



Eastbourne

Foodbank

Together with Trussell

Safeguarding Policy & Procedures

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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 support from thirtyone:eight

1.1 Related policies

Policy Name	Location
Data Protection Policy	Policies Folder on google drive
Health and Safety Policy	Policies Folder on google drive
Whistle Blowing (about A Safeguarding Issue) Policy	Appendix 4 of this policy

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

Eastbourne Foodbank is committed to practices that protect from harm regardless of a person's age, gender, disability, racial heritage, religious belief, sexual orientation or any other characteristic as covered by the Equality Act 2010.

4. AIMS OF THE POLICY

This policy, taken together with East Sussex 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 Eastbourne 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

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.

5.1 Scope of Policy

The policy applies to activities delivered by Eastbourne Foodbank. Where Eastbourne 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 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.

5.2 Definitions

Child Protection is defined as:

- 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 etc.

Safeguarding and promoting the welfare of children and young people is defined as:

- 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.

Adult Safeguarding is defined as:

- 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

The Care Act 2014 was a major step forward in safeguarding adults who are experiencing, or are at risk of, abuse or neglect, and are unable to protect themselves.

The legal framework for the Care Act 2014 is supported by Care and Support Statutory Guidance which provides information and guidance about how the Care Act should operate in practice. The guidance has statutory status which means that there is a legal duty to have regard to it when working with adults with needs for care and support, and carers.

The aims of adult safeguarding are to:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Stop abuse or neglect wherever possible.
- 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 adults concerned.
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult.

5.3 Implementation

Eastbourne 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.
- 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 Designated Safeguarding Lead Manager
- A named person appointed as Designated Safeguarding Lead (collectively the DSLs)
- 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, where appropriate.
- The organisation's policies and procedures are consistent with this Safeguarding policy.

6. LEGAL FRAMEWORK

Eastbourne 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 7.

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

Eleven 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.*
- **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's 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 where 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.

Further information on recognising the signs and symptoms of abuse can be found in Appendices 4 and 5.

Note – Abuse can be carried out by children and Eastbourne 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

Eastbourne 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. Eastbourne 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 Designated Safeguarding Lead or Designated Safeguarding Lead Manager 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 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 Designated Safeguarding Lead, the Designated Safeguarding Lead Manager, or if they are not available a member of SLT, 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 Designated Safeguarding Lead could result in further harm, the worker/volunteer should contact the relevant statutory authorities immediately and inform the Designated 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 Eastbourne 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 of data breach have resulted in (or risk) significant harm to beneficiaries, the Designated 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 3.

All Staff or volunteers must raise their concerns with the Designated Safeguarding Lead, the Designated Safeguarding Lead Manager, or if they are not available a member of SLT. If the subject of concern is a member of staff or volunteer see Eastbourne Foodbank's Whistle Blowing Policy (Appendix 4). The Whistle Blowing Policy 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 children.

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 Designated Safeguarding Lead informed as soon as possible.

10.1 Reporting Procedure

1. Any concerns should be reported immediately to the Designated Safeguarding Lead, the Designated Safeguarding Lead Manager, or if they are not available a member of SLT who will decide whether to contact the Thirtyone:eight helpline who can advise on appropriate next steps including whether to refer to statutory services.
2. A Safeguarding Concern Report Form (Appendix 2) will be completed by the employee/volunteer or by the Designated Safeguarding Lead 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 vulnerable adult rather than an interpretation of what was said.
 - c. 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.
 - d. Consider if the incident also needs to be reported under Health and Safety Policy and Procedures.
3. Where necessary the Designated 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.
4. If a criminal offence has been committed, the CEO or the Designated Safeguarding Lead will call the police and any other linked agencies as necessary.
5. Children's or Adult's Social Care may then take the lead on any investigation and inform other agencies, where appropriate.
6. The Designated Safeguarding Lead will provide any further information to statutory Services as required.
7. Completed *Safeguarding Concern Forms* will be scanned in and kept electronically on a client's Advice Pro Safeguarding Case. The paper copy will then be shredded. If the client does not have an Advice Pro Case, the paper copy will be stored in a locked cabinet at Brampton Road, with restricted access, away from other personal files. Where completed Safeguarding Concern forms are stored electronically, they will be kept in a client's Advice Pro record with restricted access in line with this policy and the Data Protection Policy.
8. Access to online safeguarding cases is held only by those to whom it is considered necessary in order to ensure the highest level of safeguarding possible. In line with guidance from The Social Care Institute for Excellence (SCIE), which states:

'The law does not prevent the sharing of sensitive, personal information within organisations. If the information is confidential, but there is a safeguarding concern, sharing it may be justified. Any sharing of information needs to be necessary, proportionate, relevant, accurate, timely and secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.

Organisations need to 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*
 - *prevent abuse and harm that may increase the need for care and support*
 - *maintain and improve good practice in safeguarding adults*
 - *reveal patterns of abuse that were previously undetected and that could identify others at*

risk of abuse

- *identify low-level concerns that may reveal people at risk of abuse*
- *help people to access the right kind of support to reduce risk and promote wellbeing*
- *help identify people who may pose a risk to others and, where possible, work to reduce offending behaviour*
- *reduce organisational risk and protect reputation.*

Eastbourne Foodbank has a clear 'Terms of Use' for those who have access to online safeguarding cases:

- Understanding that these records are only to be accessed if absolutely necessary and they are meeting with the person
 - People's safeguarding issues and contents of their folders is not to be discussed with anyone outside of their line manager or the safeguarding team
 - If any content is triggering to the person accessing the notes, the person is responsible for seeking support from their line manager or the safeguarding team
 - Failure to follow these expectations would be a disciplinary matter
9. Where incidents that have resulted in (or risk) significant harm to beneficiaries, the Designated 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. The Designated Safeguarding Lead or the Designated Safeguarding Lead Manager must contact SPoA within one working day in respect of all cases in which it is alleged that a member of staff or volunteer who works with children has:
- behaved in a way that has harmed, or may have harmed a child;
 - possibly committed a criminal offence against or related to a child;
 - or behaved towards a child or children in a way that indicates they may pose a risk of harm to children.
- SPoA will then refer the case to the LADO (Local Authority Designated Officer)

10.2 Domestic violence

1. 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 Designated Safeguarding Lead with immediate effect using the procedures outlined above.
2. 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.
3. **Where foodbank staff or volunteers witness an act of domestic violence, they must contact the police immediately.**
4. 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

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 Lead

- 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 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. 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.

12. GOOD PRACTICE

12.1 Safer Recruitment of staff and volunteers

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 appointed to all positions: *One reference to be taken up at the time of appointment and before they start the role*
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. Eastbourne Foodbank will make all reasonable efforts to ensure that references are bona-fide and will seek alternatives where in doubt.
4. 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.
5. 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 for links to guidance on eligibility).
6. Staff and volunteers without a criminal records check will not be permitted unsupervised access to vulnerable adults or children.
7. All criminal records checks will be renewed every three years.

12.2 Training

1. All staff and volunteers will familiarise themselves with all Eastbourne Foodbank's policies and procedures, including safeguarding, during induction.
2. All staff and volunteers will complete basic Safeguarding training every two years and other relevant training as required.

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). This training will be logged.

12.3 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 Eastbourne Foodbank.
2. Where significant additional support needs are disclosed or identified the volunteer will be regarded as a supported volunteer.
3. Where Eastbourne 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 assessment which will be regularly reviewed with the volunteer coordinator or their supervisor.
6. Eastbourne 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 Lead will talk through the policy verbally.
8. Eastbourne Foodbank will produce an easy-read safeguarding reporting procedure, which can be printed out and given to staff and volunteers.
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 a vulnerable adult 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 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 Risk Assessments

It is important that we assess and manage risks posed by both those that work with or volunteer with us, and those that we interact with day-to-day and support through our services. In instances where we become aware of certain information, or after certain situations occur, a risk assessment may be required to determine how a risk is managed moving forward.

Examples of when risk assessment may be required are:

- a) someone discloses an unspent conviction
- b) a criminal records check reveals something unexpected. Food banks can employ or accept volunteers who have past issues as long as an appropriate risk assessment is undertaken and, if necessary, the job or role description is restricted where necessary. Care with confidentiality is required here – only those people that need to be aware to supervise the person should be

informed of this. Giving people a 'second chance' is good practice and is to be encouraged but all reasonable safeguards should be in place.

- c) they become aware of inappropriate, challenging, or aggressive behaviour by employees, volunteers, or food bank guests
- d) an individual associated with the food bank in some way presents a risk to themselves, or to others, at your food bank.

A careful risk assessment should be undertaken to see whether we can safely and adequately work with, or support, a person under certain circumstances. A risk assessment can help to come to an appropriate decision. In some instances, it may be felt that the level of risk or resource needed to manage a situation is too high to cope with safely. In others, it may be felt that it can be managed with certain mitigations. Behaviour agreements are an example of a way to further support your process in managing risk. Templates for these can be found in Appendix 8

When supervising 'Children or Adults with Care & Support Needs' a risk assessment should be carried out to ensure the safety of the person being supervised as well as the supervisor. This should be reviewed periodically, particularly if circumstances change.

13. MANAGEMENT AND SUPERVISION

Unless expressly delegated to Managers or the Designated 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
Jess Holliday	Designated Safeguarding Lead Manager	07729 882609 jess@eastbourne.foodbank.org.uk
Lara Lloyd	Designated Safeguarding Lead	07523 727752 lara@eastbourne.foodbank.org.uk
Caroline Kelly	Safeguarding Trustee	carolinekellynet@gmail.com
Tim Coleman	Safeguarding Trustee	tim.coleman@virgin.net

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

For completion each time the policy is reviewed / edited:

Safeguarding Trustee	Caroline Kelly Timothy Coleman
Monitoring of the procedures	Designated Safeguarding Lead – Lara Lloyd Designated Safeguarding Lead Manager – Jess Holliday
Reporting To	Trustee Board
Next Review Date	01/06/2026

This policy was approved by the Trustees:

Name: Caz Kelly Tim Coleman	Signed:
Position: Safeguarding Trustee	Date: 12/02/26

APPENDIX 1 - KEY CONTACTS & FOODBANK VENUES

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

Our Key Contacts

- **Designated Safeguarding Lead Manager** **07729 882609 (Jess)**
- **Designated Safeguarding Lead** **07523 727752 (Lara)**
- **Thirtyone:eight Advice line** **0303 003 11 11 (option 2)**

Social Services

Local Authority is East Sussex County Council	
Social Services – Office Hours	Mon – Thur 8:30am to 5:00pm Fri - 8:30am to 4:30pm
Social Care Services Daytime Contact Numbers	Adult Access Point: 0345 60 80 191 – 8:00am to 8:00pm Children’s Access Point: 01323 464222 – 8:30am to 5:00pm (4:30pm on Friday)
Social Care Services - Emergency Lines: East Sussex Local Authority Children’s Emergency Duty Service (EDS) Monday to Thursday 5pm to 8.30am and Fridays, weekends and bank holidays, 4.30pm to 8.30am	Telephone: 01273 335905 Email : edschildren@east Sussex.gov.uk

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: Eastbourne Foodbank operates from the following venues:

Foodbank Activity And operating times	Venue & Address	Safeguarding Lead (if known) for Host organisation
Main Admin Office & Warehouse	Unit 3, 55 Brampton Road Eastbourne BN22 9AF	Lara Lloyd
Advice Centre	42 Grove Road, Eastbourne	Lara Lloyd

Our Insurance Provider

Markel International (0345 355 2231)

Policy: S20246

Contact details: Green Insurance Brokers Ltd – Keely Featherstone - direct dial 01424 612478

Statutory Care regulator

Care Quality Commission

Helpline Tel: 03000 616161

The Regulation and Quality Improvement Authority

Helpline Tel: 028 9536 1990

Criminal Records Check

Thirtyone:eight

Disclosure and Barring Service

PO Box 181, Darlington, DL1 9FA

03000 200 190

customerservices@db.s.gov.uk

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

APPENDIX 2 - SAFEGUARDING INCIDENT REPORTING FORM (Example only)

(Confidential when complete)

Safeguarding - Concern Form

Please use the following form to record and report an incident or disclosure.

Safeguarding Concern	
Your Details:	
<ul style="list-style-type: none"> ● Name: 	
<ul style="list-style-type: none"> ● Job Role 	
<ul style="list-style-type: none"> ● Date 	
<ul style="list-style-type: none"> ● Contact Details ● (Phone and e-mail) 	
Details of Incident / disclosure	
<ul style="list-style-type: none"> ● Date of initial raising of concern / incident 	
<ul style="list-style-type: none"> ● Who raised the concern? <ul style="list-style-type: none"> ○ Name ○ Contact details 	
<ul style="list-style-type: none"> ● Who is the vulnerable person / child? <ul style="list-style-type: none"> ○ Name ○ Age (if applicable in the case of Under 18) ○ Contact details ○ Parents contact details 	
<ul style="list-style-type: none"> ● Where did the incident occur? 	
<ul style="list-style-type: none"> ● When did the incident occur? 	

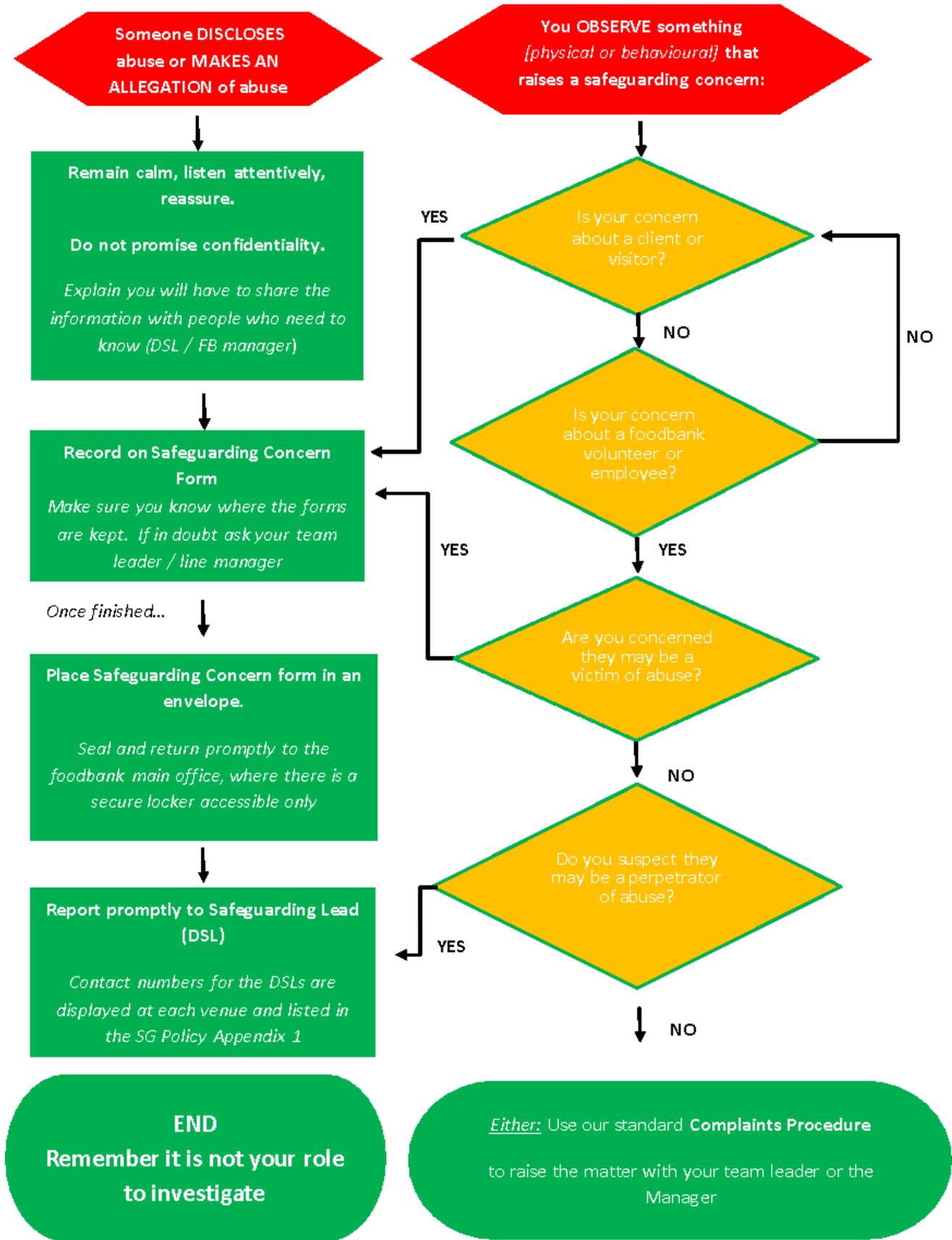
○ Date and time	
○ What happened?	
<ul style="list-style-type: none"> ● Were there witnesses? <ul style="list-style-type: none"> ○ Name ○ Age (if applicable in the case of Under 18s) ○ Contact details 	
● After the incident/ disclosure	
<ul style="list-style-type: none"> ● Were there any witnesses to the referral? <ul style="list-style-type: none"> ○ Name ○ Contact details 	
<ul style="list-style-type: none"> ● Who have you discussed this incident with? <ul style="list-style-type: none"> ○ Name ○ Contact details 	
<p>When you have completed this form telephone Lara Lloyd to explain what you have done.</p> <p>Satellite Foodbanks can return the form in the Blue box to Brampton Road.</p>	

Guidance for handling a Disclosure or Concern

- **Take all complaints, allegations or suspicions seriously;**
- **Ensure the immediate safety of the person affected;**
- **Stay calm, and offer support and reassurance to the person making the disclosure;**
- **Do not make any promises regarding confidentiality;**

- Listen, keep questions to a minimum, make brief but careful notes and check the person affected agrees with them (where applicable);
- Explain what you will do.

APPENDIX 3 – SAFEGUARDING CONCERN FLOWCHART



APPENDIX 4 - 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

- 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

Neglect

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

*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.

APPENDIX 5 - 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

APPENDIX 6 - 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 Designated Safeguarding Lead, 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 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 East Sussex 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 Trussell's complaints procedure, details of which can be accessed from the Trussell website <https://www.trusselltrust.org/trussell-trust-complaints-policy-and-procedure-july-2020/>

APPENDIX 7 - 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

Legal Framework Vulnerable Adults

- Care Act 2014
- 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:
 - **Empowerment** – 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 8 – INCIDENT REPORT LOGS AND INCIDENT REPORTING TO TRUSTEES

The role of the DSLs (the Designated Safeguarding Lead and their Deputy) 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 Leads 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 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 regularly to the Trustees. Areas of focus will include:

- How quickly a disclosure was reported to the Designated 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 patterns, 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

Reports to the Trustees focus on the issues and the organisation’s response to an incident, **not** the specific details of an individual case. Safeguarding incidents and investigations will be captured in a Safeguarding Incident Register maintained by the Designated Safeguarding Lead. This is to enable the organisation to reflect on and improve its practice in developing an effective safeguarding culture.

Reporting to Trustees

Case No:	Date	Location	Issue	Actions/response	Training issue?
CASES CARRIED OVER FROM LAST REPORT					
			Safeguarding concern:		
			Safeguarding concern:		
NEW CASES FROM (date)					
			Safeguarding concern:		

APPENDIX 8 – RISK ASSESSMENT / ACCEPTABLE BEHAVIOUR TEMPLATES

Risk Assessment:

Guidance

1. This document will be completed by the Designated Safeguarding Lead at the food bank (or the Safeguarding Manager in their absence).
2. It may be filled-in with the individual who is the subject of the assessment, as well as relevant professional agencies who currently support the person. An appropriate review schedule should be implemented (e.g., annually) to consider the measures in place, or more frequently in response to a change of circumstances, or new information relating to the risk assessment comes to light.
3. It is important to remember that a tool like this will be useful for dealing with:
 - a. risks that are known and substantiated or
 - b. concerns that are unsubstantiated but still warranting some form of safeguarding arrangements.
4. This assessment may be used on receipt of a blemished disclosure (e.g. DBS, PVG, Access N.I or through a self-declaration of unspent convictions by an applicant) for eligible roles as part of the recruitment process. It may also be used when your food bank is in receipt of information relating to an employee or volunteer's convictions that were previously unknown, after commencement of an employment or volunteering opportunity at the food bank.
5. Subject to a blemished disclosure, further information about risks may be received or sought from relevant statutory agencies where appropriate: Social Services or Police or Probation or Health services etc. Seek to contact them to clarify information and where possible seek to gather their view on your risk assessment. Consent from the person subject to the risk assessment to do so should ideally be sought in this instance, however this may not always be possible and should form part of the basis of the risk assessment.
6. This assessment can also be used where an individual presents a risk to themselves or others at your food bank. This could include challenging or aggressive behaviour, mental health concerns or historic concerns that come to light, relating to risk (this is not an exhaustive list and therefore you can use this document when you feel it is appropriate to undertake a risk assessment within your food bank).
7. Possible measures (Column 3) could range from supervision/monitoring arrangements to an acceptable behaviour contract or similar. Depending on the nature of the concerns and the risks to the people affected, consider realistic ways of managing and also supporting the individual – any measure should reflect our values whilst ensuring we meet our responsibilities to keep people safe.
8. If your risk assessment indicates that you are unable to manage the potential risks, you must not proceed. This may mean for example a volunteering role cannot be offered, or your food bank may be unable to safely provide support to an individual. In such cases, advise the person that we are unable to safely support them to participate in the activity and, where appropriate, relevant referral or statutory agencies. You should support them to explore alternatives, including onwards referral to other appropriate support organisations.
9. It is important to remember that when working with individuals 'at risk' you cannot completely eliminate risks but can mitigate and manage them in a way to ensure the safety of those involved.

10. Any risk assessments should be stored separately and securely, away from general records, in line with your organisation's safeguarding records. These should only be accessible to relevant individuals involved with your food bank on a "need to know" basis, such as those with safeguarding responsibility (e.g., Safeguarding Officer and Deputy) and anyone who may provide direct supervision or support to an individual (such as a Line Manager).

Explanation of when additional safeguarding considerations are required:

- A. A child or adult with additional care and support needs (whether statutory services are meeting any of those needs or not)
- B. Is experiencing, or is at risk of, abuse or neglect, and
- C. Is under 18 or, an adult who because of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

The following factors should be considered when assessing the seriousness of the risks to the person(s) affected:

- The views/wishes of the person^[1]
- The vulnerability of the individual
- The nature and extent of any concerns
- The length of time any concerns have been ongoing
- Impact on the person(s) at risk
- Impact on / risk to food bank employees, volunteers or guests
- Risk of repeated or increasingly serious harms
- Risk that serious harm could result if no action was taken
- Any illegality resulting from a person's acts or behaviours
- Any crime that signifies a level of risk
- Is external support in place that can be contacted to help to manage or assess any risk?

Other factors that should be considered are:

- The individual's views and feelings (the person should be supported to co-produce/ co-own this plan where appropriate and safe to do so)
- A person's capacity to understand what has happened and to make informed decisions in relation to safeguarding concerns about them.
- Whether coercion or duress is an influence.
- Information provided by other professional agencies providing support to the individual.

^[1] Consideration will need to be given to those involved in situations who are unable to give their consent, such as children too young to be able to give consent or adults without the mental capacity to be able to understand what they are being asked to give their consent too. In such situations, seeking consent from appropriate adults or representatives may be required, and this process would need to be explained to the subject by them.

Risk Assessment template

Subject of Risk Assessment (if child, include age):		Date of Review:	
Date of Risk Assessment:		Review Frequency:	
Safeguarding Officer Completing Risk Assessment:			
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:	

Acceptable behaviour agreement template

Trussell Guidance

As part of upholding your safeguarding responsibilities and duty of care to all those your foodbank interacts with, you may need to implement an acceptable behaviour agreement for use with certain individuals as part of your food bank safeguarding risk assessment procedures.

You may wish to put an agreement in place due to:

- Your food bank becoming aware of a criminal record or a blemished disclosure as part of your safer recruitment process (including convictions that come to light but have not been disclosed by the individual).
- Any incident of challenging/aggressive behaviour from an employee, volunteer or guest that put others at your food bank at risk.
- Any significant risks posed by an individual to themselves or others at your food bank.
- Any risks which arise at your food bank related to safeguarding which may need further management.

It is recommended that if your food bank feels that a behaviour agreement may be required to manage a particular scenario, you must first complete a safeguarding behaviour risk assessment and support plan, which is available from the Digital Hub here:

<https://hub.foodbank.org.uk/governance/statutory-policy/safeguarding/risk-assessments-and-reporting/>

Below is a template behaviour agreement that can be adapted for use within your food bank as needed. It has not been created to replace any existing procedures but rather to compliment your existing safeguarding procedures.

Included are some examples of the sorts of clauses that you may need to consider when drawing up a behaviour agreement as part of your overall risk assessment with an individual.

As well as outlining the clauses an individual who is subject to a behaviour agreement would be expected to keep, it can also be helpful to outline the types of wellbeing support that you as a food bank are able to offer, in agreement with the individual who is subject to the behaviour agreement. Examples suggestions are also included.

Any agreements should be stored separately and securely, away from general records, in line with your organisation's safeguarding records. These should only be accessible to relevant individuals involved with your food bank on a "need to know" basis, such as those with safeguarding responsibility (e.g., Safeguarding Officer and Deputy) and anyone who may provide direct supervision or support to an individual (such as a Line Manager). An appropriate review schedule should be implemented that is felt to be proportionate to the reasons for the agreement, to consider the measures in place, or more frequently in response to a change of circumstances, or new information relating to the risk assessment comes to light.

Please note that these example clauses provided are not exhaustive list, and you should always consider the particular circumstances of the individual it relates to, or the wider circumstances requiring assessment it relates to at your food bank.

Foodbank Acceptable Behaviour Agreement

Food Bank:	Eastbourne
Safeguarding Officer:	Lara Lloyd
Individual subject to behaviour agreement:	
Reason for behaviour agreement:	

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 "x" and "y" 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 [food bank centre] at [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]**

[Insert food bank details] 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 services or adult's social 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 bank 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 **[insert food bank details]** 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 Services, Children's Social 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 _____ 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:	

[Insert food bank name] 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:	