

Safeguarding Policy

Purpose

The Copenhagen Food Bank is an independent charity. The food bank relies on funding and other donations provided by individuals, businesses, grant makers and other charities. We provide emergency food and household products for local people at a weekly session on Thursday afternoons at the hall of the Blessed Sacrament Catholic Church in Islington. Our charitable activities include working with vulnerable people. The purpose of this policy is to protect the people that we support and the people that volunteer at the food bank and to provide stakeholders and the public with the overarching principles that guide our approach in doing so.

Lead Trustee

A lead trustee will be appointed to provide oversight of safeguarding and to lead on any incident investigation and reporting.

Applicability

This policy applies to anyone working on our behalf, including our trustees and other volunteers.

Partner organisations will be required to have their own safeguarding procedures that must, as a minimum, meet the standards outlined below, and include any additional legal or regulatory requirements specific to their work. These include, but are not limited to other [UK regulators](#), if applicable.

Safeguarding will be reflected in our other relevant policies and procedures.

Principles

We believe that:

- Nobody who is involved in our work should ever experience abuse, harm, neglect or exploitation.
- We all have a responsibility to promote the welfare of all of our beneficiaries, staff and volunteers, to keep them safe and to work in a way that protects them.
- We all have a collective responsibility for creating a culture in which our people not only feel safe, but also able to speak up, if they have any concerns.

Types of Abuse

Abuse can take many forms, such as physical, psychological or emotional, financial, sexual or institutional abuse, including neglect, exploitation and human trafficking. Abuse can happen to anyone regardless of age, gender, race or ability. It may be planned or unplanned and it may be the result of deliberate intent, negligence or ignorance. Anyone can behave in a way that is abusive. It might be someone familiar such as a partner, family member, carer, friend, colleague or it might be a stranger. Signs that may indicate the different types of abuse are at Appendix 1.

Abuse Coming to Notice

Abuse might come to our attention in various ways, such as:

- A direct disclosure by the person being abused.
- A complaint or concern raised by a volunteer or food bank client.
- Anyone witnessing the behaviour.

Reporting Concerns

If a crime is in progress, or if an individual is in immediate danger, call the police, as you would in any other circumstances.

If you are a beneficiary, or member of the public, make your concerns known to a member of our team, who will alert a senior member of the charity.

For members of the charity, make your concerns known to your supervisor. If you feel unable to do so, speak to a trustee. Recognise, respond, refer and record the concern or allegation.

The trustees are mindful of their reporting obligations to the Charity Commission in respect of [Serious Incident Reporting](#) and, if applicable, other regulator. They are aware of the Government [guidance on handling safeguarding allegations](#).

Trustees are aware of Statutory Guidance. See Appendix 2.

Volunteers, food bank management committee members or trustees should complete the Safeguarding Incident Reporting Form at Appendix 3. The matter should be reported immediately to the relevant person or authority and recorded using the form no later than 7 days after the incident. The form must be kept secure and in compliance with GDPR. The relevant authorities, under the law, may require the food bank to produce the form to them. The food bank must not attempt to investigate the matter, it must refer the matter to the relevant authority.

Immediate Response to Concerns

- Allow the adult or child to express their concerns without interruption or judgement.
- Do not make promises that you are not in a position to keep.
- Be honest. Explain the action that you must take to protect them and that the matter will be passed over to the authorities that are qualified and empowered to help them.
- Remain calm and focussed on obtaining the facts.
- Try to ensure that no one, including the food bank volunteers, is put at risk or in a compromising situation.

Responsibilities

Trustees. This safeguarding policy will be reviewed and approved by the Board annually.

Trustees are aware of and will comply with the Charity Commission guidance on [safeguarding and protecting people](#) and also the [10 actions trustee boards need to take](#) to ensure good safeguarding governance.

A lead trustee/committee will be given responsibility for the oversight of all aspects of safety, including whistleblowing and H&SW. This will include:

- Creating a culture of respect, in which everyone feels safe and able to speak up.
- An annual review of safety, with recommendations to the Board.
- Receiving regular reports, to ensure this and related policies are being applied consistently.
- Providing oversight of any lapses in safeguarding.
- Ensuring the safety and welfare of anyone visiting the premises and reporting any relevant premises-related health and safety concern to whomever is responsible for the premises.
- Ensuring that those working/volunteering with children and young people follow correct procedures to respond to concerns and allegations.
- Ensuring that staff and volunteers do not work alone or meet alone with children, young people, or adults at risk, who are connected with the food bank.
- Ensuring that those who work with children, young people or adults at risk undertake appropriate safeguarding training (free training is available through EduCare online).
- Ensuring that everyone involved in activities with children, young people and adults at risk have been safely recruited (including DBS checks).
- Ensuring that any issues are properly investigated and dealt with quickly, fairly and sensitively, and any reporting to the Police/statutory authorities is carried out.

- Leading the organisation in way that makes everyone feels safe and able to speak up.
- Ensuring safeguarding risk assessments are carried out and appropriate action taken to minimise these risks, as part of our risk management processes.
- Ensuring that all relevant checks are carried out in recruiting staff and volunteers.
- Planning programmes/activities to take into account potential safeguarding risks, to ensure these are adequately mitigated.
- Ensuring that all appointments that require DBS clearance and safeguarding training are identified, including the level of DBS and any training required.
- Ensure that the safeguarding leads receive the relevant training.
- Ensuring that a central register is maintained and subject to regular monitoring to ensure that DBS clearances and training are kept up-to-date.
- Ensuring that safeguarding requirements (eg DBS) and responsibilities are reflected in job descriptions, appraisal objectives and personal development plans, as appropriate.
- Listening and engaging, beneficiaries, staff, volunteers and others and involving them as appropriate.
- Responding to any concerns sensitively and acting quickly to address these.
- Ensuring that personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.
- Ensuring that adequate public liability insurance is in place.
- Making staff, volunteers and others aware of:
 - Our safeguarding procedures and their specific safeguarding responsibilities on induction, with regular updates/reminders, as necessary.
 - The signs of potential abuse and how to report these.

Everyone. To be aware of our procedures, undertake any necessary training, be aware of the risks and signs of potential abuse and, if you have concerns, to report these immediately (see above).

A Safe Working Culture

The trustees and the management group will ensure that all volunteers are given:

- An induction.
- Clear boundaries.
- A briefing on safeguarding.
- An expectation that that they are accountable, truthful and answerable for their decisions and actions.

Fundraising

We will ensure that:

- We comply with the [Code of Fundraising Practice](#), including [fundraising that involves children](#).
- Staff and volunteers are made aware of the Institute of Fundraising guidance on [keeping fundraising safe](#) and the NCVO Guidance on [vulnerable people and fundraising](#).
- Our fundraising material is accessible, clear and ethical, including not placing any undue pressure on individuals to donate.
- We do not either solicit nor accept donations from anyone whom we know or think may not be competent to make their own decisions.
- We are sensitive to any particular need that a donor may have.

Online & Digital Safety

We will identify and manage online risks by ensuring:

- Volunteers, staff and trustees understand how to keep themselves safe online. We may use high privacy settings and password access to meetings to support this.
- The online services we provide are suitable for our users. For example, use age restrictions and offer password protection to help keep people safe.
- The services we use and/or provide are safe and in line with our code of conduct.
- We protect people's personal data and follow data protection legislation.
- We have permission to display any images on our website or social media accounts, including consent from an individual, parent, etc.
- The taking of photographs inside the food bank is not allowed unless agreed with a manager or trustee.
- We clearly explain how users can report online concerns. Concerns may be reported using this policy, or direct to a social media provider using their reporting process. If you are unsure, you can contact one of [these organisations](#), who will help you.
- We have adopted and comply with the [Charity AI Ethics & Governance Framework](#).

Working With Other Organisations

In working with other organisations, including any grant making, we will comply with [Charity Commission guidance](#) by carrying out relevant due diligence and having a written agreement that sets out:

- Our relationship.
- The role of each organisation.
- Monitoring and reporting arrangements.



Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Management Committee	13/12/23		Annually

This policy will be reviewed as part of any safeguarding incident investigation, to test that it has been complied with and to see if any improvements might realistically be made to it.

Appendix 1 – Signs of Abuse

Physical Abuse.

- bruises, black eyes, welts, lacerations, and rope marks.
- broken bones.
- open wounds, cuts, punctures, untreated injuries in various stages of healing.
- broken eyeglasses/frames, or any physical signs of being punished or restrained.
- laboratory findings of either an overdose or under dose medications.
- individual's report being hit, slapped, kicked, or mistreated.
- vulnerable adult's sudden change in behaviour.
- the caregiver's refusal to allow visitors to see a vulnerable adult alone.

Sexual Abuse.

- bruises around the breasts or genital area.
- unexplained venereal disease or genital infections.
- unexplained vaginal or anal bleeding.
- torn, stained, or bloody underclothing.
- an individual's report of being sexually assaulted or raped.

Mental Mistreatment/Emotional Abuse.

- being emotionally upset or agitated.
- being extremely withdrawn and non-communicative or non-responsive.
- nervousness around certain people.
- an individual's report of being verbally or mentally mistreated.
- being coercively controlled.

Neglect.

- dehydration, malnutrition, untreated bed sores and poor personal hygiene.
- unattended or untreated health problems.

- hazardous or unsafe living condition (e.g., improper wiring, no heat or running water).
- unsanitary and unclean living conditions (e.g., dirt, fleas, lice on person, soiled bedding, faecal/urine smell, inadequate clothing).
- an individual's report of being mistreated.

Self-Neglect.

- dehydration, malnutrition, untreated or improperly attended medical conditions, and poor personal hygiene.
- hazardous or unsafe living conditions.
- unsanitary or unclean living quarters (e.g., animal/insect infestation, no functioning toilet, faecal or urine smell).
- inappropriate and/or inadequate clothing, lack of the necessary medical aids.
- grossly inadequate housing or homelessness.
- inadequate medical care, not taking prescribed medications properly.

Exploitation.

- sudden changes in bank account or banking practice, including an unexplained withdrawal of large sums of money.
- adding additional names on bank signature cards.
- unauthorized withdrawal of funds using an ATM card.
- abrupt changes in a will or other financial documents.
- unexplained disappearance of funds or valuable possessions.
- bills unpaid despite the money being available to pay them.
- forging a signature on financial transactions or for the titles of possessions.
- sudden appearance of previously uninvolved relatives claiming rights to a vulnerable adult's possessions.
- unexplained sudden transfer of assets to a family member or someone outside the family.
- providing services that are not necessary.
- individual's report of exploitation.

Human Trafficking.

- acts as if instructed by another and coerced to carry out specific activities.
- demonstrates signs of physical or psychological abuse, lacks self-esteem, seems anxious, injuries, untreated medical conditions.
- seems to be bonded by debt or has money deducted from their salary.
- has little or no contact with family or loved ones.
- is distrustful of authorities.
- has threats made against them or their family members.
- is not in possession of their own legal documents.
- the different types of human trafficking exploitation have signs that are specific to them (sexual exploitation, labour exploitation, organ retrieval, domestic servitude, forced marriage, forced criminality).

Appendix 2 – Key Statutory Guidance

Children – Working Together to Safeguard Children 2018

Children’s Act 1989 (Amended 2004)

Adults at Risk – Care and Support Statutory Guidance (Care Act 2014 updated 2020)

Human Rights Act 1998

Data Protection Act 2018

Mental Capacity Act 2005

Safeguarding Vulnerable Groups Act 2006 Equality Act 2010

[Gov.UK – The role of other agencies in safeguarding](#)

[CC: Infographic; 10 actions trustees need to take.](#)

[CC: Safeguarding duties of charity trustees](#)

[CC: Safeguarding - policies and procedures](#)

[CC: How to protect vulnerable groups](#)

[CC: Managing online risk.](#)



Appendix 3 – Safeguarding Incident Reporting Form

Reporter’s details

Date and time.	
Name of person making the report.	
Role at Copenhagen Street Food Bank.	
Contact details: email address and phone number.	

Type of Incident

Individual(s) involved.				
Date and time of the incident.				
Location of the incident.				
Identify the nature of the incident.	Child (client) Safeguarding	Adult (Client) Safeguarding	Adult (volunteer) Safeguarding	Safety/Security Issue

Details of allegation/concern

Summarise the incident in a few words.	
Details of the incident. Who is supposed to have done what to whom, when, where, how, who else was present. Set out the facts.	



Do not include opinions.	
Witnesses.	

Immediate action

Brief summary of any immediate action taken.	
Details of any individuals, agencies or authorities, e.g. the police and social services, who have been informed.	

Next steps

Summary of action to be taken, e.g. notifying the Charity Commission, trustees, donors; policy review; revise risk assessments.	
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