



SAFEGUARDING CHILDREN & ADULTS at RISK POLICY

AGREED- JULY 2023
REVIEW DATE- JULY 2024

1. INTRODUCTION

Food Friends is committed to safeguarding and promoting the welfare of children engaged in the breadth of its activities, and adults at risk. In accordance with the Charity Commission, protecting people and safeguarding responsibilities are governance priorities for all trustees who must take reasonable steps to protect people who come into contact with Food Friends from harm. Those that we support, our Food Friends, should also be made aware of this policy.

The purpose of this policy is to outline the duty and responsibility of the Food Friends team in relation to the protection of adults at risk and of children from abuse.

The Food Friends team incorporates all Food Friends employees, trustees and volunteers.

This policy has been created with reference to the *Multi-Agency Safeguarding Adults Policy, Procedures and Practitioner Guidance for Kent and Medway (2019)*.

The aims of this policy are to:

- Outline the duty and responsibility of the Food Friends team in relation to safeguarding children and adults at risk. Ensuring that all understand the different types of abuse and what to do to raise a concern about the safety or wellbeing of a child or adult at risk.
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- safeguard adults in a way that supports them in making choices and having control about how they want to live.
- promote an approach that concentrates on improving life for the child or adult concerned.
- raise public awareness so that Food Friends, alongside professionals, play their part in preventing, identifying, and responding to abuse and neglect.
- Outline the correct procedure for dealing with allegations of abuse or neglect.

2. TYPES OF ABUSE

The Food Friends team needs to be alerted to the following forms of abuse.

- Sexual abuse
- Physical abuse

- Psychological abuse
- Financial or material abuse
- Neglect and acts of omission
- Self-neglect
- Modern slavery and human trafficking
- Child sexual exploitation
- Radicalisation
- Gang related abuse
- Hate crime
- Organisational abuse
- Discrimination and hate crime
- Domestic Abuse
- Stalking and harassment
- Culturally motivated abuse
- Female genital mutilation
- Forced marriage
- Honour based abuse

For a detailed description of the forms of abuse listed above please visit the following link.

[Multi-Agency-Safeguarding-Adults-Policy,-Protocols-and-Guidance-for-Kent-and-Medway.pdf](#)

An individual or a group of individuals can carry out abuse or neglect. Patterns of harm may emerge and may include multiple forms of abuse, which can occur in an ongoing relationship, or in a service setting, or to people within their communities. Patterns can be motivated by many factors such as personal gain, organised crime and discrimination and cultural factors.

3. SAFEGUARDING CHILDREN

Safeguarding children duties apply to any charity working with, or coming into contact with, anyone under the age of 18.

The 'Working Together to Safeguard Children' guidance published by the Government was up dated in 2010

Safeguarding children means to:

- protect children from abuse and maltreatment
- prevent harm to children's health or development
- ensure children grow up with the provision of safe and effective care
- take action to enable all children and young people to have the best outcomes.

4. SAFEGUARDING ADULTS AT RISK

In accordance with the Care Act 2014 a vulnerable adult is now identified as an 'adult at risk'. An adult at risk of abuse or neglect is defined as someone who has needs for care and support, who is experiencing, or at risk of, abuse or neglect as a result of their care needs and is unable to protect themselves.

Safeguarding adults at risk means protecting their right to live in safety and free from abuse and neglect.

Safeguarding duties for adults at risk apply to any charity working with anyone aged 18 or over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or is at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

An adult at risk of abuse may:

- have an illness affecting their mental or physical health
- have a learning disability
- suffer from drug or alcohol problems
- be frail.

5. OPERATIONAL RESPONSIBILITIES

The Food Friends team will:

- accept the moral and legal responsibility to provide a duty of care to protect and safeguard the wellbeing of children and adults at risk engaged in any activity over which it has supervision and control.
- appoint a designated Safeguarding Lead who will handle safeguarding concerns and regularly provide information to the Board of Trustees about the number of safeguarding concerns raised and how quickly they were reported to the appropriate authorities.
- require the Food Friends team to abide by this policy and procedure.
- respect and promote the rights, wishes and feelings of children and adults at risk.
- undertake recruitment procedures that take account of the need to protect children and adults at risk in line with the Food Friends Safer Recruitment Policy. This includes the need for reference checking and relevant level DBS checks for the Food Friends team.
- Ensure that Food Friends are given a contact card with a current photo of their volunteer to ensure they can identify them correctly. Volunteers are informed that they must always wear their ID badge when visiting their beneficiary.

- ask all employees and volunteers to work in accordance with the Lone Working Policy.
- Ensure safeguarding and lone working reminders are printed on the back of each volunteer's ID badge (Appendix 1) to ensure they can always refer to it. All volunteers provide Food Friends with an emergency contact number to be used if concerns are raised about their safety.
- train and supervise the Food Friends team to safeguard and protect adults at risk and reduce the likelihood of allegations of abuse against themselves. All employees will undertake safeguarding training when coming into post (unless they have undertaken this training within the previous 12 months) and will take refresher training on a regular basis, and not less than once every two years.
- provide volunteers with training regarding their safeguarding responsibility, outlined in Food Friends safeguarding principles highlighted in the Food Friends Cook Handbook (Appendix 2). An electronic copy of this is passed onto volunteers on initial sign up, followed by a hard copy when recruitment is complete. Volunteers sign a Volunteer Agreement (Appendix 3) which acknowledges this responsibility and highlights that Food Friends policies can be found at www.food-friends.co.uk.
- Provide volunteers with an emergency contact number for their Food Friend. Volunteers are advised to use this if they have a minor concern. However, it is made very clear, as detailed on the back of the volunteer lanyard (Appendix 1) and Cook Handbook (Appendix 2) that volunteers must report safeguarding concerns to the Food Friends Coordinator in the first instance, calling 999 in an emergency situation. Concerns can be reported through the Volunteero App. Volunteers must ensure to select that they have a **health concern** or **action is required** and understand that this concern will only be received and actioned between working hours, Monday - Friday 9am-5pm. A flow chart (Appendix 6) is provided on the Volunteero App to support volunteers to report concerns appropriately.
- ensure that any partner it works with or commissions work from has a suitable safeguarding and protection policy and procedure in place.
- ensure that wherever possible the Food Friends Co-Ordinator will carry out a home visit for all potential Food Friends prior to matching with a volunteer to ensure any potential risks or hazards in relation to the access or environment of the Food Friends' home are identified, documented and communicated to volunteers.
- always receive written consent to take and use images of children and adults prior to the taking of photographs and/or video footage. The child's guardian or vulnerable adult will be made aware of when, where and how the images may be used, so that their decisions about consent will be informed (Appendix 4- Food Friends Photo release form).

5. PROCEDURE FOR DEALING WITH ALLEGATIONS OF ABUSE

The following procedure must be followed whenever an allegation is made that a child or adult at risk has been abused, or when there is a suspicion that a child or adult at risk has been abused.

- All complaints, allegations or suspicions must be taken seriously and investigated. The procedure for making an allegation should be explained in full.
- Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the child or adult at risk.

- If the complainant is regarding the child or adult at risk, questions should be kept to the minimum necessary to understand what is being alleged. Leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.
- Any suspicion, allegation or incident of abuse must be reported to the Safeguarding Lead. If they are not available, the incident must be reported to the Chair of Trustees.
- If an individual discloses that they have suffered sexual abuse or severe harm that required medical attention the police must be contacted immediately on 999.
- The designated Safeguarding Lead will, together with whoever reported the allegation, write up an initial report (see Appendix 5 – Adults at Risk reporting form) within 24 hours, covering the name of the adult at risk who has allegedly been abused, the nature of the allegation, a description of any injuries observed, the date, time and place where the alleged abuse happened, the complainant's name (if different from the victim of the alleged abuse) and names of other witnesses/others present.
- The Safeguarding Lead will then support a Food Friends staff member to report the matter to the Kent & Medway Social Services Duty Social Worker by telephone. A verbal referral should be made by telephone on
03000 41 61 61 for an adult at risk or 03000 41 91 91 (out of hours)
03000 41 11 11 for a child at risk.
- A written note of the date and time of the contact will be made and include the name and position of the person with whom the issue was discussed. The telephone contact will be confirmed in writing to the Kent and Medway Social Services department within 48 hours.
- All information received and discussed will be treated in confidence and only shared in a professional context with individuals who need to be involved in resolving the situation.

6. ALLEGATIONS AGAINST THE FOOD FRIENDS TEAM

Any concerns for the welfare of a child or adult at risk arising from abuse or poor practice by a member of the Food Friends team must be dealt with in the same way as allegations against other people and reported immediately to the designated Safeguarding Officer.

If the allegation is about the designated Safeguarding Officer, the report should be made to the Chair of Trustees. The procedure listed under Section 5 above will then be followed and the issue referred to Social Services.

Where there is a complaint of abuse against a member of the Food Friends team, there may be three types of investigation:

- Criminal
- Child protection
- Disciplinary or misconduct.

Food Friends disciplinary investigation will take into account all relevant information, including the results of any police and Social Services investigation, and those of other partners. In accordance with

the disciplinary procedure any individual accused of abuse would normally be suspended, pending further police and Social Services inquiries.

7. RESPONDING APPROPRIATELY TO AN ALLEGATION OF ABUSE

In the event of an incident or disclosure:

Do

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Explain areas of confidentiality; immediately speak to your designated person for support and guidance
- Explain the procedure to the individual making the allegation

Don't

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Consult with persons not directly involved with the situation
- Ask leading questions
- Make promises
- Ignore the allegation

8. CONFIDENTIALITY AND SHARING INFORMATION

Confidentiality and the possible impact on the child or adult at risk.

While personal information held by professionals and agencies is subject to a legal duty of confidence and should not normally be disclosed without the subject's consent, it is essential that the Food Friends team respond quickly where they have concerns or suspicions of abuse. Any concerns about confidentiality should not override the rights of the child or adult at risk of, or suffering, harm. Food Friends responsibility for protecting children and adults at risk means that, where necessary to protect welfare, it will breach confidentiality to raise concerns. Information sharing must be done in a way that is compliant with the General Data Protection Regulation and Data Protection Act 2018, the Human Rights Act 1998 and the common law duty of confidentiality.

However, a concern for confidentiality must never be used as a justification for withholding information when it would be in the child or vulnerable adult's best interests to share information.

Do not promise to keep secrets.

Should it become necessary to pass on information shared by another party this decision should always be discussed with the person in question and where possible their cooperation sought beforehand. Explanations of the reasons, processes, likely sequence of events, and who to contact for information or for support should also be provided.

When a child or adult at risk makes an allegation of abuse, they may hope that the abuse will stop without further enquiries. They may fear the effect this will have on their family and may fear retribution from the abuser. They should be helped to understand why the referral (to the designated Safeguarding Officer) must be made and what is likely to happen as a result. It is important to reassure the child or adult at risk, but he/she must not be told that their allegation will be treated in a particular way or that the information will be kept a secret. A record should be kept of any decision and the reasons for it – whether it is to share information or not. If the decision is to share, then the record must include what has been shared, with whom and for what purpose.

CONTACTS

Anna Mantell CEO anna@food-friends.co.uk.

Andrea Dennis Safeguarding Lead adennis846@gmail.com

APPENDIX 1- FOOD FRIENDS VOLUNTEER LANYARD REVERSE

Whenever you visit your Food Friend,
be sure to tell a family member/friend
where you are going and when

Ensure to follow Food Friends reducing
the spread of unnecessary illness
[guidance](#)









Always take your mobile

Remember to submit a Volunteero
report after your visit

If you have a concern about your Food
Friend highlight this on the report.

In an [emergency situation](#) always call
999

hello@food-friends.co.uk
01227 250 410 / 07947 688523

 <p>KEEPING YOU SAFE</p> <p>As well as food safety, your safety is equally as important to us. Risks are an inevitable part of any volunteering work within the community. Most risks come from the unknown. Whilst Social Distancing guidelines are in place, a home assessment will not be undertaken by the Food Friends Co-ordinator.</p> <p>To keep yourself safe:</p> <ul style="list-style-type: none"> • Make sure someone knows where you are or when you are visiting. • Follow current Covid-19 Food Friends guidance. • Take your mobile to raise any concerns immediately. • Wear your volunteer I.D. - additional guidance is on the back of the card. • We do not recommend that you enter your diner's home.  <p>ALWAYS HAVE YOUR MOBILE ON</p>	<p>KEEPING YOU SAFE</p> <p>As well as food safety, your safety is equally as important to us. Risks are an inevitable part of any volunteering work within the community. Most risks come from the unknown. Whilst Social Distancing guidelines are in place, a home assessment will not be undertaken by the Food Friends Co-ordinator.</p> <p>To keep yourself safe:</p> <ul style="list-style-type: none"> • Make sure someone knows where you are or when you are visiting. • Follow current Covid-19 Food Friends guidance. • Take your mobile to raise any concerns immediately. • Wear your volunteer I.D. - additional guidance is on the back of the card. • We do not recommend that you enter your diner's home. 	 <p>SAFEGUARDING DINERS</p> <p>As a Food Friends volunteer it is essential that you take an interest in the health and wellbeing of your diner.</p> <p>Developing trusting, meaningful relationships lies at the heart of the Food Friends project. However, if your diner requests to confide in you about abuse or something that can harm them, you, or someone else in any way, you must sensitively remind them you have duty of care to refer any concerns of alleged wrongdoing back to your Food Friends co-ordinator. Please read through the safeguarding advice below which will help you, as a volunteer, to identify and report concerns.</p> <p>Adults may sometimes be abused in a number of ways within the same relationship, setting or incident. Please be mindful of the following forms of abuse:</p> <ul style="list-style-type: none"> • Physical • Sexual • Psychological • Financial/material • Neglect, including self-neglect • Discriminatory • Institutional  <p>ALWAYS HAVE YOUR MOBILE ON</p>	<p>SAFEGUARDING DINERS</p> <p>As a Food Friends volunteer it is essential that you take an interest in the health and wellbeing of your diner.</p> <p>Developing trusting, meaningful relationships lies at the heart of the Food Friends project. However, if your diner requests to confide in you about abuse or something that can harm them, you, or someone else in any way, you must sensitively remind them you have duty of care to refer any concerns of alleged wrongdoing back to your Food Friends co-ordinator. Please read through the safeguarding advice below which will help you, as a volunteer, to identify and report concerns.</p> <p>Adults may sometimes be abused in a number of ways within the same relationship, setting or incident. Please be mindful of the following forms of abuse:</p> <ul style="list-style-type: none"> • Physical • Sexual • Psychological • Financial/material • Neglect, including self-neglect • Discriminatory • Institutional
 <p>SIGNS OF ABUSE</p> <p>There are many people who can abuse or exploit an adult at risk:</p> <ul style="list-style-type: none"> • Paid staff • Family members • Volunteers • Neighbours, friends or others in the adult at risk's network • Strangers/on-line & real world (scammers) • Abuse may also occur between adults at risk themselves <p>Signs of abuse could include:</p> <ul style="list-style-type: none"> • A direct or indirect disclosure • Noticeable Changes in behaviour • Withdrawal • Fear of going home or staying away • Unexplained marks or marks bruises • Money or possessions going missing • Inappropriate comments • Behaviour of other people – staff member/ family/ carer etc  <p>ALWAYS HAVE YOUR MOBILE ON</p>	<p>SIGNS OF ABUSE</p> <p>There are many people who can abuse or exploit an adult at risk:</p> <ul style="list-style-type: none"> • Paid staff • Family members • Volunteers • Neighbours, friends or others in the adult at risk's network • Strangers/on-line & real world (scammers) • Abuse may also occur between adults at risk themselves <p>Signs of abuse could include:</p> <ul style="list-style-type: none"> • A direct or indirect disclosure • Noticeable Changes in behaviour • Withdrawal • Fear of going home or staying away • Unexplained marks or marks bruises • Money or possessions going missing • Inappropriate comments • Behaviour of other people – staff member/ family/ carer etc 	 <p>REPORTING SAFEGUARDING CONCERNS</p> <p>The 3Rs represent a simple way to remember what you should do if you identify any concerns:</p> <ul style="list-style-type: none"> • Respond: Take appropriate action in response • Record: Make a note of times, dates and any other relevant details. • Report: Always speak with your Food Friends co-ordinator in the first instance <p>Please remember every concern is important, so do let us know.</p> <ul style="list-style-type: none"> • It is your <u>duty</u> to report abuse of an adult at risk if you have any concerns • Safeguarding adults from abuse is everyone's business. • Please do not ignore your concerns <u>even if you feel they are not serious.</u>  <p>ALWAYS HAVE YOUR MOBILE ON</p>	<p>REPORTING SAFEGUARDING CONCERNS</p> <p>The 3Rs represent a simple way to remember what you should do if you identify any concerns:</p> <ul style="list-style-type: none"> • Respond: Take appropriate action in response • Record: Make a note of times, dates and any other relevant details. • Report: Always speak with your Food Friends co-ordinator in the first instance <p>Please remember every concern is important, so do let us know.</p> <ul style="list-style-type: none"> • It is your <u>duty</u> to report abuse of an adult at risk if you have any concerns • Safeguarding adults from abuse is everyone's business. • Please do not ignore your concerns <u>even if you feel they are not serious.</u>

APPENDIX 3: FOOD FRIENDS VOLUNTEER AGREEMENT

VOLUNTEER AGREEMENT

This Volunteer Agreement is a description of the arrangements between Food Friends and in relation to your volunteering with us. This agreement is intended to assure you that we appreciate your volunteering with us and indicates our commitment to do the best we can to make your volunteering experience with us a positive and rewarding one.

Food Friends commits to:

- clearly define and agree a volunteer role description with you
- provide a thorough induction to Food Friends and offer appropriate training to assist you with undertaking your volunteering role
- provide a Food Friends coordinator who will contact you every 3 months to discuss your volunteering, and any problems or queries you have
- include you in Food Friends health and safety arrangements
- ensure public liability insurance cover for you whilst undertaking volunteering with us
- ensure that volunteers are not discriminated against and are treated in line with our Equal Opportunities Policy, Equality, Diversity and Inclusion Policy and the Food Friends Code of Conduct.
- provide references for you for up to two years after the completion of your satisfactory volunteering

I agree to volunteer with Food Friends, and I commit to:

- help Food Friends to fulfil its mission, through carrying out my volunteering role
- adhere to the Food Friends rules, procedures and standards, including Food Friends Equal Opportunities Policy, Food Friends Equality, Diversity and Inclusion Policy and the Food Friends Code of Conduct. All policies can be found on the Food Friends website.
- **Follow the guidance provided by Food Friends regarding preventing the spread of COVID-19 and other illnesses.**
- maintain the confidentiality of all involved with Food Friends
- read the food hygiene information provided in the cook handbook [If further guidance is needed, I will contact the Food Friends coordinator]
- always have my Food Friends lanyard with me when making a meal delivery
- adhering to the key safety advice on the back of my lanyard
- report any concerns about my Food Friend (s) to the Food Friends coordinator
- inform the Food Friends coordinator if I am unable to continue to commit to being a Food Friends volunteer.

This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Volunteer Signature

Date

Volunteer's Name

Coordinator Signature

Date

Coordinator's Name



Photo Release Form for Adults

Food Friends has my permission to use my photograph publicly to promote the charity. I understand that the images may be used in print publications, online publications, presentations, websites, and social media. I also understand that no royalty fee or other compensation shall become payable to me by reason of such use.

Signature: _____ Date _____

Name: _____



Photo Release Form for Minors (if under 18)

Food Friends has my permission to use my photograph publicly to promote the charity. I understand that the images may be used in print publications, online publications, presentations, websites, and social media. I also understand that no royalty, fee, or other compensation shall become payable to me by reason of such use.

Parent/Guardian's signature: _____ Date _____

Parent/Guardian's Name: _____

Child's Name: _____

APPENDIX 5: ADULT AT RISK INCIDENT REPORTING FORM

Please complete this form as fully as possible and email it to the designated Safeguarding Lead who will be able to support you in following policy and procedures to ensure that the person you are concerned about is safeguarded effectively and that you as a trustee/member of staff or volunteer are safeguarded. In the Safeguarding Leads absence email to the Chair of Trustees.

Individual's Details:

Name:

Date of Birth:

Home address

Phone number:

Date and time of incident or disclosure:

Presentation of individual:

Please note details of physical, behavioural and emotional wellbeing.

Please document any visible marks or injuries.

Details of what happened or disclosure of allegations:

Do not interpret information – use the same language that was used by the injured party.

Name, role and contact details of any witnesses:

Are you reporting your own concerns or those reported to you by someone else?

Name, role and contact details of person completing form:

Are you reporting your own concerns or those reported by someone else?

What action was taken?

If no action taken please explain why.

Who did you report the incident to?

Please include name, contact details, role, date and method used.

Any other relevant information:

Signed..... Date Time

This form should be kept in a secure and safe place in compliance with confidentiality guidelines.

Please remember that your safety is of paramount importance. Do not do anything that you do not feel comfortable or safe doing. This flow chart is designed to support you if you can't get hold of your Food Friend and feel concerned for their wellbeing.

