

WALLINGFORD EMERGENCY FOODBANK

Registered Charity Number 1169402

SAFEGUARDING POLICY

RESPONSIBILITY: BOARD OF TRUSTEES

LEAD TRUSTEE FOR SAFEGUARDING: ALAN RHODES

DESIGNATED SAFEGUARDING LEAD: FOODBANK MANAGER

ADVISORS TO THE BOARD: KATE HART AND KEITH TIBBS

INTRODUCTION

The WEFB is a registered charity which provides emergency food supplies to those in need of them. The service is provided by volunteers who pack food parcels as part of a team but other volunteers deliver individually to recipients at home. Volunteers normally only deliver to the doorstep except in exceptional and approved circumstances. This safeguarding policy provides guidance to all volunteers / staff of the WEFB on what issues might raise safeguarding concerns, what concerns should be reported and to whom.

PURPOSE

The purpose of this policy is

- a) To protect all clients but specifically children and vulnerable adults from harm or abuse and
- b) To make clear the procedure for reporting concerns and the person/s to whom concerns should be reported.
- c) To offer guidance to volunteers on good practice to keep them safe and protect them from allegations of abuse by clients.

APPLICABILITY

This policy applies to all volunteers with WEFB: Trustees, managers, packers, dispatchers and drivers. The Trustees have overall responsibility for the service but every individual volunteer is personally responsible for reading and acting upon those aspects of this policy which apply.

PRINCIPLES

The WEFB believes that

- Everybody who is involved with the foodbank as a recipient of the service or as a volunteer should not experience and should be free from abuse, harm, neglect and exploitation.
- We all have a joint and individual responsibility to promote the welfare of our beneficiaries and volunteers, and to work in a way that protects them.
- We all have a joint and individual responsibility to create a culture in which volunteers and clients feel safe, and are able to speak up if they have any concerns.

- Any concerns should be treated within the terms of the confidentiality policy, which means that personal information must only be shared with those who are in the service and who have a need to know.

THE TRUSTEES SAFEGUARDING RESPONSIBILITIES

All organisations who work with children or vulnerable adults should have a safeguarding policy and procedures. It follows therefore that the organisation has accountability for safeguarding at the highest level, in the case of the WEFB through its Board of Trustees. The Charity Commission states that safeguarding is the responsibility of all Trustees, but this is discharged through a lead trustee, who has a strategic, advisory and governance role separate from the day-to-day operational Designated Safeguarding Lead(DSL).

The Board has to approve policy and procedures. Operational management is delegated to the manager (as DSL), or others the manager nominates - providing there is a key line of responsibility and accountability and regular reporting to the Board. The Board should have, as a minimum, a brief report every meeting as to any safeguarding concerns that have arisen and any issues arising, and have a more detailed focus annually to check that policies and procedures remain suitable and also to review training needs and delivery.

THE ROLE OF THE DESIGNATED SAFEGUARDING LEAD (DSL) AND THE LEAD TRUSTEE FOR SAFEGUARDING

The DSL is responsible for the day-to-day operational management of the Safeguarding policy. They maintain records of attendance at training, receipt and reading of the safeguarding policy, ensuring that all records and related information is kept up to date. The DSL is responsible for reporting concerns or incidents, involving both Foodbank volunteers and the clients, to Social Services and, where necessary, the Police. The DSL will inform the Lead Trustee for Safeguarding of all safeguarding issues as they arise and, at the DSL's discretion, inform all of the Trustees of any serious issues.

The DSL is responsible for keeping all personal information relating to clients and volunteers confidential and securely stored, including that relating to safeguarding concerns. Personal and confidential information and records should be retained for a year after any safeguarding matter or concern is resolved or after the person to whom it relates stops being a client/volunteer, and then it must be shredded.

The DSL provides the required safeguarding reports to the Board at each meeting.

If the DSL is subject to a complaint, it is the responsibility of the Lead Trustee for Safeguarding to investigate the allegation. The DSL along with the Trustee responsible for safeguarding and the Trust's safeguarding advisors, are responsible for reporting serious incidents to the Charity Commission.

The Lead Trustee for Safeguarding is responsible for the strategic, advisory and governance of the trust's approach to safeguarding and is also responsible for checking that procedures are being followed and that they are annually reviewed and approved by the Board. They also act as a key support to the DSL.

THE NATURE OF POSSIBLE OR ACTUAL ABUSE /HARM

- Physical injury / domestic violence. Adult to child injuries or adult to adult.
- Neglect. Neglect of others such as children or dependent adults or self neglect.
- Sexual abuse.
- Drug and alcohol misuse. Lack of capacity by being under the influence.

- Ill health / depression / mental health issues if leading to poor self care or neglect of self or others.
- Exploitation. Vulnerable Individuals who could be taken advantage of by others for the others' advantage.
- Discrimination on grounds of race, religion, gender, sexual identity etc
- Modern Slavery.
- Young children left alone.

REPORTING OF SAFEGUARDING CONCERNS

If a crime is in progress, or an individual is in immediate danger, call the police, as you would in any other circumstances, and then report to the WEFB.

Some forms of abuse require more urgent investigation than others. You should report either as soon as you leave the property if you can and especially if you judge it more urgent, (such as physical abuse), otherwise as soon as you return home from completing your deliveries. Do not leave any reporting to the evening or the next day. Your first job is to ring the dispatcher (see below) but also write a note of the concerns you have, so you have a written record of what you saw, what was said and why you were concerned. This should be sent to the WEFB for their records, and this can be done by email preferably for speed. Because of confidentiality, full names and addresses should not be in the title of the email. The email should be headed anonymously e.g. safeguarding concerns re lady in Wallingford. Details can be in the body of the email or in an attached Word document.

The dispatcher will confirm that you are right to raise any concerns and unless they have specific knowledge of what is worrying you, then they will remind you of this reporting process, to ensure that the concern is followed up appropriately.

REPORTING

1. **Dispatcher** (phone number will be on the rota)
2. **Drivers' Manager** (David Tole)
3. **Foodbank Manager** (Alice Penney)
4. **Client's Referrer** (This will usually be done by Alice or other manager).
5. **Social Services and where necessary, the Police.** (This will usually be done by Alice)

If you cannot get an answer from the dispatcher, ring the Driver's Manager. If you can't get an answer from him either, ring the Foodbank Manager. If that fails leave messages for both and send texts to both. At the conclusion of any conversation it is important that both parties are clear who is going to take the next steps so there is no confusion as to who is responsible for taking matters forward.

APPROVAL and REVIEW

This policy was approved by the Board of Trustees at its meeting

on.....

It should be reviewed annually by the Board and the next review is due

on.....

Signed by the Trustees:

Signature: Name: Date:

Signature: Name: Date:

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APPENDIX

DO'S AND DON'TS

- **DO** remember the majority of homes you deliver to will generate no concerns at all, other than possible indicators of a poor financial situation.
- **DO** remain alert, and always bear this policy in mind.
- **DO** make sure you have your phone and make sure your phone is fully charged before you set off to do deliveries.
- **DO NOT** enter a client's home. Deliver to the doorstep. In exceptional circumstances: e.g. disabled person, no carer, unable to come to the door – deliver parcels indoors but **DO** make a subsequent same afternoon report to the dispatcher on action taken.
- **DO NOT** ever be on your own with a child. If a young child comes to the door, they should fetch an adult. If a teenager is at home alone, you must ensure you stay outside the home and if possible in public view.
- **DO NOT** leave a house where you think a young child has been left alone. Ring the client, contact next door neighbours, wait for a few minutes, but if no adult appears, then ring the Police and wait for them to arrive.
- **DO NOT** ever promise to keep any form of confidence private. You must not promise to keep confidential any personal matters which may indicate a safeguarding issue.
- **DO NOT** ever accept any gifts or any money from clients.
- **DO NOT** question or interrogate a client in any situation where you have concerns. It is not your job.
- **DO** write a note as soon as you can and definitely the same day as to your concerns / what you saw / what was said.
- **DO** report your concerns without delay.
- **DO** remember the confidentiality policy and report only to those in the service who need to know.
- **DO NOT** bottle up any worries. Report any worries according to this policy. Discussion and / or knowledge held by the manager may put things in context and will allow for a considered way forward. It is better to raise concerns that prove unfounded rather than to keep them to yourself.

REPORTING MUSTS

- **If the situation is urgent – someone in immediate danger – ring the Police.**
- **If there is a need to raise concerns, ring the dispatcher as soon as you leave the property, or if not possible as soon as you get home. Dispatcher's number is on the drivers' rota. If the matter needs to be taken forward, agree who is going to ring the drivers' manager.**

- If the dispatcher is not available, ring the drivers' manager direct (currently David Tole). If the situation needs further thought or action, agree who is going to ring the Foodbank Manager (currently Alice Penney).
- If no-one is available, leave messages and send texts to both David Tole and Alice Penney.
- Write and note of the reasons you are concerned as clearly as possible and distinguish between what you saw / heard (facts) and what you thought (opinion).
- Send the note by email to the foodbank manager (ridgewayfood@outlook.com). Do not identify the client in the title of the email and if you can, do the note as a document and send as an attachment.
- Make sure the email is headed "Safeguarding concerns today" so there is no doubt as to its importance.