

Lichfield Foodbank

Safeguarding Policy and Procedures

Lichfield Foodbank Safeguarding Policy and Procedures	
Purpose of this document	To detail the Safeguarding Policy & Procedures at Lichfield Foodbank
Contact	Kate Coplestone – Trustee Responsible for Safeguarding
Reporting to:	Board of Trustees
<i>This policy was approved by the Trustees: 5th May, 2026</i>	
Name:	Verity Ashley
Position:	Chair of Trustees
Signed:	
Date:	5th May 2026
Date of next review:	5th May 2027

Key Contacts		
NAME	ROLE/RESPONSIBILITIES	CONTACT DETAILS
Kate Coplestone	Safeguarding Trustee/ Designated Safeguarding Officer	Trustee2@Lichfield.Foodbank.org.uk
Ania Kluk	Deputy Designated Safeguarding Officer	Manager@curborough.community
Wendy Dee/Julie Greenwood	Citizens Advice South East Staffordshire – Safeguarding Lead	wendyd@casesstaffs.org.uk Julieg@casesstaffs.org.uk
Verity Ashley	Chair of Trustees	Chair@Lichfield.foodbank.org.uk
- The Designated Safeguarding Officers will never be related to each other. - The Designated Safeguarding Officers will both hold a personal copy of this Policy.		



Contents

1. POLICY CONTROL	3
2. INTRODUCTION	3
3. AIMS OF THE POLICY	3
4. COMMITMENT STATEMENT	3
5. SCOPE AND DEFINITIONS OF THE POLICY	4
6. LEGAL FRAMEWORK	6
7. POSITIONS OF TRUST	6
8. TYPES OF ABUSE	7
9. INFORMATION SHARING AND CONSENT	7
10. CONFIDENTIALITY AND RECORDING	9
11. SAFEGUARDING REPORTING PROCEDURE	9
12. MONITORING	10
13. PARTNERSHIP WORKING	11
14. GOOD PRACTICE GUIDANCE	12
15. MANAGEMENT AND SUPERVISION	14
APPENDIX 1 – SAFEGUARDING STATEMENT	15
APPENDIX 2 – KEY CONTACTS & FOODBANK VENUES	17
APPENDIX 3 – SAFEGUARDING CONCERN(S) REPORTING PROCEDURE	20
APPENDIX 4 – SAFEGUARDING INCIDENT REPORTING FORM	26
APPENDIX 5 – SAFEGUARDING CONCERN FLOWCHART	30
APPENDIX 6 – BEHAVIOUR RISK ASSESSMENT AND BEHAVIOUR AGREEMENT	31
APPENDIX 7 – TYPES OF ABUSE, SIGNS AND SYMPTOMS (CHILDREN)	35
APPENDIX 8 – TYPES OF ABUSE, SIGNS AND SYMPTOMS (ADULTS)	36
APPENDIX 9 – EMERGING FORMS OF ABUSE	41
APPENDIX 10 – CODE OF CONDUCT	43
APPENDIX 11 – WHISTLE BLOWING	44
APPENDIX 12 – PARTNERSHIP WORKING DETAILS	46
APPENDIX 13 (I) – KEY LEGISLATION IN ENGLAND	47
APPENDIX 13 (II) – KEY LEGISLATION IN WALES	Error! Bookmark not defined.
APPENDIX 13 (IV) – KEY LEGISLATION IN NORTHERN IRELAND	Error! Bookmark not defined.

POLICY CONTROL

This policy, together with its appendices, is based on Trussell's template Safeguarding Policy v 3.1 first published October 2021. This has been updated to incorporate useful feedback from food banks within the Trussell Foodbank Network.

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.

AIMS OF THE POLICY

This policy, taken together with Staffordshire Local Authority 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 Lichfield Foodbank to contribute to the prevention of the abuse and neglect, and
- A clear framework for action including information sharing when abuse is suspected.

COMMITMENT STATEMENT

Lichfield Foodbank acknowledges that all people can be the victims of abuse, harm and neglect regardless of their age, gender, disability, racial heritage, religious belief, sexual orientation or any other characteristic as covered by the Equality Act 2010. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights¹, and concur with the Convention on the Rights of the Child.² We have therefore

¹ Everyone is entitled to "all the rights and freedoms set forth therein, without distinction of any kind such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status".

² All children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from "all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child".

adopted the procedures set out in this policy in accordance with statutory guidance, and are committed to building constructive links with statutory, voluntary and other appropriate agencies involved in safeguarding.

Lichfield Foodbank's safeguarding statement, outlining this commitment, can be found in [Appendix 1](#).

SCOPE AND DEFINITIONS OF THE POLICY

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

5.1 Scope of Policy

The policy applies to activities delivered by Lichfield Foodbank. Where Lichfield 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 'adult at risk' to refer to this group. Information regarding the legal definitions/terminology for England is available in [Appendices 13. I-13. IV](#) of this document.
- Trustees and volunteers who encounter children or adults at risk during their work or volunteering responsibilities.
- Contractors when carrying out work on behalf of the organisation.

5.2 Definitions

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

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

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

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

5.3 Implementation

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

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

LEGAL FRAMEWORK

Lichfield Foodbank will work within the framework of legislation and guidance in relation to safeguarding and protection of children and adults at risk. An index of key legislation is contained in [Appendices 13.1-11.14](#).

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

- Safeguarding adults is mainly aimed at individuals with:
 - Care and support needs (England and Wales)

whose circumstances may put them at risk of abuse or neglect by others - **due consideration must also be given to people who need to use a food bank given the inherent vulnerability resulting from a person's immediate circumstances.**

- Where safeguarding concerns are identified about children, the welfare of the child is paramount.
- Abuse is defined as a violation of an individual's human and civil rights; it may consist of a single act or repeated acts
- The nature and extent of the abuse including whether it is a criminal offence
- The impact of the abuse on the person and the physical and /or psychological harm being caused and whether the abuse is having an impact on other people
- Deprivation of freedom where people may be victims of exploitation and modern slavery, for example forced labour. Or where living in care homes, hospitals or other institutions and are looked after in a way that inappropriately restricts their freedom.

POSITIONS OF TRUST

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

Some examples of Positions of Trust are provided below (please note that this list is not exhaustive and may not be relevant to your organisation's context):

- Food bank Operations Manager
- Those responsible for managing or supervising volunteers
- Signposting roles
- Those responsible for the provision of pastoral support
- Faith Leaders (where your food bank is governed by or directly affiliated with a religious organisation)

TYPES OF ABUSE

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

Note – Abuse can be carried out by children and Lichfield 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.

INFORMATION SHARING AND CONSENT

Lichfield 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. Lichfield Foodbank will share safeguarding information with the right people at the right time to:

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

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

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

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

There are exceptions where seeking consent is not necessary. 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 gaining consent may create, or exacerbate a risk of serious harm or loss of life (e.g. if an individual is expressing suicidal ideation with intent)/
- Where other people (especially children) may be placed at risk of harm from the person, group or agency suspected of causing the abuse.
- Where the person at risk is assessed as not having the 'mental capacity' to make this decision, in this case appropriate representatives/advocates should be consulted, however, the Designated Safeguarding Officer will make the final decision.
- Where a crime has taken place and there is an overriding public duty for the police to investigate. If a person does not want you to contact the police and you are unsure, then seek the advice of the Designated Safeguarding Officer.

In making the decision whether to share information without consent consideration will therefore be given to the seriousness and pervasiveness of the abuse: the ability of the

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

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

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

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

CONFIDENTIALITY AND RECORDING

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

All records will be written, stored and destroyed with due regard for confidentiality and in line with Lichfield Foodbank policy on record keeping and in adherence with the Data Protection legislation. Staff and volunteers will be trained and supported to maintain and store accurate records.

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

SAFEGUARDING REPORTING PROCEDURE

Under no circumstances should a volunteer of Lichfield Foodbank carry out their own investigation into any allegations, or suspicions of, abuse.

The employee or volunteer should record the disclosure, allegation or concern

using the appropriate form, and share with the Safeguarding Officer/Deputy Safeguarding Officer as soon as possible, to enable appropriate supportive actions to be taken. The role of the Safeguarding Officer/Deputy Safeguarding Officer is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedural guidance for reporting concerns of abuse, harm or neglect can be found in the appendices of this policy document. Please see [Appendix 3](#), which can be read in conjunction with our safeguarding concern flowchart, to be found at [Appendix 5](#).

MONITORING

The role of the Designated Safeguarding Officer(s) is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies, who have a legal duty to investigate.

The Designated Safeguarding Officer(s) are also responsible for ensuring the organisation keeps appropriate records of any concerns, disclosures and investigations as part of ensuring the policy and procedure is fit for purpose and kept under continual review. The trustees will support the Safeguarding Officer/ Deputies in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need-to-know basis.

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

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

PARTNERSHIP WORKING

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

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

number of cases and number reported to statutory agencies)

GOOD PRACTICE GUIDANCE

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

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

14.1 Safer Recruitment of staff and volunteers

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

1. References will be taken up according to the guidelines below:
 - i. Volunteers applying for or appointed to leadership positions, and Sign posters: *Two references at the time of application/appointment to be received 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. Lichfield Foodbank will make all reasonable efforts to ensure that references are bona-fide and will seek alternatives where in doubt.
4. A written role description will be produced for all roles
5. All applicants applying for a volunteer role have completed an application form
6. All applicants shortlisted have been interviewed and safeguarding has been discussed at interview
7. All volunteers have a duty to disclose any unspent convictions. Failing to do so may be regarded as gross misconduct or a breach of the volunteering agreement.
8. All criminal records check will be renewed every three years.
9. A suitable training programme will be provided for successful applicants (including safeguarding training which includes familiarising themselves with the organisation's safeguarding policy and reporting procedures)

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

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

14.3 Training

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

All trustees and volunteers will be made aware of:

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

14.4 Management of workers

1. Lichfield Foodbank is committed to supporting all food bank volunteers and ensuring they receive relevant appropriate support and supervision. All volunteers have been issued with guidance for supporting children, young people and adults with care and support needs, and as part of their training and induction are given clear expectations about what is expected of them both

within their role and outside of their role. They will also receive further training as necessary. The code of conduct can be found in [Appendix 10](#).

14.5 Supported Volunteers

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

MANAGEMENT AND SUPERVISION

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

APPENDIX 1 – SAFEGUARDING STATEMENT

Policy Statement on Safeguarding

To be displayed in a prominent place

Lichfield Foodbank **SAFEGUARDING POLICY STATEMENT**

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

We are committed to:

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

We recognise:

- Children's Social Care (England, Wales, Scotland) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns

about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.

- Where an allegation suggests that a criminal offence may have been committed then the Police, should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.
- All Lichfield Foodbank **volunteers operate in a position of trust in providing our services to those individuals and will uphold.**
- The sharing of information with relevant parties is a key part of effective safeguarding practice and where possible/appropriate, we will always share information required to keep people safe from harm, abuse or neglect.

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

Kate Coplestone - Safeguarding Officer/Trustee Trustee2@Lichfield.foodbank.org.uk

Ania Kluk - Deputy Safeguarding Officer manager@curborough.community

Lichfield Foodbank 's safeguarding policy can be seen/accessed on the Lichfield Foodbank Website.

Agreed and signed on behalf of Lichfield Foodbank **on**
5th May, 2026

Safeguarding Trustee ~ K Coplestone 5th May, 2026
Chair of Trustees Name ~ V Ashley 5th May 2026

We will review this statement and our policy annually.

APPENDIX 2 - KEY CONTACTS & FOODBANK VENUES

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

Our Key Contacts

- Designated Safeguarding Officer Trustee2@Lichfield.Foodbank.org.uk
- Deputy Designated Safeguarding Officer manager@curborough.community
- Thirtyone:eight Advice line 0303 003 11 11 (option 2)

Social Services

Local Authority is Staffordshire	
Social Services – Office Hours	Monday – Friday 9.00–5.00pm
Social Care Services Daytime Contact Numbers	Adult Access Point: 0345 604 2719 Children's Access Point: 0300 111 8007
Social Care Services Out-of-Hours Emergency Duty Team (EDT)	Adults AND Children: 0345 604 2886 EDT: Eds.team.manager@staffordshire.gov.uk Concerned about a Child or Young Person - Staffordshire Safeguarding Children Partnership Adult Safeguarding Board

Other National Advice Providers

- Hourglass Elder Abuse Confidential Free phone help Line – 0808 808 8141 – 9am–5pm
- ChildLine – 0800 1111
- NSPCC 24/7 Child Protection Helpline – 0808 800 5000 or help@nspcc.org
- National Domestic Abuse 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: Lichfield Foodbank operates from the following venues:

Foodbank Activity And operating times	Venue & Address	Landlord Contact Details for Host Venues and Safeguarding Officer (if known) for Host organisation
Main Office: Monday – Friday 9.00–5.00pm	Lichfield Foodbank, Saxon Hill Academy, Kings Hill Road, Lichfield, WS14 9DE	07833 741958 or info@lichfield.foodbank.org.uk
Warehouse: Monday 08:45 – 11:45 Tuesday 08:45 – 11:45 and 16:00 – 18:00 Wednesday 10:00 – 14:15 Friday 10:15 – 14:15	Saxon Hill Academy, Kings Hill Road, Lichfield, WS14 9DE	Richard North (Lichfield Foodbank Warehouse Manager) Or Wes Morris (Site Manager) wes.morris@saxon.set.org 01543 414892
Distribution Centre: Friday 12.00–13.30pm	Lichfield Foodbank, Wade St Church office, Frog Lane, Lichfield, WS13 6HS	07833 741958 or info@lichfield.foodbank.org.uk
Distribution Centre: Monday 10.00–12.00pm	Curborough Community Centre 37 Reynolds Close, Lichfield WS13 7NY	01543 417149
Distribution Centre: Tuesday 18:30–19:30 Wednesday 12:00– 13:30pm	Life Church Lichfield Netherstowe, Lichfield WS13 6TS	01543 254598

Our Insurance Provider

Ansvar

Policy Number

ACY 2460370

Contact details

Phone: 0345 60 20 999 Email: ansvar.insurance@ansvar.co.uk

Care Quality Commission

Helpline Tel: 03000 616161

The Regulation and Quality Improvement Authority

Helpline Tel: 028 9536 1990

Care Inspectorate Wales

Helpline Tel: 0300 7900 126

Care Inspectorate Scotland

Helpline Tel: 0345 600 9527

Disclosure and Barring Service

PO Box 181, Darlington, DL1 9FA

03000 200 190

Welsh language line: 03000 200 191

customerservices@dbb.gov.uk

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

Disclosure Scotland

Disclosure Scotland, PO Box 250, Glasgow, G51 1YU

03000 2000 40

info@disclosurescotland.gov.scot

<https://www.mygov.scot/organisations/disclosure-scotland/>

APPENDIX 3 – SAFEGUARDING CONCERN(S) REPORTING PROCEDURE

All food bank volunteers must raise their concerns with the Designated Safeguarding Officer, their deputy or if they are not available, the Foodbank Manager. If the subject of concern is a volunteer see [Lichfield Foodbank's Whistle Blowing procedure \(Appendix 11\)](#). The Whistle Blowing procedure should be used when a volunteer has concerns about the conduct of a colleague in a position of trust within the organisation, which could be detrimental to the safety or wellbeing of adults and/or

children.

Things to Remember

- All allegations/disclosures will be treated seriously – the safety of the adult at risk or child is paramount.
- Volunteers should stay calm, listen and reassure the person they are concerned about that they are being listened to.
- Volunteers should always demonstrate a sensitive approach.
- Volunteers should be aware of the possibility of a police investigation and are **not to investigate** any allegation themselves.
- 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 Officer informed as soon as possible.

Reporting Procedure

- Any concerns should be reported immediately to the Designated Safeguarding Officer, their deputy or in their absence the Foodbank 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. Contact details for these individuals are available on Page 1 and in [Appendix 2](#) of this policy document and for the relevant local statutory services in [Appendix 2](#).
- A Safeguarding Concern Report Form ([Appendix 4](#)) will be completed by the volunteer or by the Designated Safeguarding Officer using information relayed by the person reporting the concern. Information recorded on the form must:
 - a. Be accurate and factual – do not make subjective judgements or supposition.
 - b. Wherever possible include the actual words said by the child or adult at risk rather than an interpretation of what was said.
 - c. Record only specific facts relating to disclosure, dates, places etc. 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.
- Completed *Safeguarding Concern Forms* will be kept centrally by the Safeguarding Officer, stored in a locked cabinet at our Main Office, with restricted access, away from other personal files. Where completed

Safeguarding Concern forms are stored electronically, they will be kept in a password protected folder with restricted access in line with this policy and the Data Protection Policy.

- Where incidents that have resulted in (or risk) significant harm to beneficiaries, the Designated Safeguarding Officer will notify the Board of Trustees who may be required to be report the incident to the charities regulator as a:
 - Charity Commission “Serious Incident” Report (England and Wales)
- In such instances Lichfield Foodbank will also report these incidents to Trussell as part of the organisation’s risk management and response procedures.
- Detailed procedural guidance for different scenarios, involving both children and adults, is provided below, outlining the steps the Designated Safeguarding Officer will need to take to address concerns.

Detailed procedures where there is a concern about a child:

Allegations of physical injury, neglect or emotional abuse:

- If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the food bank’s Safeguarding Officer/Deputy Safeguarding Officer will:
 - Contact the relevant medical services, informing the Doctor of any concerns if immediate medical attention is required.
 - Contact Children’s Social Care (England, Wales, Scotland), Gateway Services (Northern Ireland) (or Thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child’s safety or if a child is afraid to return home.
- If the disclosure, allegation or concern is directly about the parents, then do not tell the parents or carers unless advised to do so, having contacted Children’s Social Care (England, Wales, Scotland), Gateway Services (Northern Ireland) for advice on the matter.
- For lower-level concerns, (e.g. poor parenting where there is no evident harm, abuse or neglect concern), encourage parent/carers to seek help, but only if this does not place the child at risk of harm.

Allegations of sexual abuse:

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

- Contact the Children's Social Care (England, Wales, Scotland)
- Depending on the circumstances, they will need to consider whether it is appropriate to speak to the parents of the child. If they are not sure about this, then they will contact Thirtyone:eight or seek advice from the above agencies.
- Seek and follow the advice given by Thirtyone:eight if for any reason they are unsure whether to contact Children's Social Care (England, Wales, Scotland), police. Thirtyone:eight will confirm its advice in writing for future reference.

Allegations of financial abuse (Wales):

- In the event of allegations or concerns of financial abuse, the food bank's Safeguarding Officer/Deputy Safeguarding Officer will:
- Contact the Police.

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

Concerns or allegations of abuse or harm including physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, the food bank's Safeguarding Officer/Deputy Safeguarding Officer will:

- Contact Emergency Services on 999 in the event the adult is at immediate risk of harm or has sustained any injury.
- Contact Adult Social Care (England, Wales, Scotland) who will be able to advise whether this reaches the safeguarding threshold and appropriate actions/referrals required. Alternatively, Thirtyone:eight can be contacted for advice.

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

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

- Contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people:

If an accusation is made against a volunteer whilst following the procedure outlined above, the food bank's Safeguarding Officer/Deputy Safeguarding Officer, will:

- Make a referral to the Local Authority Designated Officer -LADO (England and Wales), whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to the relevant Disclosure and Barring Service (DBS (England and Wales), for consideration of the person being placed on the barred list for working with children or adults with care and support needs. This decision should be informed by the Local Authority Designated Officer (England and Wales), if they are involved, who will advise on appropriate actions.
- Share information about the concern with the police (England and Wales).

Allegations of abuse against a person who works with adults with care and support needs:

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

- Liaise with Adult Social Care (England, Wales, Scotland) to establish whether this can be investigated under their safeguarding processes.
- Make a referral to the relevant Disclosure and Barring Service DBS (England and Wales), following the advice of Adult Social Services.
- Share information about the concern with the police.

The legislation across all four UK nations (The Care Act 2014, Adult Support and Protection (Scotland) Act 2007, Adult Safeguarding: Prevention and Protection in Partnership key documents 2015 (Northern Ireland) and Social Services and Wellbeing (Wales) Act 2014) places the duty upon Adult Social Care to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Social Care to decide not Lichfield Foodbanks.

Allegations of non-recent sexual abuse from an adult:

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

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

- Give the adult the option to report this to the police. If the adult does not wish to report this to the police, then the Safeguarding Officer/Deputy can pass on the information relating to the alleged Perpetrator, however, must not share details of the adult who has made the disclosure.
- If the alleged Perpetrator is in a role working or volunteering with children or young people, make a referral to the Local Authority Designated Officer -LADO (England and Wales), whose role is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- If the alleged Perpetrator is in a role working with adults with care and support needs, liaise with Adult Social Care (England, Wales, Scotland) to establish whether this can be investigated under their safeguarding processes.
- If the alleged Perpetrator is in a role within your organisation, contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of domestic abuse

If an accusation is made of domestic abuse, the food bank Safeguarding Officer/Deputy Safeguarding Officer will:

- Where a person visiting the food bank reports an incident of domestic abuse **whilst a child or adult at risk is in the home**, this must be treated as a disclosure of abuse and should be passed on to a Designated Safeguarding Officer with immediate effect using the procedures outlined above.
- Where an incident of domestic abuse is reported **and there is no child or adult at risk present**, foodbank 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 volunteers witness an act of domestic abuse, they must contact the police immediately.**
- For advice or information about anything relating to abuse the foodbank team should contact the National Domestic Abuse

- Helpline: 0808 2000 247

APPENDIX 4 – SAFEGUARDING INCIDENT REPORTING FORM
(Confidential when complete)

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

Method of communication									
Received by Designated Safeguarding Officer	DD/MM/YYYY 00:00								
About the Incident, Safeguarding Concern or Identified Risks									
Individual(s) identified at risk <i>(select all that apply)</i>: <table border="0"> <tr> <td>☐ Person using the Foodbank</td> <td>☐ Partner/spouse</td> </tr> <tr> <td>☐ Foodbank Volunteer</td> <td>☐ Cohabiting individual</td> </tr> <tr> <td>☐ Staff/ employee</td> <td>☐ Friend/ neighbour</td> </tr> <tr> <td>☐ Children/Young person</td> <td>☐ Other (If "other" please specify)</td> </tr> </table>		☐ Person using the Foodbank	☐ Partner/spouse	☐ Foodbank Volunteer	☐ Cohabiting individual	☐ Staff/ employee	☐ Friend/ neighbour	☐ Children/Young person	☐ Other (If "other" please specify)
☐ Person using the Foodbank	☐ Partner/spouse								
☐ Foodbank Volunteer	☐ Cohabiting individual								
☐ Staff/ employee	☐ Friend/ neighbour								
☐ Children/Young person	☐ Other (If "other" please specify)								
About the person(s) at risk Name: Forename & Surname Address: Click or tap here to enter text. Date of birth: Click or tap to enter a date. Gender: Click to enter text. Contact details (if applicable): Telephone number: Click or tap here to enter text. Email: Click or tap here to enter text. Preferred method of contact: Click or tap here to enter text.									
Is the alleged perpetrator known to the person at risk: ☐ Yes ☐ No									
What is their relationship to the person at risk: <table border="0"> <tr> <td>☐ Carer</td> <td>☐ Professional</td> </tr> <tr> <td>☐ Family member</td> <td>☐ Friend</td> </tr> <tr> <td>☐ Neighbour</td> <td>☐ Self</td> </tr> <tr> <td>☐ Another vulnerable person</td> <td>☐ Other If "other" please specify.</td> </tr> </table>		☐ Carer	☐ Professional	☐ Family member	☐ Friend	☐ Neighbour	☐ Self	☐ Another vulnerable person	☐ Other If "other" please specify.
☐ Carer	☐ Professional								
☐ Family member	☐ Friend								
☐ Neighbour	☐ Self								
☐ Another vulnerable person	☐ Other If "other" please specify.								
Please provide a brief description of the allegation/concerns: Use this space to clarify basic information. Record factual details about what was said. Include: Date, time, location of incidents:									

- People involved:
- What was observed
- What was heard
- What was disclosed/said to you –using their own words (do not paraphrase)

Please provide a brief outline of actions taken/ support offered:

Outline what action was taken at the time of the incident. If there is evidence what has been done to preserve this etc.

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

☐Yes ☐No

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

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

☐Yes ☐No

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

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

For the Designated Safeguarding Officer to complete

Date received by Safeguarding team:

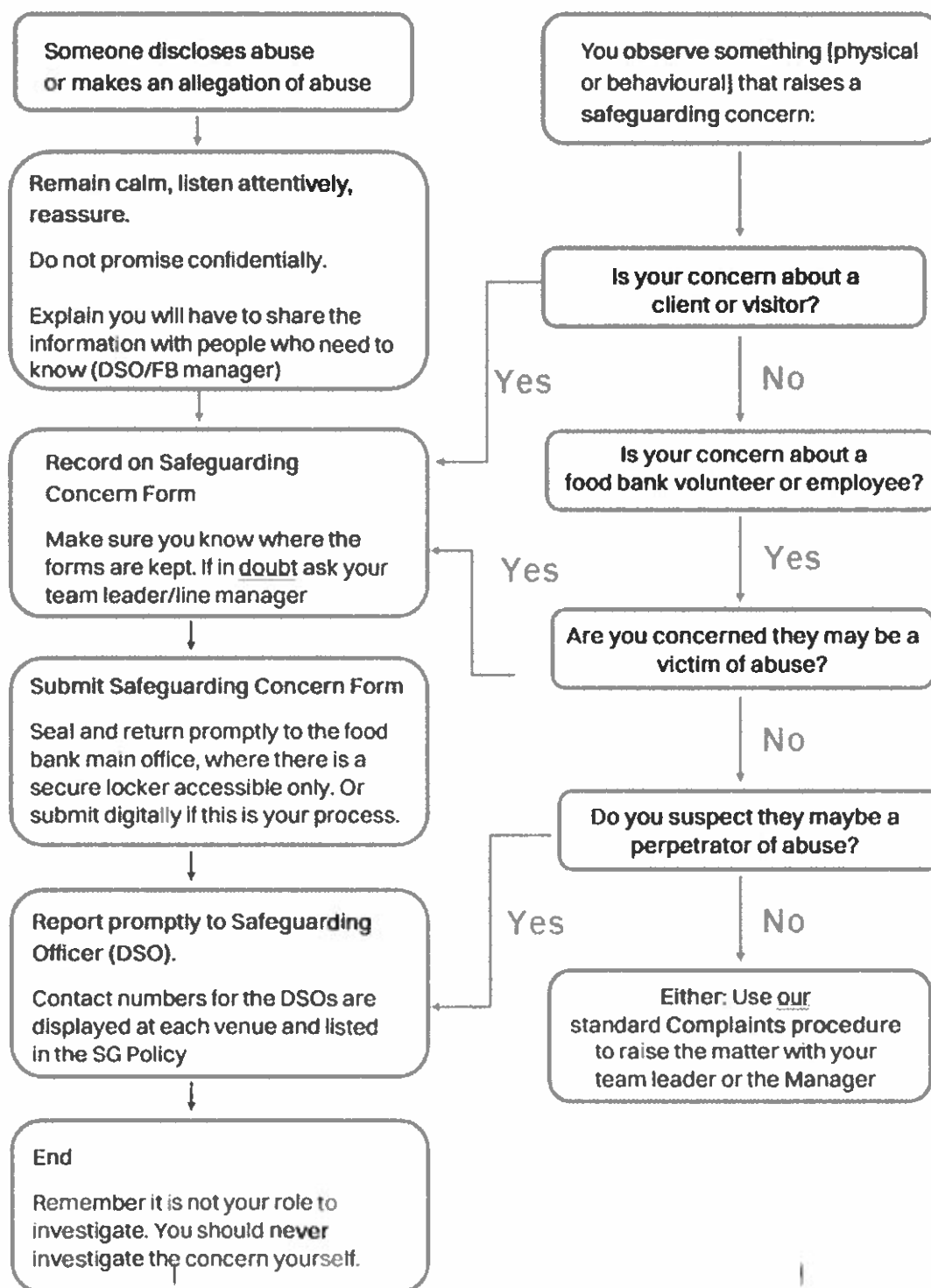
DD/MM/YYYY 00:00

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

☐ Self-neglect ☐ Exploitation (including financial) ☐ Domestic Abuse ☐ Modern Slavery ☐ Sexual Abuse ☐ Physical Abuse	☐ Emotional/ psychological Abuse ☐ Discrimination ☐ Neglect ☐ Coercive controlling behaviour ☐ Grooming
Additional actions/ measures: List measures as bullets	
Is a further Risk Assessment needed for the FB to managed identified risks/ concerns: ☐ Yes ☐ No	
Has the incident/ concern been reported to any statutory services (i.e. police, ambulance, adult or children's services etc.): ☐ Yes ☐ No If yes, please include the date and time of the report, the agency reported to, and any reference numbers provided below: Date/time of report: Agency: Reference number (if received):	
N.B. If you have concerns for a person's immediate safety, then contact the emergency services.	
Concerns shared with other external agencies:	☐ Original referral agency ☐ Thirtyone:eight ☐ Trussell Area Manager / Network Lead ☐ Other If other please specify:
Safeguarding Incident Register updated for the charity Trustees/ Management Group:	

☐ Yes ☐ No

APPENDIX 5 – SAFEGUARDING CONCERN FLOWCHART



APPENDIX 6 – BEHAVIOUR RISK ASSESSMENT AND BEHAVIOUR AGREEMENT

Risk Assessment Template

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

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

Risk Assessment decision / outcome	
---	--

Food bank Designated Safeguarding Officer signature	
Subject of risk assessment signature (where appropriate)	
Date of decision	
Next review date	

Behaviour Agreement Template

Food Bank	Lichfield Foodbank
Safeguarding Officer	Kate Coplestone
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]

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

- Support you with signposting and referrals to relevant statutory agencies as necessary, if required.
- Liaise with any previous organisation you have worked or volunteered with prior to joining us, or have received support from, as appropriate.
- Work closely as a food bank with any statutory authorities with responsibility for you, such as your probation officer, police public protection team, children's social 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 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 Lichfield Foodbank will provide me with wellbeing support if required.
- I understand that if I do not keep to these conditions, I may be barred from attending food bank activities. In such circumstances the food bank may choose to inform the statutory agencies (e.g. police, probation, Adult 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	

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

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

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

Please note – in Wales, financial abuse is an additional category recognised by legislation. An additional definition is therefore provided below.

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

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

Indicators

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

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

Indicators

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

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

Indicators

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

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

Indicators

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

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

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

England (Care Act 2014)	Wales (Social Services and Wellbeing Act 2014)
• Physical • Sexual • Emotional	• Physical • Sexual • Emotional

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

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

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

Indicators

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

Domestic abuse – any incident, or pattern of incidents, of controlling coercive or threatening behaviour, violence or abuse by one adult against another where they are

or have been intimate or have been intimate partners or family members

Indicators

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

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

Indicators

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

Full or partial disclosures or hints of sexual abuse

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

Indicators

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

- Missing personal belongings
- Inappropriate granting and / or use of Power of Attorney

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

Indicators

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

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

Indicators

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

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

Indicators

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

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

Indicators

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

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

Indicators

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss and is dehydrated
–
constant hunger, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example not heating or lighting)
- Depression

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

Indicators

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

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

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

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

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

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

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

Domestic abuse – an incident or pattern of incidents of controlling, coercive, threatening, degrading, and violent behaviour, including sexual violence. It is usually

perpetrated by a partner or ex-partner and can also occur within families or by caregivers.

Note- coercive control (a form of domestic abuse) is now a crime in all UK nations, it can take the form of love bombing, gaslighting, isolating the individual, monitoring their time, controlling finances or threats and intimidation.

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

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

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

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

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

APPENDIX 10 – CODE OF CONDUCT

Practical Guidelines

- do not allow yourself to be in a situation where you are alone with a child or adult at risk, unless you have the appropriate criminal records check (e.g. enhanced DBS) in place.
- always try to ensure that you are within sight of other team members when supporting a child or adult at risk.
- if an adult at risk or child specifically asks for or needs some individual time with you, ensure other employees or volunteers can see you.
- ensure that you are known where the exits are in a room and that you can safely leave if you need to.
- conduct meetings with children or adults at risk either with another employee or volunteer present or in an open environment
- e.g. leave door open
- do not hold meetings when alone working
- do not use touch as a form of communication, even to comfort a child or adult at risk who is distressed - this can be interpreted as unwanted and/or sexual and could constitute sexual harassment¹
- do not engage in unacceptable behaviour e.g. rough physical games, sexually suggestive comments, inappropriate language, inappropriate or unwanted physical touch, doing things of a personal nature for a child or adult at risk.

- it is very unlikely you will be asked to provide personal care. If you are asked to do so, you must be provided with appropriate training and it must only be part of a documented personal support plan for the child or vulnerable adult concerned.
- if personal care needs to be provided in an emergency, please make sure there is more than one person present.

Upholding this code of behaviour

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

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

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

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

Signed:
Date:

¹ Sexual 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 sex.

Intro to Responsibilities, Rights, Relationships, Respect

Responsibilities

You are responsible for:

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

To do this you should:

- follow our principles, policies and procedures;
- be aware of and stay within the law;
- model positive appropriate behaviour for children and adults at risk to follow;
- model positive and appropriate behaviour for other employees and/or volunteers to follow;
- challenge unacceptable behaviour by employees or volunteers and report any breaches of this safeguarding code of practice;
- report all disclosures or concerns about abuse, following our safeguarding policies and procedures;
- this includes behaviour displayed by an adult or child, directed towards people of any age

- consider your own possible biases or value judgments that may influence your choices and decisions;
- make any reasonable adjustments as required to ensure that both children and adults at risk have the support that they need to access services or carry out their role.

Rights

You should:

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

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



Introduction

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

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

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

Your role

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

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

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

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

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

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

Relationships

You should:

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

Respect

You should:

- listen to and respect the views and experiences of children and adults at risk;
- value and take seriously the contributions of children and adults at risk, actively involving them in planning and decision making that affects them wherever possible;
- respect the decisions and preferences of children and vulnerable adults regarding subjects such as physical contact, contact preferences and reasonable adjustments to aid participation in employment or volunteering or accessing our services

- respect a child's and adult at risk's right to personal privacy whilst maintaining their safety and the safety of others

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

Unacceptable Behaviour

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

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

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 Officer, their deputy or the Foodbank Manager, then they can contact the **Chair of Trustees** who is responsible for the oversight of the Governance of the Charity. If the person raising the concern feels the Chair of Trustees has not 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 [Staffordshire](#) social services or the police.

As a member of the Trussell Foodbank Network a person can also make a complaint about the foodbank's handling of the concern via Trussell's complaints procedure, details of which can be accessed from the Trussell website

<https://www.trussell.org.uk/contact-us/complaints>

Additionally, all Trussell food banks can contact Thirtyone:eight for free, impartial

safeguarding advice on 0303 003 1111 (option 2), including in a scenario as outlined above.

APPENDIX 12 – PARTNERSHIP WORKING DETAILS

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

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

Name of partner organisation	Service delivered	Named person responsible for Safeguarding and position (E.G. Safeguarding Officer)	Contact details (Email and telephone)	Date partner policy last reviewed and approved	Is safeguarding responsibility delegated? Yes/No
Citizens Advice South East Staffordshire (CASES)	Financial Advice	Wendy Dee	wendyd@casesstaffs.org.uk	February 2026	Yes

Legal Framework Children and Young People:

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

Legal Framework Adults at Risk

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

Legal Definition – Adults at Risk

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

