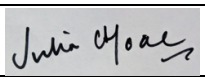
Safeguarding Policy and Procedures

West Berks Foodbank Safeguarding Policy and Procedures	
Purpose of this document	To detail the Safeguarding Policy & Procedures at West Berks Foodbank
Contact	Julia Hoaen – Safeguarding Trustee
Reporting to:	Board of Trustees
This policy was approved by the Trustees on 17/09/2026	
Name:	Julia Hoaen
Position:	Safeguarding Trustee
Signed:	
Date:	**1/10/2026**
Date of next review:	**1/10/2027**

Key Contacts		
NAME	**ROLE/RESPONSIBILITIES**	**CONTACT DETAILS**
TBC	Designated Safeguarding Officer	TBC@westberks.foodbank.org.uk
Angie Roberts	Deputy Designated Safeguarding Officer	07879 441599 angie@westberks.foodbank.org.uk
Julia Hoaen	Safeguarding Trustee	07707 819114 juliahoaen@westberks.foodbank.org.uk
Olivia Greenaway	Chair of Trustees	07736 301636 oliviagreenaway@westberks.foodbank.org.uk

- The Designated Safeguarding Officers will never be related to each other.
- The Designated Safeguarding Officers will both hold a personal copy of this Policy.

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1. POLICY CONTROL

This policy, together with its appendices, is based on Trussell's template Safeguarding Policy v 4.0 first published January 2026. This has been updated to incorporate useful feedback from food banks within the Trussell Foodbank Network.

2. INTRODUCTION

Safeguarding means protecting people's right to live safely, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's or child's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

3. AIMS OF THE POLICY

This policy, taken together with West Berkshire's Multi-Agency Safeguarding Policies, represents our commitment to work together to safeguard children and adults from abuse, neglect and exploitation. It clarifies the roles and responsibilities of employees, trustees and volunteers in relation to developing their own awareness and skills as well as the policies and procedures that must be followed.

The policy outlines:

- The practice and procedure for representatives within West Berks Foodbank to contribute to the prevention of abuse and neglect, and
- A clear framework for action, including information sharing when abuse is suspected.

4. COMMITMENT STATEMENT

West Berks Foodbank acknowledges that all people can be the victims of abuse, harm and neglect regardless of their age, gender, disability, racial heritage, religious belief, sexual orientation or any other characteristic as covered by the Equality Act 2010. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights[1], and concur with the Convention on the Rights of the Child.[2] We have therefore adopted the procedures set out in this policy in accordance with statutory guidance, and are committed to building constructive links with statutory, voluntary and other appropriate agencies involved in safeguarding.

West Berks Foodbank's safeguarding statement, outlining this commitment, can be found in Appendix 1.

[1] 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".
[2] All 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".

5. SCOPE AND DEFINITIONS OF THE POLICY

Legislation establishes that safeguarding is everybody's business. This organisation recognises that we all play a key role in preventing, detecting, reporting and responding to abuse, neglect or exploitation. The responsibility for safeguarding sits with all those associated with the food bank's activities collectively and is not limited to one person. We will all ensure that the principle of "safeguarding is everybody's business" underpins everything we do.

5.1 Scope of Policy

The policy applies to activities delivered by West Berks Foodbank. Where West Berks Foodbank delivers any activities in partnership with another body this policy applies - unless a formal agreement exists that specifically details alternative safeguarding arrangements and the roles and responsibilities of the parties to the agreement. Where a formal partnership exists, the trustees will review the partner's safeguarding policy and procedures at least annually and will ensure procedures meet the standards set out in this policy. The policy applies in respect of this organisation's responsibility towards the following groups of people:

- Children and young people - legally defined as any person under the age of 18. From this point the terms 'child' or 'children' will be used to refer to this group.
- An 'adult at risk of abuse or neglect with care and support needs', however for the purpose of this policy we will use the term 'adult at risk' to refer to this group. Information regarding the legal definitions/terminology for each UK home nation is available in Appendix 13 of this document.
- Employees, trustees and volunteers who encounter children or adults at risk during their work or volunteering responsibilities.
- Contractors when carrying out work on behalf of the organisation.

5.2 Definitions

For the purposes of this policy, we are adopting the Working Together to Safeguard Children (2023) definition of safeguarding and promoting the welfare of children. As such, safeguarding and promoting the welfare of children is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, whether that is within or outside the home (including online)
- Preventing impairment of children's mental and physical health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Ensuring safe and effective care, to enable children to have optimum life chances.

For the purposes of this policy, we are adopting the Care Act (2014) statutory guidance definition of Adult Safeguarding. As such, Adult Safeguarding is defined as:

- Protecting an adult's right to live in safety, free from abuse and neglect, is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

5.3 Implementation

West Berks Foodbank is committed to developing and maintaining its capability to implement this policy and procedures. To do so the following is in place:

- A clear line of accountability within the organisation for the safety and welfare of all children and adults.
- Access to relevant training and professional advice.
- Regular management reports to the governing body detailing how safeguarding risks are being addressed.
- Safeguarding procedures that deal effectively with any concerns of exploitation, abuse or neglect, including those caused through poor practice.
- A named person appointed as Designated Safeguarding Officer
- A named person appointed as Deputy Safeguarding Officer (collectively the DSOs)
- Arrangements to work effectively with other relevant organisations to safeguard and promote the welfare of children and adults, including arrangements for sharing information.
- Risk assessments that specifically include safeguarding.
- Policies and procedures that are consistent with this Safeguarding policy.

6. LEGAL FRAMEWORK

West Berks Foodbank will work within the framework of legislation and guidance in relation to safeguarding and protection of children and adults at risk. An index of key legislation is contained in Appendix 13.

All staff and volunteers will consider the following when raising a concern:

- Safeguarding adults is mainly aimed at individuals with care and support needs whose circumstances may put them at risk of abuse or neglect by others - **due consideration must also be given to people who need to use a food bank given the inherent vulnerability resulting from a person's immediate circumstances**
- Where safeguarding concerns are identified about children, the welfare of the child is paramount
- Abuse is defined as a violation of an individual's human and civil rights; it may consist of a single act or repeated acts
- The nature and extent of the abuse including whether it is a criminal offence
- The impact of the abuse on the person and the physical and /or psychological harm being caused and whether the abuse is having an impact on other people
- Deprivation of freedom where people may be victims of exploitation and modern slavery, for example forced labour, or where living in care homes, hospitals or other institutions and are looked after in a way that inappropriately restricts their freedom.

7. POSITIONS OF TRUST

West Berks Foodbank recognises that all adults working with children, young people and adults at risk are operating in a position of trust. Any individual associated with West Berks Foodbank operating in a position of trust must understand the potential power they may hold over these groups through a work and/or volunteering dynamic. It is essential that all those operating in a position of trust do not, knowingly or unknowingly, use this position inappropriately. Professional boundaries should always be maintained and all behaviour that could be misinterpreted should be avoided.

Some examples of Positions of Trust are provided below (please note that this list is not exhaustive):

- Food bank Director
- Those responsible for managing or supervising employees and volunteers
- Signposting roles
- Those responsible for the provision of pastoral support
- Faith Leaders and staff at our Distribution Centres

8. TYPES OF ABUSE

Categories of abuse for adults and children differ in some instances across the four nations of the UK, as defined by their specific legislation and UK guidance frameworks. Further information on the nation-specific types of abuse and the signs and symptoms of abuse can be found in Appendices 7 and 8. In addition, information regarding emerging forms of abuse West Berks Foodbank is aware of in relation to safeguarding adults and children is available in Appendix 9.

Note – Abuse can be carried out by children and West Berks Foodbank recognises that if a child or children is or are causing harm to an adult with care and support needs, this should be dealt with under the Local Authority adult safeguarding policy and procedures but will also need to involve the Local Authority Children's Services.

9. INFORMATION SHARING AND CONSENT

West Berks Foodbank is committed to complying with UK General Data Protection Regulations and the Data Protection Act. Sharing the right information, at the right time, with the right people, is fundamental to good practice in safeguarding. West Berks Foodbank will share safeguarding information with the right people at the right time to:

- Prevent death or serious harm
- Coordinate effective and efficient responses
- Enable early interventions to prevent the escalation of risk
- Help families, children and adults at risk access the right kind of support to reduce risk and promote wellbeing
- Maintain and improve good practice in safeguarding
- Reveal patterns of abuse that were previously undetected and that could identify others at risk of abuse
- Identify low-level concerns that may reveal children or adults at risk of abuse
- Help identify people who may pose a risk to others and, where possible, work to reduce offending behaviour
- Reduce organisational risk and protect reputation

Wherever possible we will always seek the informed consent of the person(s) concerned before sharing their personal information. Obtaining informed consent to share information is best practice and is often key to ensuring any further support or action is successfully maintained, based on trust and transparency.

UK Law assumes that all people over the age of 16 can make their own decisions, unless it has been proved that they can't. The law gives people the right to make their own decisions even if others consider them to be unwise. The Law says that to make a decision a person needs to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate their decision

There are exceptions where seeking consent is not necessary:

- Where you have a child protection concern, you must share information with the relevant agencies, even if you haven't been given consent. GDPR does not affect this principle.
- Where gaining consent would put the person at risk, or the organisation's volunteers and staff at further risk of significant harm.
- Where gaining consent may create, or exacerbate a risk of serious harm or loss of life (e.g. if an individual is expressing suicidal ideation with intent).
- Where other people (especially children) may be placed at risk of harm from the person, group or agency suspected of causing the abuse.
- Where the person at risk is assessed as not having the 'mental capacity' to make this decision; in this case appropriate representatives/advocates should be consulted. However, the Designated Safeguarding Officer will make the final decision.
- Where a crime has taken place and there is an overriding public duty for the Police to investigate. If a person does not want you to contact the Police and you are unsure, then seek the advice of the Designated Safeguarding Officer.

In making the decision whether to share information without consent consideration will therefore be given to:

- the seriousness and pervasiveness of the abuse:
- the ability of the individual to make decisions
- the effect of the abuse on the individual in question and on others
- whether a criminal offence has occurred
- and whether there is a need for others to know (e.g. to protect others who may not be involved in the immediate situation).

If the decision is made not to share information because consent has been withheld and the exceptions given above do not apply, then the person will be advised of any actions they can take to protect themselves and signposted or supported to access other local advice and support services. They will also be made aware of the fact that they can change their minds at any point.

All information and concerns should be raised with the Designated Safeguarding Officer, their deputy, or if they are not available the Foodbank Manager who will then make the decision as to whether to share information with another agency including Thirtyone:eight, Social Care Services or the Police.

In the case of severe concerns where delay in contacting the Designated Safeguarding Officer could result in further harm the worker/volunteer should contact the relevant statutory authorities immediately and inform the Designated Safeguarding Officer as soon as possible afterwards. Decisions about sharing information (or not) will be clearly recorded with reasons clearly stated.

10. CONFIDENTIALITY AND RECORDING

Every effort should be made to ensure that confidentiality is maintained for all concerned, both when an allegation is made and whilst it is being investigated

All records will be written, stored and destroyed with due regard for confidentiality and in line with West

Berks Foodbank's policy on record keeping and in adherence with the Data Protection legislation. Staff and volunteers will be trained and supported to maintain and store accurate records.

Where incidents that either risk, or have resulted in, significant harm to those that interact with West Berks Foodbank, the Designated Safeguarding Officer will communicate with Trustees who may be required to be report the incident to the charities regulator as a Serious Incident Report.

11. SAFEGUARDING REPORTING PROCEDURE

Under no circumstances should an employee or volunteer of West Berks Foodbank carry out their own investigation into any allegations, or suspicions of, abuse.

The employee or volunteer should record the disclosure, allegation or concern using the appropriate form, and share with the Safeguarding Officer/Deputy Safeguarding Officer as soon as possible, to enable appropriate supportive actions to be taken. The role of the Safeguarding Officer/Deputy Safeguarding Officer 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 procedural guidance for reporting concerns of abuse, harm or neglect can be found in the appendices of this policy document. Please see Appendix 3, which can be read in conjunction with our safeguarding concern flowchart, to be found at Appendix 5.

12. MONITORING

The role of the Designated Safeguarding Officer(s) 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.

The Designated Safeguarding Officer(s) are also responsible for ensuring the organisation keeps appropriate records of any concerns, disclosures and investigations as part of ensuring the policy and procedure is fit for purpose and kept under continual review. The trustees will support the Safeguarding Officer/ Deputies 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.

Information about safeguarding cases and how they were dealt will be reviewed and reported on regularly to the Board of Trustees. Areas to focus on include:

- How quickly the concern was reported to the Safeguarding Officer
- Whether a concern was reported to statutory agencies
- How quickly a concern was made to the Police/Children's/Adults Services (where relevant)
- Accuracy of information recorded
- The quality of the input into the safeguarding process (feedback from Police/Children's/Adults Services)
- Outcomes of safeguarding process
- Whether any incidents highlighted trends, patterns, training requirements or procedural failing requiring further review
- Whether the incident should be notified to the charity regulator under Serious Incident procedures

Reports to trustees should focus on the issues and the organisation's response to an incident not the specific details of an individual case. Reports made to the trustees should be captured in a Safeguarding Incident Register. This is to enable the organisation to reflect on and improve its practice in developing an effective safeguarding culture.

The policy and procedure will be reviewed and audited regularly or if legislation changes.

13. PARTNERSHIP WORKING

When working with other organisations in partnership to deliver activities, West Berks Foodbank has established clear guidelines regarding expectations of those we work in partnership with when it comes to safeguarding. Clear expectations and communication are essential in promoting safeguarding, to those we wish to protect, to everyone involved in working with children and young people, adults with care and support needs and those with whom we work in partnership. These guidelines provide relevant assurances that sufficient safeguarding arrangements are in place when delivering partnership activities and are agreed and accepted by both agencies working in partnership:

- Partners have annually reviewed, accepted and can readily access their respective safeguarding policy and procedure documents
- Details of the named person responsible for safeguarding from both partners have been shared and are readily available in case of any incidents or concerns
- There are established reporting routes for any safeguarding concerns that may occur in the provision of partnership working activities (i.e. reporting of incidents as they occur where there is a specific risk to either partner's employees, volunteers, clients or service provision)
- Partners agree which safeguarding policy applies when delivering services at a food bank (i.e. is safeguarding delegated at point of referral so that the partner's policy applies in the event of a concern, or are all concerns managed via West Berks Foodbank's policy)
- Partner agencies have sufficient safeguarding training in place for all employees and volunteers in line with the requirements of West Berks Foodbank
- Appropriate safer recruitment checks have been undertaken by the partner agency for all employees and volunteers delivering work on behalf of West Berks Foodbank
- There is an agreed meeting and reporting schedule to discuss any safeguarding concern (i.e. key management information regarding concerns that focuses on the issue and the organisation's response but not the specific details, such as the number of cases and number reported to statutory agencies)

Please refer to Appendix 12 for details regarding the current established partnership working arrangements in place between West Berks Foodbank and the respective partner agencies.

14. GOOD PRACTICE GUIDANCE

As an organisation providing services to, and working with, children and adults at risk, West Berks Foodbank is committed to upholding good safeguarding and working practices. Doing so enables West Berks Foodbank to safely and compliantly deliver all food bank and associated activities, develop good relationships and minimise the risk of unfounded accusation, and harm or abuse to stakeholders.

The following subsections detail these good practice guidelines and, where applicable, will provide information regarding specific processes for activities and any relevant appendices.

14.1 Safer Recruitment of staff and volunteers

West Berks Foodbank ensures that the following will be implemented to uphold safer recruitment best practice:

1. References will be taken up according to the guidelines below:
    i. Employees: *Two references after acceptance of a provisional job offer which is subject to receipt of satisfactory references.*
    ii. Volunteers applying for or appointed to leadership positions, and signposters: *Two references at the time of application/appointment to be received before they start the role*.
    iii. All other posts: *Two references to be obtained after successful completion of a four-session trial-period - during the trial period they will be subject to continuous supervision.*
2. In all cases at least one of the references should be from a recent past employer or from another organisation the person has volunteered with, if they have no recent employment history.
3. References should be provided in writing or transcribed where received verbally. West Berks Foodbank will make all reasonable efforts to ensure that references are bona-fide and will seek alternatives where in doubt.
4. A written role description will be produced for all roles.
5. All applicants applying for an employee or volunteer role must complete an application form.
6. All applicants shortlisted must be interviewed and safeguarding must be discussed at interview.
7. All staff and volunteers have a duty to disclose any unspent convictions. Failing to do so may be regarded as gross misconduct or a breach of the volunteering agreement.
8. All staff and volunteers responsible for supervising adults at risk or children will undergo an enhanced criminal records (DBS) check if their role falls within the eligibility guidelines see. Appendix 2 - Disclosure and Barring Service - for links to guidance on eligibility). Staff and volunteers without an appropriate criminal records check will not be permitted unsupervised access to adults at risk or children.
9. All criminal records checks will be renewed every three years.
10. A suitable training programme will be provided for successful applicants (including safeguarding training which includes familiarising themselves with the organisation's safeguarding policy and reporting procedures).

14.2 Working with Ex-offenders and those that pose a risk to others

1. West Berks Foodbank is committed to promoting equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. Having a criminal record will not necessarily bar a person from working or volunteering with West Berks Foodbank. This will depend on the nature of the position and the circumstances and background of any offences.
2. Where it becomes known that a person working with or applying to work with West Berks Foodbank is a potential risk to others, we will take all reasonable measures to ensure appropriate supervision is in place. Any failure on the part of an individual staff member, contractor, trustee, or volunteer to declare unspent convictions may be regarded as gross misconduct, a breach of contract or the volunteering agreement. West Berks Foodbank has a duty to protect people from any risk of harm or abuse and commits to undertaking individual risk assessments and setting boundaries for those individuals that may pose a risk as part of an appropriate risk management plan (Appendix 6).

14.3 Training

1. All staff and volunteers will familiarise themselves with appropriate West Berks Foodbank's policies and procedures, including safeguarding, during induction.
2. All staff, volunteers and trustees will complete basic safeguarding training every two years and other relevant training as required. This will be provided by West Berks Foodbank
3. The Designated Safeguarding Officer and Deputy Designated Safeguarding Officer will complete appropriate role-specific, advanced safeguarding training to enable them to undertake these roles every 2 years.

All trustees, volunteers and staff will be made aware of:

- The possibilities of abuse and neglect of children and adults at risk.
- Local procedures and the names and contact details of relevant local and national professionals and organisations (see Appendix 2).

14.4 Management of workers

1. West Berks Foodbank is committed to supporting all food bank employees and volunteers and ensuring they receive relevant appropriate support and supervision. All workers and volunteers have been issued with guidance for supporting children and adults at risk, and as part of their training and induction are given clear expectations about what is expected of them both within their role and outside of their role. They will also receive further training as necessary. The code of conduct can be found in Appendix 10.

14.5 Supported Volunteers

1. All volunteers will be asked whether they have any specific or additional support needs, or other relevant information like unspent criminal convictions that indicates a need for additional support from West Berks Foodbank.
2. Where significant additional support needs are disclosed or identified the volunteer will be regarded as a supported volunteer.
3. Where West Berks Foodbank offers supported volunteering opportunities, including for young people or volunteers with additional needs, then the supervisor will be subject to an enhanced criminal records check.
4. Supported volunteering placements will be subject to individual assessment to ensure appropriate management and support for specific additional support needs identified.
5. All Supported volunteers will receive an individual support plan / risk assessment which will be regularly reviewed with the volunteer coordinator or their supervisor.
6. West Berks Foodbank will ensure that all volunteers, including young people or volunteers with additional needs receive appropriate support to understand this safeguarding policy and know who to talk to if they feel unsafe.
7. If the volunteer is likely to struggle to absorb the information contained within this policy by reading it, the volunteer coordinator, supervisor or a Designated Safeguarding Officer will talk through the policy verbally.
8. West Berks Foodbank will produce an easy-read safeguarding reporting procedure, which can be printed out and given to staff and volunteers where required.
9. Safeguarding is discussed at regular team meetings and supervisors are encouraged to raise issues about their area of work and discuss them.
10. When facilitating supported volunteering, supervisors will observe for any situation or suggestion that an adult at risk or child is being either highly favoured or harshly treated, as these may be signs of abuse.

11. Our priority is protecting the welfare of all supported volunteers whether adults at risk or children. Where possible, line managers should take opportunities to observe those adults at risk and children for whom they are responsible.

15. MANAGEMENT AND SUPERVISION

Unless expressly delegated to Managers or the Designated Safeguarding Officer, trustees are responsible for clarifying staff and volunteers' roles and responsibilities regarding the safeguarding of children and adults at risk. Supervisors of staff and volunteers will monitor working practices and offer the opportunity to raise any concerns.

APPENDIX 1 – SAFEGUARDING STATEMENT

West Berks Foodbank **SAFEGUARDING POLICY STATEMENT**

To be displayed in a prominent place at all Foodbank locations

_____

- West Berks Foodbank is committed to the safeguarding of children and adults with care and support needs and ensuring their well-being.
- We recognise that safeguarding is everybody's responsibility, and all West Berks Foodbank workers are committed to preventing harm or abuse to children and adults with care and support needs in all their recognised forms that we may encounter through our food bank activities.
- We recognise that the personal dignity and rights of adults and children must be at the centre of all that we do and will ensure all our policies and procedures will reflect this.
- We undertake to exercise proper care in the appointment and selection of those who will work with and/or are responsible for children and adults with care and support needs.
- We believe every child and adult should be valued, safe and happy. We will make sure that all those we have contact with know this and are empowered to tell us if they are experiencing significant harm, so we may act in accordance with our safeguarding policy and procedures.

We are committed to:

- Following statutory and specialist guidelines in relation to safeguarding children and adults and will ensure that all food bank employees and volunteers will work within, and adhere to, the agreed procedures of our safeguarding policy.
- Implementing the requirements of all relevant national legislation relevant to West Berks Foodbank's operations.
- Supporting, resourcing and training those who undertake this work to do so safely, effectively and compliantly, with dignity, compassion and justice.
- Ensuring that we are keeping up to date with national and local developments relating to safeguarding.
- Supporting all those who come into contact with West Berks Foodbank in the provision of food bank activities and are affected by, or at risk of, harm, abuse and neglect.

We recognise:

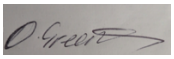
- West Berkshire Council's Children's Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. West Berkshire Council's Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the Police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.
- All West Berks Foodbank employees and volunteers operate in a position of trust in providing our services to those individuals and will uphold the terms of this policy.
- The sharing of information with relevant parties is a key part of effective safeguarding practice and we will always share information required to keep people safe from harm, abuse or neglect.

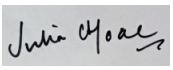
If you have any concerns for a child or adult, then speak to one of the following who have been approved as Safeguarding Officers for West Berks Foodbank

- TBC – Designated Safeguarding Officer
- Angie Roberts - Deputy Safeguarding Officer

West Berks Foodbank ‘s full safeguarding policy can be seen/accessed here:
https://westberks.foodbank.org.uk/about/about-our-foodbank/

Agreed and signed on behalf of West Berks Foodbank on 19/10/2026

Designated Safeguarding Officer pp Olivia Greenaway, chair of trustees 

Safeguarding Trustee Julia Hoaen 

We will review this statement and our policy annually.

APPENDIX 2 - KEY CONTACTS & FOODBANK VENUES

If someone is injured or in imminent danger, call 999

Our Key Contacts

- **Designated Safeguarding Officer** — **TBC** tbc@westberks.foodbank.org.uk
- **Deputy Designated Safeguarding Officer** — Angela Roberts 07879 441599 angie@westberks.foodbank.org.uk
- **Safeguarding Trustee** — Julia Hoaen 07707 819114 juliahoaen@westberks.foodbank.org.uk
- **Thirtyone:eight Advice line** — 0303 003 11 11 (option 2)

Social Services

Local Authority is West Berkshire District Council	
Social Services – Office Hours	Monday to Friday 9am 5pm – 01635 551111
Social Care Services Daytime Contact Numbers	Adult Access Point: 01635 519056 Children's Access Point: 01635 503090
Social Care Services Out-of-Hours Emergency Duty Team (EDT)	Adults AND Children: 01344 786543

Other National Advice Providers

- Hourglass Elder Abuse Confidential Free phone help Line - 0808 808 8141 - 9am-5pm
- ChildLine 24/7 - 0800 1111
- NSPCC 24/7 Child Protection Helpline - 0808 800 5000 or help@nspcc.org
- National Domestic Abuse 24/7 Helpline – 0808 2000 247
- Samaritans 24/7– 116 123

If you think a crime has taken place…

- Local & Regional Police – Non-emergency number: 101. You will be directed to the correct team for your postcode area.

Operational Premises/Venues: West Berks Foodbank operates from the following venues:

Foodbank Activity and operating times	**Venue & Address**	**Landlord Contact Details for Host Venues and Safeguarding Officer (if known) for Host organisation**
Main Office Mon-Fri 09:00-17:00	21 Liberty House Greenham Business Park Thatcham RG19 6HS	01635 49923
Warehouse Mon-Fri 09.00-12.00	80 Greenham Business Park Thatcham, RG19 6HW	07918 702545 01635 49923
Hungerford Distribution Centre Wednesday 1-3pm	The Methodist Church Bridge Street Hungerford RG17 0EH	Jennifer Bartter – Hungerfordfc@westberks.foodbank.org.uk
Thatcham Distribution Centre Thursday 1-3pm	Thatcham Baptist Church Wheelers Green Way Thatcham RG19 4YF	Sarah Garland – Thatchamdc@westberks.foodbank.org.uk
Burghfield & Mortimer Distribution Centre Friday 1-3pm	St Oswalds RC Church Abbey Park Burghfield Common Reading RG7 3HQ	Mark Bradberry – Burghfield@westberks.foodbank.org.uk
Newbury Distribution Centre Tuesday 1-3pm	Kennet Christian Centre 12 Enborne Road Newbury RG14 6AH	Steve Cane – Newburydc@westberks.foodbank.org.uk
Newbury2 Distribution Centre Friday 1-3pm	Salvation Army Northcroft Lane Newbury RG14 1BU	Angie Roberts – Newbury2dc@westberks.foodbank.org.uk
Calcot Distribution Centre Monday 1-3pm	Calcot Centre 3 Highview Calcot, Reading RG31 4XD	Chris Thompson – Calcotdc@westberks.foodbank.org.uk
Greenham Distribution Centre Thursday 1pm-3pm	Greenham Community Centre The Nightingales Newbury RG14 7SZ	Jo Day – Greenham@westberks.foodbank.org.uk

Our Insurance Provider

Ansvar Insurance
Policy Number ACY 2414644
Contact details Richard Goodman, Commercial Account Manager
Howdens, 42-44 Chapel Street, Thatcham, RG18 4QL
Client number 56519942

Care Quality Commission Helpline Tel: 03000 616161
The Regulation and Quality Improvement Authority Helpline Tel: 028 9536 1990

Criminal Records Check
Disclosure and Barring Service
PO Box 181, Darlington, DL1 9FA
03000 200 190
https://www.gov.uk/find-out-dbs-check

APPENDIX 3 – SAFEGUARDING CONCERN(S) REPORTING PROCEDURE

All food bank employees or volunteers must raise their concerns with the Designated Safeguarding Officer, their deputy or - if they are not available - the Foodbank Director.

If the subject of concern is a member of staff or volunteer see West Berks Foodbank's Whistle Blowing procedure (Appendix 11). The Whistle Blowing procedure should be used when a member staff or volunteer has concerns about the conduct of a colleague in a position of trust within the organisation, which could be detrimental to the safety or wellbeing of adults and/or children.

Things to Remember

- All allegations/disclosures will be treated seriously - the safety of the adult at risk or child is paramount.
- Staff and volunteers should stay calm, listen and reassure the person they are concerned about that they are being listened to.
- Staff and volunteers should always demonstrate a sensitive approach.
- Staff and volunteers should be aware of the possibility of a Police investigation and are **not to investigate** any allegation themselves.
- Staff and volunteers will explain that they are required to share information with those people who need to know but not with other staff or volunteers. **Absolute confidentiality cannot be promised.**
- If there is immediate danger, or someone requires urgent medical attention, then the Police or ambulance should be called immediately (on 999), and the Designated Safeguarding Officer informed as soon as possible.

Reporting Procedure

- Any concerns should be reported immediately to the Designated Safeguarding Officer, their deputy or - in their absence - the Foodbank Director. Contact details for these individuals are available on Page 1 and in Appendix 2 of this policy document and for the relevant local statutory services in Appendix 2.
- A *Safeguarding Concern Report Form* (Appendix 4) will be completed by the employee/volunteer or by the Designated Safeguarding Officer using information relayed by the person reporting the concern. Information recorded on the form must:
    a. Be accurate and factual – do not make subjective judgements or supposition.
    b. Wherever possible include the actual words said by the child or adult at risk rather than an interpretation of what was said.
    c. Record only specific facts relating to disclosure, dates, places etc which should be recorded accurately along with any details of the injuries or consequences i.e. where they are and what they looked like.
- Completed *Safeguarding Concern Report Forms* will be kept centrally by the Designated Safeguarding Officer. Safeguarding Concern forms are stored electronically, in a restricted access folder on West Berks Foodbank's shared Google drives, in line with this policy and the Data Protection Policy.
- Where incidents that have resulted in (or risk) significant harm to beneficiaries, the Designated Safeguarding Officer will notify the Board of Trustees who may be required to be report the incident to the charities regulator as a Charity Commission "Serious Incident" Report
- In such instances West Berks Foodbank will also report these incidents to Trussell as part of the organisation's risk management and response procedures.
- The Designated Safeguarding Officer should consider if the incident also needs to reported under Health and Safety Policy and Procedures and, if so, they should initiate this reporting with the Foodbank Director.

- Detailed procedural guidance for different scenarios, involving both children and adults, is provided below, outlining the steps the Designated Safeguarding Officer will need to take to address concerns.

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 food bank's Designated Safeguarding Officer/Deputy Safeguarding Officer will:

- Contact the relevant medical services, informing the Doctor of any concerns if immediate medical attention is required.
- Contact West Berkshire's Social Care Services for children (see Appendix 2) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- If the disclosure, allegation or concern is directly about the parents, then do not tell the parents or carers unless advised to do so, having contacted Children's Social Care for advice on the matter.
- For lower-level concerns, (e.g. poor parenting where there is no evident harm, abuse or neglect concern), encourage parent/carer to seek help, but only if this does not place the child at risk of harm.

Allegations of sexual abuse:

In the event of allegations or concerns of sexual abuse, the food bank's Designated Safeguarding Officer/Deputy Safeguarding Officer will:

- Contact West Berkshire Social Care Services for children (see Appendix 2) and the Police on 101.
- Depending on the circumstances, they will need to consider whether it is appropriate to speak to the parents of the child. If they are not sure about this, then they will seek advice from the above agencies.
- If for any reason they are unsure whether to contact Children's Social Care/Police, seek and follow the advice given by Thirtyone:eight (see Appendix 2) Police. Thirtyone:eight will confirm its advice in writing for future reference.

Detailed procedures where there is a concern about an adult at risk:

Concerns 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, the food bank's Designated Safeguarding Officer/Deputy Safeguarding Officer will:

- Contact Emergency Services on 999 in the event the adult is at immediate risk of harm or has sustained any injury.
- Contact West Berkshire's Social Care Services for adults (see Appendix 2)who will be able to advise whether this reaches the safeguarding threshold and appropriate actions/referrals required.

If there is a concern regarding spiritual abuse, the food bank's Designated Safeguarding Officer/Deputy Officer will:

- Identify appropriate support services for the victim i.e., counselling or other pastoral support available.

- 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 employee) whilst following the procedure outlined above, the food bank's Designated Safeguarding Officer/Deputy Safeguarding Officer, will:

- Make a referral to the 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 the relevant Disclosure and Barring Service (DBS (England and Wales) for consideration of the person being placed on the barred list for working with children or adults with care and support needs. This decision should be informed by the Local Authority Designated Officer (England and Wales) who will advise on appropriate actions.
- Share information about the concern with the Police.

Allegations of abuse against a person who works with adults with care and support needs:
The food bank's Designated Safeguarding Officer/Deputy Safeguarding Officer will:

- Liaise with West Berkshire's Social Care Services for adults (see Appendix 2)to establish whether this should be investigated under their safeguarding processes.
- Make a referral to the relevant Disclosure and Barring Service DBS following the advice of Social Care Services for adults.
- Share information about the concern with the Police.

The legislation across all four UK nations (The Care Act 2014) places the duty upon Social Care Services for adults 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 West Berkshire Social Care Services for adults to decide not West Berks Foodbank.

Allegations of non-recent sexual abuse from an adult:
If an accusation is made of non-recent sexual abuse from a child, the procedure in relation to sexual abuse will be followed (please see above).

If an accusation is made of non-recent sexual abuse from an adult, the food bank Designated Safeguarding Officer/Deputy Safeguarding Officer will:

- Give the adult the option to report this to the Police. If the adult does not wish to report this to the Police, then the Designated Safeguarding Officer/Deputy will pass on the information relating to the alleged perpetrator, however, must not share details of the adult who has made the disclosure.
- If the alleged perpetrator is in a role working or volunteering with children or young people, make a referral to the 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.
- If the alleged perpetrator is in a role working with adults with care and support needs, liaise with West Berkshire's Social Care Services for adults to establish whether this can be investigated under their safeguarding processes.
- If the alleged perpetrator is in a role within West Berks Foodbank, contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of domestic abuse
If an accusation is made of domestic abuse, the food bank Designated Safeguarding Officer/Deputy Safeguarding Officer will take the following actions:

- Where a person visiting the food bank reports an incident of domestic abuse **whilst a child or adult at risk is in the home**, this must be treated as a disclosure of abuse and should be passed on to a Designated Safeguarding Officer with immediate effect using the procedures outlined above.
- Where an incident of domestic abuse is reported **and there is no child or adult at risk present**, foodbank staff and volunteers should as a minimum signpost the client to an appropriate agency but must not attempt to coerce them to contact the Police unless the client wants and feels able to do so.
- **Where foodbank staff or volunteers witness an act of domestic abuse, they must contact the Police immediately.**
- For advice or information about anything relating to abuse the Designated Safeguarding Officer/Deputy Safeguarding Officer should contact the National Domestic Abuse Helpline (see Appendix 2).

APPENDIX 4 - SAFEGUARDING INCIDENT REPORTING FORM

(Confidential when complete)

For Office Use – Confidential once complete	
Date and Time of Incident	DD/MM/YYYY 00:00
Name of Person Completing this form	Your name.
Passed to Designated Safeguarding Officer (DSO) or Deputy DSO	Name of DSO or Deputy DSO
Method of communication	
Received by DSO or Deputy DSO	DD/MM/YYYY 00:00

About the Incident, Safeguarding Concern or Identified Risks

Individual(s) identified at risk *(select all that apply)*:

☐Person using the Foodbank
☐Foodbank Volunteer
☐Foodbank employee
☐Children/Young person
☐Partner/spouse
☐Cohabiting individual
☐Friend/ neighbour
☐Other (If "other" please specify)

……..

About the person(s) at risk

Name: Forename & Surname
Address: Including Postcode

Date of birth: DD/MM/YYYY
Gender:

Contact details (if applicable):
Telephone number:
Email:
Preferred method of contact:

Is the alleged perpetrator known to the person at risk:

☐Yes ☐No

What is their relationship to the person at risk:

☐Carer
☐Family member
☐Neighbour
☐Another vulnerable person
☐Professional
☐Friend
☐Self
☐Other If "other" please specify.

……

Please provide a brief description of the allegation/concerns:
Use this space to clarify basic information. Record factual details about what was said. Include:

- Date, time, location of incidents:
- People involved:
- What was observed
- What was heard
- What was disclosed/said to you –using their own words (do not paraphrase)

Please provide a brief outline of actions taken/ support offered:
Outline what action was taken at the time of the incident. If there is evidence what has been done to preserve this etc.

Have you discussed your concerns with the person at risk (or legal guardian in the case of a child), where doing so does not increase the risk of harm, and informed them of any actions you propose to take:

☐Yes ☐No

If you have answered yes, please include the adult or child of concern's views about what they would like to happen after the incident/disclosure:

Has the person at risk given their consent to sharing the information with appropriate external agencies and/or statutory services:

☐Yes ☐No

Please use this section to provide any other information you feel is relevant to the concern (e.g., if there have been previous concerns, if this is a repeat incident etc.):

Once completed, please submit to your Designated Safeguarding Officer or Deputy as soon as possible.

For the Designated Safeguarding Officer to complete

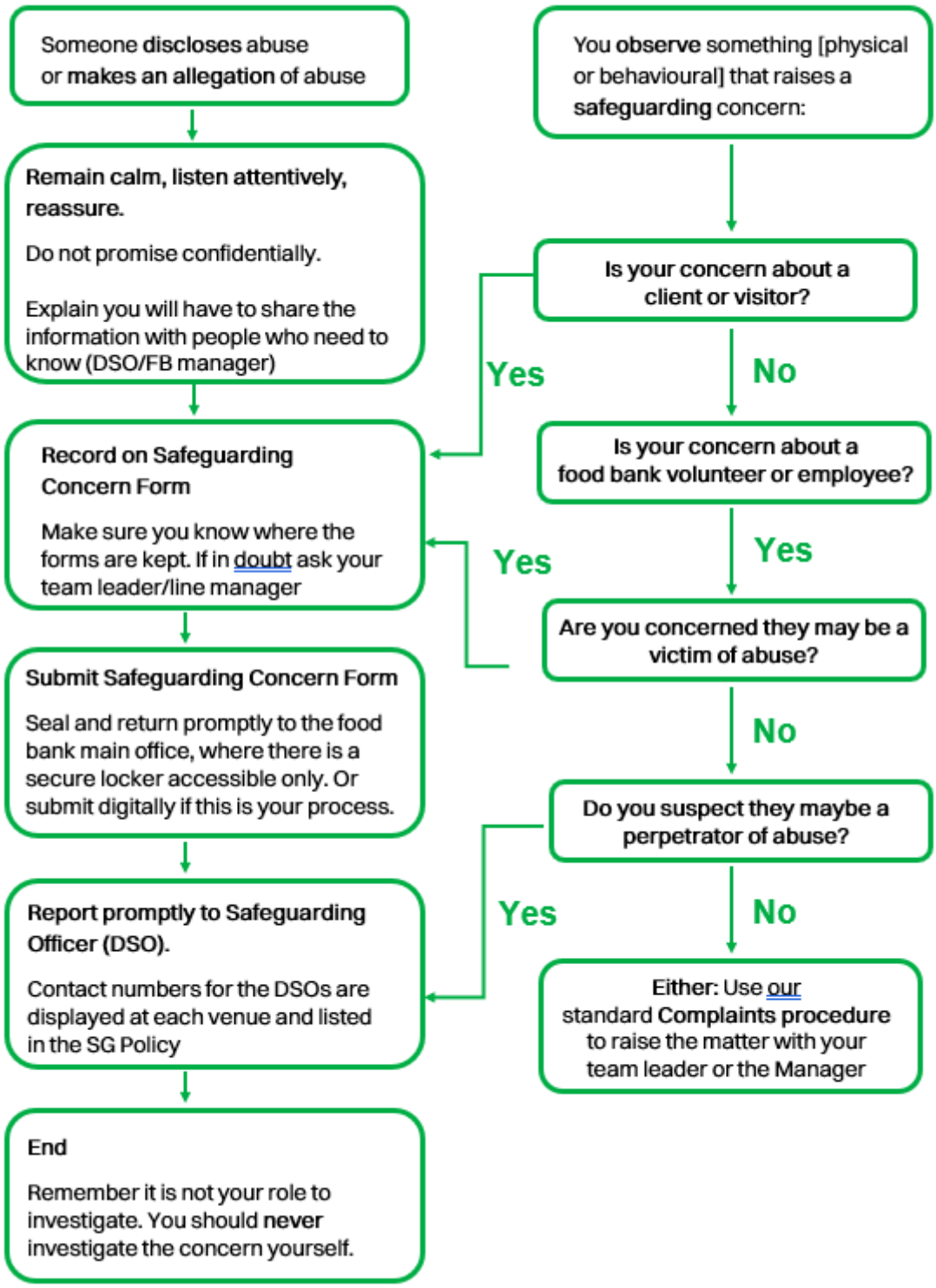
Date received by Safeguarding team:	DD/MM/YYYY 00:00

Type of risk/ abuse identified or suspected *(select all that apply)*:

☐Self-neglect
☐Exploitation (including financial)
☐Domestic Abuse
☐Modern Slavery
☐Sexual Abuse
☐Physical Abuse
☐Emotional/ psychological Abuse
☐Discrimination
☐Neglect
☐Coercive controlling behaviour
☐Grooming

Additional actions/ measures: • List measures as bullets	
Is a further Risk Assessment needed for the food bank to managed identified risks/ concerns: ☐Yes ☐No	
Has the incident/ concern been reported to any statutory services (i.e. Police, ambulance, GP, adult or children's Social Care Services): ☐Yes ☐No If yes, please include the date and time of the report, the agency reported to, and any reference numbers provided below: Date/time of report: Agency: Reference number (if received): **N.B. If you have concerns for a person's immediate safety, then contact the emergency services.**	
Concerns shared with other external agencies:	☐Original referral agency ☐Thirtyone:eight ☐Trussell Area Manager / Network Lead ☐Other If other please specify: ……
Safeguarding Incident Register updated for the charity Trustees/ Management Group: ☐Yes ☐No	

APPENDIX 5 – SAFEGUARDING CONCERN FLOWCHART



APPENDIX 6 - BEHAVIOUR RISK ASSESSMENT AND BEHAVIOUR AGREEMENT

Risk Assessment Template

Subject of Risk Assessment (if child, include age)		**Date of Risk Assessment**	
Safeguarding Officer Completing Risk Assessment		**Review Frequency**	
Professionals/others involved (if applicable – include position, contact details)			
Reason for risk assessment (including the individual's awareness and acknowledgement of the concerns)			

What are the concerns?	**Given this, what are the possible risks?**	**Who is at risk?**	**Can the risk be managed? What measures can be adopted to safeguard in this situation?**	**Action by whom?**	**Action by when?**

Risk Assessment decision / outcome	
Food bank Designated Safeguarding Officer signature	
Subject of risk assessment signature (where appropriate)	

Date of decision	
Next review date	

Behaviour Agreement Template

Food Bank	West Berks Foodbank
Safeguarding Officer	**TBC**
Individual subject to behaviour agreement	[insert the details of the person the behaviour agreement relates to here]
Reason for behaviour agreement	[insert a brief overview of the risks which have required assessment and the need for a behaviour agreement here]

Boundaries [delete as appropriate to your circumstances]
I accept that my attendance is conditional based on the following conditions: **[insert / remove conditions as required]**

- I will never allow myself to be in a situation where I am alone and/or unsupervised, with children, young people, or adults at risk.
- I will attend activities/sessions only as directed by the food bank.
- I will sit where directed at activities (e.g. food bank sessions, food bank team meetings etc.) and will not place myself near children, young people and adults at risk.
- I will not enter certain parts of the building designated by the food bank leadership, nor any area where activities for children, young people and adults at risk are in progress
- I accept that [**insert NAME1**] and [**insert NAME2**] will accompany/supervise me during food bank activities (e.g. food bank sessions, food bank team meetings) and accompany me when I need to use other facilities. They will be aware of my situation and this agreement.
- I accept there are certain people who will need to be told of my circumstances for them to protect the children, young people or adults at risk who come into contact with the food bank.
- I accept that I am only able to attend [**insert** food bank centre] at [**insert** time and date], as agreed with the food bank on [insert date].
- I accept that contact will need to be made with my probation officer, or other relevant support agencies, who will liaise with the food bank as and when necessary (where appropriate)

Wellbeing support [delete as appropriate to your circumstances]

West Berks Foodbank has agreed to provide you with wellbeing support; as part of that undertaking, they agree to:

- Support you with signposting and referrals to relevant statutory agencies as necessary, if required.
- Liaise with any previous organisation you have worked or volunteered with prior to joining us, or have received support from, as appropriate.
- Work closely as a food bank with any statutory authorities with responsibility for you, such as your probation officer, Police public protection team, children's Social Care Services or adult's Social Care Services cooperating with them in helping and supporting you.
- Where appropriate, ask for any risk assessment to determine how best we can meet your needs while protecting you, children, and adults at risk.
- Attempt to meet any practical needs you may have to undertake employment or volunteering opportunities, or to receive support from the food bank.
- Only share information in this agreement on a 'need to know' basis, with other team members at the food such as the Safeguarding Team, or appropriate Line Manager.
- Continue to be honest and transparent about the concerns relating to this acceptable behaviour agreement and treat you with respect throughout the process.

- Be there for you and will support you.

General agreement [delete as appropriate to your circumstances]

- I accept that West Berks Foodbank will provide me with wellbeing support if required.
- I understand that if I do not keep to these conditions, I may be barred from attending food bank activities. In such circumstances the food bank may choose to inform the statutory agencies (e.g. Police, probation, Adult Social Care Services, Children's Social Care Services), and any other relevant organisations.
- I understand that any other concerns will be taken seriously and reported.
- I understand that this agreement will be reviewed regularly every [insert number] months and will remain for an indefinite period.

I agree to the terms outlined in this "acceptable behaviour" agreement (to be signed by the individual subject to the behaviour agreement)

Name	
Date	

West Berks Foodbank agrees to support you as an organisation as outlined above in this "acceptable behaviour" agreement (to be signed by the food bank Designated Safeguarding Officer)

Name	
Date	
Next review date	

APPENDIX 7 – TYPES OF ABUSE, SIGNS AND SYMPTOMS (CHILDREN)

The following are the current types of abuse as defined by each UK nation's legislation:

- **Physical**
- **Sexual**
- **Emotional**
- **Neglect**

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

Physical abuse – when someone intentionally causes physical harm to a child or young person, including fabricating the symptoms of an illness or causing a child to become unwell.

Indicators

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

Sexual abuse – when a child or young person is forced, tricked or manipulated into sexual activities, whether or not the child is aware of what is happening.

Indicators

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia*

Emotional abuse – any type of abuse that involves the continual emotional mistreatment of a child, including deliberately trying to scare, humiliate, isolate or ignore a child.

Indicators

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Neglect – the ongoing failure to meet a child's basic physical and/or psychological needs, including being left hungry or dirty, or without proper clothing, shelter, supervision or health care, which is likely to result in the serious impairment of a child's health or development.

Indicators

- Under-nourishment, failure to grow, constant hunger, stealing or gorging food, Untreated illnesses, inadequate care, etc

APPENDIX 8 – TYPES OF ABUSE, SIGNS AND SYMPTOMS (ADULTS)

The following table details the current types of abuse as defined by each UK nation's legislation:

England (Care Act 2014)	**Wales (Social Services and Wellbeing Act 2014)**
• Physical • Sexual • Emotional • Neglect • Financial • Self-neglect • Organisational • Domestic • Modern Slavery • Discriminatory	• Physical • Sexual • Emotional • Neglect • Financial • Domestic • Physical • Emotional
Scotland (Adult Support and Protection Act 2007)	**Northern Ireland (Adult Safeguarding Prevention and Protection in Partnership 2015)**
• Physical • Sexual • Emotional • Neglect • Financial • Self-neglect	• Physical • Sexual • Emotional • Neglect • Financial • Exploitation (includes Domestic, Trafficking and Modern Slavery)

The following section provides definitions of each type of abuse, and possible signs/indicators that could be indicators that abuse has taken place but should be considered in context of the person's whole life.

Physical abuse – the deliberate use of physical force by one person against another to cause harm. It may result in physical harm or injury to the other person, or it may not, and may be a one-off act or ongoing.

Indicators

- History of unexplained falls, fractures, bruises, burns, minor injuries
- Signs of under or overuse of medication and/or medical problems left unattended
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact &/or keeps fully covered, even in hot weather
- Person appears frightened or subdued in the presence of a particular person or people

Domestic abuse – any incident, or pattern of incidents, of controlling coercive or threatening behaviour, violence or abuse by one adult against another where they are, or have been, intimate partners or family members.

Indicators

- Unexplained injuries or 'excuses' for marks or scars
- Coercive, controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so-called 'honour' based violence and Female Genital Mutilation

Sexual abuse – any behaviour perceived to be of a sexual nature which is unwanted or takes place without consent or understanding. The abuse may involve physical contact and touching or non-contact activities.

Indicators

- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Physical injuries and bruising, particularly to the thighs, buttocks, upper arms and neck
- Bleeding, pain or itching in the genital area or when walking or sitting
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships or being alone with a particular person
- Full or partial disclosures or hints of sexual abuse

Financial or material abuse – the attempted or actual misappropriation or misuse of a person's money, property, benefits or other assets, by means of intimidation, coercion, deception, or other ways to which the person does not or cannot consent to. It involves having money or property stolen, being defrauded or put under pressure in relation to money or other property and having money or other property misused.

Indicators

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents or loss of money
- Sudden inability to pay bills, getting into debt
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property
- Missing personal belongings
- Inappropriate granting and / or use of Power of Attorney

Modern slavery – the recruitment, movement and holding of a person by improper means, such as force, threat or deception, for the purposes of exploitation of abuse.

Indicators

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
- Few personal possessions or ID documents.
- Fear of seeking help or trusting people.

Discriminatory abuse – when a person is treated unfairly, bulled, or abused because of a particular characteristic (such as race; gender; age; disability; religion; sexuality; appearance or cultural background)

Indicators

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender identity or sexuality

Organisational / Institutional abuse – when a person is abused or mistreated within an institution such as a care home or hospital, or by an organisation providing care in the person's own home. It can include one-off incidents or long-term mistreatment and can be through neglect or poor professional practice because of inadequate resources, structures, policies, processes and practices within an organisation.

Indicators

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender identity or sexuality
- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice.

Neglect and acts of omission – the failure to meet a person's basic physical or emotional needs which is likely to have a serious negative impact on their health or development. It happens when a person deliberately withholds or fails to provide an appropriate level of care and support which is needed by another person.

Indicators

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support.
- Lack of medication or medical intervention

Self-neglect – when an adult lives in a way that puts their own health, safety or well-being at risk. It involves an extreme lack of self-care related to deteriorating health and ability in older age, poor mental health or other issues such as addictions. Not all people who self-neglect will need to be safeguarded however.

Indicators

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example no heating or lighting)
- Depression

Emotional/Psychological abuse – harming a person emotionally, including any persistent emotional ill treatment that causes severe and long-lasting adverse effects on a person's emotional development. This can include (but isn't limited to): telling someone they are worthless or inadequate, using intimidation or coercion, making them witness mistreatment of another (i.e. domestic abuse) or not letting someone express their views or take part in normal social interactions.

Indicators

- Low self-esteem, attachment issues, depression, self-harm
- Signs of distress, tearfulness or anger
- Reluctance to be alone with a particular person

APPENDIX 9 – EMERGING FORMS OF ABUSE

Spiritual or Faith-based abuse – the coercion and control of a person by another person in a spiritual or faith-based context. It can be defined as an abuse of power, often carried out in the name of God or religion, which involves manipulation and coercion of someone into acting in a way that restricts their right to choose for themselves. It is sometimes referred to as a type of emotional abuse.

Grooming – when a person builds a relationship with a child, young person or an adult who is at risk so they can abuse them and manipulate them into doing something for them. This is usually done to gain trust, compliance and to establish secrecy and silence to avoid disclosure. Grooming can take place in person, or online and can happen over short or long period of time (from days to years). Groomers may be a stranger, someone the victim already knows and trusts, such as a family member or friend, or a person in a position of trust (for example a faith leader, a food bank project manager etc.). Often, the child, young person or adult at risk's support network are also groomed by the person intending to perpetrate harm.

Cuckooing – also known as 'forced home invasion, where perpetrators take over the homes of vulnerable people to use them as a base for crimes such as drug dealing. People with learning difficulties, physical or mental health conditions, financial problems or drug and alcohol addictions are particularly targeted.

Catfishing - involves the use of a false identity online to befriend and exploit victims; the 'catfish' is the person who has created the fake persona. This predominantly occurs online for abuse and fraud purposes. Catfishing itself isn't currently recognised as a crime, but depending on the form it takes, the resulting harm and abuse often is categorised this way, i.e. fraud, sexual abuse, etc.

Sextortion – 'financially motivated sexual extortion', a type of online blackmail where criminals threaten to share sexual pictures, videos, or information about a person. Anyone can be targeted but most often young people aged between 15 to 17, and adults aged under 30 are most at risk.

Mate crime – a type of hate crime where perpetrators target people with learning disabilities, pretending to be their friend for the purpose of abusing them. It can include physical abuse, financial abuse, torture and even murder and should be reported to the Police.

Fabricated/induced illness – a form of child abuse where a parent or carer exaggerates or deliberately causes symptoms of illness in the child. Signs can include an illness where symptoms only persist when the parent or carer is present, the only person claiming to notice the symptoms is the parent or carer and the child's activities are being limited far beyond what you would usually expect for a certain condition.

Child criminal exploitation – when another person or persons manipulate, deceive, coerce or control the person to undertake activity which constitutes a criminal offence when the person is under the age of 18.

Child sexual exploitation – a form of child sexual abuse, occurring when an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity. The victim may have been sexually exploited even if the sexual activity appears consensual.

Honour based violence - a form of control or punishment used to protect or defend perceived cultural/religious beliefs and honour. It's an umbrella term that includes physical abuse, sexual violence, abduction, forced marriage, imprisonment and murder where the person is being punished by their family or community. Victims are predominantly women and girls, but males can also be victims, particularly where it's believed they've engaged in 'inappropriate' sexual relations, such as same-sex, or are supporting a victim of honour-based violence.

Child abuse linked to faith and belief – where concerns for a child's welfare are caused by harmful practices linked to belief in concepts of witchcraft and spirit possession, the evil eye or djinns and Dakini, ritual or muti murders where the killing of children is believed to bring supernatural benefits, or the use of their body parts is believed to produce potent magical remedies. These beliefs are not confined to one faith, nationality or ethnic community.

APPENDIX 10 – CODE OF CONDUCT

Practical Guidelines

- do not allow yourself to be in a situation where you are alone with a child or adult at risk, unless you have the appropriate criminal records check
- (e.g. enhanced DBS) in place.
- always try to ensure that you are within sight other team members when supporting a child or adult at risk.
- if an adult at risk or child specifically asks for or needs some individual time with you, ensure other employees or volunteers can see you.
- ensure that you are know where the exits are in a room and that you can safely leave if you
- need to.
- conduct meetings with children or adults at risk either with another employee or volunteer present or in an open environment
- e.g., leave door open
- do not hold meetings when lone working
- do not use touch as a form of communication, even to comfort a child or adult at risk who is distressed – this can be interpreted as unwanted and/or sexual and could constitute sexual harassment[1]
- do not engage in unacceptable behaviour e.g. rough physical games, sexually suggestive comments, inappropriate language, inappropriate or unwanted physical touch, doing things of a personal nature for a child or adult at risk.
- it is very unlikely you will be asked to provide personal care. If you are asked to do so, you must be provided with appropriate training and it must only be part of a documented personal support plan for the child or vulnerable
- adult concerned.
- if personal care needs to be provided in an emergency, please make sure there is more than one person present.

Upholding this code of behaviour

You should always follow this code of behaviour. If it is alleged that you have behaved inappropriately in a way which breaches this code of behaviour, towards an employee, volunteer or someone accessing our services, you may be asked to stand down from your volunteering role. Employees may be subject to disciplinary procedures.

If you become aware of any breaches of this code or suspect that behaviour or actions are taking or have taken place that breach this code, you must report them to your line manager immediately, who will act accordingly.

The Designated Safeguarding Officer is responsible for ensuring all employees and volunteers have accessed basic safeguarding training and have read and understand their responsibilities in relation to other employees, volunteers and those accessing our services, set out in our safeguarding policy and this code of conduct.

I confirm I have read and agree to this code of conduct and agree to comply with these guidelines whilst carrying out activities for [Your organisation's name].

Signed:
Date:

Safeguarding Code of Conduct for Employees & Volunteers: Working with Children and Adults at risk.

Trussell
Ending hunger together

Introduction

This code of conduct applies to all individuals employed or volunteering with [Your organisation's] name, including but not limited to employees, volunteers' senior leadership and trustees. We respect and value all children, and adults and are committed to providing a caring, friendly, and safe environment for all our employees, volunteers and those accessing our services.

We believe every person should be able to participate in all our activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every member of employees and volunteers, in relation to their duty of care to other employees, volunteers and those accessing our services.

We recognise our responsibility to safeguard of those we interact with through employment, volunteering or through accessing our services and promote the welfare of all by protecting them from physical, sexual, and emotional abuse, neglect and bullying.

Your role

In your food bank role, you are acting in a position of trust and have a duty of care towards children and adults at risk that we work and/or volunteer with, and support through our activities.

As part of your role, we expect that you will model our values and ways of working include equitable and inclusive behaviours, regardless of your position/seniority. Acting in a position of trust. you have a duty and responsibility to act appropriately to all individuals as outlined within this code of conduct.

For the purposes of this document a "child" is anyone under the age of 18. An "adult at risk" is someone over the age of 18+ who has defined care and support needs. We recognise that anyone we interact with may meet these definitions, through employment, volunteering or the provision of our services and therefore require all of our people to uphold this code of conduct when undertaking activities.

If you are asked to be responsible for either a child or an adult at risk, you will be made aware.

If you are unsure about your responsibilities to children or adults at risk, or have questions about someone's specific additional support needs, you should raise them immediately with the safeguarding officer.

We will provide additional training and support to those people with responsibilities for children and adults at risk, particularly around disability, neurodiversity and inclusive approaches.

Intro to Responsibilities, Rights, Relationships, Respect

Responsibilities

You are responsible for:

- prioritising the welfare of children and adults at risk;
- providing a safe environment for children and adults at risk;
- ensuring equipment is safe to use, and only used for its intended purpose;
- having good awareness of safeguarding issues, have read and understood the organisation's safeguarding policy, and know what to do if you have a concern or someone makes a disclosure.

To do this you should:

- follow our principles, policies and procedures;
- be aware of and stay within the law;
- model positive appropriate behaviour for children and adults at risk to follow;
- model positive and appropriate behaviour for other employees and/or volunteers to follow
- challenge unacceptable behaviour by employees or volunteers and report any breaches of this safeguarding code of conduct;
- report all disclosures or concerns about abuse, following our safeguarding policies and procedures;
- this includes behaviour displayed by an adult or child, directed towards people of any age
- consider your own possible biases or value judgments that may influence your choices and decisions;
- make any reasonable adjustments as required to ensure that both children and adults at risk have the support that they need to access services or carry out their role.

Rights

You should:

- treat everyone (children and adults at risk) fairly, without prejudice or discrimination;
- understand that children and adults at risk are unique people with individual needs;
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief as well as no belief, and appreciate that all participants bring something distinct and valuable to the organisation;
- challenge discrimination and prejudice in all forms – foster and promote a culture that encourages people to speak out about attitudes or behaviour that don't reflect inclusive values
- promote and foster an environment in which the wishes and needs of all children and adults at risk are respected and upheld in their employment or volunteering role, or when accessing our services.

Relationships

You should:

- promote relationships that are based on openness, honesty, trust and respect;
- Promote inclusivity and belonging for everyone;
- be patient with others;
- exercise active listening skills and empathy when disclosures are shared by children or adults at risk;
- ensure contact with adults at risk and children is appropriate – is person centred and considers the needs the individual, respecting personal boundaries;
- ensure that all contact with children and vulnerable adults is appropriate and consensual, and there are no instances of unwanted physical, phone, social media, or other forms of contact
- ensure that whenever possible, there is more than one adult present during activities with children and adults at risk; if this is not possible, ensure the supervisor holds an appropriate criminal records check and notify others on site about the activities taking place.

Respect

You should:

- listen to and respect the views and experiences of children and adults at risk;
- value and take seriously the contributions of children and adults at risk, actively involving them in planning and decision making that affects them wherever possible;
- respect the decisions and preferences of children and vulnerable adults regarding subjects such as physical contact, contact preferences and reasonable adjustments to aid participation in employment or volunteering or accessing our services
- respect a child's and adult at risk's right to personal privacy whilst maintaining their safety and the safety of others

If you need to break confidentiality to follow child and adult at risk protection procedures, it is important to explain this to the person at the earliest opportunity - explaining who you need to tell and why.

Unacceptable Behaviour

When working with children and adults at risk, you must not:

- allow concerns or disclosures to go unreported;
- take unnecessary risks;
- abuse your position or trust;
- engage in unwanted physical contact, or physical contact without consent;
- develop inappropriate relationships with children or adults at risk (e.g. in your role as an employee or volunteer);
- make promises or agree to keep secrets;
- engage in behaviour that is in any way oppressive or abusive;
- give your personal contact details (mobile number, email or postal address) to a child or adult at risk, or contact them via your personal social media account;
- act in a way that can be seen as threatening or coercive;
- patronise or belittle the views or experiences of children or adults at risk;
- make sarcastic, insensitive, inflammatory, or derogatory remarks
- Make suggestive comments or gestures, or act in any way which can be interpreted as being of a sexual nature

APPENDIX 11 - WHISTLE BLOWING

Safeguarding & whistle blowing

This appendix covers concerns that staff have about the conduct of individuals in a position of trust within the organisation, which could be detrimental to the safety or wellbeing of adults and children and where staff, for whatever reason, feel unable to raise them under the food bank's standard complaints procedures.

This procedure is also available to the food bank's volunteers should they feel unable to raise a safeguarding concern using the other channels outlined in this policy. It relates to raising concerns about:

- Unprofessional behaviour
- Bullying
- Any form of abuse (physical, sexual, emotional or neglect)
- Name calling
- Personal contact with adults, children and young people which is contrary to the organisation's policies and codes of conduct
- Any form of racial abuse
- Inappropriate sexualised behaviour
- Knowledge about an individual's personal circumstances which may indicate they could be a risk to adults and/or children
- Persistent and enduring rumours including un-investigated historical rumours.

Where a person raising concerns is unable to raise the matter with either the Designated Safeguarding Officer, their deputy or the Foodbank Manager, then they can contact the **Chair of Trustees** who is responsible for the oversight of the Governance of the Charity.

If the person raising the concern feels the Chair of Trustees has not appropriate addressed the concerns raised, then they can seek further recourse via the following means:

- If it is felt there exists a significant risk of harm being caused to another person, then the person can raise their concerns directly with West Berkshire Council Social Care Services (see Appendix 2) or the Police.
- As a member of the Trussell Foodbank Network a person can also make a complaint about the foodbank's handling of the concern via Trussell's complaints procedure, details of which can be accessed on the Trussell website https://www.trussell.org.uk/contact-us/complaints
- Additionally, all Trussell food banks can contact Thirtyone:eight for free, impartial safeguarding advice on 0303 003 1111 (option 2), including in a scenario as outlined above.

APPENDIX 12 – PARTNERSHIP WORKING DETAILS - WIP

West Berks Foodbank is committed to ensuring robust safeguarding arrangements are in place when delivering activities in partnership with other organisations in line with this policy and procedure document, as outlined in Section 14 of this policy document.

Details are provided below regarding the current partnership arrangements and key contacts from the partner agency.

Name of partner organisation	Service delivered	Named person responsible for Safeguarding and position (e.g. Safeguarding Officer)	Contact details (Email and telephone)	Date partner policy last reviewed and approved	Is safeguarding responsibility delegated? (Yes/No)
Citizen's Advice					
West Berkshire District Council					

APPENDIX 13 - KEY LEGISLATION IN ENGLAND

Legal Framework Children and Young People:

- Children Acts 1989 and 2004
- Children and Young Persons Act 2008
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Education Act 2002 and 2011
- Female Genital Mutilation Act 2003
- Children and Adoption Act 2008
- Apprenticeships, Skills, Children and Learning Act 2009
- The Children and Social Work Act 2017
- Working together to safeguard children 2006, 2015, 2018 and 2023
- Domestic Abuse Act 2021
- Sexual Offences Act 2003

Legal Framework Adults at Risk:

- Care Act 2014
- Mental Capacity Act (including DOLs) 2005
- Human Rights Act of 1998
- Sexual Offences Act 2003
- Care and Support Statutory Guidance 2014 – identified the following 6 principles that underpin all adult safeguarding work:
    - **Empowerment** – People being supported and encouraged to make their own decisions with informed consent
    - **Prevention** – It is better to act before harm occurs
    - **Proportion** – The least intrusive response appropriate to the risk presented
    - **Protection** – Support and representation for those in greatest need
    - **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
    - **Accountability** – Accountability and transparency in delivering safeguarding

Legal Definition – Adults at Risk:

- The Care Act 2014 states that adult safeguarding duties apply to any person aged 18 years or older who:
    - has care and support needs;
    - is experiencing, or is at risk of, abuse or neglect;
    - is unable to protect themselves because of their care and support needs.