

Finchley Food Bank – Safeguarding Policy

Finchley Food Bank
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Registered Charity: 1200503

Introduction	<p>The Finchley Food Bank is an independent charity, supported by St Mary's RC church East Finchley, the local community, grant makers, charities, commercial organisations and other local religious organisations. We provide approximately 3 days of emergency food for people living in financial hardship in the borough of Barnet. This is done through two weekly sessions at St Mary's Church Hall on Tuesdays and Saturdays from 11:45 - 2pm where clients can choose items of food and toiletries.</p> <p>FFB volunteers may meet with vulnerable adults and occasionally children accompanied by an adult, during these sessions. This policy sets out the steps we will take to ensure that our vulnerable clients, children, and volunteers are protected.</p>
Our Commitment to Safeguarding	<p>Abuse is a violation of an individual's human and civil rights; it can take many forms. All volunteers in the FFB are committed to practice which promotes the welfare of vulnerable adults and children and safeguards them from harm.</p> <ul style="list-style-type: none">• We will take appropriate steps to maintain a safe and caring environment.• We will not tolerate any form of abuse wherever it occurs or whoever is responsible.• We will respond sensitively and compassionately to all FFB clients to help keep them safe from harm.• Anyone who brings concerns or allegations will be responded to sensitively, respectfully, and seriously.• We will always report allegations of abuse to the statutory agencies in accordance with national procedures to ensure that they are dealt with promptly and properly.• We will adhere to FFB Data Protection Policy by keeping clients' and volunteers' details confidential and secure.• We acknowledge that Safeguarding is everyone's responsibility and will ensure that all Trustees and FFB volunteers have a copy of this policy and can respond appropriately to any allegations or concerns.• We will provide support and training for our volunteers.• We will follow the guidelines in our FFB Code of Conduct.

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<p>Key Statutory Guidance Relating to Children and Adults at Risk</p>	<p>Children – Working Together to Safeguard Children 2018 Children’s Act 1989 2004 Adults at Risk – Care and Support Statutory Guidance (Care Act 2014 updated 2020) Human Rights Act 1998 Data Protection Act 2018 Mental Capacity Act 2005 Safeguarding Vulnerable Groups Act 2006 Equality Act 2010</p>
<p>Definition</p>	<p>A child or young person is defined as not having reached their 18th birthday</p> <p>A vulnerable adult is any person aged 18 years or over who is, or may be:</p> <ul style="list-style-type: none"> • Unable to take care of him or herself. • Unable to protect him or herself against significant harm or exploitation. <p>This may be because of a mental health problem, a disability, a sensory impairment, is old and frail, has a form of illness, is a substance misuser or is homeless.</p>
<p>Definitions of Abuse</p>	<p>What is Abuse? Abuse is any form of mistreatment or lack of care from another person or people that leads to injury or harm.</p> <p>Abuse can happen to anyone regardless of their age, gender, race, or ability. It may be planned or unplanned and it may be the result of deliberate intent, negligence, or ignorance.</p> <p>Abuse can take many forms.</p> <ul style="list-style-type: none"> • Physical abuse • Domestic violence or abuse • Sexual abuse • Psychological or emotional abuse • Financial or material abuse • Modern slavery • Discriminatory abuse • Organisational or institutional abuse • Neglect or acts of omission • Self-neglect

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Examples of Abuse	<p>Physical abuse: Including</p> <ul style="list-style-type: none">• Hitting• Kicking• Pulling hair• Pinching or shaking, or• Giving someone too much medication so that they find things difficult to do. <p>Sexual abuse: Including</p> <ul style="list-style-type: none">• Forcing a person to take part in any sexual activity without his or her informed consent• Involving children or young persons in looking at, or in the production of sexual images or watching sexual activities• Encouraging children to behave in sexually inappropriate ways• Grooming a child in preparation for abuse (including via the internet)• Female Genital Mutilation <p>Adult males do not solely perpetrate sexual abuse. Women can also commit acts of sexual abuse, as can other children.</p> <p>Psychological or emotional abuse: Including</p> <ul style="list-style-type: none">• Enforced social isolation - preventing someone accessing services, educational and social opportunities and seeing friends• Preventing someone from meeting their religious and cultural needs• Preventing the expression of choice and opinion• Failure to respect privacy• Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse• Addressing a person in a patronising or infantilising way• Threats of harm or abandonment• Cyber bullying <p>Financial or material abuse: Including</p> <ul style="list-style-type: none">• Undue pressure, duress, threats, or undue influence put on the person in connections with loans, wills, property or inheritance or financial transactions• Fraud, scamming• False representation, using another person's bank account• Denying assistance to access benefits• Someone moving into a person's home and living rent free without agreement or under duress
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Further Examples of Abuse	<p>Neglect and acts of omission: Including</p> <ul style="list-style-type: none">• Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care• Ignoring or isolating a person• Preventing the person from making their own decisions• Failure to ensure privacy and dignity• Not taking account of individuals’ cultural, religious or ethnic needs. <p>Self-neglect: Including</p> <ul style="list-style-type: none">• Lack of self-care to an extent that it threatens personal health and safety• Neglecting to care for one’s personal hygiene, health or surroundings• Inability to avoid self-harm• Failure to seek help or access services to meet health and social care needs. <p>Discriminatory abuse: Including forms of</p> <ul style="list-style-type: none">• Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as “protected characteristics” under the Equality Act 2010)• Harassment or deliberate exclusion on the grounds of a protected characteristic• Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic <p>Organisational or institutional abuse: Including</p> <ul style="list-style-type: none">• Discouraging visits or the involvement of relatives or friends• Run down or overcrowded establishments• Inappropriate use of restraints• Misuse of medication• Failure to respond to abuse appropriately <p>Modern slavery encompasses:</p> <ul style="list-style-type: none">• Human trafficking• Forced labour and domestic servitude• Inhumane treatment by traffickers and slave masters.• Sexual exploitation• Debt bondage – being forced to work to pay off debts that realistically they never will be able to
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Further Examples of Abuse	<p>Domestic violence or abuse: Domestic violence or abuse can be characterised by any of the indicators outlined in this policy relating to:</p> <ul style="list-style-type: none">• Psychological• Physical• Sexual• Financial• Emotional <p>Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviours can include:</p> <ul style="list-style-type: none">• Acts of assault, threats, humiliation, and intimidation• Harming, punishing, or frightening the person• Isolating the person from sources of support• Exploitation of resources or money• Preventing the person from escaping abuse• Regulating everyday behaviours
Who can Abuse?	Anyone can behave in a way that is abusive. It might be someone familiar, such as a carer or family member, or a stranger. Abuse can happen anywhere.
How might we notice abuse?	Concerns about or evidence of abuse can come to us through: <ul style="list-style-type: none">• A direct disclosure by the vulnerable person• A complaint or expression of concern by a volunteer or FFB client• An observation of the behaviour of the vulnerable person by a volunteer or FFB client

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Responding to a Concern or Allegation	<p>If you suspect a child or young person is being abused: Recognise, Respond, Refer, Record</p> <ol style="list-style-type: none">1. Immediately tell the session Team Leader.2. Record the facts as you know them. Form 13. Try to ensure that no-one is placed in a position, which could cause further concern. <p>If a child tells you about abuse by someone else:</p> <ol style="list-style-type: none">1. Allow the child or young person to speak without interruption, accepting what is said and remaining calm.2. Children and young people test out adults. How adults respond can affect the recovery process.3. Alleviate feelings of guilt and isolation, while passing no judgement.4. Never make promises that you may not be able to keep.5. Be honest; clearly explain the action you must take to protect them or others.6. Take the same steps as 1-3 in suspecting a child is being abused. <p>If you receive an allegation about an adult or about yourself: Recognise, Respond, Refer, Record</p> <ol style="list-style-type: none">1. Immediately tell the session Team Leader.2. Record the facts as you know them. Form 13. Try to ensure no-one is placed in a position, which could cause further compromise. <p>You must refer the matter and not investigate. The session Team Leader will respond to an allegation by:</p> <ol style="list-style-type: none">1. Contacting Social Care Direct on 020 8359 2000 (weekends)2. 020 8359 5000 (weekdays)3. Police on 101 but in an emergency4. Phone 999
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Responsibilities	<p>All Trustees, members of the Management Group and FFB volunteers have a responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures. We always expect volunteers to treat clients with dignity and respect, to talk about clients in a respectful manner and operate from the position of trust towards the clients.</p> <p>All Trustees and members of the Management Group have a responsibility to ensure that any complaints or other issues are dealt with promptly and sensitively and that client’s confidentiality is maintained. They must report any safeguarding concerns or allegations to the Lead Safeguarding Representative, who in turn will inform The Chair</p> <p>The Food Bank Session Team Leader is the first contact point for clients and volunteers who have concerns or allegations. The Leader will follow the guidelines to record, and report concerns and allegations to the appropriate statutory agency. They will respond to all concerns about Safeguarding seriously, swiftly and appropriately. An attachment to this policy details how to respond to a concern, allegation, or incident during a client session.</p> <p>The Trustees and members of the Management Group will ensure that volunteers have access to appropriate training and information. We promote on-line training about Safeguarding through Educare and provide volunteers with information regarding this programme. The Food Bank Co-ordinator and the Lead Safeguarding Representative will liaise to ensure that the 2 required modules Adult Safeguarding and Child Protection are completed. Volunteers’ certificates and signed Form 2’s are kept in a boxed file at St. Mary’s presbytery.</p>
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<p>Safer Working Practice</p>	<p>A safer working culture protects all. The Food Bank Administrator will:</p> <ul style="list-style-type: none"> • Forward application forms and role descriptors to potential volunteers. • Seek and follow up references. • Update the Volunteers’ Register. • Ensure that volunteers’ personal data and references are kept in a locked cupboard at St Mary’s Presbytery. • Potential volunteers will be invited to a group meeting in the Parish Centre hosted by the Food Bank Co-ordinator, a Trustee or a member of the Management Group or Volunteer United Group. <p>The Trustees and members of the Management Group will ensure that all volunteers are:</p> <ul style="list-style-type: none"> • Given Induction • Ongoing support • Clear boundaries • Training in relevant safeguarding information • Accountability: to be accountable, speak the truth and be answerable for their decisions and actions <p>Digital Safety: The taking of photographs inside the Food Bank is not allowed, unless agreed with the Food Bank Co-ordinator or a Trustee.</p> <p>All Trustees and Volunteers will adhere to the FFB guidelines when using WhatsApp. The WhatsApp groups are for communicating and responding to food bank messages only.</p> <p>Whistleblowing: Volunteers are encouraged to raise a concern openly or confidentially to the Foodbank Co-ordinator or a Trustee. Anonymous reporting is an option if a person does not feel confident to speak up.</p>
<p>Communicating and reviewing the policy</p>	<p>This policy applies to anyone working or volunteering on behalf of the FFB, including the trustees and management group, paid staff, and volunteers.</p> <p>They will be given a copy of this policy and be requested to sign Form 2 (page 9) to confirm that they have read and understood the contents and procedures.</p> <p>The Trustees and members of the Management Group will review this policy every 2 years and when there are changes in legislation.</p>

Signature: M Stell

Date: 6 January 2023

Review Date: **January 2025**