

Statement of intent on safeguarding children and young people

Norwich Foodbank is committed to safeguarding the wellbeing of every person in our community, of whatever age. It is the responsibility of each one of us to prevent the physical, sexual, emotional abuse or neglect of every member of our community and particularly the abuse of those most vulnerable among us. The welfare of children and young people is paramount and without exception they have the right to protection from abuse regardless of gender, ethnicity, disability, sexual orientation, or belief. We explicitly recognise the additional needs of children of minority ethnic groups, disabled children, and the barriers they may face, including with regards to communication.

All those who work / volunteer with Norwich Foodbank will be made aware of this policy and of what to do if they have any concerns. There is guidance for those responding to concerns so that they are properly dealt with, including sharing information about concerns with agencies that need to know and involving children, young people and families appropriately.

It is our policy that no-one shall work with children and young people within Norwich Foodbank who poses a risk to children. Any matters of concern raised by a DBS check will be risk assessed.

This means that:

- All who work with children and young people under the auspices of Norwich Foodbank are expected at all times to conform to good practice in their work.
- Those responsible for the appointment of such workers must take all reasonable steps, to ensure that persons who have been convicted or have received a formal police caution concerning sexual offences against children and young people shall not undertake work with children and young people under the auspices of Norwich Foodbank.
- Paid employees of Norwich Foodbank must undergo an enhanced DBS check as there will be instances of working with children and / or vulnerable adults. This may also apply to key volunteers if they regularly support children in a leadership role, under the umbrella of Norwich Foodbank
- There may be instances where a specific risk assessment needs to be carried out with regards to an individual, to ensure their safety and wellbeing
- Please refer to the Data Protection Policy for information on consent, including regarding photographs, internet use and Social Media.
- If you have any questions about our policies and procedures please contact our child and vulnerable person protection representative (the Project Manager) on tel: 0300 365 1123

Role of the Child Protection Representatives

The named staff Child and Vulnerable Person Protection Representative for Norwich Foodbank is: **Project Manager**

The deputy CVPPR is **Volunteers and Campaigns Coordinator** and **Trustee**

They are responsible for:

- Ensuring the policy is being put into practice.
- Being the first point of contact for protection issues.
- Keeping a record of any concern expressed about protection issues.
- Where necessary, taking further steps, such as referring concerns to other agencies.
- Bringing any protection concerns to the notice of the Trustees.
- Ensuring that paid staff and volunteers are given appropriate information, support and supervision on safeguarding children and young people.

Code of Conduct for Staff and Volunteers

Norwich Foodbank staff and volunteers should organise all their activities to reduce to a minimum those situations within which it may be possible for children and young people to be abused. Staff and volunteers are required to abide by this Code of Practice to safeguard children, young people and vulnerable adults.

- DO treat all children and young people with the respect they deserve.
- DO make sure any suspicions or allegations are recorded and reported to the Child Protection Representative.
- DO NOT get personally involved. The Local Authority and Police must lead any investigation into allegations regarding safeguarding.

Physical Contact; DO NOT:

- Subject children and young people to constant criticism/bullying
- engage in rough physical games or horse play.
- Touch a children and young people in an intrusive or sexual manner.
- Make sexually suggestive comments, even in jest.
- Do things of a personal nature that children and young people can do for themselves.
- Restrain a child or young person using physical force.

ADDITIONALLY:

- You should plan never to be alone in a building, car or a closed room with a child or young person.
- In exceptional circumstances where a member of staff/volunteer may be alone with a child or young person for a short period, they should ensure that other staff or volunteers are aware of the situation and that they support this action and that it takes place in clear view of the rest of the group e.g. designated office or room with a clear glass window. The door must always be left open.

Outside contact for advice and information:

Local Safeguarding Children Partnership	01603 233409
NSPCC	0808 800 5000
Police Service	101 / 999
Children's Advice and Duty Service	0344 800 8020
thirtyone:eight (Trussell Trust contracted safeguarding advice)	0303 003 1111

What is Abuse?

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to the person whom they are looking after. Physical abuse, as well as being the result of an act of commission can also be caused through omission or the failure to act to protect.

Signs of physical abuse *may include:* Unexplained or hidden injuries, lack of medical attention, finger marks, broken bones or fear of certain people.

Emotional Abuse

Emotional Abuse is persistent emotional ill treatment to cause severe and persistent adverse effects on the person's emotional development. It may involve making a vulnerable person feel or believe that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may involve causing children and young people to frequently feel frightened, in danger or exploited. Some level of emotional abuse is involved in all types of ill treatment though it may occur alone.

Signs of emotional abuse *may include:* Reverting to younger behaviour, nervousness, sudden underachievement, attention-seeking, running away from home, stealing, lying, fear of certain people, mood swings or an increase in difficult behaviours.

Sexual Abuse

Sexual abuse involves forcing or enticing children and young people to take part in sexual activities, whether or not they are aware of, or consent to, what is happening. The activities may involve physical contact, including penetrative acts or non-penetrative acts such as fondling.

Sexual abuse may also include non-contact activities, such as looking at or in the production of, pornographic material or watching sexual activities, or encouragement to behave in sexually inappropriate ways.

Male or females can be sexually abused, by adults and by other young people. This includes people from all different walks of life.

Signs of sexual abuse *may include:* Pre-occupation with sexual matters evident in words, play, drawings, being sexually provocative with adults, stomach pains with no apparent cause, difficulty or pain going to the toilet or unexplained gifts or money.

Neglect

Neglect is the persistent failure to meet basic physical and psychological needs, likely to result in the serious impairment of health or development. It may involve a parent or carer failing to provide adequate food, shelter or clothing, failing to protect from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of basic emotional needs.

Signs of neglect *may include:* Looking ill-cared for and unhappy, being withdrawn or aggressive, lingering injuries or health problems.

Bullying

Whilst not generally specified as a form of abuse in its own right, bullying may include a number of elements of different kinds of abuse in its execution.

Bullying is not always easy to define; it can take many forms and is usually repeated over a period of time. The three types are:

- physical (e.g., hitting, kicking, theft),
- verbal (e.g., racism or homophobic remarks, threats, name calling) and
- emotional (e.g., isolating an individual from activities).

Bullying *will include:*

- Deliberate hostility and aggression towards a victim
- A victim who is weaker and less powerful than the bully or bullies
- An outcome which is always painful and distressing for the victim.

Bullying *may include:*

- Other forms of violence
- Sarcasm, spreading rumours, persistent teasing.
- Tormenting, ridiculing, humiliation.
- Racial taunts, graffiti, gestures.
- Unwanted physical contact or abusive or offensive comments of a sexual nature.

Emotional and verbal bullying is more common than physical violence, it can also be difficult to cope with or prove.

Bullying can result in a vulnerable person becoming isolated. These particular people could then become an easy target for adult abusers. Concerns about bullying should be dealt with in the same way as concerns about child abuse.

What to do if a child discloses to you:

Receive

- Listen
- If you are shocked by what they are saying, try not to show it.
- Take what they say seriously.
- Accept what they say.
- DO NOT ask for (other) information.

Reassure

- Stay calm and reassure them that they have done the right thing in talking to you.
- Be honest with the child so do not make promises you can't keep.
- Do not promise confidentiality – you have a duty to refer the person at risk.
- Acknowledge how hard it must have been for them to tell you what happened.

React

- React only as far as is necessary for you to establish whether or not you need to refer this matter, but do not interrogate them for details.
- Do not ask leading questions.
- Explain what you have to do next and to whom you have to talk.
- Explain and, if possible, seek agreement that you will have to discuss the situation with someone else and will do so on a 'need to know' basis.

Record

- Make some brief notes at the time and write them up more fully as soon as possible – use the Record of Concerns Template attached
- Take care to record timing, setting and personnel as well as what was said
- Be objective in your recording – include statements and observable things rather than your interpretations or assumptions.

Act Now

- Discuss the matter with the Child and Vulnerable Person Protection representative immediately.

The recruitment and selection of staff and volunteers:

Norwich Foodbank adheres to the **Recruitment Policy** which may be found within the Staff Handbook. The purpose of this policy is to ensure that selection and recruitment of staff and volunteers is fair and equitable. It also ensures that proper background checks are undertaken on potential recruits to the food bank.

The induction of staff and volunteers:

All new staff and volunteers undergo an induction process according to the area of the Norwich Foodbank's operation they will be working in. Further induction is undertaken with staff or volunteers who move to a different area.

All staff are given a copy of the Staff Handbook which contains a copy of this policy.

All volunteers are given a copy of the **Volunteering Policy** which directs them to the Staff Handbook.

Safeguarding training

Paid Norwich Foodbank staff all undertake Basic Child and Adult safeguarding training. The safeguarding officers complete Safeguarding Lead Training. Safeguarding forms part of the induction training for volunteers who work in Distribution Centres and they are required to sign the policy to signify that they have read and understood it.

'What to do if you're worried a child is being abused" (HM Gov. 2015)

This policy has been written in line with the above report which may be downloaded at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf

Referring a concern to the Children's Advice and Duty Service

You should, in the first instance, refer to the guidance to be found on the Norfolk Safeguarding Children Partnership website at:

<https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/>

This gives clear instructions concerning the information you will be required to provide and also links to the FAQ, CADS referral flowchart and Local Authority Designated Officer.

The CADS flowchart may be found at Appendix 2 of this policy.

Your attention is also drawn to the NSCP 'Resolving Professional Disagreements Policy' which may be found at:

<https://www.norfolkscb.org/about/policies-procedures/10-2-resolving-professional-disagreements/>

Whilst primarily intended for those who work directly with children, it is also relevant to those who come into contact with children occasionally as staff and volunteers do at the Norwich Foodbank.

Action to be taken should an allegation be made against an adult employed by, or volunteering at, Norwich Foodbank.

Should an allegation be made regarding a paid member of staff at Norwich Foodbank, the member of staff in question will be immediately suspended on full pay whilst a full investigation is undertaken.

Should an allegation be made against a volunteer, he or she will be required not to attend Norwich Foodbank in any capacity until a full investigation has been completed.

If necessary the matter will be referred to the police or to the Children's Advice and Duty Service.

Record Keeping

Confidentiality, information and data sharing

Norwich Foodbank has a Data Protection and Confidentiality Policy which all members of staff are required to both read and sign at the commencement of their induction process.

Appendix 1

Record of Concerns Template

- 1 Name of Child
- 2 Address
- 3 Telephone
- 4 Parent/Carer details
- 5 What is said to have happened or what was seen
- 6 When and where did it occur
- 7 Who else, if anyone, was involved and how?
- 8 What was said by those involved – questions, answers etc.?
- 9 Where there any obvious signs e.g. bruising, bleeding, changed behaviour?
- 10 Was the child able to say what happened, if so, how did they describe it?
- 11 Who has been told about it and when?
- 12 Do the parents/carers/caseworker know?

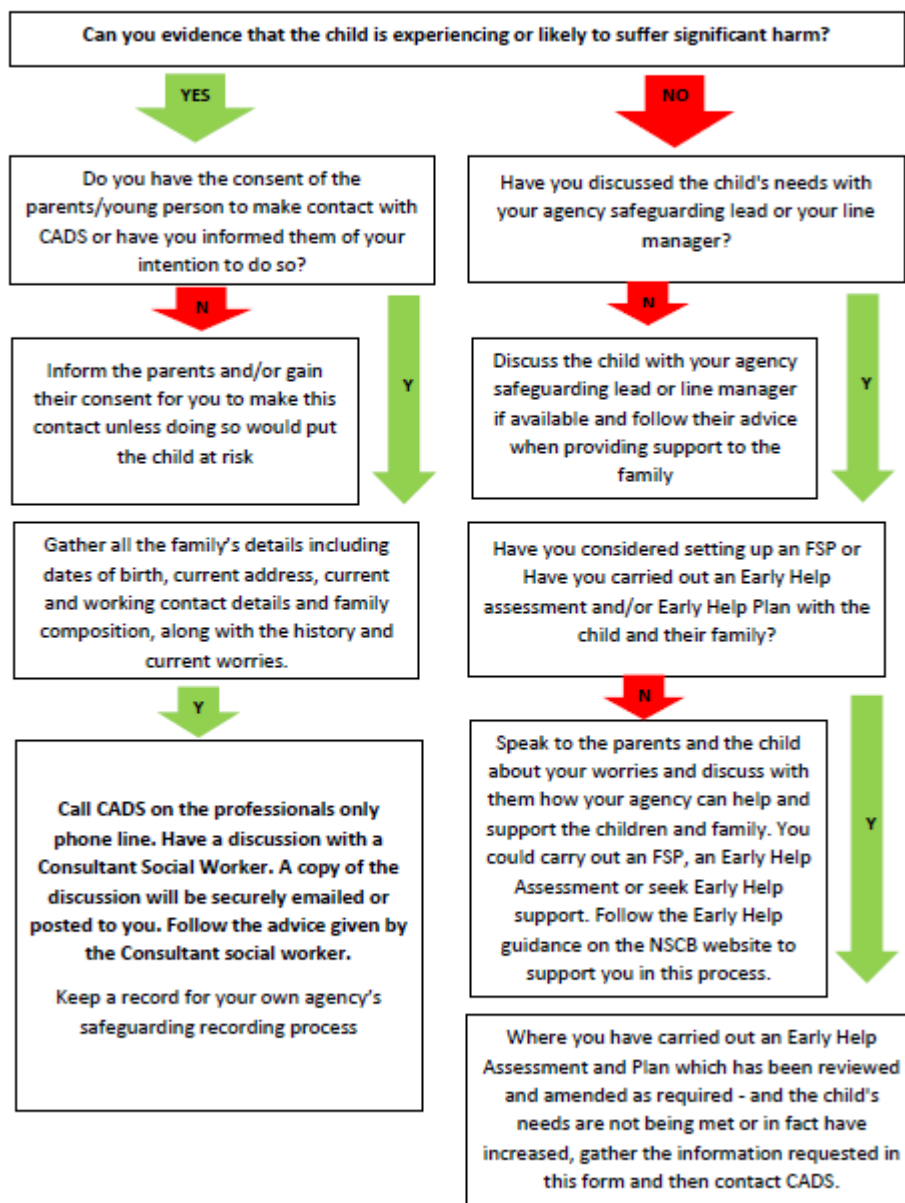
Signature: _____

Date: _____

Appendix 2

Children's Advice and Duty Service- CADS

Before contacting CADS, please answer the following questions and follow the advice provided:



PROFESSIONAL USE ONLY – CALL CADS ON 0344 800 8021