



Accounting & Cash Handling Policy

The objectives of this policy are to ensure that:

- a) The terms under which cash donations are handled are clear and understood.
- b) To ensure that proper control measures are in place.

Cash Held at Centres by Volunteers

Financial donations received at Foodbank Centres or at the office must be acknowledged with a receipt using the numbered receipt books. All cash received must be paid into the Foodbank bank account for accounting and recording purposes. This safeguards volunteers and will allow the Foodbank to provide proper records of income and expenditure. This includes donations made through Foodbank collection tins. These tins should not be opened by volunteers but should be sent to the office where they will be processed.

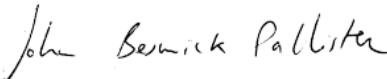
Debit cards

Staff are issued with debit cards to remove the requirement for petty cash. Debit cards can be used for items such as office stationery, postage costs and food supplies. Receipts for purchases are to be passed to the treasurer for reconciliation against the bank statements.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Trustee with responsibility for Policies
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

Introduction

Bribery is a criminal offence. The Foodbank prohibits any form of bribery. From everyone connected with the charity we require compliance with the highest ethical standards and the anti-bribery laws applicable. Integrity and transparency are of utmost importance to us and we have a zero tolerance attitude towards corrupt activities of any kind, whether committed by employees or by third parties acting for or on behalf of our Foodbank.

Policy

It is prohibited, directly or indirectly, for any employee or person working on our behalf to offer, give, request or accept any bribe – i.e. gift, loan, payment, reward, advantage, or any other form of inducement – to or from any person or company in order to gain commercial, contractual or regulatory advantage for the Foodbank, or in order to gain any personal advantage for an individual (or anyone connected with the individual) in a way that is unethical.

Suspicion

If we suspect that you have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal.

Reporting

If you, as an employee or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if you are not personally involved, you are expected to report this to the Chair of Trustees. You may be asked to give a written account of events.

Gifts and Hospitality

We realise that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our industry. This does not constitute bribery where it is proportionate and recorded properly.

No gift should be given nor hospitality offered by an employee or anyone working on our behalf to any party in connection with the charity without receiving prior written approval from the Chair of Trustees. Similarly, no gift or offer of hospitality should be accepted by an employee or anyone working on our behalf without receiving prior written approval from the Chair of Trustees.

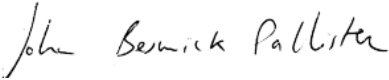
Record Keeping

A record will be made by the Chair of Trustees of every instance in which gifts or hospitality are given or received.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Trustee with responsibility for Policies
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

Introduction

Newcastle-Staffs Foodbank is registered with the Information Commissioner as a controller ZA095988 and is governed by the Data Protection Act 2018, the EU General Data Protection Regulation (GDPR) and the Privacy and Electronic Communications Regulations 2003 (PECR).

Who this policy applies to

Newcastle-Staffs Foodbank employees and volunteers are required to adhere to this policy which is designed to protect the personal data of Newcastle-Staffs Foodbank data subjects - our supporters, volunteers, employees and trustees.

Written Data Protection Guidance is provided to help staff and volunteers comply with this policy and relevant data protection legislation.

Key definitions

Data protection law applies to how we process people's personal information. The key terms that we need to understand are:

Controller – Newcastle-Staffs Foodbank is a controller as it collects and decides how personal information will be used.

Principles – These are the rules that we must follow when processing personal information

Processing - This is what we do with personal information. It includes how we collect, record, store, share and use personal information

Personal information – This includes personal data and special category personal data

Personal data - This is information about people and held in computer systems, mobile devices including laptops, tablets, telephones, or in manual records such in paper files and notebooks. For example, name, address, date of birth, bank account details, interests. It also includes opinions about a person. For example, notes on how you think someone has behaved, performed or appears

Special category personal data – this is information about a person's health, religion, political opinion, trade union membership, race or ethnic origin, sexuality

A **data subject** - this is the person whose personal information is being processed. For example, a supporter, employee, volunteer, trustee

A **privacy policy** – this is how we inform people about how their personal information will be used. Newcastle-Staffs Foodbank privacy policy is provided on our website

A **privacy notice** – this is a short notice when we collect personal information from people to inform them how their personal information will be used and to look at our privacy policy for more detail

Data processor – this is an organisation that we use to process personal information on behalf of the Trust. For example, a print and mailing house

Information Commissioner's Office (ICO) - the government body responsible for enforcing data protection law in the UK

Data protection principles

All staff and volunteers are responsible for complying with the principles of data protection legislation which states that personal information must be:

1. Collected and processed in a fair, lawful and transparent way
2. Used only for the reasons it was collected
3. Relevant and not excessive
4. Kept accurate and up to date, and corrected or deleted if there are mistakes
5. Kept for no longer than it is needed
6. Kept safe to protect it from being lost, stolen or used inappropriately
7. Processed in accordance with people's rights

In addition, the GDPR provides rules relating to the transfer of personal data to countries outside of the European Economic Area.

See Newcastle-Staffs Foodbank's 'Data Protection Guidance' for Newcastle-Staffs Foodbank's data protection working practices.

Data subjects

Newcastle-Staffs Foodbank's data subjects include supporters, employees, volunteers, trustees and beneficiaries.

Data processing purposes

Newcastle-Staffs Foodbank needs to process personal information about our different data subjects to:

- Process donations and gift aid claims
- Process legacies and pledges
- Enable supporters to fundraise for us
- Enable supporters to participate in events
- Manage relationships with our supporters
- Provide supporters with information about us and the work that we do
- Manage marketing and communication preferences of our supporters
- Provide support to people who need to use the food bank
- Develop case studies and stories about our beneficiaries to promote and report on the work that we do
- Recruit and employ members of staff
- Recruit and manage volunteers
- Fulfil our legal and governance obligations as a registered charity and company

Legal basis for processing personal information

Newcastle-Staffs Foodbank's legal basis for processing personal information is documented in detail in our 'Record of Processing Activity'. Personal information is processed with consent where appropriate, in order to meet our legal obligations as an employer and registered charity and for our legitimate interests.

Newcastle-Staffs Foodbank may process some personal information based upon our legitimate interests. This is where the processing is required to fulfil our organisational objectives, is not to the detriment of our data subjects, and will not cause them damage or distress. We undertake legitimate interest assessments to balance the rights and interests of our data subjects with that of Newcastle-Staffs Foodbank in order to make a judgement as to whether the legitimate interest condition applies to our processing.

Responsibilities of staff and volunteers

Newcastle-Staffs Foodbank's Data Protection Lead, who is also Project Lead, is required to:

1. Provide compliance advice to staff
2. Ensure that staff receive appropriate data protection training and guidance
3. Ensure that Newcastle-Staffs Foodbank's data protection policies and documents are appropriate and up to date
4. Be the focal point for the administration of any subject access requests
5. Deal with data subject rights in relation to erasure, objection, restriction and rectification that staff feel unable to manage themselves
6. Log and assess all personal data breaches at Newcastle-Staffs Foodbank
7. Refer data breach assessments to the board of Trustees for a final decision on whether they should be reported to the ICO
8. Renew and ensure that Newcastle-Staffs Foodbank's notification with the ICO is accurate
9. Keep a central register of all organisations that Newcastle-Staffs Foodbank shares personal information with
10. Advise staff on the interpretation of this policy and guidelines and to monitor compliance with the policy.

All staff and volunteers are responsible for:

1. Working in compliance with the data protection principles as set out in this policy and Newcastle-Staffs Foodbank's 'Data Protection Guidance'
2. Ensuring that any personal information that they provide to Newcastle-Staffs Foodbank in connection with their employment, volunteering or other contraction agreement is accurate
3. Informing Newcastle-Staffs Foodbank of any changes to any personal information which they have provided, e.g. changes of address
4. Responding to requests to check the accuracy of the personal information held on them and processed by Newcastle-Staffs Foodbank.

Data subject rights

Newcastle-Staffs Foodbank respects the rights of its data subject including the right to:

- To be informed – we do this by including appropriate privacy notice information when collecting personal information
- Subject access - the right to view their personal information which we hold
- Object and / or withdraw consent - where the processing of personal data could cause them significant damage or distress.

- Rectification - we must correct any inaccurate or incomplete personal information when asked
- Erasure - deletion or the removal of their personal information where there is no compelling reason for its continued processing

See Newcastle-Staffs Foodbank’s ‘Data Protection Guidance’ for information on how to respond to data subject rights.

Data security

It is the responsibility of all staff and volunteers authorised to access personal data processed by Newcastle-Staffs Foodbank to ensure that data, whether held electronically or manually, is kept securely and not disclosed unlawfully, in accordance with this Policy. Unauthorised disclosure will usually be treated as a disciplinary matter and could be considered as constituting gross misconduct in some cases.

Policy awareness

Data protection awareness will be included as part of induction. Changes to policy on data protection policy or guidance will be circulated to all staff and volunteers. All staff and volunteers are expected to be familiar with and comply with the policy at all times.

Redress

Anyone who considers that this policy has not been followed in respect of personal data about themselves should raise the matter with the Data Protection Lead.

Status of this policy

This policy does not form part of the formal contract of employment, but it is a condition of employment that employees will abide by the rules and polices made by Newcastle-Staffs Foodbank from time to time.


Compliance is the responsibility of all staff and volunteers. Any breach of this policy may lead to disciplinary action being taken, or even a criminal prosecution.

Any questions or concerns about the interpretation or operation of this policy should be taken up with the Data Protection Lead.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Project Lead
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023



Understanding your responsibilities for data protection

Guidance for Staff and Volunteers

Part of the Trussell Trust Foodbank Network



September 2023

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Introduction

Employees and volunteers have a shared responsibility to follow the rules of the Data Protection Act 2018 (the Act). This guidance will help you to comply with the requirements of the Act.

When anyone gives and trusts us with their personal information, it is our responsibility to treat this information in a way that lives up to their expectations and complies with all our legal obligations.

We must treat personal information properly. A serious breach of data protection law could result in criminal prosecution and a fine. It would also seriously damage our reputation. Individuals as well as organisations can be fined and prosecuted when they are judged to have breached the law.

Generally, a useful way of thinking about data protection is to treat people's personal information in the same way that you would expect your own information to be treated.

Data Protection Terms and Definitions

Data protection law applies to how we process people's personal information. The key terms that we need to understand are:

Controller – We are a Controller as we collect personal information and decide how will be used.

Principles – These are the rules that we must follow when processing personal information

Processing - This is what we do with personal information. It includes how we collect, record, store, share and use personal information

Personal information – This includes personal data and special category personal data

Personal data - This is information about people and held in computer systems, mobile devices including laptops, tablets, telephones, memory sticks, or in manual records such in paper files and note books. For example, name, address, date of birth, bank account details, interests

It also includes opinions about a person. For example, notes on how you think someone has behaved, performed or appears

Special category personal data – this is information about a person's health, religion, political opinion, trade union membership, race or ethnic origin, sexuality

A **data subject** - this is the person whose personal information is being processed. For example, a person that uses a foodbank, a donor, employee, or volunteer

A **privacy policy** – this is how we inform people about how their personal information will be used. Our privacy policy is provided on our website

A **privacy notice** – this is a short notice when we collect personal information from people to inform them how their personal information will be used.








Data processor – this is an organisation that we use to process personal information on our behalf. For example, a software provider like Microsoft or Google

Information Commissioner's Office (ICO) - this is the government body responsible for enforcing data protection law in the UK

For more detailed guidance about data protection, see www.ico.org.uk

The Data Protection Rules

Personal information must be:

	collected and processed in a fair, lawful and transparent way
	used only for the reasons it was collected
	relevant and not excessive
	kept accurate and up to date, and corrected or deleted if there are mistakes
	kept for no longer than it is needed
	kept safe to protect it from being lost, stolen or used inappropriately
	processed in accordance with people's rights

Compliance Guidance

Personal data must be processed fairly, lawfully and in a transparent manner

- ✓ Be clear and open with people about how their personal information will be used
- ✓ Include a written or verbal Privacy Notice when collecting personal information. This should describe:
 - who the controller is: For example, the food bank
 - the purpose for which the personal information will be used. For example, to process a donation, to provide food
 - if the personal information will be shared with any other organisations. For example, the Trussell TrustSee the separate guidance on Privacy Notices for more information about this
- ✓ Only use personal information in a way that people would reasonably expect
- ✓ Think about the impact of your processing – don't do anything that could have a negative effect on the people whose personal information you are using
- ✓ Obtain the explicit recorded consent of a person if you are collecting their sensitive personal data. For example, health or medical information
- ✓ Obtain prior recorded consent from people before publishing photographs or film footage of them (see resource 5.2.R10).

Personal information should be used only for specified, explicit, and legitimate purposes

- ✓ Only use personal information for the purpose that was described in the privacy notice when collecting it. For example, if the privacy notice states that the information collected will only be used to process a donation, that is all it can be used for.

Personal information must be adequate, relevant and not excessive

- ✓ Collect just the right amount of information for the purpose required and described in the privacy notice – no more, no less
- ✓ If a person gives you more information that you need to know, for example in an email or phone conversation, only record the relevant information
- ✓ Data protection law does not allow for personal information to be kept because 'it might become useful' at some point in the future.

For more detailed guidance about data protection, see www.ico.org.uk

Personal information must be accurate and up to date, with errors corrected or deleted as soon as possible

- ✓ Regularly check that the personal information you hold in computer and paper records is accurate
- ✓ Do not use personal information if you have doubts about its accuracy
- ✓ Remind people to notify you of any changes in their personal information
- ✓ Amend relevant electronic and manual records as soon as possible if someone informs you of a change in their information

Personal information should be kept only for as long as it is needed

- ✓ We must have a valid reason for keeping personal information
- ✓ A data controller must document how long it will keep different types of records and personal information for in a Personal Data Retention Policy and Schedule
- ✓ Know where to locate the Personal Data Retention Policy and Schedule and follow it
- ✓ When personal information is no longer required it must be destroyed or disposed of securely, for example, by shredding it.
- ✓ Delete emails containing personal information once no longer needed

Personal information must be kept safely to prevent it from being lost, damaged or stolen

- ✓ Use a password to log in to your computer so that others cannot access the personal information you hold, and do not share your password with anyone
- ✓ Lock desks and cupboards used to store personal information, and keep the keys secure
- ✓ Use Royal Mail registered post to send large volumes of paper containing personal information or sensitive personal data or deliver by hand.
- ✓ If you need to send an email containing personal information, or attach a file which includes personal information to an email, password protect the email or document, and send the password in a separate email or text message
- ✓ Double check that you have attached the correct file before sending an email
- ✓ Double check that the email is addressed to the correct recipient
- ✓ Always use the bcc field (not the cc field) when sending an email to more than one person so that the recipients' email addresses are not visible to each other - unless consent to share email addresses has previously been obtained
- ✓ Delete emails containing personal information when no longer required or move to a secure folder if still required
- ✓ Take special care when travelling with computers, laptops, tablets, smart phones and paper records containing personal information
- ✓ Do not leave laptops and paper documents or files unattended and visible in your car
- ✓ Make sure papers or screens containing personal information are not visible to others in meetings, on trains, and even in your own home
- ✓ Do not download documents containing sensitive personal information to your desktop or mobile devices, such as hard disks and memory sticks

Sharing Personal Information

- ✓ You can usually share personal data without consent if you have a good reason to do so. For example, someone's life is at risk
- ✓ There are some cases where the impact on an individual might override your interests in sharing, in which case you might need to ask for their consent. For example, when sharing sensitive or "special category" data about a person.
- ✓ If we need to share personal information with other organisations, for example, we must include this information in the privacy notice
- ✓ Where data is shared with another organisation on an ongoing or repeated basis it is good practice to have a data sharing agreement. For example, with referral agencies or the Trussell Trust

When deciding whether to share personal information you should consider the following:

1. Identify the objective that the sharing is meant to achieve
2. Consider the potential benefits and risks of sharing the information
3. Assess the likely results of not sharing the information

You should only share the specific personal data needed to achieve your objectives. For instance, you might need to share somebody's current name and address, but not other information you hold about them

Personal Data Breach – What to do

Personal data breaches occur when personal information is lost, destroyed or shared without consent, or if someone accesses the personal information or passes it on without consent. This can be deliberate or by accident. It includes sending personal information to the wrong person and electronic devices such as laptops and telephones containing personal information being lost or stolen. We must act quickly if there is an issue

- ✓ If you think there may have been a data protection breach or there has been a near miss, please let the Data Protection Lead know immediately: Email: projectlead@newcastlestaffs.foodbank.org.uk Tel: 07375 365623
- ✓ Data controllers must keep a record of all personal data breaches
- ✓ Serious breaches must be reported to the ICO within 72 hours of being discovered

Data Subject Rights

Data protection legislation gives rights to people. The rights that are most relevant to us are:

- **The right to be informed** – we do this by including appropriate privacy notice information when collecting personal information
- **The right of access** – if asked we must give people a copy of their personal information which we hold
- **The right to object to processing** – if someone objects to the processing of their personal information we must consider whether we can stop the processing and provide them with an explanation if not.
- **The right to not receive direct marketing** – if a person changes their mind about receiving direct marketing (which includes any newsletters) we must stop sending people direct marketing messages
- **The right to rectification** – we must correct any inaccurate or incomplete personal information when asked
- **The right to erasure** – we must delete or remove some personal information if asked

Data Subject Rights – How to respond

The right of access

A person has the right to view their personal information which hold.

- ✓ When asked we must provide this information within 30 days.
- ✓ The information provided must not include anyone else's personal information unless we have their consent.
- ✓ Assume that anything you record about a person could be seen by that person.
- ✓ Record facts and opinion that you would be able to defend if challenged
- ✓ If someone asks to see their personal information, contact the Data Protection Lead: Email: projectlead@newcastlestaffs.foodbank.org.uk Tel: 07375 365623

The right to object to processing

People have the right to object to us processing their personal information. If someone requests this, explain to them why we process their personal information and the consequences of not processing it. For example, we may not be able to provide a food parcel if we do not have a record of who we have given it to. If the person still objects to the processing, take a note of their contact details and pass to the Data Protection Lead: Email: projectlead@newcastlestaffs.foodbank.org.uk Tel: 07375 365623

The right to not receive direct marketing

People have the absolute right to prevent their personal information being processed for direct marketing purposes. The definition of 'direct marketing' by the Information Commissioner's Office includes an organisation communicating its aims and objectives by email, e-newsletter, telephone, text message or post. This includes information about our campaigns, events and fundraising activities.

- ✓ You must only contact a person with a direct marketing message by electronic means (email, text message) if they have already opted in to receiving these communications
- ✓ Every direct marketing message you send by email and text message must include an unsubscribe function so that the recipient has a choice to opt out of further communications from the group
- ✓ A person must not be contacted again if they unsubscribe or request not to receive further direct marketing messages
- ✓ If someone contacts you to say that they no longer wish to receive direct marketing messages by post or phone call, you must remove their name from or suppress it in your group mailing list
- ✓ A person must not be contacted again if they have requested not to receive further direct marketing messages

The right to erasure

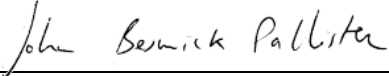
The right to erasure is also known as 'the right to be forgotten'. People have the right to request the deletion or the removal of their personal information where there is no compelling reason for its continued processing.

- ✓ If you have given a person's personal information to someone else, you must contact each recipient of that information and ask them to erase the personal data in question. For example, to delete information from the DCS you should contact Network Services at the Trussell Trust
- ✓ If it is not possible to delete someone's personal information then consider how you can restrict further processing of the data in future. For example by adding their basic details to a suppression list.
- ✓ If you receive a right to erasure request and you're unsure how to handle it, please get in touch with the Data Protection Lead Email: projectlead@newcastlestaffs.foodbank.org.uk Tel: 07375 365623.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Project Lead
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
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Equal Opportunities – Additional Information and Advice

OUTCOMES

- The cultural and personal needs of clients, volunteers and paid staff are respected
- Volunteers and paid staff have adequate knowledge of equal opportunities outcomes

PROCESS

- Recruitment procedures for volunteers and paid staff are based on objective criteria and ensure that no applicant receives less favourable treatment

STRUCTURE

- Equal Opportunities Policy with review dates and procedures for implementation

MONITORING

- Feedback from clients, volunteers and paid staff showing that their needs were acknowledged

Introduction

Newcastle-Staffs Foodbank is committed to ensuring that, as far as practicable, all employees, workers, casual workers, volunteers, job applicants, service users and Trustees and other people with whom we deal are treated fairly and are not subjected to unfair or unlawful discrimination.

This policy is not contractual, but sets out the way in which Newcastle-Staffs Foodbank aims to manage equal opportunity although we may vary, replace or terminate it at any stage.

This policy applies to all employees and workers, including casual workers, volunteers and agency staff (referred to collectively as “workers” for the purposes of this policy, where relevant).

Aims of this policy

A key aim of our Equal Opportunity Policy is that we provide a working environment in which current and potential workers feel comfortable and confident that they will be treated fairly and equally, irrespective of their age, disability, trans-gender status, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex and sexual orientation (“protected characteristics” as per the Equality Act 2010) or indeed any other characteristic unrelated to the performance of the job.

The principles of non-discrimination and equality of opportunity also apply to the way in which we treat trustees, visitors, service users, suppliers, partners, stakeholders and former colleagues.

We seek to ensure that no one suffers, either directly or indirectly, as a result of unlawful discrimination. This extends beyond the individual's own characteristics, to cover discrimination by association and by perception.

We recognise that an effective Equal Opportunity Policy will help all employees to develop to their full potential, which is clearly in the best interests of both employees and our organisation. We aim to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity.

We expect everyone who works for us to be treated with, and to treat others, with respect. Our aim is to provide a working environment free from harassment, intimidation or discrimination in any form that may affect the dignity of the individual.

Discrimination

Discrimination may be direct or indirect, and can take different forms, for example:

- treating any individual less favourably than others on grounds of a protected characteristic
- expecting a person, solely on the grounds of a protected characteristic, to comply with requirements that are different to the requirements for others
- imposing requirements on an individual that are in effect more onerous than they are on others. This would include applying a condition (which is not warranted by the requirements of the position) which makes it more difficult for members of a particular group to comply than others not of that group

- harassment i.e. unwanted conduct which has "the purpose, intentionally or unintentionally, of violating dignity, or which creates an intimidating, hostile, degrading, humiliating or offensive environment" for the individual
- victimisation - i.e. treating a person less favourably because he or she has committed a "protected act". "Protected acts" include previous legal proceedings brought against the employer or the perpetrator, or the giving of evidence at a disciplinary or grievance hearing or at tribunal, or making complaints about the perpetrator or the employer or their alleged discriminatory practices
- discrimination by association, i.e. someone is discriminated against because they associate with someone who possesses a protected characteristic
- discrimination by perception, i.e. discrimination on the grounds that the person is perceived as belonging to a particular group, e.g. sexual orientation, religion or belief, irrespective of whether or not this is correct
- any other act or omission of an act, which has the effect of disadvantaging one person against another, purely on the above grounds.

On all occasions where those with managerial responsibility for workers are required to make decisions between them, for example disciplinary matters, selection for training, promotion, pay increases, awards etc. it is essential that merit, experience, skills and temperament are considered as objectively as possible.

Responsibility for this policy

The overall responsibility for implementing and monitoring the effectiveness of this policy rests with the senior management of Newcastle-Staffs Foodbank.

As an employer we are liable for the actions of our workers and therefore all managers have a crucial role to play in promoting equality of opportunity in their own areas of responsibility on a day to day basis.

All workers, irrespective of their role or seniority, should familiarise themselves with this policy, and be aware of their responsibility for promoting equality of opportunity and not discriminating unfairly or harassing colleagues or job applicants, nor encouraging others to do so or tolerating such behaviour. Any worker who witnesses behaviour or decisions that seem contrary to this policy, or experience it directly, are encouraged to challenge these or raise the issues with their Line Manager.

Disciplinary action, including dismissal, may be taken against any employee found guilty of unfair discrimination or harassment.

Employment practice

Newcastle-Staffs Foodbank will support equal opportunity practice across all elements of employment, as follows:

- Recruitment and selection will, as far as possible, be conducted on an objective basis and will focus on the applicants' suitability for the job and their ability to fulfil the job requirements. Our interest is in the skills, abilities, qualifications, experience, aptitude and the potential of individuals to do the job.
- Job opportunities and training will be communicated and made available to everyone on a fair and equal basis.
- We will ensure that all of our policies including compensation, benefits and any other relevant issues associated with terms and conditions of employment, are formulated and applied without regard to a protected characteristic or indeed any other characteristic unrelated to the performance of the job. These will be reviewed regularly to ensure there is no discrimination.
- Employees will not be subjected to any detriment if they wish to join our pension scheme, nor offered any inducement not to join our scheme.
- We will consider any requests for flexible working in a way which aims to balance the needs of the individual and Newcastle-Staffs Foodbank.

- We will make reasonable adjustments to the workplace and/or working arrangements for people with disabilities where they cause disadvantage to the person.
- Harassment or bullying will not be tolerated, and any individual who feels they have been subjected to harassment or bullying should report this to their manager or an appropriate senior member of staff. Equally, anyone who witnesses incidents of harassment or bullying should report this.
- When dealing with disciplinary matters, care will be taken that employees who have, are perceived to have, or are associated with someone who has, a protected characteristic are not dismissed or disciplined for performance or behaviour which could be overlooked or condoned in others.
- We will not discriminate against individuals who have left our organisation by providing references that are not based on factual information nor fail to provide one based on a protected characteristic.
- We have no fixed retirement age and anyone who wishes to work beyond state pension age may choose to do so.

Service delivery

We aim to make our services as accessible and responsive as possible to all existing and potential service users and to provide a service to them which recognises and respects their differences.

We undertake to listen to our service users and involve them in the development of services which respect and value their diversity.

We reserve the right to withdraw our services to any service user if that individual behaves in a discriminatory, disruptive or abusive manner to any worker, trustee or other person.

Breach of this policy

Employees who believe they have been treated in a way which is contrary to this policy and have not been able to resolve this informally are advised to raise this in line with our grievance process. An employee who brings a complaint of discrimination must not be less favourably treated.

Any breach of this policy by employees will be fully investigated and may lead to disciplinary action.

Communication of this policy

All job applicants and workers will be made aware of this policy and a copy will be included in the Employee Handbook, given to all employees on joining us. In addition, employees will be reminded of this policy from time to time through such means as emails, training events etc.

Data Protection

Relevant data will be collected to support this policy, and retained in accordance with our data retention protocols. [X foodbank] treats personal data collected by workers or applicants for the purposes of equal opportunity monitoring in accordance with our Data Protection Policy. Information about how data is used and the basis for processing personal data is provided in our privacy statement.

Inappropriate access or disclosure of personal data constitutes a data breach and should be reported in accordance with our Data Protection Policy immediately. It may also constitute a disciplinary offence, which will be dealt with under our disciplinary procedure.

Implementation, monitoring and review of this policy

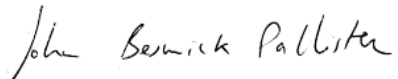
The Project Lead has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to your Line Manager.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Project Lead
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

Section 1 - Policy Control

Version Description: **September 2023**

Next Review: **September 2024**

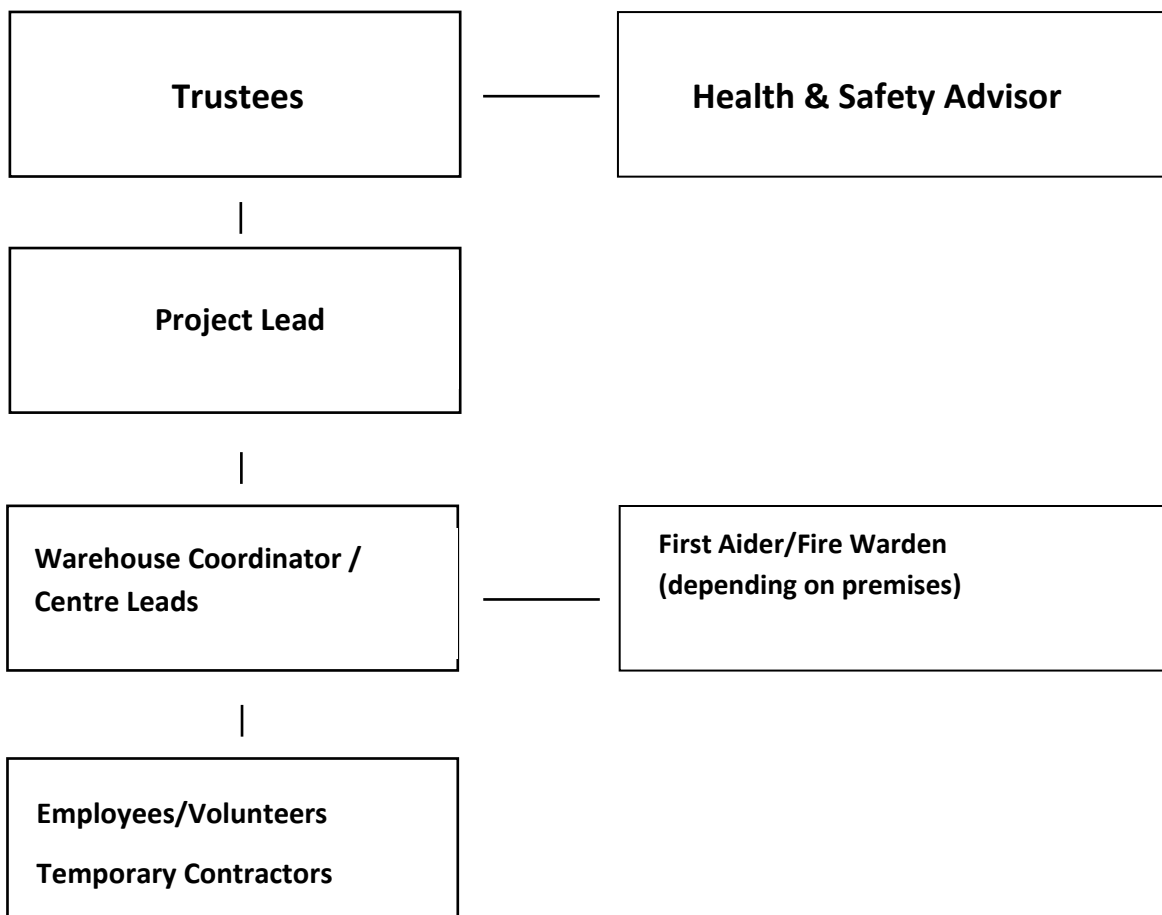
1. Newcastle-Staffs Foodbank recognise that good health and safety management supports the delivery of services and projects in all locations where it operates. Newcastle-Staffs Foodbank is committed to ensuring so far as reasonably practicable, the health, safety and welfare of all volunteers, employees, temporary workers, contractors (collectively known as 'Representatives') and members of the public who may be affected by our activities. Newcastle-Staffs Foodbank declares its intention to satisfy the requirements of the Health and Safety at Work etc. Act 1974 and all other relevant legislation or Regulations.
2. Our representatives are encouraged to constantly challenge health and safety policies and procedures in order to build a health and safety culture and ensure continual improvement in the prevention of ill health and injury in the course of their duties.
3. Trustees have personal responsibility for the health, safety and welfare of all those acting under their direction or control including visitors at all sites where we operate.
4. Newcastle-Staffs Foodbank will:
 - i) Comply with all relevant statutory requirements for health, safety and welfare.
 - ii) Consult with 'Representatives' at all levels in order to improve the health and safety culture across all areas of our project.
 - iii) Ensure that all 'Representatives' have access to and are aware of the Health and Safety Policy, procedures and guidance.
 - iv) Undertake risk assessments that are suitable and sufficient for work activities and implement appropriate risk control measures.
 - v) Provide and maintain a safe place of work, including safe access to and leaving from, for staff, volunteers and members of the public visiting our premises or accessing our services.
 - vi) Implement safe systems and processes for all activities conducted.
 - vii) Provide information, instruction, training and supervision of 'Representatives' in matters of health and safety.
 - viii) Provide and maintain safe equipment.
 - ix) Ensure safe use, handling, storage and transport of articles and substances used or associated in the provision of Newcastle-Staffs Foodbank services or activities.
 - x) Implement a procedure for the recording, reporting and investigating of accidents, incidents, near misses and instances of ill health to determine if such are the result of Newcastle-Staffs Foodbank's activities.
 - xi) Provide regular report on Newcastle-Staffs Foodbank health and safety performance to the trustees and ensure the report contains proposals for the continual improvement of health and safety management as appropriate.
5. Competent people will be appointed to assist Newcastle-Staffs Foodbank in meeting our statutory duties including, where appropriate, specialists from outside the organisation.

6. Every representative has a legal obligation to co-operate to enable all statutory duties to be complied with and to take reasonable care for their own health and safety and for the safety of other people who may be affected by their acts or omissions. The successful implementation of this policy requires total commitment from all levels of representatives.
7. This policy will be regularly monitored by the trustees to ensure that the objectives are achieved, and it will be reviewed and revised in the light of legislative or organisational changes. Any such changes will be made known to all staff members and/or volunteers.

Section 2 - Organisation and Responsibilities

1. Safety is the concern of everyone, management and representatives at all levels.
2. Newcastle-Staffs Foodbank is ultimately responsible for the health, safety and welfare of all representatives and for the health and safety of visitors to our establishments or others who may be affected by our activities.
3. This responsibility is exercised on its behalf by the Trustees aided by the Project Lead. They, along with external Health and Safety assistance as required, and other representatives, will assist in the implementation of the Health and Safety Policy.

Organisational Structure for Health & Safety



2.1 Trustees

- i) The Trustees are responsible for the implementation of this policy.
- ii) The Trustees cannot delegate or devolve this accountability but in order to discharge responsibilities effectively they may delegate duties and authority to members of the team.
- iii) The Trustees are responsible for:
 - the development of the Newcastle-Staffs Foodbank health and safety policy.
 - co-ordinating health and safety matters throughout the food bank by implementation of a health & safety management system.
 - providing financial resources and include in the annual budget adequate provision for any necessary expenditure on premises, equipment and/or training.
 - monitoring the auditing and inspection of the performance of the Newcastle-Staffs Foodbank establishments to ensure good health & safety practice.
 - instigating an investigation and report, if required, to the enforcement authorities any accidents and incidents as required under RIDDOR.

2.2 Project Lead

It is the responsibility of the Project Lead:

- i) to ensure that the organisation and arrangements for meeting the Newcastle-Staffs Foodbank Health and Safety policy are effectively implemented.
- ii) to assist with the co-ordination of health and safety matters throughout Newcastle-Staffs Foodbank by implementation of a health & safety management system.
- iii) to ensure that financial resources are included in their annual budget provision for any necessary expenditure on premises, equipment and or training.
- iv) to demonstrate by example safe and healthy working practices and to encourage such practices by all representatives and contractors.
- v) where and when appropriate to bring Newcastle-Staffs Foodbank Health and Safety policy to the notice of external organisations and or contractors.
- vi) to consult with representatives to improve Newcastle-Staffs Foodbank health and safety performance.
- vii) to provide adequate training, information, instruction and supervision to ensure that work is conducted safely.
- viii) to take immediate and appropriate steps to investigate and rectify any risks to health and safety arising from the work activity including accidents and near misses.
- ix) understands that there is additional duty of care needed to ensure the safety of young person's at work, pregnant and breast-feeding representatives and those with a temporary or permanent physical or mental disability.
- x) To compile and maintain with the assistance of others an 'Active in Use Chemical Schedule' for the purposes of COSHH assessments.
- xi) To assess the need for and display appropriate notices, documents and safety signs as a means of keeping employees informed and to meet statutory requirements.

2.3 Health and Safety Advisor (Trustee responsible for Health & Safety)

The Health & Safety Advisor will:

- i) assist the Project Lead with monitoring the Health and Safety practices in the food bank.
- ii) monitor the effectiveness of the implementation of the Health and Safety Policy.
- iii) report to the **Trustees** concerns relating to Health and Safety matters, making recommendations as necessary.
- iv) assist in investigating all accidents and dangerous occurrences, as directed by the Trustees and recommend corrective action as necessary.
- v) assist when required, in inspecting any new machinery, buildings and equipment for potential hazards, if applicable.
- vi) undertake reviews under for example 'The Control of Substances Hazardous to Health Regulations', 'The Management of Health and Safety at Work Regulations' and other Regulations appropriate, calling in experts in specific fields if necessary.
- vii) prepare, regularly review and update the Newcastle-Staffs Foodbank Health and Safety policy and to bring the policy and any changes and amendments to the notice of the Trustees.
- viii) provide advice and guidance on the health and safety content of job descriptions and training.
- ix) assist in the provision of adequate training, information, instruction and supervision to ensure that work is conducted safely.
- x) To liaise with the building manager when certain aspects of Health & Safety and Fire policy are not the responsibility of the food bank.
- xi) To ensure the food bank can be assured that these matters are correctly dealt with, collaborating with the building manager or owner and to establish a communication channel.

2.4 Warehouse Coordinator and Foodbank Centre Leads

Leads are responsible for ensuring that the safety policy is implemented in the areas which they work in or have oversight of, such as the food bank warehouse or food bank distribution centre. They must monitor and supervise the workplace to ensure that statutory legal compliance and safe conditions are maintained and where risks are identified that these are rectified, so far as is reasonably practicable.

Duties include the following:

- i) ensuring that representatives, including staff and volunteers, contractors and visitors are aware of safety procedures including the completing of risk assessments when required.
- ii) undertake periodic inspections of your workspace or work area, e.g. warehouse, food bank centre, etc.
- iii) establishing that all equipment, machinery and substances used are suitable for the task and are kept in good working condition; this includes the regular maintenance and servicing of equipment.
- iv) to assist in the identification of the appropriate Health and Safety training needs of representatives.
- v) bringing to the prompt attention of the Project Lead any health and safety issues that require attention.
- vi) ensuring that all accidents and "near misses" are properly recorded and reported and that an investigation is carried out to determine causation factors.
- vii) maintaining safe access to and from the warehouse/food bank centre at all times.
- viii) consult with representatives on health and safety matters.
- ix) notifying the representatives at the earliest opportunity for bringing into use and or change to any substance or item of equipment used in the course of their work as identified by the relevant risk assessment and safety method statement.

- x) assist in the carrying out of assessments of the risks involved in the use of any equipment or substance used and then bring to the notice of the representatives concerned a system or procedure to be followed to minimise the degree of risk.
- xi) understands that there are additional duty of care to ensure the safety of young person's at work, pregnant and breast-feeding representatives and those with a temporary or permanent physical or mental disability.

2.5 Representatives (includes all employees and volunteers)

All representatives must:

- i) take reasonable care of their health and safety.
- ii) consider the safety of any other persons who may be affected by their acts or omissions.
- iii) work in accordance with the information and training provided.
- iv) refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons or purpose.
- v) report any hazardous defects in machinery and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.
- vi) not undertake any task for which authorisation and/or training has not been given.
- vii) co-operate with Project Lead in all matters of accident prevention, reporting and investigation.
- viii) put forward any suggestions and ideas for the improvement of health and safety activities and any recommendations for eliminating or minimising hazards in the food bank premises.
- ix) seek advice or assistance on any matters related to health and safety from their line manager or relevant team leader.

2.6 Appointed Person(s) for Fire Warden(s)

- i. To supervise the orderly evacuation and assembly of food bank staff, volunteers and visitors to the designated muster point (by agreement with building manager).
- ii. To continually observe the standard of housekeeping in relation to fire hazards and ensure that staff and volunteers remove any hazards in their workstation area (and to report issues that cannot be resolved without the assistance of the building manager).
- iii. Ensure fire extinguishers and fire exits are not obstructed (reporting any issues to the building manager).
- iv. In conjunction with the Project Lead, arrange for the replacement of any used, damaged or missing fire extinguishers as soon as known. If there are any damaged or missing fire extinguishers, to report this to the building manager as soon as known, and to raise with the Project Lead, if a satisfactory solution is not provided by the building manager).
- v. To attend training courses as required by the building manager. As a minimum the building manager should train the marshal to understand the evacuation procedure. No expectation should be placed on the marshal to train to use emergency fire equipment.

2.7 Appointed Persons for First Aid

- i. To take charge when someone becomes ill or injured whilst working, such as calling emergency services when required.
- ii. To ensure the first aid box is in a clearly marked area, in an accessible place in the food bank premises.
- iii. To ensure the first aid box is in date and contains the correct equipment.
- iv. To restock the first aid box when necessary.
- v. To ensure that every accident at is recorded accurately and completely in the Accident Book and where the incident requires.

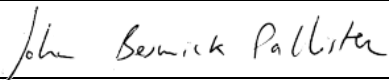
2.8 Temporary Contractors

- i) All contractors will be expected to comply with this policy for Health, Safety and Welfare whilst work is carried out on behalf of the food bank.
- ii) All work must be carried out in accordance with the relevant statutory provisions and taking into account the safety of others on the premises and the general public.
- iii) All machinery or equipment brought onto the premises by sub-contractors must be safe and in good working condition, fitted with any necessary guards and safety devices and with any necessary certificates available for checking. Information and assessment on noise levels of machinery, equipment or operations to be carried out by the sub-contractor must be provided to the Newcastle-Staffs Foodbank before work commences.
- iv) All transformers, generators, extension leads, plugs and sockets must be to latest British Standards for industrial use and in good condition.
- v) Any injury sustained or damage caused by sub-contractors' representatives whilst on the premises must be reported immediately.
- vi) Sub-contractors are particularly asked to note that workplaces must be kept tidy and all debris, waste materials, etc. cleared as work proceeds.
- vii) All operatives, sub-contractors, visitors, etc. on the premises will wear appropriate personal protective equipment at all times where there is a foreseeable risk of injury. Signs erected that safety equipment is to be worn must be complied with by sub-contractor personnel.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Health & Safety Trustee
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

Newcastle-Staffs Foodbank – health & safety procedures

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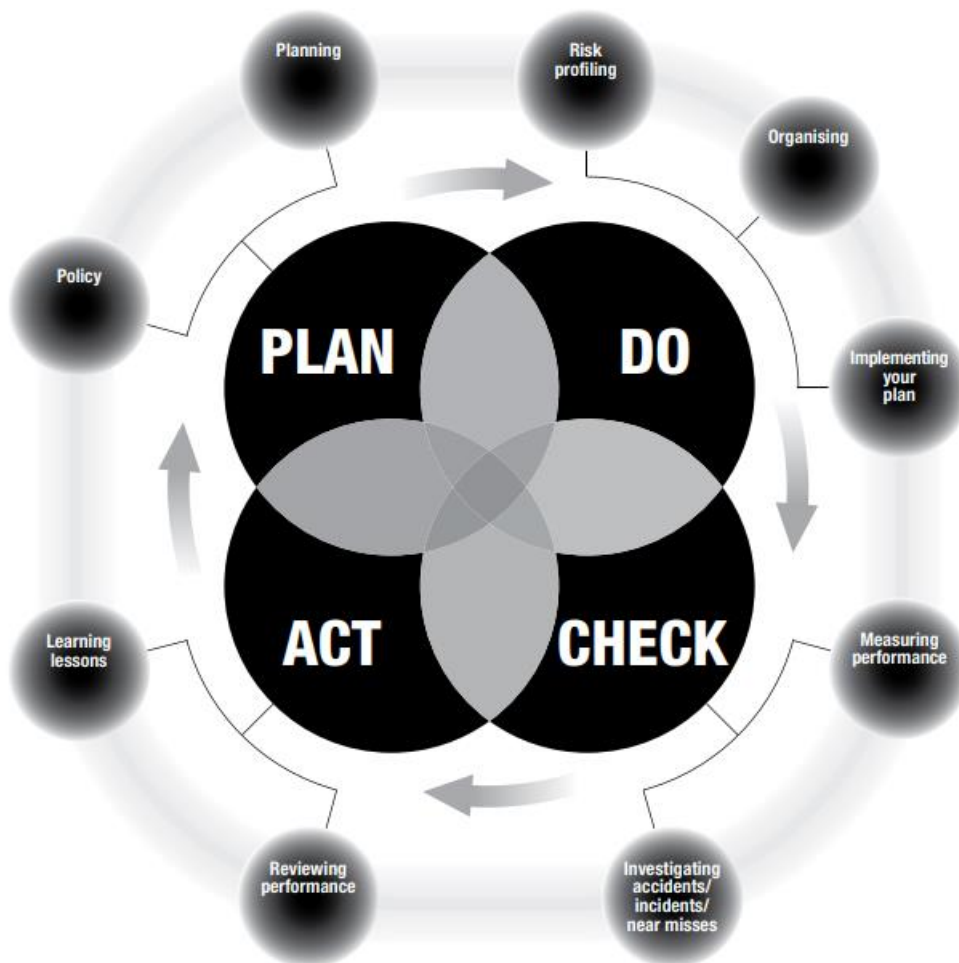
Newcastle-Staffs Foodbank – health & safety procedures

1. Administration

1.1 Management & responsibility

The responsibility for the management of health and safety within Newcastle-Staffs Foodbank is as follows:

- 1.1.1 Directing the preparation and review of health and safety policy and procedures and overall responsibility for its application is the Trustees.
- 1.1.2 Preparation of procedures, the identification of risks, the conduct of risk assessments, the development of safe working practices, the provision of health and safety information and training, and the day to day supervision of health and matters is: John Machin, Trustee responsibility for Health & Safety and Policies.
- 1.1.3 Daily supervision of safe working, carrying out risk assessments and developing safe procedures, and the reporting of incidents is the responsibility of: Jane Baker, Project Lead.
- 1.1.4 This guide is based on the Health and Safety Executive's guide HSG65 Managing for health and safety and follows the Plan, Do, Check, Act model <https://www.hse.gov.uk/pubns/priced/hsg65.pdf>



Newcastle-Staffs Foodbank – health & safety procedures

1.2 Representatives responsibilities (including staff and volunteers)

- 1.2.1 They have a duty to take reasonable care for their own safety and that of others who may be affected by their actions or omissions. All are to be familiar with the provisions dealing with emergencies, fire precautions, first aid, evacuation and safe working.
- 1.2.2 They have a duty to comply with the food bank health and safety policy statement and procedures, and not to misuse or recklessly interfere with anything provided. Failure to do so may result in disciplinary action, if an employee including dismissal where appropriate or will be asked to leave the role if a volunteer.
- 1.2.3 They are required to report anything they suspect may represent a safety hazard to their team leader or the food bank Project Lead.
- 1.2.4 Those with disabilities or conditions, whether permanent or temporary, which they suspect may represent a potential risk should inform their team leader or the food bank Project Lead so that safe procedures can be put into place in a timely manner.

1.3 Visitors

- 1.3.1 The responsibility for visitors' rests with the person that invited them, and they should be escorted whenever practical and reasonable.
- 1.3.2 Visitors should be given such fire, evacuation and safety information, instruction or training as may be necessary or appropriate.
- 1.3.3 Visitors also have a duty to comply with the food bank health and safety policy and procedures, and not to misuse or recklessly interfere with anything provided.
- 1.3.4 There should be a record of visitors to the food bank building or premises so they can be accounted for in case of fire, which can be derived from the voucher information handed to staff and volunteers.

Newcastle-Staffs Foodbank – health & safety procedures

2. Information, instruction and training

2.1 Information

Health and safety information is readily available from a wide range of sources, particularly the [Health & Safety Executive website](#) and from local health authorities. General health and safety materials are available from the Trustee responsible for Health & Safety, and posters or leaflets specific to issues that are considered a risk by the food bank are prominently displayed in work areas and used in health and safety instruction or training.

2.2 Instructions

- 2.2.1 All staff and volunteers are to receive instruction from their team leader before using any equipment provided by the food bank, using Manufacturer's Instructions where appropriate.
- 2.2.2 If, subsequently, they are in any doubt about their familiarity with the equipment or its safe use they have a duty not to use the equipment until they are satisfied they can use it safely.

2.3 Training

- 2.3.1 Initial health and safety training covering fire, evacuation, and other key safety procedures including first aid for all representatives is to be carried out during induction by the team leaders and signed off.
- 2.3.2 Work process and related equipment training is to be carried out by team leaders and recorded where appropriate.
- 2.3.3 Induction and training records are to be kept centrally by the Administrator and office volunteers. This training will be marked down and recorded so refresher sessions can be offered at the appropriate time.

Newcastle-Staffs Foodbank – health & safety procedures

3. General health and safety precautions

3.1 Safety hazards and risk assessments

3.3.1 The food bank has carried out risk assessments of the hazards identified in food bank premises and at food bank activities carried out elsewhere and has put in place procedures to reduce the risk to a reasonable level. Any new activity or change in procedure or environment which is likely to present a hazard should be reported to the Project Lead immediately.

3.2 Health and safety awareness

3.2.1 All representatives should be aware of health and safety matters and contribute to the overall safety of our work environment and participate in the risk assessment process.

3.3 Clothing and equipment

3.3.1 The food bank will provide all equipment (including safety equipment) and safety/work clothing necessary to carry out the role, whether it be staff or volunteers. Equipment training will be provided. Individuals are to use equipment or clothing provided appropriately and report any failures or deficiencies promptly to the Project Lead. No personal equipment can be brought into the food bank without the approval of the team leader and mandatory safety checks being carried out.

3.4 Working environment (including buildings)

3.4.1 The food bank has carried out a full check of the buildings leased and ensured that they are compliant with current fire safety requirements (Fire Precautions Workplace Regulations). Fire safety and evacuation procedures must be rigorously implemented with particular attention to the prevention of fire and the provision of safe evacuation routes which must be kept clear at all times.

3.4.2 If the food bank has 5 or more employees a written fire risk assessment will be completed and stored safely. It is recommended that a fire risk assessment is still carried out and written even if you have 4 employees or fewer, as good practice.

3.4.3 Evacuation plans will take into account those that have disabilities or have limited mobility and may take longer to get out of the building.

3.4.4 Working areas have been designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety.

If the food bank doesn't own the building, they should work with the owner / landlord to ensure that appropriate statutory checks have and continue to be undertaken regarding such items listed below:

- Legionella testing of the water systems
- Electrical wiring inspections (carried out every 5 years)
- Lightning protection
- Boilers

3.4.5 Corridors and working spaces must be kept clear of rubbish, equipment, cables or any other item that might constrain evacuation routes or present a tripping or other hazard.

3.4.6 Where construction work of any type is to be undertaken on the property then the food bank should refer to the Construction (Design and Management). Regulations as to what their duties are regarding the construction, cleaning and maintaining the building or work with owner/landlord to ensure duties are followed: <https://www.hse.gov.uk/construction/cdm/2015/summary.htm>

Newcastle-Staffs Foodbank – health & safety procedures

3.5 Access for people with disabilities

- 3.5.1 The food bank, in conjunction with the building owners should provide access to (and evacuation from) the building for those with disabilities. Disabled toilets for wheelchair users and others with restricted capabilities should be provided where appropriate, reasonable and if possible within the building premises. Representatives with specific disabilities requiring special support will be individually assessed and appropriate reasonable provision made.

Newcastle-Staffs Foodbank – health & safety procedures

4. Health & Safety Procedures

4.1 Introduction

4.4.1 These safety procedures have been compiled following risk assessments of likely hazards arising from the building, environment and activities carried out by the food bank. When new processes, activities or changes occur, additional assessments should be made and these procedures amended in a timely manner.

4.2 Personal safety

4.2.1 Volunteers must never be left to work alone in the building and, where practical, permanent staff should not be left working alone. Where this is unavoidable the following procedures should be employed:

- Have a personal safety policy in place
- Another member of staff must be available on the phone and informed who is working alone, and how long they will be working alone.
- The person working alone must have a phone to hand, remain behind locked doors and not allow anyone unknown to them personally to enter the building.
- When they leave, or at the planned leaving time, contact the other member of staff and have an escalation plan in place if they cannot be contacted.
- If there is any risk of danger, phone the police and then advise your colleague.
- Where there are 2 people working in widely separated parts of the building, keep in regular contact.

4.3 Working with children and adults with care and support needs people

4.3.1 Every effort should be made that vulnerable people are not placed at risk or pose a risk to others. Supported representatives must never be left to work alone, but properly supervised at all times. Wherever possible, vulnerable staff are not to be left alone with one other person for protracted periods of time.

4.4 New and expectant mothers

4.4.1 The food bank is to comply with current regulations in respect of new or expectant mothers, providing maternity leave, conditions of work, and work procedures that are both reasonable and practical for the health and safety of mother and child. In particular:

- An individual risk assessment is to be carried out and procedures or work patterns or hours reasonably adjusted to provide for safe working.
- Lifting food boxes or other heavy items by new or expectant mothers is prohibited.
- The risk assessments already in place should take into consideration those that are new or expectant mothers and they should be reviewed if a staff member or volunteer informs the food bank that they are pregnant.

4.5 Children and young persons under 18

4.5.1 Representatives are only permitted to bring their children to work in exceptional circumstances. In this case they are required to supervise them personally at all times and ensure that their behaviour does not put themselves or others at risk.

4.5.2 Children and young people may only volunteer for specific activities in support of the food bank appropriate to their age and experience whilst supervised by parents or food bank staff (with the agreement of parents or guardians).

Newcastle-Staffs Foodbank – health & safety procedures

A record is to be kept of their attendance and activity, who is supervising them, and whether appropriate training was carried out. A child should never be left alone with an adult without the specific agreement of the parent. The food bank should check their insurance policies to ensure that activities involving children and young persons are covered. A safeguarding policy must be place and all individuals working directly and unsupervised with children must be DBS checked or have a Basic Disclosure in Scotland.

The types of acceptable volunteering are:

- Simple administrative tasks including sending letters and filing etc.
- Helping parents at supermarket collection days, sorting food into boxes and handing out leaflets.
- Food sorting, packing emergency food boxes or other tasks appropriate for young people volunteering for social work with the Duke of Edinburgh Award Scheme, Scout or Guide Movements or other recognised school/social group.

4.6 Waste disposal

- 4.6.1 All waste is to be disposed of in appropriate containers (cardboard, paper, cloth, food and rubbish). Cardboard, paper, and general rubbish is to be bagged and disposed of weekly through the council services.
- 4.6.2 Clothes should be bagged, separately stored where they cannot become a rodent or other safety hazard and disposed of weekly or monthly.
- 4.6.3 Food waste must be disposed of into containers that can be sealed shut, are made of appropriately robust material, are kept in good condition, and are easy to clean and disinfect. Final disposal of food waste must be in accordance with local authority rules.

4.7 Smoking (including vaping)

- 4.7.1 The food bank operates a No Smoking policy throughout the premises. Proper receptacles for the disposal of cigarettes are to be placed outside the outside doors and regularly emptied.

4.8 Alcohol or substance abuse

- 4.8.1 Alcohol, drugs and certain other substances (including medication) may have a detrimental effect on an individual's health and safety at work and may place other employees at risk. Employees must NOT consume such substances whilst at work or beforehand if the effects may have a detrimental effect on them at work.
- 4.8.2 If you have been prescribed medication which has a detrimental effect on you, you must discuss this with your team leader so a decision can be made whether you may attend work, and what work you can safely carry out.
- 4.8.3 Employees who know they have an alcohol, drug or related problem should voluntarily seek help, diagnosis and treatment. They may discuss their problem in confidence with the relevant team member who can advise you where to get help.
- 4.8.4 National organisations which can help are:
- Alcoholics Anonymous - 0845 769 7555
 - Narcotics Anonymous - 0300 999 1212
 - We are with you – <https://www.wearewithyou.org.uk/help-and-advice/find-service/>
 - NHS 111

4.9 Work-related stress

- 4.9.1 Although some stress at work may be unavoidable, the food bank will take all reasonable measures to prevent all work or task psychiatric illness or stress.

Newcastle-Staffs Foodbank – health & safety procedures

4.9.2 Representatives are encouraged to be open about issues relating to stress so that the food bank can take steps to reduce the risk of stress related illness, by, for example, adjusting certain conditions or workload or task load, and ensuring that all staff and volunteers receive support in the where necessary.

4.9.3 The Health and Safety Executive’s Stress Management Standards webpage should be consulted for further details <https://www.hse.gov.uk/stress/standards/index.htm>

4.10 Violence, harassment and bullying

4.10.1 All reasonable security precautions have been and will continue to be taken to prevent the risk of violence against food bank staff and volunteers. The food bank welcomes suggestions to improve security and protection and will implement these where reasonable and practicable.

4.10.2 The food bank does not accept violence, bullying or harassment of its representatives under any circumstance. Disciplinary action, for employees, will be taken against any representatives responsible for such acts. Volunteers will be asked to leave the food bank. Anyone subject to this is encouraged to report this at once to the Project Lead or any other team leader they feel comfortable to address, at the earliest opportunity.

4.10.3 All complaints will be taken seriously and the food bank will investigate these matters fully, promptly and objectively. Disciplinary action for employees, including immediate dismissal, shall be taken against offending representatives if merited and volunteers will be removed from their role. As far as is reasonably practical, the nature of complaint and identities of those involved will be kept confidential.

4.11 Equipment

4.11.1 The food bank will provide all equipment necessary for staff and volunteers to carry out the tasks given to them. No private equipment may be brought in and used without the express permission of the team leader, who will then ensure the equipment is safe to use and people are trained properly in its use.

4.11.2 All equipment held by the food bank will be registered or logged, maintained in a safe condition and in good repair. Where applicable, equipment is to be regularly checked for safety in accordance with current regulations, and records kept.

4.11.3 Staff and volunteers are not to use equipment they have not been trained to use. Equipment is to be used only for its due purpose and used correctly. Careless or incorrect use can result in personal injury and/or damage to the equipment.

4.11.4 Representatives are required to report any defects in the equipment, safety device or protective equipment they are issued with to their team leader and not to use any defective equipment. Once the defects have been reported, the team leader will enact the changes to repair or replace faulty equipment.

4.12 Manual handling and lifting

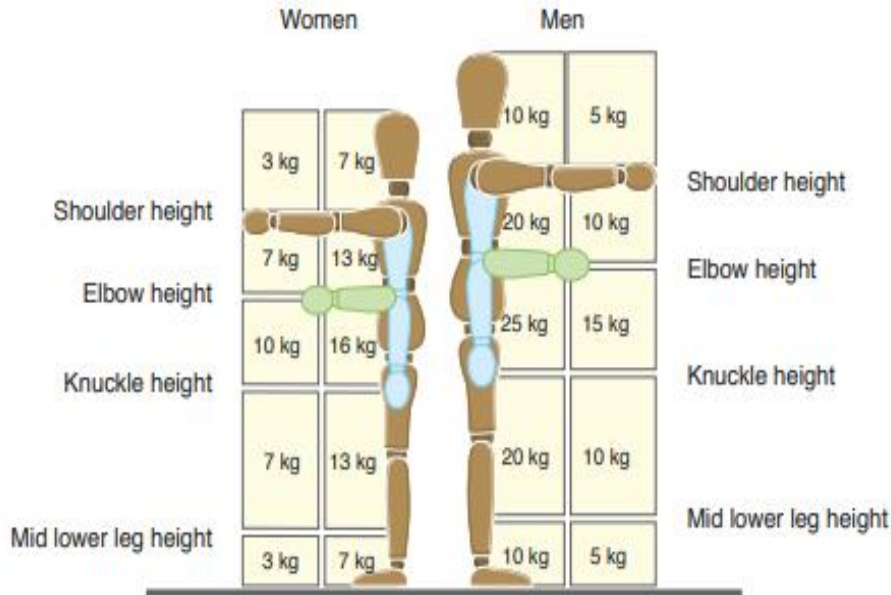
4.12.1 Much of the work at the food bank involves lifting and manual handling. Simple rules have been put in place to prevent back injuries through lifting and manual handling as follows:

All representatives must:

- Be given lifting instruction during the induction process in accordance with the health and safety guide “Manual handling at work”. <https://www.hse.gov.uk/pubns/indg143.htm>
- Tell line management or team leader if they have a history of back problems or other injuries which may affect their ability to carry out lifting tasks.

Newcastle-Staffs Foodbank – health & safety procedures

- Not lift heavy items (in accordance with the lifting guide displayed or above 20kg) without using provided lifting equipment or sharing the load. Guidance weights are given below from the 'Manual handling at work' guide.



- Not lift food boxes or other heavy items on to high shelves above waist height.
- Use the lifting equipment provided (trolleys, pallet lift, etc) in a safe manner.
- Not over-reach or twist even when lifting light items.
- Be shown the manual handling posters which are to be prominently displayed and used during the

briefing/induction process and in the food bank premises

- Take particular care when loading or unloading vehicles to ensure additional strain is not caused when lifting items in or out of vehicles

4.13 Working at height

4.13.1 Loading or removing food from store shelving is the only activity routinely involving working at height. The following procedures apply to all staff and volunteers in the food bank:

- The mobile step ladder only must be used to load or remove food boxes from shelves. The steps must be checked before use.
- All warehouse staff and volunteers must be trained in these procedures.
- Only representatives under supervision may use the purpose-built mobile step ladder with safety rail to stack and remove food boxes. This is a 2-person job, one on the steps, the other passes boxes up/down.
- Boxes are to be limited to one layer of tins or a maximum estimated weight of 10kg for all individuals.
- Industrial shelving used for the storage of food must be securely fixed by an approved contractor and marked and loaded with the safe working load.

4.13.2 Other occasions where a ladder is needed, the following procedures apply:

- Only ladders registered and checked by food bank staff and volunteers are to be used. A record of safety checks must be kept.
- Before use the ladder is to be checked for safety in accordance with the leaflet secured by the ladder storage location. The ladder must be undamaged and have serviceable rubber footings.
- Ladders and step ladders are to be placed on a Ladder Register and inspected on a 6-monthly basis by a competent person.

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- The ladder is to be returned to the storage area after use.
- To prevent the ladder slipping it must be placed securely at a 75-degree angle (bottom to be 25cms away for every 1m in height).
- No ladder longer than 3 metres may be used unless fixed securely or held firmly by a second person.
- Overreaching and the carrying of loads should be avoided.
- If a fluorescent light in the food bank needs changing, then a working at height risk assessment is to be carried out and the appropriate equipment hired with representatives trained in its use to undertake the task.

4.14 Electrical safety

- 4.14.1 Anyone using electricity or electrical equipment must be aware of the danger of electrocution, shock, burns, fire and explosion. All precautions must be taken to reduce such risks. The food bank has devised, as is reasonable, safe systems for working with electrical equipment.
- 4.14.2 Fixed wiring electrical systems are to be checked every 5 years by a local electrician. This should be organised by the food bank if the premises are owned or by the landlord. No food bank representatives are permitted to interfere with or attempt to maintain or repair fixed electrical systems.
- 4.14.3 Representatives are to report any fault or defect in fixed or portable electrical equipment to the team leader, who should then isolate the equipment until it is repaired. Representatives must not replace fuses as the cause of failure may not have been identified.
- 4.14.4 All portable or moveable electrical equipment is to be registered and checked for electrical safety annually. Records are to be kept showing serial numbers, location and date of last check, and equipment should be labelled accordingly. Out of date equipment should not be used.
- 4.14.5 Electrical overload should be avoided: in principle only one item should be connected to one plug or extension cable. Multiple extensions should not be used if the possible combined power requirement exceeds 3kw. In addition, care must be taken in using extension cables to avoid a tripping hazard, and ensure they are properly routed away from heat sources or sharp edges.
- 4.14.6 Representatives can contribute to safe working by:
- Using equipment only as described in the manufacturer's instructions and with due regard to the safety of themselves and others. Seek training when appropriate.
 - Never use electrical equipment with wet hands and keep liquids (especially hot beverages) clear of electrical equipment.
 - Reporting faults promptly to the team leader
 - Looking out for faults or potential risks as follows:
 - Damage to insulation on cables
 - Damage to plug
 - Exposed wires or loose connections
 - Overheating
 - Overloaded plugs on extension cables

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4.15 Electricity-related injury

In the event of a person suffering an electric shock it is important to:

- Turn off the power and (if possible) isolate the supply. Do not touch the person until this is done. Where this is not feasible use a non-conducting object such a wooden broom handle to remove the live cable/item from the person.
- Call either a fully trained first aider, if applicable to your organisation, or the person responsible for getting medical assistance. Allow that person to take charge in the case of injury.
- Seek medical help immediately if the victim is unconscious.
- Cool minor burns with water and cover with a clean dry cloth or dressing.
- Report the incident to the relevant team member

4.16 COSHH

4.16.1 Some substances in use at the food bank may cause injury or damage to health if spilt or used inappropriately. In a food bank circumstance, this will primarily relate to items like bleach or cleaning products that can irritate the skin and eyes or cause harm if ingested. In principle:

- All substances must have a safety datasheet provided by the manufacturer/supplier from which a COSHH assessment can be carried out. This is normally provided by the manufacture of the product when requested from their website.
- All substances hazardous to health must be stored securely and made only available for use by those who use them for the task for which they were obtained.
- A risk assessment should be undertaken to identify any hazards, even in items like general cleaning products and household goods. A template risk assessment can be [found here](#).
- Personnel using these substances must be made aware of the correct use of the substances, risk they present, and the immediate treatment if inadvertently put at risk due to spillage or inappropriate use.
- Incidents involving COSHH substance must be reported to the Trustee responsible for Health & Safety.

4.17 Emergency food

4.17.1 Food collected by the food bank is for the provision of emergency food for people in crisis. It is vital that the food collected, stored and distributed is in a condition fit for consumption by the public. To this end:

- Each item of food collected is to be checked to ensure it is undamaged and within its consume by date prior to storage, and procedures put in place to ensure that damaged or out-of-date food is not given out.
- Food must be stored in a temperate, dry and rodent or pest free environment, approved by the District Council Environmental Health Advisor.
- The warehouse is to be kept clean and tidy.
- Staff and volunteers must be given clear instruction as to the level of hygiene required for handling the range of food products donated and undertake the appropriate training where necessary.

4.18 Rodent and Pest Control

4.18.1 The following procedures are put in place to prevent rodents and other pests becoming a health hazard:

Newcastle-Staffs Foodbank – health & safety procedures

- The food bank warehouse must be rodent and pest secure as far as is practicable and reasonable. Doors, windows, and walls to the outside must be free from holes or gaps which would allow access to rodents and other pests like birds or flies.
- Food must be stored off the floor.
- Food packaging must be unbroken and where spillage occurs it must be cleared up quickly and not left to attract rodent or pests.

4.19 Management and handling of cash

4.19.1 The visibility and accessibility of cash poses a risk of possibly violent theft, so the following steps are to be taken to minimise this risk:

- Staff should not resist theft if there is a risk of violence.
- Cash should be kept in a lockable box or till and removed to the safe overnight prior to banking.
- Only small floats should be kept in till or cash boxes.
- Cash to bank runs should be done by 2 people if the amount exceeds £100.00 in cash. Different routes, time of day and representatives involved should be considered to prevent potential theft.
- Individuals should refer to the Personal Safety Policy if they are to handle cash on their own.

Newcastle-Staffs Foodbank – health & safety procedures

5. Fire precautions and procedures

5.1 Fire precautions

- 5.1.1 All representatives and visitors to the building are required to familiarise themselves with the position of fire alarms, telephones, escape routes and firefighting equipment nearest to them.
- 5.1.2 All visitors are to be escorted whilst in the building and be booked in and out so that a record is available should evacuation be necessary.
- 5.1.3 Fire alarms, detectors and extinguishers are to be checked regularly to ensure they are in good working order and records retained.
- 5.1.4 Emergency routes and exits are to be well signed, illuminated where necessary, and exit routes kept clear at all times.
- 5.1.5 Representatives are to be given familiarisation training in the use of fire extinguishers annually.
- 5.1.6 The fire evacuation plan will be exercised at least once every calendar year, reviewed by the Trustee responsible for Health & Safety and report written. All staff and volunteers must comply with fire evacuation procedures on hearing the fire alarm. Failure to do so will result in disciplinary action for staff or removal from the role for volunteers.
- 5.1.7 Where the food bank has more than five staff members then a fire risk assessment should be produced covering how a fire is discovered, fighting the fire and evacuation. This should be produced in conjunction with the owner/landlord of the building where applicable.

5.2 In the event of a fire

- 5.2.1 Any person discovering a fire is to raise the alarm by shouting “fire, fire, fire”, activate the nearest alarm, and call for the Fire Brigade by dialling 999 or 112.
- 5.2.2 Fires should only be tackled if it is safe to do so: there is a clear escape route, fire extinguishers of the appropriate type are available, and you are confident in the use of the extinguisher.
- 5.2.3 All personnel should ensure all others in their area are alert to the fire and should evacuate the building by the shortest possible route, only closing doors or windows if time permits, and assemble at the designated assembly point in the main meeting area outside, like a car park. Personnel should not delay to collect personal belongings.
- 5.2.4 On evacuation a staff member or key volunteer should take the record of personnel in the building to the assembly point and call the roll to establish whether everyone is safely out of the building. If not, they should inform the fire brigade that there are people left in the building, and their identity.
- 5.2.5 All personnel evacuated are to remain at the assembly point until released by the team leader or fire brigade.
- 5.2.6 Every event of fire should be reported to the relevant team member who is to report this in writing to HSE as required by law. The Health & Safety Advisor will also investigate the circumstances of the fire and determine whether further training or procedures can be put in place to reduce the risk of a similar incident occurring again.

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5.3 Fire extinguishers

5.3.1 All modern fire extinguishers are red but they are labelled to show what type they are and what type of fire to use them on. The correct type of fire extinguisher only should be used to deal with a fire as follows:

Type	Type of fire
Water	Carbonaceous materials (wood, paper, fabrics etc)
Foam	Carbonaceous material or flammable liquids (as above plus petrol, oil, solvents)
Carbon Dioxide	Electrical fires, flammable liquids, & gasses
Dry Powder	All types of fire

5.3.2 Fire blankets should be provided in a working kitchen environment, commonly used to extinguish fires started by fat, oil or grease. They must be hung on display but closest to a point of retreat from a fire. Representatives should be trained in its use.

Bomb alert or other terrorist alert

6.1 The risk of a terrorist attack is rare. The following guidance is given to reduce the risk of panic or injury:

- In the event of a terrorist attack in a crowded place, you should follow the process of RUN, HIDE, TELL. You can find further information on this process [here](#) and on the [UK Government's website](#).
- If anyone should receive a terrorist threat over the phone they should try to establish the nature of the threat, where, and when. Try and establish the gender, age, any identifying markers like an accent, background noise (e.g. pub/traffic) of the caller and report these details to the police either via 999 or 112.
- DO NOT PANIC but raise the alarm through a member of staff or key volunteer.
- Only evacuate the building if the threat is specific to the building. If so evacuate calmly to a place of safety like a car park and await further instructions.
- Make sure you have a clear escape route and your exits are clearly marked and not blocked.
- Have a plan in place to provide additional assistance to help those with disabilities or limited mobility.

Newcastle-Staffs Foodbank – health & safety procedures

6. Emergency First Aid

- 7.1 It is the responsibility of the appointed person to maintain adequately stocked first aid boxes. These are located in the office and in each centre. All personnel are to familiarise themselves as to their location and the person appointed to take charge of first aid arrangement.
- 7.2 The Trustee responsible for Health & Safety will arrange for a first aid risk assessment to be carried out and based on this assessment training for a number of personnel to provide adequate cover for the building. A published list of qualified personnel and their location will be placed at reception.
- 7.3 In the event of an incident requiring first aid the person first on the scene should:
- Call for help
 - Assist the first aid qualified person/person in charge of first aid arrangement as required.
 - Call for an ambulance as necessary
 - Report to the relevant member of the team
- 7.4 The first person providing first aid should:
- Carry out first aid until help arrives
 - Advise ambulance staff what happened and what treatment was given
- 7.5 The appointed person should record the incident in the accident book. Report the accident in accordance with RIDDOR and make a report to the trustees, if appropriate.

7. Reporting of accidents, near misses or serious incidents

- 8.1 All accidents or near misses are to be reported to the Appointed Person for investigation as some accidents are required by law to report accident or ill health at work. (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) <https://www.hse.gov.uk/riddor/>
- 8.2 In general every incident which results in, or could have resulted in the death, serious injury or injury over 7 days (including that caused by violence) must be reported to the HSE within 10 days or 15 days if a 7 day reportable injury.
- 8.3 Injury to members of the public have to be reported if they travel from the scene of the incident to hospital and receive treatment.
- 8.4 All accidents resulting in injury should be entered in the accident book.



Health & Safety Additional Information and Advice

OUTCOMES

- All those involved in the foodbank are protected from unnecessary harm and risk
- All those involved in the foodbank including paid staff, volunteers, trustees, clients and visitors recognise and share responsibility for health and safety

PROCESS

- Assess health and safety risks
- Adopt and implement all relevant legislation

STRUCTURE

- Copies of policies available
- Health and Safety guidelines and policies with review date and procedures for implementation
- Emergency procedures for fire, including evacuation, displayed prominently
- Procedures for accident reporting

Lone volunteering policy

The aims of this policy are to underline safety issues and ensure a safe environment for those volunteering alone.

Please note that we do not encourage lone volunteering at any of our sites and such should only take place with the explicit consent of your Team Leader.

Definition

A lone volunteer is anyone who carries out their role in isolation from others without close or direct supervision.

This may include those:

- carrying out their role at home
- collecting or delivering donations
- volunteering outside normal hours.

Our commitment to you

The charity has a duty of care towards the health, safety and welfare of all volunteers, to identify significant risks within the charity and in the role, and to implement suitable measures to reduce those risks so far as is reasonably practicable.

We will:

- Assess the potential risks volunteers may face in their role and reduce these as much as possible considering:
 - The environment – location, security access
 - The context - nature of the task, any special circumstances
 - The individual's concerns – indicators of potential or actual risk
 - History – any previous incidents in similar situations
 - Any special circumstances
- Implement procedures that promote volunteer's health, safety and wellbeing of volunteers
- Maintain contact with volunteers
- Ensure systems are in place to identify volunteers who do not report back or return at the expected time
- Ensure all volunteers are aware of this policy.

What we expect from volunteers

Anyone lone volunteering on site is expected to:

- Seek permission from their Team Leader in advance
- Notify their Team Leader of their arrival as well as when they leave or are joined by another volunteer or employee

Anyone lone volunteering on site or at home is expected to:

- Take reasonable care of their own safety and that of others
- Comply with any personal safety procedures
- Raise any concerns with their supervisor immediately
- Report any accidents, incidents or near misses
- Report any safety practices that need to be improved or risks not otherwise identified.

Reasonable precautions

Examples of reasonable precautions include:

- Checking directions for destination prior to leaving
- Ensuring vehicle is roadworthy
- Avoiding poorly lit areas as much as is possible
- Never using ladders or steps unaccompanied
- Ensuring that doors remain locked, with keys left in the lock, should you need to leave quickly
- Taking care when leaving or entering empty buildings, especially at night
- Ensuring that equipment such as laptops or mobile phones are carried discreetly
- Never visiting home addresses unless accompanied by another adult volunteer or employee.


If computer based:

- setting themselves up at a desk or table, with enough space to sit comfortably
- avoid discomfort by taking breaks regularly and changing position
- avoid eye fatigue by taking regular breaks from their screen.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Project Lead
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

Personal Harassment Policy and Procedures

Introduction

Harassment or victimisation on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.

Personal harassment takes many forms, ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour, and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.

We recognise that personal harassment can exist in the workplace as well as outside it, and that this can seriously affect working lives by interfering with job performance or by creating a stressful, intimidating, and/or unpleasant working environment.

Policy

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees and volunteers.

We have published these procedures to inform employees and volunteers of the type of behaviour that is unacceptable and to provide those who are victims of personal harassment with a means of redress.

We recognise that we have a duty to implement this policy, and all employees and volunteers are expected to comply with it.

Examples of Personal Harassment

Personal harassment takes many forms and people may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one person towards another; examples include:

- Insensitive jokes and pranks
- Lewd or abusive comments about appearance
- Deliberate exclusion from conversations
- Displaying abusive or offensive writing or material
- Unwelcome touching
- Abusive, threatening or insulting words or behaviour

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against anyone committing any form of personal harassment.

Complaining about Personal Harassment

Informal Complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the line manager who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of a minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

Formal Complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of the line manager as a formal written complaint; again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

- The name of the alleged harasser
- The nature of the alleged harassment
- The dates and times when the alleged harassment occurred
- The names of any witnesses
- Any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence; any breach of this confidence will be dealt with as a separate disciplinary matter.

On conclusion of the investigation – which will normally be within ten working days of the meeting, but in complex or contentious cases a longer interval may be unavoidable – a draft report of the findings and of the investigator's proposed decision will be sent in writing to you and to the alleged harasser.

If you or the alleged harasser are dissatisfied with the draft report or with the proposed decision, this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before the final report is sent in writing to you and the alleged harasser. You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

General Notes


If the report concludes that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary and dismissal procedure. An employee or volunteer who receives a formal warning or who is dismissed for harassment may appeal using our capability/disciplinary appeal procedure.

If you bring a complaint of harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Project Lead
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

Personal Safety Policy

1. Policy Control

Version Description: **September 2023**

Next Review: **September 2024**

2. Aim

This policy explains Newcastle-Staffs food bank's commitment to ensuring the safety of our staff and/or volunteers whom at times work alone whilst undertaking their duties. This policy aims to provide clear processes for monitoring personal safety including lone working.

3. Definition

Lone working & personal safety may be defined as any activity undertaken in performance of a role, which is carried out in isolation from others by an individual.

4. Statement

For safety reasons Newcastle-Staffs food bank aims to ensure that no staff or volunteers are ever at risk working alone.

We recognise our responsibilities for the health, safety and welfare of our staff and volunteers and will operate in accordance with relevant legislation and statutory and regulatory guidance namely:

- Health and Safety at Work Act 1974; and
- Management of Health and Safety at Work Regulations 1999.

Therefore, all volunteers and employees have the right to refuse to work in lone working situations if they consider that it may cause them harm.

Where it is not appropriate for a staff member or volunteer to work alone, suitable alternative arrangements will be made, for example working in pairs.

5. Procedure

Risk assessments covering any potential lone working must be undertaken. The risk assessments will establish the appropriate security measures necessary to improve the safety of a lone worker.

The level of supervision and communication required to manage personal safety situations including lone working will be based on the outcome of the risk assessment and a decision will be made by the appropriate line management.

Staff and volunteers should avoid visiting a food bank centre or the warehouse when no-one else is present. If it is necessary to do so, they must notify the team leader of their arrival, and again when they leave or are joined by a colleague. There will also be an escalation process in place if an individual that is lone working cannot be contacted.

Appropriate security measures must be taken when working alone such as locking doors/shutters, carrying a mobile phone, remaining in well-lit locations and wearing/carrying personal alarms.

Ladders, steps and other equipment such as pallet lifters and steps must never be used unaccompanied.

Lone workers must not exceed safe lifting weights (refer to moving and handling procedure), even if this means that a job will have to wait until other people are present.


Food deliveries to people that been referred home addresses must not be undertaken unless accompanied by a colleague. Workers must have the permission of team leader before making a delivery and the delivery made at an agreed time.

Food bank centre sessions always require more than two adult workers to be present when open to the public. Sessions must be conducted in an open space, such as a hall or assembly room, and must be visible to other people.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Project Lead
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

For more information about lone working, foodbank staff and volunteer may wish to refer to the Health and Safety Executive's 'Working Alone' document: <http://bit.ly/1jZYjfa>

The involvement of volunteer is mostly a positive and rewarding experience for everyone involved. However, it is important to recognise that sometimes things can go wrong. When such cases can't be resolved through an informal discussion, it's important to have a Problem Solving Procedure to support your volunteer management. A Problem Solving Procedure acts in a similar way to an Employees Grievance Procedure, providing clarity as to the procedure when handling:

- A volunteer making a complaint against another volunteer, member of staff or the charity
- A complaint about a volunteers conduct or attitude
- A decline in the volunteers' performance.

In cases of conflict the charity:

- Endeavours to get it right from the start, by following guidance on good practice, having up to date policies and listening to the concerns of the individuals involved.
- Offers means to reach reconciliation by ensuring everyone knows what to do when something goes wrong, appointing somebody to monitor volunteer complaints and to explore independent means of conflict resolution when necessary.
- Accepts responsibility for ensuring volunteers' complaints have a fair hearing.

What to do if you need to make a complaint

Stage 1: Oral complaint

Initial complaints, whether concerning a volunteer, member of staff or the charity should first be discussed informally. Many issues can be resolved this way through sensible and open discussion. Complaints should initially be raised with the Team Leader, or if the complaint refers to the Team Leader it should be made to the Project Lead.

Stage 2: Written complaint

If you are not satisfied with the outcome of the oral complaint, you should make a formal complaint in writing to Team Leader or if the complaint refers to the Team Leader it should be made to the Project Lead.

The charity will reply to the formal written complaint within 10 working days and we ask the complainant to respond within the following 15 working days.

Stage 3: Opportunity to appeal

If you are not satisfied with the outcome of stage 2 then you can appeal to the Board of Trustees. The Board of Trustees' decision is final.

What should happen if someone complains about you

Stage 1: Oral discussion

The first step will be an informal discussion about the complaint. This is an opportunity for you to hear about the complaint and offer your side of the story. It will also seek to identify some solutions, if required and appropriate.

Stage 2: Written warning

If the issue hasn't been resolved by the oral discussion, you may be issued with a written warning outlining the reason for the complaint. You will be given the opportunity to state your case formally to a responsible person within 15 working days of receiving the written warning.

Depending on the nature of the complaint, further objectives could be set or help offered, based upon a timeline agreed by you and the Team Leader or Project Lead. If Stage 2 concludes with you being asked to leave you will be given the opportunity to appeal.


Stage 3: Opportunity to appeal

If you have been asked to leave you will be able to appeal in writing to the Board of Trustees. If appropriate a sub-committee will be formed to specifically hear the appeal.

If at Stage 2 you had been asked to leave, you will be suspended from your volunteering duties until the appeal has concluded.

To note:

- Complaints should not be made anonymously. Everyone should have the right to know what they have been accused of any by whom so that they are able to offer their side of the story.
- If attending any meetings as part of the problem solving procedure you will also be given the option to be accompanied by a nominated person of your choice.
- All complaints must be treated confidentially and should only be discussed amongst those who are directly involved in trying to resolve the situation.
- The charity will keep records of what happens and who is involved.
- Meetings will take place in a confidential, neutral place.
- You will be kept informed at every step of the procedure.

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023



Racial Equality Policy

Introduction

As a Foodbank we have a responsibility to actively promote the understanding and practice of racial equality and justice.

Newcastle-Staffs foodbank strives to ensure that the culture and ethos of the organisation is one in which whatever the heritage and origins of members of the community, everyone is equally valued and treats one another with respect.

Statement of Policy on Race

The foodbank believes that every child and adult within the community is unique, has rights and responsibilities and should be treated equally and with respect.

The foodbank also recognises that the development of understanding regarding racial and ethnic diversity is progressive and will work to develop its understanding in relation to racial incidents.

In the interests of all, the foodbank will encourage positive appreciation of diversity within the community and take a stance against discrimination and abusive behaviour.

The Management of Race Related Incidents on Foodbank Premises

Definition of a racial incident: 'Any incident which is perceived to be racist by the victim or any other person'

The physical and mental wellbeing of all is fundamental to the practice of this policy. The foodbank will work to ensure that all feel able to express their concerns about racial abuse in order that issues can be dealt with in a constructive and coherent way.

The law

The Race Relations Amendment Act 2000 puts a general duty on the foodbank organisation to promote racial equality.

The Role of Trustees

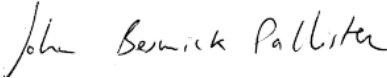
Newcastle-Staffs foodbank trustees have a responsibility for maintaining records, reporting incidents and reviewing policy and practice.

A new Equality Act came into force in 2010. The Equality Act brings together over 16 separate pieces of legislation into one single Act.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Trustee with responsibility for Policies
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023



Recruitment & Selection Policy and Procedure

Purpose

The purpose of this policy is to ensure that the Foodbank employs and promotes the most appropriate employee and/or job applicant in a fair and consistent manner free from discrimination.

Related policies

This policy must be read and applied in line with the Foodbank's Equal Opportunities and Data Protection policies.

Scope

This policy covers all current employees and applicants for employment with the Foodbank including those for a temporary, fixed term or permanent position. The policy will cover all internal and external recruitment and remains available to all employees.

Policy Statement

This policy is committed to ensuring that there is no discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation at any stage of the recruitment process or in the terms and conditions offered to new employees, or promoted employees.

Process

Advertising

Advertising of all positions will be carried out both internally and externally. All employees (including fixed-term employees) will be notified of any positions that arise during their employment by way of these being circulated by email.

Advertisements will make clear, in both wording and illustration, that the positions are open to all suitably qualified candidates, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. Details of positions will be fully circulated so as to ensure access to all applicants. This includes forwarding internal advertisements to employees on long-term leave including maternity leave, paternity and parental leave.

All advertisements will carry the statement "This Organisation is an equal opportunities employer".

Application forms

Application forms will contain relevant questions needed for selection. Internal applicants will also have the opportunity to apply.

Screening

Screening will be carried out by matching details of applicants to the requirements of the job. The screening criteria will be applied consistently to all applicants. Records of the screening process will be retained for a period of one year.

Interviewing

The interviewing process will be carried out in the following way:

- No assumptions will be made on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation
- Questions will relate to the requirements of the job as set out in the job description and person specification
- Interviews will be carried out by more than one person and the interview panel will preferably comprise of individuals of both genders, wherever possible
- Applicants will be assessed at the end of interviewing against pre-defined criteria
- Interviewers will complete an interview assessment form for each candidate
- Records of the interview process will be retained for a period of one year.

Training

All relevant staff, including those on fixed term and part time contracts, will have equal access to training opportunities.

Disabled employees

As legally required by the Equality Act 2010, additional support will be provided to disabled employees to ensure they are not subject to unlawful or less favourable treatment during the recruitment and selection process. Reasonable adjustments must be made to remove any barriers the employee faces during the process.

Where the applicant has indicated they need reasonable adjustments making to the recruitment and selection process, this must be discussed with the Trustees.

References

All external candidates will be required to provide two satisfactory references prior to appointment. References must not be contacted without the permission of the candidate to whom they relate. Should a candidate not be in a position to provide two references, this should be discussed with the Trustees.

Medical check

Upon commencement of employment an employee may be required to complete a medical assessment form and may be required to attend a medical check with a Foodbank nominated occupational health specialist.

Right to work in the UK

The Foodbank will only employ workers who are legally entitled to work in the United Kingdom. All applicants will be required to provide the Foodbank with appropriate documentation or an online right to work check share code, wherever possible, to prove their eligibility to work in the UK.

Records

The Foodbank will retain all records arising through the recruitment process for the period of one year.

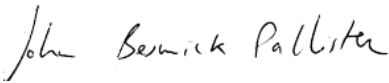
Concerns with the recruitment process

Any employee who is concerned with this recruitment and selection policy or with its operation within the Foodbank should follow the normal grievance policy and procedure.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Trustee responsible for Policies
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023



Safeguarding – Additional Guidelines

Touch is very important and can be appropriate. It can be a non-verbal way of communicating care, concern and understanding.

In order to ensure the well-being and safety of clients, and to promote safer working, it is important that you have a sound appreciation of appropriate boundaries and how to use touch in a safe way.

The following guidelines suggest ways of achieving this.

- Touch should always occur in public. Giving a client a hug in the context of a group is very different from a hug behind closed doors.
- By touching a client on the arm or shoulder it can be appropriate as a sign of sharing care and concern.
- Be aware that not all our clients will be happy with physical contact and we should respect this. There may be other ways to convey your concern.
- As a team we can monitor our fellow volunteers in the area of physical touch.
- We should always take into account our clients' culture.

If you have any concerns they should always be discussed with the Centre Lead and reported to the Project Lead and Safeguarding Officer.

SAFEGUARDING INCIDENT REPORTING FORM

(Confidential when complete)



For Office Use	
Date and Time of Incident	DD/MM/YYYY 00:00
Name of Person Completing this form	Your name.
Passed to Designated Safeguarding Lead (SO)	Name of SO
Method of communication	Choose an item.
Received by Designated Safeguarding Lead	DD/MM/YYYY 00:00
About the Incident, Safeguarding Concern or Identified Risks	
Individual(s) identified at risk <i>(select all that apply):</i> <input type="checkbox"/> Person using the Foodbank <input type="checkbox"/> Foodbank Volunteer <input type="checkbox"/> Staff/ employee <input type="checkbox"/> Children/Young person <input type="checkbox"/> Partner/spouse <input type="checkbox"/> Cohabiting individual <input type="checkbox"/> Friend/ neighbour <input type="checkbox"/> 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.	
Is the alleged perpetrator known to the person at risk: <input type="checkbox"/> Yes <input type="checkbox"/> No	
What is their relationship to the person at risk: <input type="checkbox"/> Carer <input type="checkbox"/> Family member <input type="checkbox"/> Neighbour <input type="checkbox"/> Another vulnerable person <input type="checkbox"/> Professional <input type="checkbox"/> Friend <input type="checkbox"/> Self <input type="checkbox"/> 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: <ul style="list-style-type: none"> • Date, time, location of incidents: • People involved: • What was observed: • What was heard 	

- What was disclosed/said to you –using their own words

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 proposed to take:

Yes No

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

Yes No

Once completed, use as a prompt when reporting your concern and then place in an envelope, seal and ensure prompt delivery to the Designated Safeguarding Officer via the Foodbank office

For the Designated Safeguarding Lead to complete

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

- | | |
|---|---|
| <input type="checkbox"/> Self-neglect | <input type="checkbox"/> Emotional/ psychological Abuse |
| <input type="checkbox"/> Exploitation (including financial) | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Neglect |
| <input type="checkbox"/> Modern Slavery | <input type="checkbox"/> Coercive controlling behaviour |
| <input type="checkbox"/> Sexual Abuse | <input type="checkbox"/> Grooming |
| <input type="checkbox"/> Physical Abuse | |

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 statutory social care services:

Yes No

Concerns shared with external agencies:

N.B. If you have concerns for a person's immediate safety then contact the emergency services.

- Police
- Social Care
- Original referral agency
- 31:8
- Trussell Trust Area Manager
- Other If other please specify:

Safeguarding Incident Register updated for the charity Trustees/ Management Group:

Yes No

Safeguarding Policy and Procedures

Purpose of this Statement	To detail the Safeguarding Policy & Procedures at Newcastle-Staffs Foodbank
Dated	September 2023
Contact	Sara Bloomfield (Trustee and Designated Safeguarding Lead)

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1. POLICY CONTROL

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

1.1 Related policies

Version	Policy Name	Location	Next Review Date
1	Data Protection Policy	Office & online storage	September 2024
1	Health and Safety Policy	Office & online storage	September 2024
1	Whistle Blowing (about A Safeguarding Issue) Policy	Appendix 6 of this policy	September 2024

2. INTRODUCTION

Safeguarding means protecting people's right to live safely, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's or child's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

3. POLICY EQUALITIES STATEMENT

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

4. AIMS OF THE POLICY

This policy, taken together with Staffordshire County Council's Multi-Agency Safeguarding Policies, represents commitment in working together to safeguard children and adults from abuse, neglect and exploitation. It clarifies the roles and responsibilities of employees, trustees and volunteers in relation to developing their own awareness and skills as well as the policies and procedures that must be followed.

The policy outlines:

- The practice and procedure for representatives within Newcastle-Staffs Foodbank to contribute to the prevention of the abuse and neglect, and
- A clear framework for action including information sharing when abuse is suspected.

5. SCOPE AND DEFINITIONS OF THE POLICY

Whose Business is Safeguarding?

Legislation establishes that safeguarding is everybody's business. This organisation recognises that we all play a key role in preventing, detecting, reporting and responding to abuse, neglect or exploitation.

5.1 Scope of Policy

The policy applies to activities delivered by Newcastle-Staffs Foodbank. Where Newcastle-Staffs Foodbank delivers any activities in partnership with another body this policy applies - unless a formal agreement exists that specifically details safeguarding arrangements and the roles and responsibilities of the parties to the agreement. Where a formal partnership exists, the trustees will review the partner's safeguarding policy and procedures at least annually and will ensure procedures meet the standards set out in this policy. The policy applies in respect of this organisation's responsibility towards the following groups of people:

- Children and young people - legally defined as any person under the age of 18. From this point the terms 'child' or 'children' will be used to refer to this group.
- An 'adult at risk of abuse or neglect with care and support needs' however for the purpose of this policy we will use the term 'vulnerable adult(s)' to refer to this group.
- Employees, trustees and volunteers who come into contact with children or vulnerable adults during the course of their work or volunteering responsibilities.
- Contractors when carrying out work on behalf of the organisation.

5.2 Definitions

Child Protection is defined as:

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

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

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

Adult Safeguarding is defined as:

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

5.3 Implementation

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

- A clear line of accountability within the organisation for the safety and welfare of all children and adults.
- Access to relevant training and professional advice.
- Regular management reports to the trustees detailing how safeguarding risks are being addressed.

- Safeguarding procedures that deal effectively with any concerns of exploitation, abuse or neglect, including those caused through poor practice.
- A named person appointed as Designated Safeguarding Lead
- A named person appointed as Deputy Safeguarding Lead (collectively the DSLs)
- Arrangements to work effectively with other relevant organisations to safeguard and promote the welfare of children and adults, including arrangements for sharing information.
- Risk assessments that specifically include safeguarding.
- The organisation's policies and procedures are consistent with this Safeguarding policy.

6. LEGAL FRAMEWORK

Newcastle-Staffs Foodbank will work within the framework of legislation and guidance in relation to safeguarding and protection of children and vulnerable adults. An index of key legislation is contained in Appendix 7.

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

- Safeguarding adults is mainly aimed at individuals with care and support needs whose circumstances may put them at risk of abuse or neglect by others - **due consideration must also be given to people who need to use a foodbank given the inherent vulnerability resulting from a person's immediate circumstances.**
- Where safeguarding concerns are identified about children, the welfare of the child is paramount.
- Abuse is defined as a violation of an individual's human and civil rights; it may consist of a single act or repeated acts
- The nature and extent of the abuse including whether it is a criminal offence
- The impact of the abuse on the person and the physical and /or psychological harm being caused and whether the abuse is having an impact on other people
- Deprivation of liberties where people may be victims of exploitation and modern slavery, for example forced labour. Or where living in care homes, hospitals or other institutions and are looked after in a way that inappropriately restricts their freedom.

7. TYPES OF ABUSE

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

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

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

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

Note – Abuse can be carried out by children and Newcastle-Staffs Foodbank recognises that if a child or children is or are causing harm to an adult with care and support needs, this should be dealt with under the Local Authority adult safeguarding policy and procedures but will also need to involve the Local Authority Children’s Services.

8. INFORMATION SHARING AND CONSENT

Newcastle-Staffs 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. Newcastle-Staffs Foodbank will share safeguarding information with the right people at the right time to:

- Prevent death or serious harm
- Coordinate effective and efficient responses
- Enable early interventions to prevent the escalation of risk
- Help families, children and vulnerable adults access the right kind of support to reduce risk and promote wellbeing
- Maintain and improve good practice in safeguarding

- Reveal patterns of abuse that were previously undetected and that could identify others at risk of abuse
- Identify low-level concerns that may reveal children or vulnerable adults at risk of abuse
- Help identify people who may pose a risk to others and, where possible, work to reduce offending behaviour
- Reduce organisational risk and protect reputation

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

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

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

There are exceptions where seeking consent is not necessary. Exceptions - when seeking consent is not appropriate:

- Where **you have a child protection concern, you must share information with the relevant agencies**, even if you haven't been given consent. GDPR does not affect this principle.
- Where gaining consent would put the person at risk, or the organisation's volunteers and staff at further risk of significant harm.
- Where other people (especially children) may be placed at risk of harm from the person, group or agency suspected of causing the abuse.
- Where person at risk is assessed as not having the 'mental capacity' to make this decision, in this case appropriate representatives/advocates should be consulted, however, the Designated Safeguarding Lead will make the final decision.
- Where a crime has taken place and there is an overriding public duty for the police to investigate. If a person does not want you to contact the police and you are unsure, then seek the advice of the Designated Safeguarding Lead.

In making the decision whether to share information without consent consideration will therefore be given to the seriousness and pervasiveness of the abuse: the ability of the individual to make decisions; the effect of the abuse on the individual in question and on others; whether a criminal offence has occurred; and whether there is a need for others to know (e.g. to protect others who may not be involved in the immediate situation).

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

All information and concerns should be raised with the Designated Safeguarding Lead, 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 Lead could result in further harm the worker/volunteer should contact the relevant statutory authorities immediately and inform the Designated Safeguarding Lead as soon as possible afterwards. Decisions about sharing information (or not) will be clearly recorded with reasons clearly stated.

9. CONFIDENTIALITY AND RECORDING

Every effort should be made to ensure that confidentiality is maintained for all concerned both when an allegation is made and whilst it is being investigated. Confidentiality can only be broken and a concern shared when it is in the best interest of the child, vulnerable adult or in the public interest to do so – the circumstances for this are outlined in section 8 above.

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

Where incidents that have resulted in (or risk) significant harm to beneficiaries, the Designated Safeguarding Lead will communicate with Trustees who may be required to be report the incident to the charities regulator as a Serious Incident Report.

10. PROCEDURE IF A MEMBER OF STAFF OR VOLUNTEER HAS A SAFEGUARDING CONCERN:

Read this section in conjunction with our safeguarding concern flowchart, to be found at Appendix 3.

All Staff or volunteers must raise their concerns with the Designated Safeguarding Lead, their deputy or if they are not available the Foodbank Manager. If the subject of concern is a member of staff or volunteer see Newcastle-Staffs Foodbank's Whistle Blowing Policy (Appendix 4). The Whistle Blowing Policy should be used when a member staff or volunteer has concerns about the conduct of a colleague in a position of trust within the organisation, which could be detrimental to the safety or wellbeing of adults and children.

Things to Remember

- All allegations/disclosures will be treated seriously - the safety of the vulnerable adult or child is paramount.
- Staff and volunteers should stay calm, listen and reassure the person they are concerned about that they are being listened to.
- Staff and volunteers should always demonstrate a sensitive approach.
- Staff and volunteers should be aware of the possibility of a police investigation, and are **not to investigate** any allegation themselves.
- Staff and volunteers will explain that they are required to share information with those people who need to know but not with other staff or volunteers. **Absolute confidentiality cannot be promised.**
- If there is immediate danger, or someone requires urgent medical attention, then the police or ambulance should be called immediately (on 999 or 112), and the Designated Safeguarding Lead informed as soon as possible.

10.1 Reporting Procedure

1. Any concerns should be reported immediately to the Designated Safeguarding Lead, 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.
2. A Safeguarding Concern Report Form (Appendix 2) will be completed by the employee/volunteer or by the Designated Safeguarding Lead using information relayed by the person reporting the concern. Information recorded on the form must:
 - a. Be accurate and factual – do not make subjective judgements or supposition.
 - b. Wherever possible include the actual words said by the child or vulnerable adult rather than an interpretation of what was said.
 - c. Record only specific facts relating to disclosure, dates, places etc. should be recorded accurately along with any details of the injuries or consequences i.e. where they are and what they looked like.
 - d. Consider if the incident also needs to be reported under Health and Safety Policy and Procedures.
3. Where necessary the Designated Safeguarding Lead will report the concern to Statutory Children's/Adults Social Care Services, providing a copy of the Safeguarding Concern Form, and where appropriate a chronology of events.
4. If a criminal offence has been committed, the Foodbank Manager or the Designated Safeguarding Lead will call the police and any other linked agencies as necessary.
5. Children's or Adult's Social Care may then take the lead on any investigation and inform other agencies, where appropriate.
6. The Designated Safeguarding Lead will provide any further information to statutory Services as required.
7. Completed *Safeguarding Concern Forms* will be kept centrally by the Safeguarding Lead, stored in a locked cabinet at our Admin 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 on the Foodbank Google Drive with restricted access in line with this policy and the Data Protection Policy.
8. Where incidents that have resulted in (or risk) significant harm to beneficiaries, the Designated Safeguarding Lead will notify the Board of Trustees who may be required to report the incident to the charities regulator as a *Serious Incident Report* (cf. *Section 11 - Monitoring*).

10.2 Domestic violence

1. Where a person visiting the foodbank reports an incident of domestic violence **whilst a child or vulnerable adult is in the home**, this must be treated as a disclosure of abuse and should be passed on to a Designated Safeguarding Lead with immediate effect using the procedures outlined above.
2. Where an incident of domestic violence is reported **and there is no child or vulnerable adult present**, foodbank staff and volunteers should as a minimum signpost the client to an appropriate agency but must not attempt to coerce them to contact the police unless the client wants and feels able to do so.
3. **Where foodbank staff or volunteers witness an act of domestic violence, they must contact the police immediately.**
4. For advice or information about anything relating to domestic violence the foodbank team should contact the National Domestic Violence Helpline: 0808 2000 247

11. MONITORING

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

- How quickly the concern was reported to the Safeguarding Lead
- Whether a concern was reported to statutory agencies

- How quickly a concern was made to the police/Children's/Adults Services (where relevant)
- Accuracy of information recorded
- The quality of the input into the safeguarding process (feedback from Police/Children's/Adults Services)
- Outcomes of safeguarding process
- Whether any incidents highlighted training issues or a need to amend in-house procedures
- Whether the incident should be notified to the charity regulator under **Serious Incident Reporting** procedures

Reports to trustees should focus on the issues and the organisation's response to an incident **not** the specific details of an individual case. Reports made to the trustees should be captured in a Safeguarding Incident Register. This is to enable the organisation to reflect on and improve its practice in developing an effective safeguarding culture.

The policy and procedure will be reviewed and audited regularly or if legislation changes.

12. GOOD PRACTICE

12.1 Safer Recruitment of staff and volunteers

1. References will be taken up according to the guidelines below:
 - i. Employees: *Two references after acceptance of a provisional job offer which is subject to receipt of satisfactory references.*
 - ii. Volunteers applying for or appointed to leadership positions, and Signposters: *Two references at the time of application/appointment to be received before they start the role;*
 - iii. All other posts: *Two references to be obtained after successful completion of a four-session trial-period - during the trial period they will be subject to continuous supervision.*
 - iv.
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. Newcastle-Staffs Foodbank will make all reasonable efforts to ensure that references are bona-fide and will seek alternatives where in doubt.
4. All staff and volunteers have a duty to disclose any unspent convictions. Failing to do so may be regarded as gross misconduct or a breach of the volunteering agreement.
5. All staff and volunteers responsible for supervising vulnerable adults or children will undergo an enhanced criminal records check if their role falls within the eligibility guidelines (cf. Appendix 1 for links to guidance on eligibility).
6. Staff and volunteers without a criminal records check will not be permitted unsupervised access to vulnerable adults or children.
7. All criminal records check will be renewed every three years.

12.2 Training

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

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

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

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

12.3 Supported Volunteers

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

13. MANAGEMENT AND SUPERVISION

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

14. ROLES AND RESPONSIBILITIES

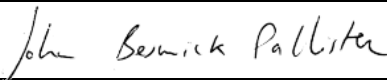
NAME	ROLE/RESPONSIBILITIES	CONTACT DETAILS
Sara Bloomfield	Designated Safeguarding Lead	07783 485017 safeguarding@newcastlestaffs.foodbank.org.uk
Jane Baker	Deputy Designated Safeguarding Lead <i>and</i> Foodbank Project Lead	07375 365623 projectlead@newcastlestaffs.foodbank.org.uk
John Beswick-Pallister	Chair of Trustees	07428 342801 johnbpallister@gmail.com

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

For completion each time the policy is reviewed / edited:

Safeguarding Trustee	Sara Bloomfield
Monitoring of the procedures	Designated Safeguarding Lead & Deputy
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

APPENDIX 1 - KEY CONTACTS & FOODBANK VENUES

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

Our Key Contacts

- Designated Safeguarding Lead 07783 485017
- Deputy Designated Safeguarding Lead 07375 365623
- Thirtyone:eight Advice line 0303 003 11 11 (option 2)

Social Services

7	
Social Services – Office Hours	Adult Services: Monday - Friday* 9am - 5pm *Excludes Bank Holidays Children Services: Monday to Thursday 8:30 a.m. to 5:00 p.m. Friday 8:30 a.m. to 4:30 p.m./@;’p
Social Care Services Daytime Contact Numbers	Adult Access Point: 0345 604 2719 Children’s Access Point: 0300 111 8007 and select option 1.
Social Care Services Out-of-Hours Emergency Duty Team (EDT)	Adults AND Children 0345 604 2886

Other National Advice Providers

- The Action Elder Abuse Confidential Free phone help Line - 0808 808 8141 - 9am-5pm
- ChildLine - 0800 1111
- NSPCC 24/7 Child Protection Helpline - 0808 800 500 or help@nspcc.org
- National Domestic Violence Helpline – 0808 2000 247
- Samaritans – 116 123

If you think a crime has taken place...

- Local & Regional Police – Non-emergency number: 101
 - You will be directed to the correct team for your postcode area.

Operational Premises/Venues: Newcastle-Staffs Foodbank operates from the following venues:

Foodbank Activity And operating times	Venue & Address	Landlord Contact Details for Host Venues
Main Office & Warehouse Monday 10am-4pm Wednesday 9am-12pm	Aspire Housing Depot Parkhouse Industrial Estate West Brick Kiln Lane Chesterton Newcastle under Lyme Staffordshire ST5 7AS	Aspire Housing Limited 01782 635200
Clayton Foodbank Centre Tuesday 10am-12pm	St Luke's Methodist Church, Severn Drive, Clayton, ST5 4BH	St Luke's Methodist Church 01782 612648
Madeley Foodbank Centre Wednesday 10.30am-12pm	All Saints Church, Vicarage Lane, Madeley, CW3 9ND	All Saints Church, Madeley 01782 750205
Knutton Foodbank Centre Wednesday 2pm-4pm	Cornerstone (Home Start), High Street, Knutton, ST5 6BX	Home Start Newcastle Borough 01782 437981
Chesterton Foodbank Centre Thursday 9.30am-11.30am	Elim Church, Heath Street, Chesterton, ST5 7PY	Elim Pentecostal Church 01782 564824
Newcastle Foodbank Centre Thursday 2pm-4pm	Newcastle Congregational Church, King Street, Newcastle, ST5 1EJ	Newcastle Congregational Church 01782 623851 (Hilary Biggin)
Kidsgrove Foodbank Centre Friday 1pm-3pm	St Thomas' Church Hall, The Avenue, Kidsgrove, ST7 1AG	St Thomas' Church 01782 772895

Our Insurance Provider

Zurich Insurance
Policy Number XA01220586873

Statutory Care regulator

Care Quality Commission
Helpline Tel: 03000 616161

Criminal Records Check

Disclosure and Barring Service
PO Box 181, Darlington, DL1 9FA
03000 200 190
customerservices@dbs.gov.uk
<https://www.gov.uk/find-out-dbs-check>

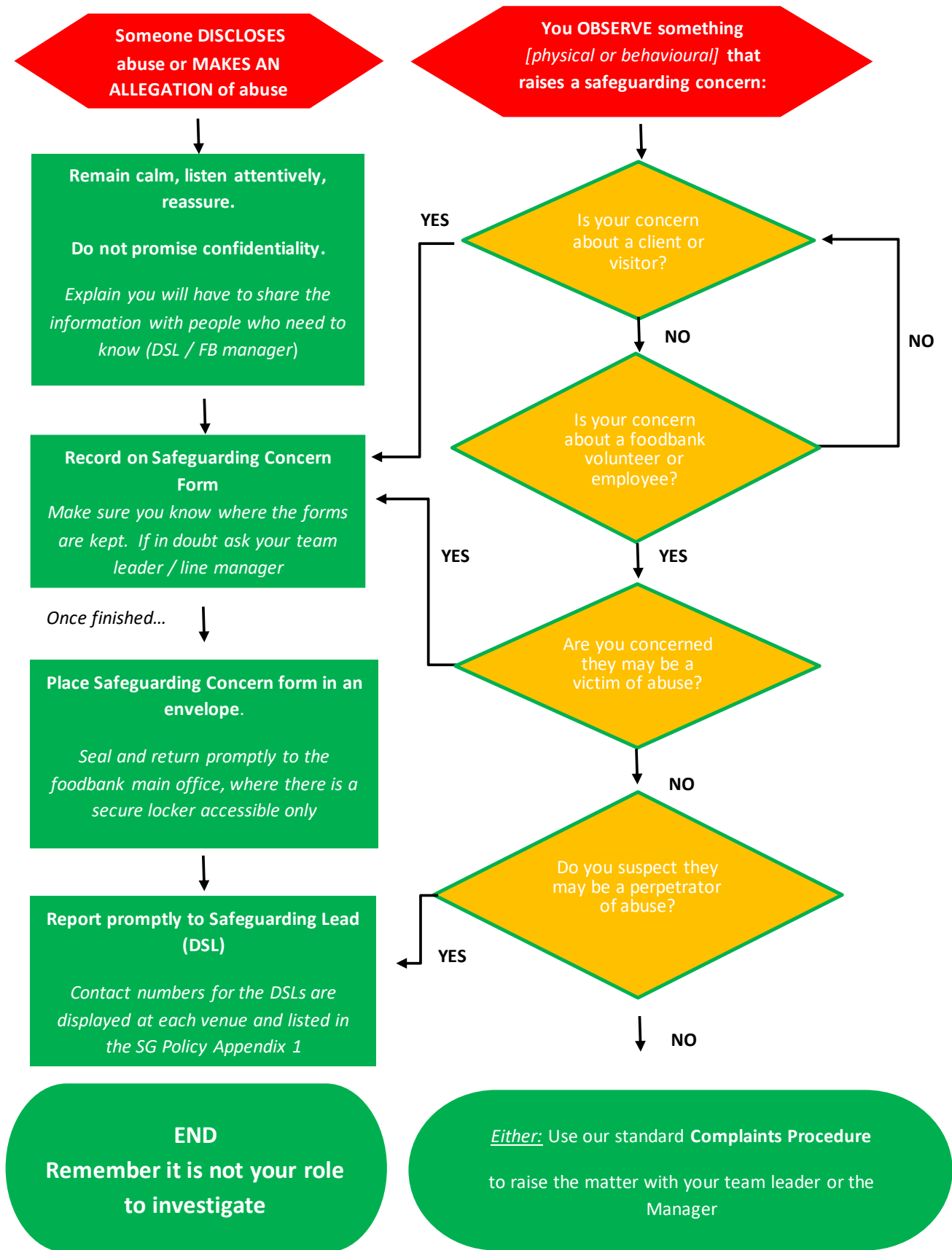
APPENDIX 2 - SAFEGUARDING INCIDENT REPORTING FORM

(Confidential when complete)

For Office Use									
Date and Time of Incident	DD/MM/YYYY 00:00								
Name of Person Completing this form	Your name.								
Passed to Designated Safeguarding Lead (SO)	Name of SO								
Method of communication	Choose an item.								
Received by Designated Safeguarding Lead	DD/MM/YYYY 00:00								
About the Incident, Safeguarding Concern or Identified Risks									
<p>Individual(s) identified at risk <i>(select all that apply)</i>:</p> <table border="0"> <tr> <td><input type="checkbox"/> Person using the Foodbank</td> <td><input type="checkbox"/> Partner/spouse</td> </tr> <tr> <td><input type="checkbox"/> Foodbank Volunteer</td> <td><input type="checkbox"/> Cohabiting individual</td> </tr> <tr> <td><input type="checkbox"/> Staff/ employee</td> <td><input type="checkbox"/> Friend/ neighbour</td> </tr> <tr> <td><input type="checkbox"/> Children/Young person</td> <td><input type="checkbox"/> Other (If "other" please specify)</td> </tr> </table> <p>.....</p>		<input type="checkbox"/> Person using the Foodbank	<input type="checkbox"/> Partner/spouse	<input type="checkbox"/> Foodbank Volunteer	<input type="checkbox"/> Cohabiting individual	<input type="checkbox"/> Staff/ employee	<input type="checkbox"/> Friend/ neighbour	<input type="checkbox"/> Children/Young person	<input type="checkbox"/> Other (If "other" please specify)
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<input type="checkbox"/> Staff/ employee	<input type="checkbox"/> Friend/ neighbour								
<input type="checkbox"/> Children/Young person	<input type="checkbox"/> Other (If "other" please specify)								
<p>About the person(s) at risk</p> <p>Name: Forename & Surname</p> <p>Address: Click or tap here to enter text.</p> <p>Date of birth: Click or tap to enter a date.</p> <p>Gender: Click to enter text.</p>									
<p>Is the alleged perpetrator known to the person at risk:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>									
<p>What is their relationship to the person at risk:</p> <table border="0"> <tr> <td><input type="checkbox"/> Carer</td> <td><input type="checkbox"/> Professional</td> </tr> <tr> <td><input type="checkbox"/> Family member</td> <td><input type="checkbox"/> Friend</td> </tr> <tr> <td><input type="checkbox"/> Neighbour</td> <td><input type="checkbox"/> Self</td> </tr> <tr> <td><input type="checkbox"/> Another vulnerable person</td> <td><input type="checkbox"/> Other If "other" please specify.</td> </tr> </table>		<input type="checkbox"/> Carer	<input type="checkbox"/> Professional	<input type="checkbox"/> Family member	<input type="checkbox"/> Friend	<input type="checkbox"/> Neighbour	<input type="checkbox"/> Self	<input type="checkbox"/> Another vulnerable person	<input type="checkbox"/> Other If "other" please specify.
<input type="checkbox"/> Carer	<input type="checkbox"/> Professional								
<input type="checkbox"/> Family member	<input type="checkbox"/> Friend								
<input type="checkbox"/> Neighbour	<input type="checkbox"/> Self								
<input type="checkbox"/> Another vulnerable person	<input type="checkbox"/> Other If "other" please specify.								
<p>Please provide a brief description of the allegation/concerns:</p> <p>Use this space to clarify basic information. Record factual details about what was said. Include:</p> <ul style="list-style-type: none"> • Date, time, location of incidents: • People involved: • What was observed: • What was heard 									

<ul style="list-style-type: none"> • What was disclosed/said to you –using their own words 													
<p>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.</p>													
<p>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 proposed to take:</p> <p><input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>Has the person at risk given their consent to sharing the information with appropriate external agencies and/or statutory services:</p> <p><input type="checkbox"/>Yes <input type="checkbox"/>No</p>													
<p><i>Once completed, use as a prompt when reporting your concern and then place in an envelope, seal and ensure prompt delivery to the Designated Safeguarding Officer via the Foodbank office</i></p>													
<p>For the Designated Safeguarding Lead to complete</p>													
<p>Type of risk/ abuse identified or suspected (<i>select all that apply</i>):</p> <table border="0"> <tr> <td><input type="checkbox"/>Self-neglect</td> <td><input type="checkbox"/>Emotional/ psychological Abuse</td> </tr> <tr> <td><input type="checkbox"/>Exploitation (including financial)</td> <td><input type="checkbox"/>Discrimination</td> </tr> <tr> <td><input type="checkbox"/>Domestic Violence</td> <td><input type="checkbox"/>Neglect</td> </tr> <tr> <td><input type="checkbox"/>Modern Slavery</td> <td><input type="checkbox"/>Coercive controlling behaviour</td> </tr> <tr> <td><input type="checkbox"/>Sexual Abuse</td> <td><input type="checkbox"/>Grooming</td> </tr> <tr> <td><input type="checkbox"/>Physical Abuse</td> <td></td> </tr> </table>		<input type="checkbox"/> Self-neglect	<input type="checkbox"/> Emotional/ psychological Abuse	<input type="checkbox"/> Exploitation (including financial)	<input type="checkbox"/> Discrimination	<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Neglect	<input type="checkbox"/> Modern Slavery	<input type="checkbox"/> Coercive controlling behaviour	<input type="checkbox"/> Sexual Abuse	<input type="checkbox"/> Grooming	<input type="checkbox"/> Physical Abuse	
<input type="checkbox"/> Self-neglect	<input type="checkbox"/> Emotional/ psychological Abuse												
<input type="checkbox"/> Exploitation (including financial)	<input type="checkbox"/> Discrimination												
<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Neglect												
<input type="checkbox"/> Modern Slavery	<input type="checkbox"/> Coercive controlling behaviour												
<input type="checkbox"/> Sexual Abuse	<input type="checkbox"/> Grooming												
<input type="checkbox"/> Physical Abuse													
<p>Additional actions/ measures:</p> <ul style="list-style-type: none"> • List measures as bullets 													
<p>Is a further Risk Assessment needed for the FB to managed identified risks/ concerns:</p> <p><input type="checkbox"/>Yes <input type="checkbox"/>No</p>													
<p>Has the incident/ concern been reported to statutory social care services:</p> <p><input type="checkbox"/>Yes <input type="checkbox"/>No</p>													
<p>Concerns shared with external agencies:</p> <p>N.B. If you have concerns for a person’s immediate safety then contact the emergency services.</p>	<p><input type="checkbox"/>Police</p> <p><input type="checkbox"/>Social Care</p> <p><input type="checkbox"/>Original referral agency</p> <p><input type="checkbox"/>31:8</p> <p><input type="checkbox"/>Trussell Trust Area Manager</p> <p><input type="checkbox"/>Other If other please specify:</p>												
<p>Safeguarding Incident Register updated for the charity Trustees/ Management Group:</p> <p><input type="checkbox"/>Yes <input type="checkbox"/>No</p>													

APPENDIX 3 – SAFEGUARDING CONCERN FLOWCHART



APPENDIX 4 - SIGNS AND SYMPTOMS OF ABUSE (CHILDREN)

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

Physical

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

Sexual

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

Emotional

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

Neglect

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

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

APPENDIX 5 - SIGNS AND SYMPTOMS OF ABUSE (ADULTS)

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

Physical abuse

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

Domestic violence

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

Sexual abuse

- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosures or hints of sexual abuse (that may be accompanied by some of the following additional symptoms):
 - Self-harming
 - Emotional distress
 - Mood changes
 - Disturbed sleep patterns
 - Psychological abuse
 - Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
 - Intimidated or subdued in the presence of a particular person
 - Fearful, flinching or frightened of making choices or expressing wishes
 - Unexplained paranoia
 - Changes in mood, attitude and behaviour, excessive fear or anxiety
 - Changes in sleep pattern or persistent tiredness
 - Loss of appetite
 - Helplessness or passivity
 - Confusion or disorientation
 - Implausible stories and attention seeking behaviour
 - Low self-esteem

Financial or material abuse

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

Modern slavery

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

Discriminatory abuse

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

Institutional Abuse

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

Neglect and acts of omission

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

Self-neglect

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

APPENDIX 6 - WHISTLE BLOWING

Safeguarding & whistle blowing

This appendix covers concerns that staff have about the conduct of individuals in a position of trust within the organisation, which could be detrimental to the safety or wellbeing of adults and children and where staff, for whatever reason, feel unable to raise them under the organisation's standard complaints procedures. This procedure is also available to the organisation's volunteers (including foodbank volunteers) should they feel unable to raise a safeguarding concern using the channels outlined in this policy. It relates to raising concerns about:

- Unprofessional behaviour
- Bullying by staff
- Any form of abuse (physical, sexual, emotional or neglect)
- Name calling
- Personal contact with adults, children and young people which is contrary to the organisation's policies and codes of conduct
- Any form of racial abuse
- Inappropriate sexualised behaviour
- Knowledge about an individual's personal circumstances which may indicate they could be a risk to adults and/or children
- Persistent and enduring rumours including un-investigated historical rumours.

Where a person raising concerns is unable to raise the matter with either the Designated Safeguarding Lead, their deputy or the Foodbank Manager, then they can contact the **Chair of Trustees** who is responsible for the oversight of the Governance of the Charity. If the person raising the concern feels the Chair of Trustees has not appropriately addressed the concerns raised, then they can seek further recourse via the following means:

If it is felt there exists a significant risk of harm being caused to another person, then the person can raise their concerns directly with Staffordshire County Council social services or,

As a member of the Trussell Trust Foodbank Network a person can also make a complaint about the foodbank's handling of the concern via the Trussell Trust's complaints procedure, details of which can be accessed from the Trussell Trust website <https://www.trusselltrust.org/trussell-trust-complaints-policy-and-procedure-july-2020/>

APPENDIX 7 - KEY LEGISLATION IN ENGLAND

Legal Framework Children and Young People:

- Children Acts 1989 and 2004
- Children and Young Persons Act 2008
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Education Act 2002 and 2011
- Female Genital Mutilation Act 2003
- Children and Adoption Act 2008
- Apprenticeships, Skills, Children and Learning Act 2009
- The Children and Social Work Act 2017
- Working together to safeguard children 2006, 2015 and 20183

Legal Framework Vulnerable Adults

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

APPENDIX 8 – INCIDENT REPORT LOGS AND INCIDENT REPORTING TO TRUSTEES

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

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

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

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

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

Reporting to Trustees

Incident Date	Incident Venue	How quickly was the incident reported to SG lead?	Who was the SG officer for this incident?	Was the concern reported to statutory agencies?	If it was, how quickly was the incident referred?	Score the accuracy of the info on the SG Concern Form (1-poor, 5-excellent)	Quality of input / feedback from statutory agency	Outcome of SG process	Does the incident highlight a need to amend in-house procedures?	Is it a Serious Incident that needs reporting to the Charity Commission?

Introduction

This social media policy outlines the rules for using social media for food bank purposes.

This policy sets out how staff and volunteers should behave when posting from the food bank's social media accounts. It also outlines guidance for using personal social media accounts at the food bank, or with food bank-related content, and describes what staff and volunteers should and should not say about the food bank on social media.

Why a Social Media Policy?

Social media can be an extremely useful tool when promoting the food bank as well as helping the project to build relationships with its supporters and other organisations.

However, it is important that staff and volunteers who use social media within the food bank do so in a positive way that promotes the food bank's important work.

A poorly worded status or comment can generate complaints, damage the food bank's image and possibly impact on the Trussell Trust's reputation. There are also security and data protection issues to be aware of when engaging in this form of communication.

This policy will apply to all staff members and volunteers who use social media, for either food bank purposes or personal reasons. It also applies to off-site personal use that refers to, or relates to, the food bank and its activities.

It applies regardless of whether social media is being used on or off food bank premises.

General social media guidelines

Following these basic rules can help to avoid the most common social media errors, regardless of what platform food bank personnel use.

- **Understand the platform** – Staff and volunteers should spend time familiarising themselves with whichever social media platform they intend to use. It's important to read FAQs and understand what is and what is not acceptable on a social network site before posting.
- **If in doubt, don't post** – Staff and volunteers should remain cautious whilst on social media. It is important to remain professional, positive and friendly at all times.
- **Remember where you're posting from** – You are representing your food bank so keep that in mind when sharing content. Your charity's reputation could be at stake if you post anything that is off topic or is personal. You should avoid expressing your personal opinions when writing on behalf of the food bank.
- **Don't let personal use interfere** – Although having staff and volunteers active on social media can be a useful tool for engaging with the wider public, individuals should exercise restraint in how often they use their personal social media accounts during food bank opening hours.

- **Handling complex enquiries** – Social media platforms are generally not a good place to resolve complicated enquiries and sensitive personal issues. Once an individual has made contact, staff and volunteers should handle further communications through either telephone or email.
- **Keep calm** – Staff and volunteers should always take the time to think before responding, as it's easy to post a quick response to a confrontation status and then regret it later. Sometimes no answer is the best answer!

Purpose of social media accounts

The food bank's social media accounts can be used for many different purposes.

In general, staff and volunteers should only post updates, messages or otherwise use these accounts when it aligns with the food bank's overall objectives.

For instance, food bank members may use social media accounts to:

- Respond to **enquiries** and **requests** for help
- Share **blog posts and articles** about your food bank or the work of the Trussell Trust
- Provide followers with an **insight into what goes on** at the food bank
- Promote **fundraising campaigns**
- Promote **new projects** and initiatives

You should refer to Chapter 9.3.1 of the Operating Manual for suggestions of interesting topics to share on social media. Staff and volunteers should check with the Project Manager or Media Representative before using social media in a new way or prior to writing a post, particularly if the person hasn't used this platform for the food bank before.

Inappropriate content and uses

Food bank social media accounts must not be used to share or spread inappropriate, unrelated or personal content or to take part in any activities that could bring the food bank into controversy.

When sharing an interesting blog post or article, staff and volunteers should always read the piece thoroughly first and only post it if it's deemed to be relevant.

Food bank personnel must avoid becoming involved in a 'Party Political' debate or respond to posts which seem deliberately antagonistic.

Personal social media guidelines

Acceptable use:

- Staff and volunteers may use their personal accounts for food bank-related purposes during regular hours, but should ensure that it does not interfere with their regular duties.
- Use of social media accounts for purposes outside of the food bank should be contained to break times.

Talking about the food bank

- Staff and volunteers must ensure that their personal social media account makes clear that it contains personal thoughts and comments and does not represent the views or opinions of either the food bank or the Trussell Trust.
- Food bank personnel using their personal social media accounts to talk about the food bank should aim to include a disclaimer in their profiles, such as: *'All views my own'* or *'The views expressed are my own and do not reflect the views of the food bank.'*

Consideration should always be given to whether personal social media comments could be used by others to damage the food bank's interest's and reputation.

Responsible social media for food bank accounts

Users should not:

- Create or transmit material that might be insulting or damage the food bank's reputation.
- Post messages, status updates or links to material that is inappropriate.

Inappropriate content includes: pornography, racial or religious slurs, profanity, sexist, bullying or harassing comments, information encouraging criminality or terrorism, material relating to gambling or illegal substances.

This definition of inappropriate content or material also covers any text, images or other media that could reasonably offend someone on the basis of race, sex, age, religious or political beliefs, national origin, disability, sexual orientation or any other characteristic protected by the law.

- Use social media for any illegal or criminal activities.
- Send offensive or harassing material to others.
- Broadcast unsolicited views on social, political, religious or other non-food bank related issues.
- Send or post messages or material that could damage the food bank's image and risk the reputation of the Trussell Trust.
- Interact with food bank critics in any ways which could be interpreted as offensive, disrespectful or rude.
- Discuss colleagues, volunteers, people visiting the food bank or supporters without their approval and consent.
- Post pictures of people visiting the food bank or their children without written consent.
- Post, upload, forward or link to spam, junk email or chain emails and messages.
- Use social media to discuss or complain about personal or private issues.

Copyright

Food banks must respect and operate within copyright laws. Users may not use social media to:

- Publish or share any copyrighted software, media or materials owned by third parties, unless permitted by that third party.
- Share links to illegal copies of music, films, games or other software.

If staff or volunteers wish to share content published on another website, they are free to do so only if that website enables sharing.

Security and data protection

Staff and volunteers should be aware of the security and data protection issues that can arise from using social media.

Confidentiality

Users must not:

- Share or link to any content or information owned by the food bank that could be considered confidential or sensitive to the people visiting the food bank.
- Reveal the name of a person visiting the food bank or other information that could identify that person.
- Share content or information owned by another organisation or person that could be considered confidential or sensitive.
- Share or link to data in any way that could breach data protection policy.

Protect social media accounts

Food bank social media accounts should be protected by a strong password and shared only with authorised users or volunteers. Further to this, staff or volunteers should not use a new piece of software or app with the food bank's social media accounts without the approval of the Project Manager.

Avoid social scams

Staff and volunteers should be vigilant to 'phishing'. This is an attempt to acquire sensitive information such as usernames, passwords or personal information. Phishing can involve sending malicious attachments or website links in an effort to infect computers or mobile devices. These links can often appear to be authentic and sent from legitimate organisations. Identities of individuals enquiring through social media should be verified first before any information is shared or discussed.

IMPORTANT! Food bank members should never reveal sensitive details through social media channels. Identities of people visiting the food bank must remain confidential and protected.

Policy Enforcement

Food bank IT and internet resources, including computers, smart phones and internet connections, are intended for legitimate food bank use.

The food bank's social media accounts should be monitored by users on a daily basis with responses to enquiries made within twenty-four to forty-eight hours if possible. The Project Manager and/or a Trustee will aim to review social media accounts each week to ensure best practice is being adhered to by all users.

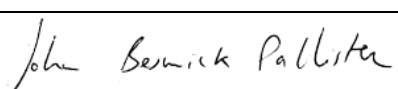
Staff and volunteers should be mindful that all data relating to social media which is sent or received through the food bank's computer system is part of the food bank's official records.

Knowingly breaching social media policy is a serious matter and employees and volunteers can be held personally liable for violating data protection and security laws. Staff members who breach confidentiality and data protection can be subject to disciplinary action, up to and including termination of employment with the food bank. Volunteers who breach the policy may not be permitted to offer their time and services at the food bank any longer.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Project Lead
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023

Statement of Policy

Newcastle-Staffs Foodbank has a duty of care to ensure that all drivers undertaking transportation on behalf of the Foodbank are fully aware of the responsibilities and legal obligations that this entails. It is our policy that a driver will never be asked to undertake a Foodbank-related journey if there is reason to suspect that they, or their vehicle, are unsafe or illegal. They will also not be asked to overload their vehicle.

Our policy is to ensure that all drivers are aware of the following:

- It is the legal responsibility of the vehicle owner to ensure that it is road-worthy and taxed; and the responsibility of the driver to ensure that they are insured, safe and legally allowed to drive the vehicle.
- It is essential that volunteers or employees obtain approval from their insurance company for the activities carried out on behalf of the Foodbank.
- A mileage allowance is available, at the standard HMRC rates.


Implementation

- As a Foodbank we will maintain a driver documentation register, collecting details of driving licence, MOT and Insurance approval for each driver who undertakes transportation on behalf of the Foodbank.
- This register will be maintained by the Warehouse Manager, or the Centre Lead, whichever is appropriate.
- This documentation will be reviewed annually.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Trustee responsible for Policies
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023



Policy statement

The Trussell Trust is committed to working in an open and accountable way that secures the trust and respect of stakeholders, and as such recognises the role of an effective complaints policy in fostering transparency, fairness, and a culture of continuous improvement.

Philosophy

The Trust undertakes to ensure that:

- Making a complaint is as straightforward as possible.
- Complaints are dealt with promptly, courteously, and discreetly – confidentially when appropriate and complaints about discrimination are dealt with as sensitively and confidentially as the procedure allows.
- We will respond decisively with an explanation, an apology where we have been at fault, or information on the outcome.
- We will learn from complaints and use them to make improvements in the way we work.
- The policy and procedure is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation. If you require a copy of this policy in an alternative format, please contact us on any of the contact details in the section below.

Making a complaint about the Trussell Trust

We hope that the majority of complaints can be dealt with informally, but in cases in which the formal procedure is more appropriate, we request that they are submitted in the following format:

- By email to customer.service@trusselltrust.org with 'complaint' in the subject line. In writing, addressed FAO Customer Service at the Trussell Trust, Unit 9 Ashfield Road Trading Estate, Salisbury, SP2 7HL.
- It should include a full explanation of the problem, how it occurred, and the effect on you.
- Describe what you think we should do to put things right.
- If you are unable to submit your complaint in writing please phone 01722 580180.

We will deal with your complaint as follows:

1. We will acknowledge your complaint within five working days of receipt and provide you with the name of the person responsible for investigating the matter on your behalf.
2. The person responsible for the investigation will write to you with their findings and proposed resolution within 28 days from receipt of the complaint*.
3. If you are dissatisfied with the outcome of the investigation you may appeal: letters or emails must be received within 28 working days of the date on the correspondence notifying you of the outcome of the first investigation.
4. The complaint will be re-investigated and you will be informed of the outcome within 10 working days*.

*unless the complaint is particularly complex or time-consuming, in which case you will be kept informed of the progress of the investigation and notified of the expected date of completion.

Other information

Complaints about staff behaviour or attitude will be handled by the line manager of the staff member in question, and in accordance with the Trust's disciplinary procedure if appropriate. You will not be given details of the action we have taken as such information is confidential.

If you wish to make a complaint anonymously or do not provide contact details, then we will treat it as a comment and will be unable to advise you of the outcome of the investigation.

If your complaint contains abusive or offensive language, then we reserve the right to not respond. We reserve the right to report any such communication to the police.

Please be aware that during the investigation of any complaint, consideration will be given as to whether the Trussell Trust has a duty to report the matter to a relevant regulator, such as the Fundraising Regulator, the Information Commissioner's Office, the Charity Commission for England and Wales, the Charity Commission for Northern Ireland or the Office of the Scottish Charity Regulator. Where appropriate, complaints will be escalated to one of these bodies.

Making a complaint about a food bank in the Trussell Trust network

Food banks in the Trussell Trust network are independent charities, not governed by the Trussell Trust itself.

Complaints against food banks should therefore be dealt with at a local level wherever possible. However, if the food bank does not respond or if the complaint is of a particularly serious nature, it is the Trussell Trust may also become involved with supporting the food bank to carry out their complaints procedure.

If your complaint is about a food bank you should contact them directly highlighting that you wish to make a complaint and ask for a copy of their complaints policy. [Find contact details for local food banks](#). If you are unable to access our website, please call us on 01722 580180 and we will be able to provide you with the contact details for your local food bank.

If you would like us to pass on your complaint please email the details to customer.service@trusselltrust.org or send them in writing addressed FAO Customer Service at the Trussell Trust, Unit 9 Ashfield Road Trading Estate, Salisbury, SP2 7HL. If you are unable to submit the complaint in writing please phone 01722 580180.

If you work or volunteer at a food bank and have a concern, we suggest in the first instance you raise this with the food bank's trustees in accordance with their own internal complaints/grievance procedures. However, if you wish to submit the details to us as above, we can ensure it is directed appropriately. Please note that the Trussell Trust will share your details, and the details of the complaint with the food bank, unless you state in writing that you wish to remain anonymous. If you are a food bank staff member or volunteer whose complaint would constitute whistleblowing, we would recommend following the food bank's own whistleblowing procedures if they have them or seeking advice from ACAS.

The Trust undertakes to ensure that:

- Making a complaint is as straightforward as possible.
- Complaints about food banks received by the Trussell Trust are dealt with promptly, courteously, fairly and discreetly. Complaints about discrimination are dealt with as sensitively and confidentially as the procedure allows.
- The complainant is aware of the relationship between the Trussell Trust and food banks in the network and that the complaint will be investigated and responded to by the food bank directly.
- Food banks are informed as fully as possible about the nature and detail of the complaint, subject to the degree of confidentiality requested by the complainant.
- We will help food banks, the network and ourselves to learn from complaints and use them to make improvements to the ways we work.
- If the allegation is of a safeguarding nature, we will pass it on to our internal Safeguarding and Quality team, who will follow internal procedures which may involve alerting relevant external safeguarding bodies.

We will deal with the complaint as follows:

1. We will acknowledge the complaint within five working days of receipt.
2. As soon as we have received your complaint, we will pass it to an appropriate person at the food bank via the most appropriate Trussell Trust regional representative. They might reach out directly if any clarity is needed to enable the complaint to be passed on.
3. The food bank will be responsible for investigating and responding to your complaint directly, in line with their own complaints policy and procedures. In exceptional circumstances we may support the food bank's investigation.
4. Where possible we ask that food banks respond to the complainant with their findings and proposed actions or resolution within 28 days of the complaint being received*.
5. If the complainant is dissatisfied with the outcome of the investigation, they should appeal to the food bank in the first instance.
6. If the complainant is still dissatisfied with the outcome, they should appeal to the Trussell Trust within 21 days of receiving the last response from the food bank. Trussell Trust will investigate and where the food bank has acted fully in accordance with expected standards and procedures, the complainant will be advised of this and advised that the Trussell Trust has no reason to be further involved.

*unless the complaint is particularly complex or time-consuming, in which case the complainant will be kept informed of the progress of the investigation and notified of the expected date of completion.

The Trust will review this policy annually.

Data Privacy Statement

We collate and analyse data about complaints so that we can improve the services we provide. We will collect personal information including your name and contact details, including postal address, telephone number, email address and social media contact information, in order to be able to communicate with you about your complaint. We will also collect sufficient information about the situation that you are contacting us about to be able to understand what has happened. We may need to request further information depending on the nature of your complaint. We have a legitimate interest in holding this information in order to be able to monitor and improve our services.

Information gathered is accessed by Trussell Trust employees and may be shared with advice agencies or professional services firms only if appropriate, for example if your complaint relates to safeguarding and we seek guidance as to next steps. Where a complaint involves a food bank in our network, we may need to share this information with that food bank in order to understand what has happened and determine a resolution.

We keep this information for 2 years after your complaint has been closed, unless we have a requirement to keep it longer, in which case we will inform you of this. After this time the data will be aggregated and anonymised.

Changes to this policy

This comments, compliments and complaints policy and procedure may change from time to time.

Trustees can receive expenses for out-of-pocket payments they have to make in order to carry out their duties.

The following are classed as an expense:

- Travel to and from Trustee meetings
- Overnight accommodation
- Postage, stationery, telephone calls and broadband time for Foodbank work
- Childcare or care of other dependants whilst attending meetings


Guidance on paying someone who is connected to the charity

If someone is connected to a Trustee (i.e. spouse or partner, siblings, brother-in-law or sister-in-law, parents, or business partner) they are usually referred to as a 'connected person'.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Trustee responsible for Policies
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 08 November 2023

Introduction

Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for whom they work.

Qualifying Disclosures

Certain disclosures are prescribed by law as 'qualifying disclosures'. A 'qualifying disclosure' means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that the Foodbank has committed a 'relevant failure' by:

- Committing a criminal offence
- Failing to comply with a legal obligation
- Causing a miscarriage of justice
- Endangering the health and safety of an individual
- Environmental damage
- Concealing any information relating to the above

These acts can be in the past, present, or future, so that for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The Foodbank will take any concerns that you raise relating to the above matters very seriously.

We encourage you to use the following procedure if you are concerned about any wrongdoing at work. However, if the procedure has been invoked for malicious reasons or in pursuit of a personal grudge, then you will be liable to immediate termination of employment or such disciplinary sanctions as may be appropriate in the circumstances.

The Procedure

In the first instance you should report any concerns you may have to the Chair of Trustees who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.

If you cannot report your concerns to the Chair of Trustees you should take them direct to the appropriate organisation or body.

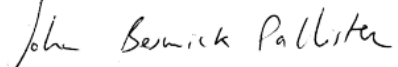
Treatment by Others

Bullying, harassment or any detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

For completion each time the policy is reviewed / edited:

Monitoring of the procedures	Trustee with responsibility for Policies
Reporting To	Trustee Board
Next Review Date	September 2024

This policy was approved by the Trustees:

Name: JOHN BESWICK PALLISTER	Signed: 
Position: CHAIR OF TRUSTEES	Date: 13 November 2023