



FEEDING FAMILIES

Charity Number: 1179694

SAFEGUARDING POLICY

Last reviewed May 2024





Section 1

Details of the organisation

Name of Organisation:

Feeding Families

Address: Unit 2, Franklin Park, Blaydon, Gateshead NE21 5TL

Tel No: 0191 9087163

General Email address: info@feedingfamilies.org.uk

Senior Leader Name: Juliet Sanders [Tel:07767486978](tel:07767486978)

Email: juliet@feedingfamilies.org.uk

Safeguarding Lead Name: Tony Byrne Tel: 07541098628

Email: tony@feedingfamilies.org.uk

Safeguarding Deputy Name: Libby Malcolm Tel: 07738290173

Email: libby@feedingfamilies.org.uk

The following is a brief description of our organisation and the type of work we undertake with and adults:

Our mission is to:

- Provide relief to any person experiencing poverty primarily in north east England. We will do this, in particular but not exclusively, through the provision of food, education and other resources which they could not otherwise afford.
- Promote wellbeing and mental health for those who give and receive aid. Our commitment
- As a Leadership we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that 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”. We also concur with the Convention on the Rights of the Child which states that 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.” As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

- The policy and any attached practice guidelines are based on the ten Safe and secure safeguarding standards (see appendix).

The Leadership undertakes to:

- Endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- Provide on-going safeguarding training for relevant workers and will regularly review the operational guidelines attached.
- Ensure that the organisation meets the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- Support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.

The Leadership agrees not to allow the document to be copied by other organisations.

Section 2 Prevention

Understanding abuse and neglect

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

In order to safeguard those in our organisation we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19:

States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse,



neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

Such protective measures should, as appropriate, include effective procedures for the establishment of social programs to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5ti No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included here in our policy.

Safer recruitment

The Leadership will ensure volunteers will be appointed, trained, supported and supervised to an appropriate level in accordance with government guidance on safe recruitment. This includes ensuring that:

- There are written guidelines for volunteers to adhere to
- Those applying to become core volunteers have completed an application form including a self-declaration
- Safeguarding is highlighted and the policy made available
- Written references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information). An enhanced DBS check is required for all staff who come into contact with young people. The DBS checks are applied for by the Chair and processed and checked through Thirtyoneeight.
- Suitable training programme is provided where necessary

The volunteer has been given a copy of the organisation's safeguarding policy and knows how to report concerns.



Safeguarding training

The Leadership is committed to on-going safeguarding training and development opportunities for volunteers, developing a culture of awareness of safeguarding issues to help protect everyone. The Leadership will also ensure that children and adults with care and support needs are provided with guidelines on keeping safe and measures they should reasonably take to ensure the safe delivery of the project.

Risk assessments will be carried out for specific projects to examine safeguarding issues and mitigation put in place.

Safeguarding will be a standing item at trustee meetings and discussed regularly with staff. Training will be reviewed annually.

Management of Volunteers – Codes of Conduct

As a Leadership we are committed to supporting all volunteers and they are issued with a code of conduct towards children, young people and adults within the charity.

Specifically, we require that volunteers:

- Will keep safe and confidential the personal information they are given with respect to
- Families they are delivering to. Following deliveries any written information should be confidentially destroyed.
- Should not ask for additional information from families (e.g. age and sex of children).
- Should not attempt to form a relationship with any family they are in contact with.
- Should deliver hampers in daylight and in pairs.
- Do not supply gifts of alcohol, tobacco or money.
- Will not go into the family's home under any circumstances.
- Report any safeguarding concerns to Feeding Families in accordance with this policy.
- Do not respond to any other requests from a family such as for money, gifts, goods etc. Any such requests should be reported to Feeding Families.
- We advise food recipients that:
- They should not invite volunteers into their home.

Volunteers may not be DBS checked.

They should not disclose personal information, such as details of their children, to volunteers.



They should not encourage continued contact with the volunteer following the delivery other than to send a note of thanks.

They should not make additional requests for other donations to volunteers.

If they have any concerns they should report these to Feeding Families.

Section 3

Practice Guidelines

As an organisation working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable volunteers and staff to conduct activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

Working in Partnership

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership (i.e. other charities who support families in poverty and our work into schools). We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.



Section 4

Responding to allegations of abuse

Under no circumstances should a volunteer or employee carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

- Documenting a concern

The employee or volunteer should make a report of the concern in the following way:

The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

Name: Tony Byrne Tel: 07541098628

Email: tony@feedingfamilies.org.uk

The above is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

In the absence of the Safeguarding Officer or, if the suspicions in any way involve the Safeguarding Officer, then the report should be made to:

Name: Libby Malcolm Tel: 07738290173

Email: libby@feedingfamilies.org.uk

If the suspicions implicate both the Safeguarding Officer and the Deputy, then the report should be made in the first instance to:

Juliet Sanders (CEO) Tel: 07767486978

Email: juliet@feedingfamilies.org.uk

Alternatively contact Social Services or the police. Police: 999 or 101

Gateshead Council: hcpsti//www.gateshead.gov.uk/article/9364/Safeguarding

Adults: hcpsti//www.gatesheadsafeguarding.org.uk/article/9180/Report-concerns-about-an-adult

Adult Social Care Direct on 0191 433 7033, 24 hours a day, 7 days a week.



Children: [hcpsti//www.gatesheadsafeguarding.org.uk/article/9179/Report-concerns-about-a-child](https://www.gatesheadsafeguarding.org.uk/article/9179/Report-concerns-about-a-child)

Phone Gateshead Council's Children's Services.

0191 433 2653 (office hours: Monday - Friday, 8.30am to 5pm)

0191 477 0844 (out of hours, at night, at weekends and bank holidays)

The Safeguarding Officer should contact the appropriate agency or they should then contact social services in the area the child or adult lives. Because we work across the whole of the north east we will approach the ones relevant to the geographical location where the incident took place.

The Safeguarding Co-ordinator may need to inform others depending on the circumstances and/or nature of the concern

Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.

Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns an employee or volunteer working with someone under 18.

Suspicious must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Officer, the absence of the Safeguarding Officer or Deputy should not delay referral to Social Services or the Police.

The Leadership will support the Safeguarding Officer/Deputy 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.

It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies, although the Leadership hope that members of the organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Officer/Deputy has not responded appropriately, or where they have a disagreement with



the Safeguarding Officer(s) as to the appropriateness of a referral they are free to contact an outside agency direct.

We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the Safeguarding Officer/ deputy is to collate and clarify the precise detail of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

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 Safeguarding Officer/Deputy will:
- Contact Children's Social Services for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Officer/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Detailed procedures where there is a concern that an adult is in need of protec4onti



- Suspicions 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, Safeguarding Officer/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse.

If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

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

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Officer, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

Liaise with Children's Social Services in regards to the suspension of the worker

Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.

Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

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

The Safeguarding Officer will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services
- The Care Act places the duty upon Adult Services 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 Services to decide.

Section 5 Pastoral Care

Supporting those affected by abuse

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the organisation.

Working with offenders and those who may pose a risk

When someone attending the organisation is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties.

APPENDIX:

Types and Signs of Abuse

Physical abuse

Types of physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP



Domestic violence or abuse

Types of domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- Psychological
- Physical
- Sexual
- Financial
- Emotional.

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- Acts of assault, threats, humiliation and intimidation
- Harming, punishing, or frightening the person isolating the person from sources of support
- Exploitation of resources or money preventing the person from escaping abuse regulating everyday behaviour.

Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money



Sexual abuse

Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

Psychological or emotional abuse



Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends.
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress, tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Financial or material abuse

Types of financial or material abuse

- Theft of money or possessions Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service



- Undue pressure, duress, threat or undue influence put on the person in connection with
- loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under
- duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out
- agreed repairs or poor workmanship

Possible indicators of financial or material abuse

Missing personal possessions

- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf • of the person



- Disparity between the person's living conditions and their financial resources, e.g.
- insufficient food in the house
- Unnecessary property repairs

Modern slavery

Types of modern slavery

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

Possible indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers Fear of law enforcers

Discriminatory abuse

Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation
- (known as 'protected characteristics' under the Equality Act 2010)



- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip- reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Possible indicators of discriminatory abuse

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic
- Organisational or institutional abuse
- Types of organisational or institutional abuse
- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care Abusive and disrespectful attitudes towards people using the service Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints
- Possible indicators of organisational or institutional abuse



- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters

- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Neglect and acts of omission

Types of neglect and acts of omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Possible indicators of neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers



- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction

- Inappropriate or inadequate clothing

Self-neglect

Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs Inability or unwillingness to manage one's personal affairs

Indicators of self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

- Adoption of the policy

This policy was agreed by the leadership and will be reviewed annually. Signed by:



Emma Jarvis on behalf of the Board of Trustees Date 07/12/2023

Written By	Approved By	Version	Date
Juliet Sanders	Emma Jarvis	1.1	07/12/2023
Juliet Sanders	Emma Jarvis	1.2	02/05/2024
Juliet Sanders	Emma Jarvis	1.3	02/10/2025





