North Cotswold Foodbank
Together with Trussell

Safeguarding Policy and Procedures (Redacted)

Purpose:	To detail the Safeguarding Policy & Procedures at North Cotswold Foodbank		
Date:	June 2025	**Approved:**	11 October 2026
Contact:	Michele Phillips, Trustee		
Version:	v4.0	**For Review:**	July 2027

Version	Author	Date	Changes
v3.0		7 June 2022	Approved
v3.1		10 May 23	Minor changes to layout and spelling corrections Section 3 corrections to list of protected characteristics Section 7 - coercive and controlling behaviour added Section 14 Roles and Responsibilities - changes of names Appendix 5 - signs of coercive control added
v3.2		8 June 23	Section 12.4 updated to cover exceptional situation where a single volunteer makes a delivery
v3.3	Lorna Shawcross	11 July 23	Section 14 & Appendix 1 Updates to names, e-mails and phone numbers
v3.4	Louise Goll, Trustee	8 April 24	Spelling, grammar & typographical corrections Section 5.4 Added diagram showing lines of accountability Section 10.2 updated to reflect move to using Google Desktop to store and share files Section 12.4 Updated guidelines for deliveries Internal document hyperlinks added to appendices Corrections to numbering of appendices Section 14 and Appendix 1 update to name and phone number for Trustee with oversight of safeguarding
v3.5	Lorna Shawcross	13 May 25	Updated logo to new Trussell Brand Section 1.2 added covering partnership agreements as related material Section 5.2 Added reference to safeguarding responsibilities where partnering with another organisation

Version	Author	Date	Changes
			11.2 Added paragraph on partnership working Section 14 Updated names and contact details for safeguarding leads following change of roles
v4.0	Louise Goll	June 2025	Minor spelling and grammar corrections thoughout Added Safeguarding Policy Statement to related policies Deputy Safeguarding Lead replaced with Outlet Safeguarding Lead throughout Designated Safeguarding Lead replaced with Operational Safeguarding Lead Safeguarding Incident Form replaced with Safeguarding Concern Form Section 7 Amended words to bring in line with updated Trussell Template (July 2024) Section 9 - clients changed to people who have received the food bank's help in line with Trussell guidance Section 10.2 Added link to online Safeguarding Concern Report. Updated information on storage or reports and other documents. Added requirement to contact police and other agencies if it is suspected that a criminal offence has been committed Chairman of Trustees replaced with Chair of Trustees Section 12.1 - removed reference to signposters as this is not a NCFB role Removed Appendix Safeguarding Incident Report as form now accessible online (was Appendix 2, subsequent appendices renumbered) Appendix 2 revised diagram Appendix 3 footnote numbering changed to * as all these signs may indicate that the young person or child is self-harming Appendix 6 - Human Rights Act 1998 and Working Together to Safeguard Children 2023' added to list of legislation applicable to children and young peopl Appendix 7 - removed screenshot of incident register. Added details of structure of reports to Trustees Section 11.1 regular reports changed to quarterly report Section 14 and Appendix 1 - added contacts for Bishops Cleeve Primary Academy
v4.1	Lorna Shawcross	October 2026	Appendix 1 Updated NCFB Safeguarding Trustee contact details

Contents

1. Policy Control
    1.1. Related policies
    1.2. Partnership Agreements

2. Introduction
3. Policy Equalities Statement
4. Aims Of The Policy
5. Scope And Definitions Of The Policy
    5.1. Whose Business is Safeguarding?
    5.2. Scope of Policy
    5.3. Definitions
    5.4. Implementation
6. Legal Framework
7. Types Of Abuse
8. Information Sharing And Consent
9. Confidentiality and Recording
10. Procedure If A Member Of Staff Or Volunteer Has A Safeguarding Concern:
    10.1. Things to Remember
    10.2. Reporting Procedure
    10.3. Domestic violence
11. Monitoring
12. Good Practice
    12.1. Safer Recruitment of staff and volunteers
    12.2. Training
    12.3. Supported Volunteers
    12.4. Guidelines for deliveries
13. Management And Supervision
14. Roles And Responsibilities
Appendix 1 - Key Contacts & Foodbank Venues
    Our Key Contacts
    Social Services
    Other National Advice Providers
    If you think a crime has taken place…
    Operational Premises/Venues:
Appendix 2 – Safeguarding Concern Flowchart
Appendix 3 - Signs And Symptoms Of Abuse (Children)
    Physical
    Sexual Abuse
    Emotional
    Neglect
Appendix 4 - Signs And Symptoms Of Abuse (Adults)
    Physical abuse
    Domestic violence
    Sexual abuse
    Financial or material abuse
    Modern slavery

Discriminatory abuse
Institutional Abuse
Neglect and acts of omission
Self-neglect
Coercive and Controlling Behaviour
Appendix 5 - Whistle Blowing
Safeguarding & whistle blowing
Appendix 6 - Key Legislation In England
Legal Framework Children and Young People:
Legal Framework Vulnerable Adults
Appendix 7 – Report Logs And Reporting To Trustees
Reporting to Trustees

1. Policy Control

This policy, together with its appendices, is based on the Trussell Trust template Safeguarding Policy v 3.1 first published October 2021. This has been updated to incorporate useful feedback from food banks within the Trussell Trust Foodbank Network and in particular the work of Bradford North Foodbank.

1.1. Related policies

Version	Policy Name	Location	Next Review Date
v2.0	Data Protection Policy	NCFB Shared Drive	May 2028
v4.1	Health and Safety Procedures	NCFB Shared Drive	June 2027
	Whistle Blowing (about A Safeguarding Issue) Policy	Appendix 6 of this policy	
v1.1	Safeguarding policy statement	NCFB Shared Drive	August 2027

1.2. Partnership Agreements

Version	Partnership Agreement	Location	Next Review Date
v1.0	Service Level Agreement - North and West Gloucestershire Citizens Advice	NCFB Shared Drive	January 2027

v1.0	Service Level Agreement - Stroud and Cotswold Citizens Advice	NCFB Shared Drive	June 2027
v1.0	Foodbank Centre Partnership Agreement[1]	NCFB Shared Drive	various dates

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. Policy Equalities Statement

North Cotswold Foodbank is committed to practices that protect from harm regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation as covered by the Equality Act 2010 and any future amendments.

4. Aims Of The Policy

This policy, taken together with Gloucestershire County Council's Multi-Agency Safeguarding Policies, represents commitment in working 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 North Cotswold Foodbank to contribute to the prevention of the abuse and neglect, and
- A clear framework for action including information sharing when abuse is suspected.

5. Scope And Definitions Of The Policy

5.1. Whose Business is Safeguarding?

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.

[1] An agreement is in place with each host organisation.

5.2. Scope of Policy

The policy applies to activities delivered by North Cotswold Foodbank. Where North Cotswold Foodbank delivers any activities in partnership with another body this policy applies - unless a formal agreement exists that specifically details safeguarding arrangements and the roles and responsibilities of the parties to the agreement. Where the NCFB commissions a service from another organisation, thus creating a formal partnership , the safeguarding responsibilities of each partner will be detailed in a Service Level Agreement. Relevant SLAs will be linked to this policy. (see Table 1.2)

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 'vulnerable adult(s)' to refer to this group.
- Employees, trustees and volunteers who come into contact with children or vulnerable adults during the course of their work or volunteering responsibilities.
- Contractors when carrying out work on behalf of the organisation.

5.3. Definitions

<u>Child Protection is defined as:</u>

- Protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect or other identified risk factors such as parental Domestic Violence, substance misuse.

<u>Safeguarding and promoting the welfare of children and young people is defined as:</u>

- Protecting children from maltreatment
- Preventing impairment of children's' health or development
- Ensuring that children are growing up and living in circumstances consistent with the provision of safe and effective care
- Ensuring safe and effective care, to enable children to have optimum life chances

<u>Adult Safeguarding is defined as:</u>

- Protecting an adult's right to live in safety, free from abuse and neglect aiming to ensure that each adult is supported to maintain:
- Wellbeing
- Choice and control
- Safety

- Good health
- Dignity and respect

5.4. Implementation

North Cotswold Foodbank is committed to developing and maintaining its capability to implement this policy and procedures. In order to do so the following will be in place:

A clear line of accountability within the organisation for the safety and welfare of all children and adults as shown in Diagram 1

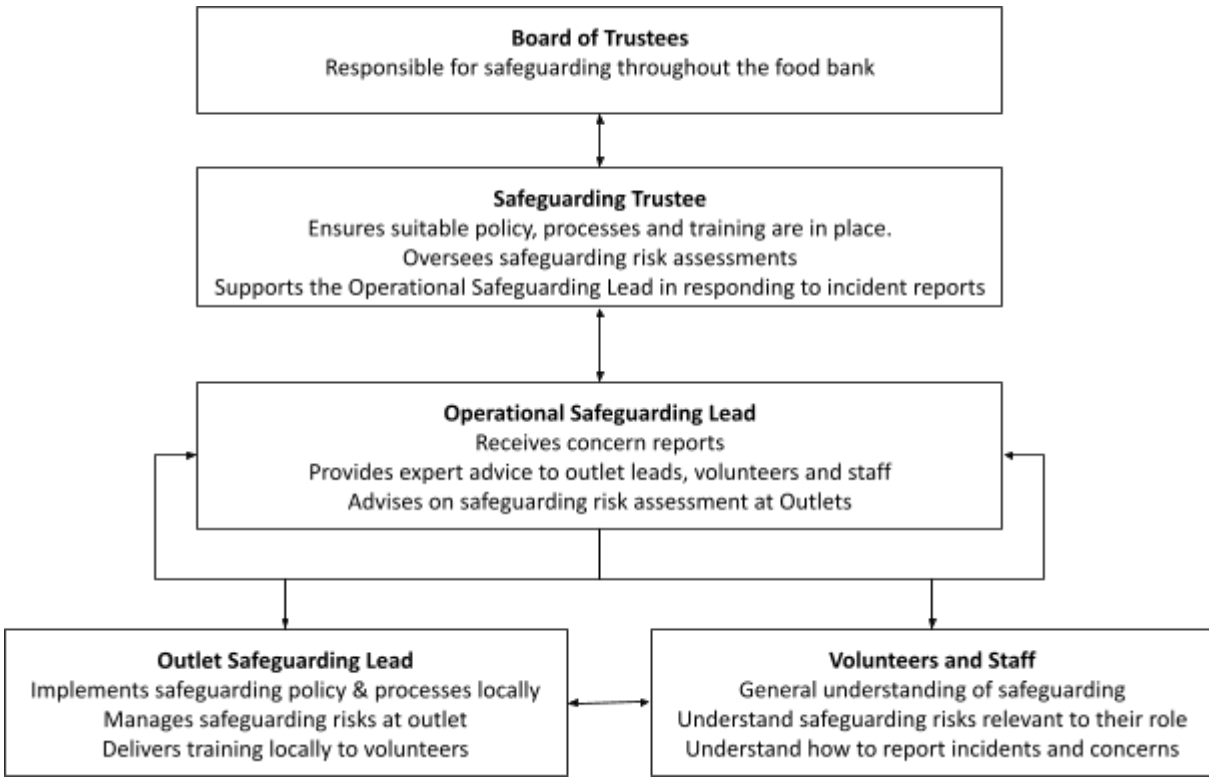


Diagram 1 Accountability for the safety and welfare of all children and adults

- Access to relevant training and professional advice.
- Regular management reports to the trustees 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 Operational Safeguarding Lead
- A named person appointed as Outlet Safeguarding Lead for each outlet
- 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.
- The organisation's policies and procedures are consistent with this Safeguarding policy.

6. Legal Framework

North Cotswold Foodbank will work within the framework of legislation and guidance in relation to safeguarding and protection of children and vulnerable adults. An index of key legislation is contained in Appendix 6 .

6.1. 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 foodbank 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 liberties 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. Types Of Abuse

Twelve types of abuse are currently identified through legislation and UK guidance frameworks:

- **Physical abuse** – Involves any manner of causing physical harm to a child or vulnerable adult or fabricating symptoms of, or inducing illness in, a child or vulnerable adult, including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions, administering or allowing access to drugs or alcohol.
- **Domestic abuse** – including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence.
- **Sexual abuse** – Sexual abuse involves forcing or enticing any child or vulnerable adult of whatever age to take part in any form of sexual activity, whether or not s/he is aware of what is happening; or behaving, or inducing a child/ vulnerable adult to behave, in sexually inappropriate ways - including rape, indecent exposure, sexual harassment, inappropriate looking and touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting. This includes inappropriate sexual relationships with people in positions of power or influence. *The victim may have been sexually exploited even if the sexual activity appears consensual. Sexual exploitation does not always involve physical contact; it can also occur through the use of technology. Sexual abuse (and harassment) can be experienced and perpetrated by men, women and people of any gender identity*

or sexual orientation. It can be carried out by anyone of the same sex, a different sex or anyone of any gender identity.

- **Psychological abuse** – the persistent emotional ill treatment of a child or vulnerable adult such as to cause severe and enduring effects on a child's emotional development including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. It is important to note that within faith communities a further aspect of psychological abuse is Spiritual abuse. This is where the abuse does damage to a vulnerable adult or child's emerging faith and spirituality. The fact that the damage includes damage to the spiritual self is what makes it spiritual abuse and usually occurs within the context of wider abuse.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, possessions or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, criminal exploitation, forced labour and domestic servitude, where traffickers and slavers coerce, deceive and force individuals into a life of abuse, servitudes and inhumane treatment
- **Discriminatory abuse** - including forms of harassment, slurs, exclusion, or similar treatment. This includes discrimination on the grounds of a person's protected characteristics including; race, age, disability, gender, sexual orientation, political views, faith or religion (including wse here someone is discriminated against because they have no religion), as well as racist, sexist, homophobic or ageist comments.
- **Organisational abuse -** Including neglect and poor care practice within an institution or special care setting such as a hospital or care home, or where care is provided within their own home.
- **Neglect and acts of omission** Neglect involves the persistent failure to meet a child's or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of the person's health and development – these include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating, access to family and friends.
- **Self-neglect** - Self-neglect covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
- **Hate crime** – a hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's disability, race, religion or belief, sexual orientation, or transgender identity.
- **Controlling or coercive behaviour** - this is acts designed to make a person feel inferior and/or dependent by keeping them apart from friends, help and support. It can include taking advantage of their money and things they have, stopping their independence, and controlling what they want to do. It also includes an act of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten the victim.

Further information on recognising the signs and symptoms of abuse can be found in Appendix 3 and Appendix 4.

Note – Abuse can be carried out by children and North Cotswold 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.

8. Information Sharing And Consent

North Cotswold 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. North Cotswold 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 vulnerable adults 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 vulnerable 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 have the ability to 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. Exceptions - when seeking consent is not appropriate:

- 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 other people (especially children) may be placed at risk of harm from the person, group or agency suspected of causing the abuse.
- Where a 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 Operational Safeguarding Lead will make the final decision.
- Where a crime has taken place 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 Operational Safeguarding Lead.

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 Operational Safeguarding Lead, the Outlet Safeguarding Lead, 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 or the police.

In the case of severe concerns where delay in contacting the Operational Safeguarding Lead could result in further harm the worker/volunteer should contact the relevant statutory authorities as detailed in Appendix 1 immediately and inform the Operational Safeguarding Lead as soon as possible afterwards. Decisions about sharing information (or not) will be clearly recorded with reasons clearly stated.

9. 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. Confidentiality can only be broken and a concern shared when it is in the best interest of the child, vulnerable adult or in the public interest to do so – the circumstances for this are outlined in section 8 above.

All records will be written, stored and destroyed with due regard for confidentiality and in line with North Cotswold 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 have resulted in (or risk) significant harm to people receiving the food banks help, the Operational Safeguarding Lead will communicate with Trustees who may be required to report the incident to the charities regulator as a Serious Incident Report.

10. Procedure If A Member Of Staff Or Volunteer Has A Safeguarding Concern:

Read this section in conjunction with our safeguarding concern flowchart, to be found at Appendix 2.

All Staff or volunteers must raise their concerns with the Operational Safeguarding Lead, their Outlet Safeguarding Lead or if they are not available the Foodbank Manager. If the subject of concern is a member of staff or volunteer see North Cotswold Foodbank's Whistle Blowing Policy (Appendix 5). The Whistle Blowing Policy should be used when an employee 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 children.

10.1. Things to Remember

- All allegations/disclosures will be treated seriously - the safety of the vulnerable adult 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 or 112), and the Operational Safeguarding Lead informed as soon as possible.

10.2. Reporting Procedure

Any concerns should be reported immediately to the Operational Safeguarding Lead, the Outlet Safeguarding Lead or in their absence the Foodbank Manager who will decide whether to contact the Thirtyone:eight helpline who can advise on appropriate next steps including whether to refer to statutory services.

- A Safeguarding Concern Report will be completed by the employee/volunteer or by the Outlet Safeguarding Lead using information relayed by the person reporting the concern. Information recorded on the form must:
- Be accurate and factual – do not make subjective judgements or suppositions.
- Wherever possible include the actual words said by the child or vulnerable adult rather than an interpretation of what was said.

- Record only specific facts relating to disclosure, dates, places etc. should be recorded accurately along with any details of the injuries or consequences i.e. where they are and what they looked like.
- Consider if the incident also needs to be reported under Health and Safety Policy and Procedures.

Where necessary the Operational Safeguarding Lead will report the concern to Statutory Children's/Adults Social Care Services, providing a copy of the Safeguarding Concern Form, and where appropriate a chronology of events.

If it is suspected that a criminal offence has been committed, the Foodbank Manager or the Operational Safeguarding Lead will call the police and any other linked agencies as necessary.

Children's or Adult's Social Care may then take the lead on any investigation and inform other agencies, where appropriate.

The Operational Safeguarding Lead will provide any further information to statutory Services as required.

Safeguarding Concern Reports are held in a Google Drive with access restricted to the Operational Safeguarding Lead, Trustee with oversight of Safeguarding and the Chair of Trustees.

Completed Safeguarding Concern Reports are stored electronically in a restricted access Google Drive. Access to this folder is restricted to the Trustee with oversight of safeguarding, the operational safeguarding lead and the Chair of Trustees. Any hardcopy material received is scanned into this drive and the hard copy securely destroyed.

Where incidents that have resulted in (or risk) significant harm to people who have received the food banks help, the Operational Safeguarding Lead will notify the Board of Trustees who may be required to be report the incident to the charities regulator as a *Serious Incident Report (cf. Section 11 - Monitoring*).

10.3. Domestic violence

- Where a person visiting the foodbank reports an incident of domestic violence **whilst a child or vulnerable adult is in the home**, this must be treated as a disclosure of abuse and should be passed on to a Operational Safeguarding Lead with immediate effect using the procedures outlined above.
- Where an incident of domestic violence is reported **and there is no child or vulnerable adult 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 violence, they must contact the police immediately**.
- For advice or information about anything relating to domestic violence the foodbank team should contact the National Domestic Violence Helpline: 0808 2000 247

11. Monitoring

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

- How quickly the concern was reported to the Safeguarding Lead
- Whether a concern was reported to statutory agencies
- How quickly a concern was reported 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 concerns or incidents highlight training issues or a need to amend in-house procedures
- Whether the incident should be notified to the charity regulator under **Serious Incident Reporting** 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*. (Appendix 7) Reports made to the trustees should be Stored in the Shared Governance Drive. 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.

11.2. Where North Cotswold Foodbank works with other organisations in partnership to deliver activities, both organisations must be able to readily access their respective safeguarding policy and procedures. Reporting of concerns must take place as they occur where there is a specific risk to either partner's employees, volunteers, clients, or service provision. Other management information should be shared as part of regular reporting schedules but focus on the issues and the organisation's response to a concern not the specific details of the case, such as number of concerns and number reported to statutory agencies. Meetings should be scheduled at least quarterly between partners to discuss.

12. Good Practice

12.1. Safer Recruitment of staff and volunteers

References will be taken up according to the guidelines below:

- Employees: *Two references after acceptance of a provisional job offer which is subject to receipt of satisfactory references.*
- Volunteers applying for or appointed to leadership positions: *Two references at the time of application/appointment to be received before they start the role*;
- All other posts: *Two references to be obtained after successful completion of a taster session during which they will be subject to continuous supervision.*

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.

References should be provided in writing or transcribed where received verbally. North Cotswold Foodbank will make all reasonable efforts to ensure that references are bona-fide and will seek alternatives where in doubt.

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.

All staff and volunteers responsible for supervising vulnerable adults or children will undergo an enhanced criminal records check if their role falls within the eligibility guidelines (cf. Appendix 1 for links to guidance on eligibility).

Staff and volunteers without a criminal records check will not be permitted unsupervised access to vulnerable adults or children.

All criminal records checks will be renewed every three years.

12.2. Training

All staff and volunteers will familiarise themselves with all North Cotswold Foodbank's policies and procedures, including safeguarding, during induction.

All staff and volunteers will complete basic Safeguarding training every two years and other relevant training as required. Completion of the training is monitored by the outlet lead and safeguarding operational lead and recorded on a spreadsheet in the shared folder.

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

- The possibilities of abuse and neglect of children and vulnerable adults
- Local procedures and know the names and contact details of relevant local and national professionals and organisations (see Appendix 1).

All staff and volunteers, including trustees, will be required to undertake refresher safeguarding training at least biennially (every two years).

12.3. Supported Volunteers

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 North Cotswold Foodbank.

Where significant additional support needs are disclosed or identified the volunteer will be regarded as a supported volunteer.

Where North Cotswold 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.

Supported volunteering placements will be subject to individual assessment to ensure appropriate management and support for specific additional support needs identified.

All Supported volunteers will receive an individual support assessment which will be regularly reviewed with the volunteer coordinator or their supervisor.

North Cotswold 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.

If the volunteer is likely to struggle to absorb the information contained within this policy by reading it, the volunteer coordinator, supervisor or a Outlet Safeguarding Lead will talk through the policy verbally.

North Cotswold Foodbank has produced a Safeguarding Policy Statement which covers the key points of this policy and procedures.

Safeguarding is discussed at regular team meetings and supervisors are encouraged to raise issues about their area of work and discuss them.

When facilitating supported volunteering, supervisors will observe for any situation or suggestion that a vulnerable adult or child is being either highly favoured or harshly treated, as these may be signs of abuse.

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

12.4. Guidelines for deliveries

Occasionally it is necessary to deliver a food parcel to a client's home address. These deliveries should be made in pairs with another volunteer or colleague. Exceptionally a single volunteer may make a delivery provided:

- a risk assessment has been completed and recorded by the outlet lead, their deputy or Project Manager. The risk assessment must consider:
    - the clients characteristics such as age, sex, mental & physical health
    - previous contact with the client either through deliveries or at the outlet. If the client is not known to the foodbank the first delivery must be made by two people.
    - if a safe drop off point in a public area can be used
- there is a named contact who will be notified by text / WhatsApp / voice before the delivery commences and on completion

Volunteers must not put themselves at risk:

- Do not enter a clients home unless this is covered in the risk assessment
- Do not physically touch a client

- Do not accept any form of payment from a client for the delivery
- Be professional and respectful of the client
- Report any safeguarding concerns as described in Section 10 and Appendix 3 of this policy document
- A safety briefing is to be given to any volunteer delivering for the first time

Always be aware of how your actions may be interpreted by others,e.g. the clients family, neighbours or passers-by.

12.4.1. Where a delivery is made by a single person the following information must be recorded by the outlet lead or Project Manager:

- Name of volunteer making delivery
- Date and approximate time of delivery
- Name of client
- Notes on risk assessment

13. Management And Supervision

Unless expressly delegated to Managers or the Operational Safeguarding Lead, trustees are responsible for clarifying with staff and volunteers their roles and responsibilities regarding the safeguarding of children and vulnerable adults. Supervision of staff and volunteers will monitor working practices and offer the opportunity to raise any concerns.

14. Roles And Responsibilities

NAME	ROLE/RESPONSIBILITIES	CONTACT DETAILS **(note personal e-mails and phone numbers are for internal use only and have been removed from this published version. Contact details are displayed in the outlets)**
Shirley Elliott	Operational Safeguarding Lead	safeguardinglead@northcotswold.foodbank.org.uk
Michele Phillips	Safeguarding Trustee	safeguarding@northcotswold.foodbank.org.uk
Roger Guy	Foodbank Manager	07879 375 562 manager@northcotswold.foodbank.org.uk
Garry Dick	Chair of Trustees	chair@northcotswold.foodbank.org.uk

OUTLET SAFEGUARDING LEADS		
NAME	**OUTLET**	**CONTACT DETAILS** **(note personal e-mails and phone numbers are for internal use only and have been removed from this published version. Contact details are displayed in the outlets)**
Vacant	Chipping Campden	
Kate Seward	Moreton in Marsh	
Vacant	Stow on the Wold	
Bretta Townend Jowitt	Bourton on the Water	
Carol Gardiner	Bishops Cleeve (St Michael's Centre)	
Rachel Stevens	Bishops Cleeve Primary Academy	
Angela Piercy	Winchcombe	
Shirley Elliott	Store	safeguardinglead@northcotswold.foodbank.org.uk

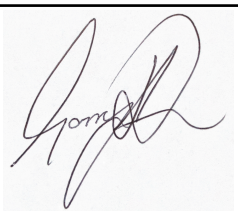
- The Outlet Safeguarding Lead and Operational Safeguarding Lead will never be related to each other.
- The Outlet Safeguarding Leads and Operational Safeguarding Lead will both hold a personal copy of this Policy.

****

For completion each time the policy is reviewed / edited:

Safeguarding Trustee	Michele Phillips
Monitoring of the procedures	Safeguarding Lead
Reporting To	Trustee Board
Next Review Date	July 2027

This policy was approved by the Trustees:

Name: Garry Dick	**Signed:** 
Position: Chair	**Date:** 11 October 2026

Appendix 1 - Key Contacts & Foodbank Venues

If someone is injured or in imminent danger, call: 112/999

Our Key Contacts

- **Operational Safeguarding Lead** **07811 676088**
- **Designated Safeguarding Trustee** **0780 162 9402**
- **Manager** **07879 375 562**
- **Thirtyone:eight Advice line** **0303 003 11 11 (option 2)**

Social Services

Local Authority is Gloucestershire County Council	
Social Services – Office Hours	**9am - 5pm**
Social Care Services Daytime Contact Numbers	Adult Access Point: Adult Social Care Enquiry Form – Gloucestershire Forms Children's Access Point: 01452 42 65 65
Social Care Services Out-of-Hours Emergency Duty Team (EDT)	Adults AND Children: **01452 614194**

Other National Advice Providers

- The Action Elder Abuse Confidential Free phone help Line - 0808 808 8141 - 9am-5pm
- ChildLine - 0800 1111
- NSPCC 24/7 Child Protection Helpline - 0808 800 500 or help@nspcc.org
- National Domestic Violence Helpline – 0808 2000 247
- Samaritans – 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:

North Cotswold Foodbank operates from the following venues:

Foodbank Activity and operating times	**Venue & Address**	**Landlord Contact Details for Host Venues and Safeguarding Lead (if known) for Host organisation**
Warehouse Mon, Tues, Thurs 09:30-12:00	Unit 2, Glebe Farm Buildings, Guiting Power GL54 5TZ	Guiting Manor Amenity Trust 01451 860351
Moreton Distribution Centre Tuesday 10:00-12:00	Congregational Church, Oxford St, Moreton in Marsh, GL56 0LA	Administrator 01608 651946 moretoncongregational@btinternet.com
Winchcombe Distribution Centre Tuesday 13:30-15:00	Encounter Church, 9 Gretton Rd, WInchcombe, GL54 5EE	Landlord: Encounter Church. Safeguarding leads: Ron Wienand, Briony Coupe, Fiona Leach 01242 604552
Stow Distribution Centre Tuesday 10:00-12:00	Stow Baptist Church, Sheep Street, Stow on the Wold,GL54 1AA	Stow Baptist Church Minister in Training Kat Vaughan 0796 922 2299
Bourton Distribution Centre Thursday 10:00-12:00	Baptist Church, Station Road, Bourton on the Water, GL54 2AA	Minister of Bourton Baptist Church Rev Sue Woodley 07828 781246
Bishops Cleeve (St Michaels) Distribution Centre Friday 09:30-11:15	St Michaels Centre, School Road, GL52 8BA	St Michaels Centre Office 07799 378121
Bishops Cleeve Primary Academy Distribution Centre	Tobyfield Rd, Bishops Cleeve, Cheltenham GL52 8NN	Miss Lucy Browne Deputy Headteacher 01242 673814

Campden Distribution Centre Friday 12:00-13:30	Baptist Church, High Street, Chipping Campden, GL55 6AL	Chipping Campden Baptist Church Rev. Philip Deller 01386 840720 Gill Woods, Designated Safeguarding Person Maralyn Harvey, Safeguarding Deacon

Our Insurance Provider

Zurich

Policy Number XAO1220647103

Contact details 0800 876 6984

Statutory Care regulator

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

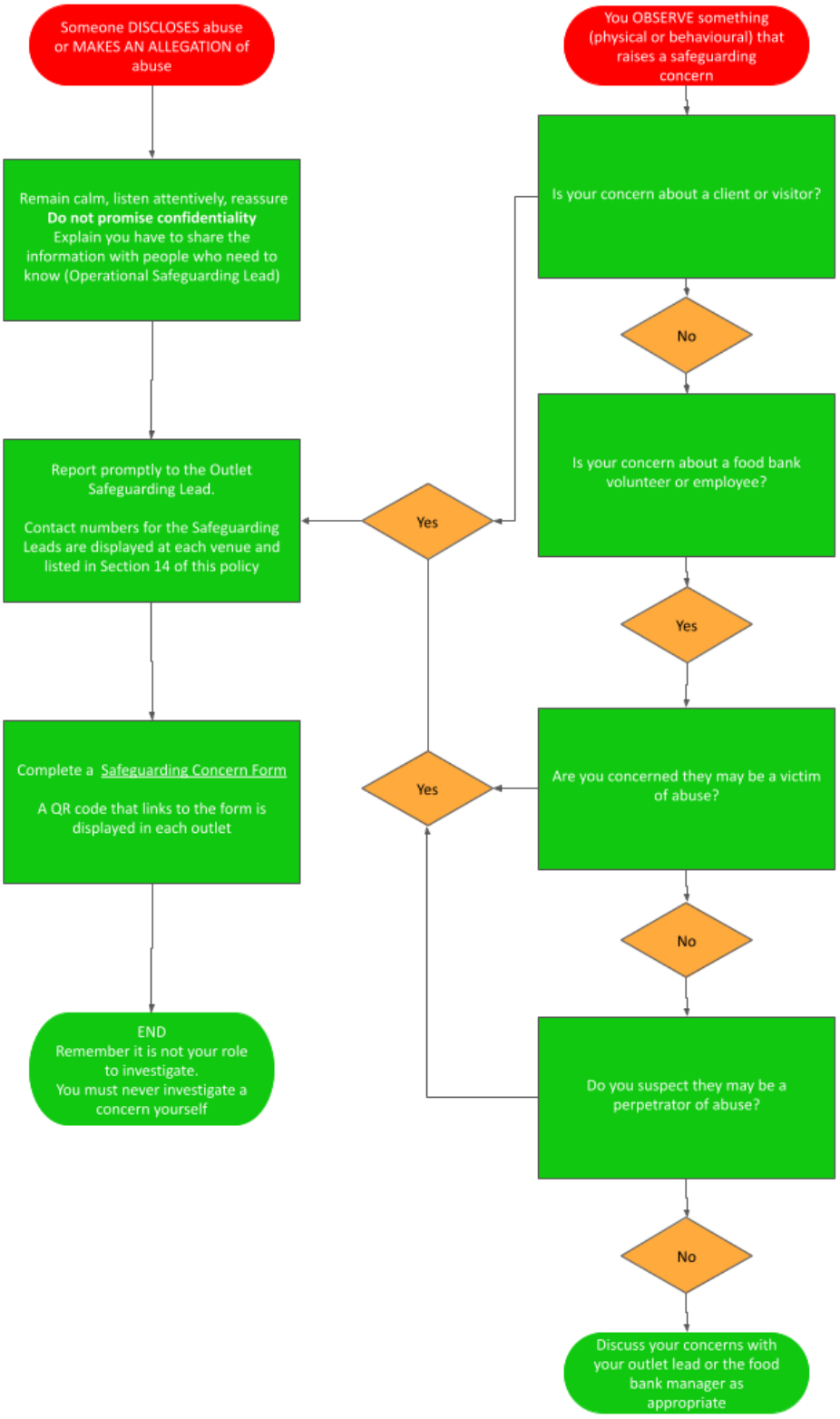
PO Box 181, Darlington, DL1 9FA

03000 200 190

customerservices@dbs.gov.uk

https://www.gov.uk/find-out-dbs-check

Appendix 2 – Safeguarding Concern Flowchart



Appendix 3 - Signs And Symptoms Of Abuse (Children)

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

Physical

- 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

- 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

- 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

*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

Neglect

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

Appendix 4 - Signs And Symptoms Of Abuse (Adults)

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

Physical abuse

- 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 violence

- 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

- 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
- Full or partial disclosures or hints of sexual abuse (that may be accompanied by some of the following additional symptoms):
    - Self-harming
    - Emotional distress
    - Mood changes
    - Disturbed sleep patterns
    - Psychological abuse
    - Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
    - Intimidated or subdued in the presence of a particular person
    - Fearful, flinching or frightened of making choices or expressing wishes
    - Unexplained paranoia
    - Changes in mood, attitude and behaviour, excessive fear or anxiety
    - Changes in sleep pattern or persistent tiredness
    - Loss of appetite
    - Helplessness or passivity

- Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem

Financial or material abuse

- 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

- 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

- 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

Institutional Abuse

- 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

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

Self-neglect

- 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 not heating or lighting)
- Depression

Coercive and Controlling Behaviour

Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim. This can include:

- Isolating a person from friends and family
- Depriving a person of basic needs, such as food
- Monitoring a person's time and activities
- Monitoring a person via online communication tools or spyware
- Taking control over aspects of a persons everyday life, such as where they can go, who they can see, what they can wear and when they can sleep
- Depriving a person of access to support services, such as medical services
- Repeatedly putting a person down, e.g. saying "you're worthless"
- Humiliating, degrading or dehumanising a person
- Controlling a person's finances
- Making threats or intimidating a person within a relationship

Appendix 5 - 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 organisation's standard complaints procedures. This procedure is also available to the organisation's volunteers (including foodbank volunteers) should they feel unable to raise a safeguarding concern using the channels outlined in this policy. It relates to raising concerns about:

- Unprofessional behaviour
- Bullying by staff
- 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 Operational Safeguarding Lead, their Outlet Safeguarding Lead 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 appropriately 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 Gloucestershire County Council social services.

As a member of the Trussell Foodbank Network a person can also make a complaint about the foodbank's handling of the concern via the Trussell complaints procedure, details of which can be accessed from the Trussell website
https://www.trussell.org.uk/contact-us/complaints/complaints-policy-and-procedure

Appendix 6 - 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 and 2018
- Working Together to Safeguard Children 2023
- Human Rights Act of 1998

Legal Framework Vulnerable Adults

- Care Act 2O14
- Mental Capacity Act (including DoLS) 2005
- Human Rights Act of 1998
- Care and Support Statutory Guidance 2014 – identified the following 6 principles that underpin all adult safeguarding work**:**
    - **Empowermen**t – People being supported and encouraged to make their own decisions with informed consent
    - **Prevention** – It is better to take action 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

Appendix 7 – Report Logs And Reporting To Trustees

The role of the safeguarding leads (the Operational Safeguarding Lead and the Outlet Safeguarding Lead) 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 Operational Safeguarding Lead is 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 Lead/ 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 quarterly to the Trustees. Areas of focus will include:

- How quickly a disclosure was reported to the Operational Safeguarding Lead
- Whether a disclosure was referred to statutory agencies
- Where relevant, following a disclosure, how quickly the referral was made to statutory services.
- The quality of the input into the safeguarding process (feedback from police/ Adults Services)
- Outcomes of the safeguarding process
- Whether incidents highlight any concerning trend or pattern, any training needs or failure in procedures that require review
- Whether the incident should be notified to the charity regulator under Serious Incident Reporting procedures

Reporting to Trustees

Reports to the Trustees focus on the issues and the organisation's response to an incident, **not** the specific details of an individual case. Records of safeguarding incidents and investigations are maintained by the Operational Safeguarding Lead & Trustee with responsibility for safeguarding. This is to enable the organisation to reflect on and improve its practice in developing an effective safeguarding culture.

Reports to the Trustees focus on informing them on safeguarding practice in NCFB. This allows Trustees to hold the organisation to account and quality assure safeguarding practice across the organisation. Trustees receive a full report at each of the quarterly full Trustee meetings. Any urgent matter, where all Trustees should be informed, will be reported on verbally in the Trustees monthly business meeting.

The quarterly report will focus on issues raised, practice and continuous improvement and will cover (with due regard to individual confidentiality) -

1. A summary of any concerns raised or incidents dealt with in the last quarter - number, type, referrals made as a result, risks identified and actions resulting to improve practice if needed

2. A summary of staff/volunteer matters - allegations, investigations, outcomes, lessons learned , critical vacancies and recruitment to such vacancies
3. Safer recruitment updates and staff/volunteer/trustee training and development
4. Lessons learned from any concerns, plans for strengthening arrangements
5. Governance matters - audit and /or monitoring outcomes' training records, new legislation or guidance and implications for strategic planning and policy development