

The Farm Community Kitchen CIC Safeguarding Adults and Children Policy and Procedure

Date of last review: September 2022

Agreed by CIC board: December 2020 Initial Copy

Frequency of review: Every 6 months

Date of next review: March 2023

Designated safeguarding officer: Carol Crowe: 07402812112

The Farm Community Kitchen CIC exists to support and empower vulnerable members of our community, so effective safeguarding is especially important. Our colleagues and volunteers work with vulnerable adults and children in the community who may be disproportionately at risk of harm from themselves and others. We also welcome volunteers from all parts of the community and so we must be alert to the same safeguarding issues for our volunteers as for our service users.

Introduction

Who is this policy for?

This policy applies to anyone working or volunteering with or on behalf of The Farm Community Kitchen CIC, or involved in activities and events organised by The Farm Community Kitchen CIC.

What is this policy for?

The purpose of this policy is to:

- Provide a clear understanding of what puts the adults and children we work with at risk of harm
- Outline impacts on their welfare and wellbeing
- Present The Farm Community Kitchen CIC's safeguarding structures and processes to mitigate risk and respond to safeguarding issues

Where is this policy available?

This policy is available on The Farm Community Kitchen CIC website

1. Safeguarding children and vulnerable adults from impacts on their welfare and wellbeing

Safeguarding children and vulnerable adults is everybody's responsibility and The Farm Community Kitchen CIC acknowledges this is a primary concern in the work we do. All individuals have a right to be safeguarded from abuse, and it is everyone's responsibility to report concerns about abuse. By the nature of the organisation, we

expect to work alongside and provide support to children and vulnerable adults in our local community.

This policy is informed by the following documents:

[London Multi-Agency Adult Safeguarding Policy & Procedures](#)

[Working Together to Safeguard Children \(2018\)](#)

2. What puts children and vulnerable adults at risk of harm?

Some of the children and adults we work with or provide support to may not be able to take care of themselves very well or protect themselves from abuse or exploitation. This includes:

- People with mental ill health
- People with learning disabilities or physical disabilities
- People who, because of illness or age, depend on others for care
- People with dementia
- People with long term health needs
- People who misuse drugs or alcohol
- People who are otherwise vulnerable e.g. due to being isolated in the community

Abuse can take many forms. Abuse can happen anywhere and at any time and can be committed by anyone. It includes:

- **Physical abuse** – being hit, slapped, punched or kicked on purpose
- **Sexual abuse** – being involved in sexual activity that is not wanted or not understood
- **Emotional abuse** – being humiliated, threatened, bullied, controlled, isolated, intimidated, verbally abused or prevented from receiving support from services
- **Neglect** – not being provided with or given access to necessary food, clothing, attention or care, preventing access to health, social care services or education or misusing medication
- **Discrimination** – being treated unfairly because of the Protected Characteristics under the UK Equality Act 2010: [age](#), [disability](#), [gender reassignment](#), [marriage and civil partnership](#), [pregnancy and maternity](#), [race](#), [religion or belief](#), [sex](#), [sexual orientation](#)
- **Financial abuse** – theft or misuse of money, property or personal possessions, pressure in connection with property, inheritance or wills or in entering financial agreements

Aspects of the work with The Farm that raise safeguarding issues

Our risk assessment has identified the following potential safeguarding issues that might occur with the tasks that our staff or volunteers are asked to undertake:

- The possible emotional impact of working with vulnerable service users
- The external impact out staff and volunteers may be under in other aspects of their lives, especially in relation to COVID-19
- The possible impacts of multiple volunteers who are young or from vulnerable backgrounds working together
- Assessing whether certain tasks or working hours are appropriate for young volunteers

3. The Farm Community Kitchen will seek to keep the children and vulnerable adults we work with safe by:

- Appoint a CIC board member as Designated Safeguarding Officer
- Providing effective management of staff and volunteers through support and training
- Ensuring staff and volunteers are aware of the procedures (see further in this document) should there be a safeguarding concern about any adult or child The Farm Community Kitchen works with or supports
- Carrying out DBS checks of all relevant staff and volunteers
- Ensuring we have an effective complaints procedure in place and use our procedures to manage any allegations against staff and volunteers appropriately
- Ensuring that we provide a safe physical environment for our staff and volunteers by applying health and safety measures in accordance with the law and regulatory guidance (including at the time of writing the current government guidance on COVID-19)
- Providing additional training and support for volunteers aged between 16 and 18, including requesting parental/guardian consent where appropriate
- Not taking on any volunteers under the age of 16
- Ensuring that we provide a safe emotional environment for our staff and volunteers by protecting them from abuse or neglect in their role
- Leading by examples and fostering an open and welcoming atmosphere at all times
- Taking a zero-tolerance approach to any form of discrimination or abuse, whether face-to-face or online
- Zero tolerance to drug or alcohol misuse while on shift
- Working in partnership with statutory organisations (e.g. the Local Authority; NHS and Police) and third sector organisations to ensure safeguarding concerns are responded to and escalated appropriately
- Recording and storing information professionally and securely, in line with GDPR

Safeguarding procedure

1. Volunteer or staff member has a concern about a vulnerable adult or child - whether staff, volunteer or service user

In some instances, there may already be an agreed policy to address concerns e.g. if someone using the meal delivery service does not answer their door. Volunteers will have specific training relevant to their role to respond to such situations.

2. Volunteer to report concern immediately to Designated Safeguarding Officer (DSO) Caz or other director (Madeleine or Val) if Caz is not available. Volunteers/staff members should not seek to address the safeguarding issue or initiate safeguarding conversations with the vulnerable person directly

Volunteer or staff member to report any concern no matter whether they are sure of an issue. All concerns will be taken seriously and dealt with accordingly. There may be circumstances where it is appropriate for a volunteer or staff member to seek immediate help e.g. by contacting emergency services. Any such incidents must be reported to the designated safeguarding lead as soon as reasonably possible.

3. DSO to discuss concern with directors and agree appropriate course of action. Decision to be recorded by DSO.

This may include making a referral to a statutory or non-statutory service. In these circumstances, the person being referred should be informed PRIOR to referral and included in the decision-making process unless doing so could place them in danger.

SIGNPOSTING IN WALTHAM FOREST

Adult social care in WF and neighbouring boroughs

Waltham Forest	020 8496 3000 at any time wfdirect@walthamforest.gov.uk
Newham	0203 373 0440 Accessto.AdultsSocialCareTeam@newham.gov.uk
Redbridge	020 8708 7333 (Monday to Friday 9.00am to 5.00pm)

Children's social care in WF and neighbouring boroughs

Waltham Forest	020 8496 2310 MASHrequests@walthamforest.gov.uk
Newham	020 3373 4600 during office hours (Monday to Thursday, 9am to 5.15pm or Friday 9am to 5.00pm) 020 8430 2000 at any other time
Redbridge	020 8708 3885 cpat.referrals@redbridge.gov.uk

Emergency financial support

Local welfare assistance via WF council	https://www.walthamforest.gov.uk/content/local-welfare-assistance-lwa
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Domestic abuse

Waltham Forest Solace Women's Aid <i>The following council drop in services are still operating during COVID:</i> Chingford Children and Family Centre Hub 5 Oaks Grove, Chingford, E4 6EY Telephone: 020 8496 1551 Fridays 2pm to 5pm	07340 683382 More information on council website
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<p>Leyton Children and Family Centre Hub 215 Queens Road, Leyton, E17 8PJ Telephone: 020 8496 2442 Every Monday, Tuesday and Wednesday 10am to 4pm</p> <p>Walthamstow Children and Family Centre Hub 313 Billet Road, Walthamstow, E17 5PX Telephone: 020 8496 3511 Thursdays 10am to 4pm</p>	
<p>Ashiana Network</p> <p><i>South Asian, Turkish and Iranian women</i></p>	020 8539 0427
<p>Haven the Survivors of Abuse Network</p> <p><i>historic and current sexual abuse</i></p>	020 8520 0755
<p>Kiran Project</p> <p><i>women and children from BAMER communities</i></p>	020 8558 1986
<p>Stay Safe East</p> <p><i>Disabled people service</i></p>	020 8519 7241 text phone 07587 134 122
<p>IMECE</p> <p><i>Turkish, Kurdish and Turkish Cypriot women</i></p>	020 7354 1359
<p>Rise Mutual</p>	07535 651784

Mental Health

<p>Waltham Forest Access and Assessment and Brief Intervention Service</p> <p><i>Accept self-referrals and referrals from friends, family and carers</i></p>	<p>Waltham Forest Access and Assessment and Brief Intervention Service Wood House Thorpe Coombe Hospital 714 Forest Road Walthamstow E17 3HP</p>
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	<p>Telephone: 0300 555 1242 Email: WFAA.Team@nhs.net</p> <p>Opening times: 9am - 8pm, Monday to Friday and Saturdays 9am- 1pm.</p>
<p>NELFT Mental Health Direct (helpline)</p> <p><i>Telephone helpline service available 24 hours a day, every day of the year. We can arrange for you to speak with a mental health professional. We can also advise you about what service to contact to get the support you need.</i></p>	0300 555 1000
<p>IAPT (Improving Access to Psychological Therapies)</p> <p><i>Can self refer for access to talking therapies in Waltham Forest</i></p>	0300 555 1271

Substance misuse

<p>CGL Waltham Forest (Change Grow Live)</p> <p><i>Offering telephone support only – possible to self-refer</i></p>	0203 826 9600 or email cgl.walthamforest@cgl.org.uk
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Housing and Homelessness

<p>Waltham Forest Council</p>	020 8496 3000 or Housing.advice@walthamforest.gov.uk
<p>New Leaf</p> <p><i>Run by council – can help mediate between landlords and tenants to prevent homelessness</i></p>	Baljit Sheemar, Homelessness Prevention and Support Team Leader. Email: Baljit.Sheemar@elhpa.org.uk Phone: 07973 968179
<p>Shelter</p> <p><i>Urgent advice for those at risk of homelessness</i></p>	0808 800 4444 8am - 8pm on weekdays 9am - 5pm on weekends
<p>Streetlink</p> <p><i>Refer a rough sleeper for support</i></p>	You will need to register online before you can refer someone. If the rough sleeper is in immediate danger or appears to be under 18 call 999.