienced by children and adults at risk**

### **Harm**

Psychological, physical and any other infringement of an individual's rights

### **Bullying**

This can be defined as deliberately hurtful behaviour. It is usually repeated over a period of time and occurs where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical, verbal, and emotional.

### **Physical**

This harm is not accidental. Physical abuse is deliberate harm to a child or vulnerable adult which causes physical injury. This includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

### **Psychological harm**

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation, threats of harm or abandonment, blaming, controlling, intimidation, coercion, harassment, cyber bullying.

### **Sexual abuse**

The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.,

### **Sexual exploitation**

The term 'sexual exploitation' means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.

### **Domestic Violence**

This includes psychological, physical and sexual, financial and emotional abuse including 'honour' based violence

### **Financial or material abuse**

Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements.

### **Modern Slavery**

Encompasses slavery, human trafficking, forced labour and domestic servitude

### **Discriminatory Abuse**

Including forms of harassment, slurs or similar treatment because of race, gender, gender identity, age, disability, sexual orientation or religion.

### **Organisational Abuse**

Including neglect and poor care practice within an institution.

### **Neglect and acts of omission**

Including failure to provide access to appropriate healthcare or withholding the necessities of life.

### **Self-Neglect**

This covers a wide range of behaviour including neglecting to care for one's personal hygiene or health.