



Bridging the Gap (Manchester)

Safeguarding Policy & Procedure

Registered Charity Number: 1170952

This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates. This will ensure that this document is current and fit for purpose.

Date last reviewed: 20/06/2025

Interim Review: 12/08/2025

Reviewed by: Michelle McHale

Next review date: 20/06/2026

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1. 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.

Bridging the Gap (BTG) believes that everyone it comes into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation.

BTG will not tolerate any forms of abuse or exploitation by staff, volunteers or the wider community.

BTG is committed to addressing safeguarding throughout its work, through the three pillars of: -

- prevention
- reporting
- response

Furthermore, BTG follows the six principles of safeguarding as defined by the Care Act 2014,

1. **Empowerment** - people being supported and encouraged to make their own decisions and informed consent
2. **Prevention** - it is better to take action before harm occurs.
3. **Proportionality** - the least intrusive response appropriate to the risk presented.
4. **Protection** - support and representation for those in greatest need.
5. **Partnership** - local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
6. **Accountability** - accountability and transparency in safeguarding practice.

2. Aims of the Policy

This policy, taken together with Manchester and Trafford 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 BTG to contribute to the prevention of the abuse and neglect, and
- A clear framework for action including information sharing when abuse is suspected.

3. Policy Equalities Statement

BTG 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. Scope and Definitions of the Policy

4.1 Whose business is Safeguarding?

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

4.2 Scope of Policy

The policy applies to activities delivered by BTG. Where BTG 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.

4.3 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 & promoting the welfare of children & 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

4.4 Implementation

BTG 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.

5. Legal Framework

BTG 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.

6. 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 including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions, administering or allowing access to drugs or alcohol or fabricating symptoms of, or inducing illness,
- **Domestic abuse** – including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence.
- **Sexual abuse** – involves forcing or enticing an individual to participate in any form of sexual activity, whether or not s/he is aware of what is happening; behaving, or inducing an individual 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 individual 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 an individual such as to cause severe and enduring effects on 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 an individual's emerging faith and spirituality. The fact that the damage is caused 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 individual's financial affairs or arrangements, including in connection with wills, property, possessions or benefits.

- **Modern slavery** – encompasses slavery, human trafficking, and 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** - involves the persistent failure to meet 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** - 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** – 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 and 5

Note – Abuse can be carried out by children and BTG 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.

7. Prevention

7.1 Trustee Responsibilities:

- to ensure all staff have access to, are familiar with, and know their responsibilities within this policy
- to design and undertake all its programmes and activities in a way that protects people from any risk of harm that may arise from their coming into contact with BTG. This includes the way in which information about individuals is gathered and communicated
- to implement stringent safeguarding procedures when recruiting, managing and deploying staff and associated personnel
- to ensure staff receive training on safeguarding at a level commensurate with their role in the organisation
- to follow up on reports of safeguarding concerns promptly and according to due process.

7.2. Staff and Volunteers Responsibilities:

Staff and volunteers must not: -

- engage in sexual activity with anyone under the age of 18
- sexually abuse or exploit children
- subject a child to physical, emotional or psychological abuse, or neglect
- engage in any commercially exploitative activities with children including child labour or trafficking
- sexually abuse or exploit at risk adults
- subject an 'at risk' adult to physical, emotional or psychological abuse, or neglect
- exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance
- engage in any sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics

Additionally, staff and Volunteers are obliged to: -

- contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of BTG's Safeguarding Policy
- report any concerns or suspicions regarding safeguarding violations by a staff member or associated personnel to the appropriate safeguarding lead.

8. Information Sharing and Consent

BTG 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. BTG will share safeguarding information with the right people at the right time to:

- prevent death or serious harm
- co-ordinate effective and efficient responses
- enable early interventions to prevent the escalation of risk
- 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 families, children and vulnerable adults access the right kind of support to reduce risk and promote wellbeing
- 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:

Exceptions to not obtaining consent include: -

- where obtaining consent would put the child, vulnerable adult, or BTG's volunteers/staff at further risk of significant harm.
- where a vulnerable adult is assessed as not having the 'mental capacity' to make this decision, in this case appropriate representatives/advocates should be consulted, however the final decision will be made by the BTG Safeguarding Officer.
- where a crime has taken place and there is an overriding public duty for the police to investigate.
- where other adults at risk and/or children may be at risk of harm from the person/group/agency suspected of causing abuse.

To share information without consent or not?

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 offense has occurred
- 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 or other support they can access. They will also be made aware of the fact that they can change their minds at any point.

Decisions about sharing information (or not) will be clearly recorded on the 'Safeguarding Incident' form, with reasons stated.

All information and concerns should be raised with the Designated Safeguarding Lead, their deputy, or if they are not available the Trustee responsible for safeguarding 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. Enabling Reports

BTG will ensure that safe, appropriate and accessible means of reporting safeguarding concerns are made available to staff and the communities it works with.

Staff and volunteers are encouraged to take action when suspicious that abuse is occurring at work – no matter what the setting, who the perpetrator is or who the victim is. BTG will respect and not penalise those who stand up for anyone who is suspected of being abused. For further details please **see BTG's Whistle-Blowing Policy**. Staff who report abuse are protected by the Public Interest Disclosure Act 1998.

BTG will also accept complaints from external sources such as members of the public, partners and official bodies.

10. 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 BTG 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 report the incident to the charities regulator as a Serious Incident Report.

11. Procedure if a Member of Staff or a Volunteer has a Safeguarding Concern

This section must be read 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 Trustee responsible for safeguarding. If the subject of concern is a member of staff or volunteer see BTG's Whistle Blowing Policy (Appendix 4). The Whistle Blowing Policy should be used when a member of 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, and the Safeguarding Officer informed as soon as possible.

11.1 How to Report a Concern

Any concerns should be reported immediately to the Designated Safeguarding Officer, their deputy or, in their absence, the Trustee responsible for safeguarding who will decide the correct action to take. This may include seeking advice and guidance from the Thirtyone:eight safeguarding helpline who can advise on the appropriate next steps including whether to refer to any statutory services.

A 'Safeguarding Concern Report' form must be completed by the Safeguarding Officer in charge using information given by the person reporting the concern.

Information recorded on the form must: -

- a) Be accurate
- b) Wherever possible include the actual words said by the child or vulnerable adult rather than an interpretation of what was said
- c) Specific facts relating to the named people, 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) Information may also need to be reported under BTG's 'Health and Safety Policy and Procedures'.

Where necessary the Safeguarding Officer will report the concern to Statutory Childrens'/Adults' Social Care Services, providing a copy of BTG's 'Safeguarding Concern' form where requested and, where appropriate, a chronology of events.

If a criminal offence has been committed the Project Manager or BTG's Safeguarding Officer will call the police and any other linked agencies as necessary.

The Local Authority Children's or Adults' Services may then take the lead on any investigation and inform other agencies, where appropriate.

The Safeguarding Officer will provide any further information to Statutory Services, as required.

Completed 'Safeguarding Concern' forms will be stored within BTG's Google drive with restricted access in line with this policy and Data Protection Policy.

Where incidents that have resulted in (or risks) significant harm to clients that access BTG's services, the Board of Trustees may be required to report the incident to the Charity Commission as a 'Serious Incident Report' (cf. Sec 11).

BTG will follow-up all safeguarding reports and concerns according to policy and procedure, legal and statutory obligations, including contact with Greater Manchester Police.

BTG will apply appropriate disciplinary measures to staff found in breach of this policy.

In addition, BTG will offer signposting support to survivors of harm caused by staff or volunteers. Decisions regarding the type of support required will be led by the survivor.

11.2 Domestic violence

1. Where a person visiting our services 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 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

12. Monitoring

Information about safeguarding cases and how they were dealt with will be reviewed and reported on a regular basis 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/Childrens'/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 Commission under Serious Incident Reporting procedures

Reports to Trustees should focus on the issues and BTG'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.

12.1 Safeguarding and Monitoring with Partners

Where BTG works collaboratively with other partner agencies it is essential to ensure that there are clear working agreements between the parties with regards to discharging safeguarding duties.

BTG and partners must agree to: -

- cooperate in discharging duties with regards to safeguarding clients, volunteers and members of the public who access services delivered under partnership agreements
- provide access to their respective safeguarding policy and procedures.
- provide copies of risk assessment
- ensure safeguarding policies include named representatives to facilitate the sharing of relevant safeguarding information between the partners
- agree to adherence of safer recruitment procedures and any associated checks
- reporting concerns as they occur where there is a specific risk to either partner's employees, volunteers, clients, or service provision.
- ensure all safeguarding information is correctly and clearly recorded and a record of data shared between the parties is documented along with any actions taken
- share management information as part of regular reporting schedules. This should focus on the organisations response to any incidents, numbers reported to statutory agencies, lessons learned and any practice changes required
- meet at least quarterly between partners to discuss/ debrief and agree any future actions

13. Good Practice

13.1 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.
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. BTG 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 (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 checks will be renewed every three years.

13.2 Training

1. all staff and volunteers will familiarise themselves with all BTG's policies and procedures, including safeguarding, during induction.
2. all staff and volunteers will complete basic safeguarding training 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.

In addition, all staff and volunteers, including Trustees will be required to undertake refresher safeguarding training at least bi-annually (every two years).

13.3. Supporting Volunteers

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 BTG

1. where significant additional support needs are disclosed or identified the volunteer will be regarded as a supported volunteer.
2. where BTG 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.
3. supported volunteering placements will be subject to individual assessment to ensure appropriate management and support for specific additional support needs identified.
4. all supported volunteers will receive an individual support assessment which will be regularly reviewed with the volunteer coordinator or their supervisor.

5. BTG 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.
6. 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.
7. BTG will produce an easy-read safeguarding reporting procedure, which can be printed out and given to staff and volunteers.
8. safeguarding is discussed at regular team meetings and supervisors are encouraged to raise issues about their area of work and discuss them.
9. 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.
10. 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.

14. Management and Supervision

Unless expressly delegated to Project Managers or the Safeguarding Officer, 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.

14.1 BTG Safeguarding Personnel

NAME	ROLE	CONTACT DETAILS
Michelle McHale	Charity Safeguarding Lead (Chair of Trustees')	Mobile: 07598 634476 michellemchale@manchestersouthcentral.foodbank.org.uk
Heidi Exell	Designated Safeguarding Officer (Operational Project Manager)	0161 226 3413 / 07561 680009 projectmanager@manchestersouthcentral.foodbank.org.uk
Emily Jeremy	Deputy Safeguarding Officer (Assistant Project Manager)	0161 226 3413 / 07591 512590 Info@manchestersouthcentral.foodbank.org.uk

NOTE: Designated Safeguarding Leads are not be related to each other.

Designated Safeguarding Leads must hold a personal copy of this policy.

14.2 Partners Safeguarding Personnel

All partners are committed to ensuring appropriate communication of safeguarding concerns where it delivers any activities in partnership with another body. The safeguarding policies of both BTG and any partner organisations must be accessible and be regularly reviewed and accepted by both partners engaging in work of this nature. Details of the named person responsible for safeguarding for the partner organisations and date of last review of the partner organisation's safeguarding policy are detailed below:

Name of Partner Organisation	Details of Partner Safeguarding Personnell	Position within Partner Organisation	Date Partner Last Reviewed and Approved Policy
Ascension Church Hulme	Aidah Wampanoag 07956 915150	Parish Safeguarding Officer	
	Fr. Azariah France-Williams 07791 191100 Safeguarding@ascensionchurchhulme.co.uk	Rector	
	Abbey Clephane-Wilson 0161 828 1451/ 07436 589606	Diocesan Safeguarding Advisor	
Wesley Centre & Whalley Range Methodist Church	Paula Collins	Safeguarding lead for Manchester Methodist circuit	21st Sept 2025
St Bride's Church Old Trafford	Jenni Williams jenni@stbrides.uk or safeguarding@stbrides.uk	Parish Safeguarding officer	
	Abbey Clephane-Wilson 0161 828 1465 / 07384 460958 safeguarding@manchester.anglican.org	The Diocesan Safeguarding Adviser	
Manchester Mind	Clare Abbot 07395 886335 clare.abbott@manchestermind.org	Operations Director	September 2023
Citizen Advice Manchester	Safeguarding Lead Andy Brown andy.brown@citizensadvicemanchester.org.uk Deputy Safeguarding Leads(s):	Chief Executive Officer	Safeguarding Adults Policy - Reviewed January 2025 Safeguarding Children Policy -

	Dan Pye dan.pye@citizensadvicemanchester.org.uk Rachel Evans rachel.evans@citizensadvicemanchester.org.uk	Chief Operating Officer Director of Operations	Reviewed January 2024
Yes Energy Solutions	Duncan McCombie duncan.mccombie@yesenergysolutions.co.uk	CEO	January 2025
Martinscroft Nursery Hulme	Amy Davenport 0161 226 1266	Headteacher	September 2023
	Becky Smith R.smith@martinscroft.manchester.sch.uk 0161 226 1266	Head of Children's Centres	
Z-Arts Hulme Stretford Road	Saskia Metcalf (DSL) Saskia@z-arts.org	Designated Safeguarding Lead (DSL)	September 2023
	Liz O'Neill (DSO) Liz@z-arts.org	Deputy Safeguarding Officers (DSO)	
	Zoe Pickering (DSO) Zoe@z-arts.org		
	Tabitha Bowman (ASL) Tabitha@z-arts.org	Assistant Safeguarding Leads (ASL)	
	Gilly Balfour (ASL) gilly@z-arts.org		
Big Life Group	Keith Smith 07967 440991 Keith.smith@biglifegroup.com	Safeguarding Leads	September 2023
	Claire Hasbroom 07773 079564 Claire.hasbroom@biglifegroup.com		

For completion each time the policy is reviewed / edited:

Charity Safeguarding Lead	Michelle McHale
Monitoring of Procedures	Heidi Exell & Michelle McHale
Reporting to	Board of Trustees
Date of Last Review	20 June 2025

Interim Review	12 August 2025
Next Review Due	20 June 2026

This policy was approved by the Board of Trustees:

Name: Michelle McHale	Signed: 
Position: Chair of Trustees'	Date: 15 September 2025

Appendix 1: Key Contacts

If someone is injured or in imminent danger, call 999.

BTG contact details

NAME	ROLE	CONTACT DETAILS
Michelle McHale	Charity Safeguarding Lead (Chair of Trustees')	Mobile: 07598 634476 michellemchale@manchestersouthcentral.foodbank.org.uk
Heidi Exell	Designated Safeguarding Officer (Operational Project Manager)	0161 226 3413 / 07561 680009 projectmanager@manchestersouthcentral.foodbank.org.uk
Emily Jeremy	Deputy Safeguarding Officer (Assistant Project Manager)	0161 226 3413 / 07591 512590 Info@manchestersouthcentral.foodbank.org.uk
BTG Insurance Provider	ANSAR INSURANCE Agent: Access Insurance	Policy Number: ACY 2401017 Agent Contact details: 0208 651 7420

Local Authority Social Services

Local Authority	MANCHESTER
Manchester Contact Centre Open 24 hours - 7 days per week	Adult and Children Safeguarding Telephone: 0161 234 5001 Email: mcsreply@manchester.gov.uk
Local Authority	TRAFFORD (CHILDREN)
Trafford Children's First Response	Telephone: 0161 912 5125 (Office Hours)

<p>Mon - Fri 08:30 - 16:30 (office Hours)</p> <p>Emergency Duty Team (Out of Hours)</p> <p>Mon - Fri 15:30 - 08:30</p> <p>Sat - Sun 24 hours</p>	<p>Telephone: 0161 912 2020 (Out of Hours)</p> <p>Online Referral Form: https://trafford-framework.egovhub.net/TRAFFORDFIRSTRESPONSEREFERRALFORM/launch</p> <p>Additional Information: You must decide on the child/family's Level of Need and use the online referral process. Levels of Need are used to determine the kind of support a child or family requires. However, if it is your professional judgement that Trafford Children's First Response requires this information immediately you must call 0161 912 5125. After your discussion you will be advised to return to the website to complete the online form.</p>
	<p>TRAFFORD (ADULTS)</p>
<p>Adult Safeguarding Hub</p> <p>Open Mon - Fri 08:30 - 16:30</p> <p>Emergency Duty Team (out of Hours)</p> <p>Open Mon - Fri 16:30 - 08:30</p> <p>Sat - Sun 24 Hours</p>	<p>Adult Protection Line</p> <p>Telephone: 0161 912 5135 (Office Hours)</p> <p>Telephone: 0161 912 2020 (Out of Hours)</p> <p>Email: AdultSafeguardingHub@trafford.gov.uk</p> <p>Additional Information: Send your referrals or queries using the Trafford Adult Social Care online portal and they will get to the team who is best placed to help with your enquiry. The TSSP Adult Threshold guidance is available here. The safeguarding adult threshold tool has been developed to assist practitioners in assessing the seriousness and level of risk associated with safeguarding adults' concern. The aim is to ensure that everyone understands the threshold consideration. The tool is not intended to replace professional judgement.</p>

Additional Key Contacts:

- **Thirtyone:eight Advice line** – [Thirtyone:eight web page](#) Tel. 0303 003 11 11
- The Action Elder Abuse Confidential free-phone helpline - 0808 808 8141 - 9am-5pm
- NSPCC Child Protection Helpline - 0808 800 5000 help@nspcc.org
- ChildLine - 0800 1111
- National Domestic Violence Helpline – 0808 2000 247
- Samaritans – 116 123

If you think a crime has taken place contact:

- Greater Manchester Police - 0161 872 5050
- Anti-Terrorist Hotline - 0800 789 321

Care Quality Commission

Helpline Tel: 03000 616161

The Regulation and Quality Improvement Authority

Helpline Tel: 028 9536 1990

England and Wales - Disclosure and Barring Service

PO Box 181, Darlington, DL1 9FA

03000 200 190

customerservices@dbb.gov.uk

<https://www.gov.uk/find-out-dbb-check>

Appendix 2: Safeguarding Incident Report Form

(Confidential when complete)

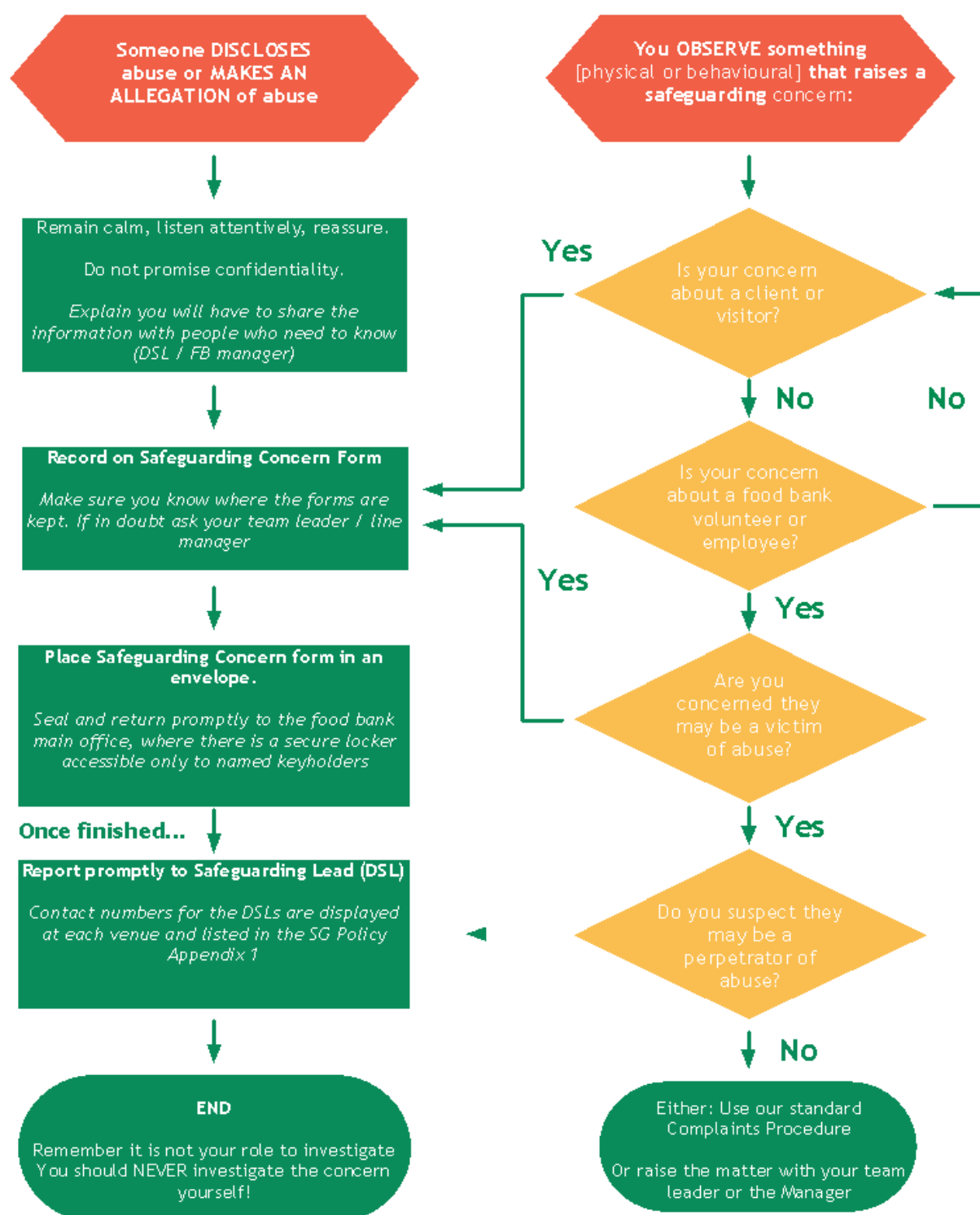
For Office Use	
Date and Time of Incident	DD/MM/YYYY 00:00
Name of Person Completing this form	Your name.
Passed to Designated Safeguarding Lead (SO)	Name of SO
Method of communication	Choose an item.
Received by Designated Safeguarding Lead	DD/MM/YYYY 00:00
About the Incident, Safeguarding Concern or Identified Risks	
<p>Individual(s) identified at risk <i>(select all that apply):</i></p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Person using the Foodbank <input type="checkbox"/> Foodbank Volunteer <input type="checkbox"/> Staff/ employee <input type="checkbox"/> Children/Young person </div> <div style="width: 50%;"> <input type="checkbox"/> Partner/spouse <input type="checkbox"/> Cohabiting individual <input type="checkbox"/> Friend/ neighbour <input type="checkbox"/> Other (If "other" please specify) </div> </div>	
<p>About the person(s) at risk</p> <p>Name: Forename & Surname Address: Date of birth: Gender:.</p>	
<p>Is the alleged perpetrator known to the person at risk:</p> <p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>What is their relationship to the person at risk:</p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Carer <input type="checkbox"/> Family member <input type="checkbox"/> Neighbour <input type="checkbox"/> Another vulnerable person </div> <div style="width: 50%;"> <input type="checkbox"/> Professional <input type="checkbox"/> Friend <input type="checkbox"/> Self <input type="checkbox"/> Other If "other" please specify. </div> </div>	
<p>Please provide a brief description of the allegation/concerns: 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 • 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 style="text-align: center;"> <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 style="text-align: center;"> <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 Safeguarding Confidential Drive and email Safeguarding Charity Lead to give notice of the documentation</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> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Self-neglect <input type="checkbox"/> Exploitation (including financial) <input type="checkbox"/> Domestic Violence <input type="checkbox"/> Modern Slavery <input type="checkbox"/> Sexual Abuse <input type="checkbox"/> Physical Abuse </div> <div style="width: 45%;"> <input type="checkbox"/> Emotional/ psychological Abuse <input type="checkbox"/> Discrimination <input type="checkbox"/> Neglect <input type="checkbox"/> Coercive controlling behaviour <input type="checkbox"/> Grooming </div> </div>	
<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 manage identified risks/ concerns:</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
<p>Has the incident/ concern been reported to statutory social care services:</p> <p style="text-align: center;"> <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>	<input type="checkbox"/> Police <input type="checkbox"/> Social Care <input type="checkbox"/> Original referral agency <input type="checkbox"/> 31:8 <input type="checkbox"/> Trussell Trust Area Manager <input type="checkbox"/> Other If other please specify:
<p>Safeguarding Incident Register updated for the charity Trustees/ Management Group:</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	

SAFEGUARDING ACTION LOG

DATE	NAME AND CONTACT DETAILS OF CONTACTED PERSONS	SUMMARY OF DISCUSSIONS AND OUTCOMES	NAME/ SIGNATURE

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: Safeguarding and 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 **Manchester or Trafford** 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/complaints-policy/>

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, 2018 and 2023

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

LST: Lead Safeguarding Trustee

Incident Date	Type of Concern	Onward Reporting Yes/No	Date of Onward Reporting	Outcomes	Date Reported to LST	Training Needs Identified	Report to Charity Commission?