



Melksham Food Bank and Lifeline CIO Safeguarding Policy

April 2026

Review Date: April 2027

Purpose and aim

Our objective is the prevention of relief of poverty in Melksham and the surrounding villages. In particular (but without limitation) by providing food and other items to individuals and families in need who would not otherwise afford them. We will also provide information, advice and support in other ways as the trustees shall, from time to time, see fit.

We are committed to achieve our aims by creating a welcoming environment, being nonjudgemental and treating with compassion all enquiries from, or on behalf of those who are financially desperate in Melksham and the surrounding villages.

To meet this commitment, we will promote a culture, where safeguarding responsibilities are a priority and a fundamental part of our operation.

- We promote an open, positive culture and will ensure all involved feel able to report concerns, confident that they will be heard and responded to (see complaints policy).
- Safely recruiting and supporting all those with any responsibility related to adults, young people and vulnerable adults.
- Providing them with the appropriate training and support
- Have a named charity and safeguarding officer to work with the trustees to implement the policy and procedures.
- Ensure that there is appropriate insurance cover for all activities relating to the Foodbank and Crisis Support
- There will be a flowchart prominently and permanently displayed with details of what to do and who to contact if safeguarding concerns arise.
- We will listen to and take seriously all those who disclose or report abuse.
- Offer support to victims/survivors of abuse regardless of the type of abuse, when or where it occurred
- Review the implementation of the safeguarding policy, procedures and practices annually.
- Each person who works withing the Foodbank and Lifeline Crisis will agree to abide by this policy and procedures.

Safeguarding Procedure

Reporting and recognising abuse

- It is the duty of each volunteer to be aware of, recognise and know how to respond to any of the forms of abuse.
- Abuse comes in many forms: Physical abuse, Emotional abuse, psychological abuse, Sexual abuse, financial abuse, Neglect, Domestic abuse, Sexual exploitation.
- Potentially anyone adult or child can be an abuser.

Guidelines for responding to a person disclosing abuse

Do

- Listen
- Take what is said seriously
- Only use open ended questions with words like who, what, when, where and how
- Remain calm
- Take into account the person's age and level of understanding
- Offer reassurance that disclosing is the right thing to do.
- Tell the adult what you are going to do next.
- Record as accurately as you can exactly what words were said, using the adult's own words and including the date, time and place of the disclosure.

Do Not

- Make promises you cannot keep (e.g. you won't tell anyone).
- Make assumptions or offer alternative explanations
- Investigate
- Contact the person about whom the allegations have been made
- Do a physical examination

Report

- If there is immediate danger to child/adult contact the police
- Otherwise report your concerns to the safeguarding lead
- Within 24 hours the safeguarding lead will report to statutory agencies if appropriate
- If there is any doubt, they should seek advice from children's/adult social care.
- Good record keeping is an important part of the safeguarding task.
- A file should be opened whenever a safeguarding concern or allegation occurs. The record should include key contact details, dates of when the information became known, nature of concerns and ongoing actions.
- All safeguarding files should be stored securely.
- Access to the files should be limited to the named safeguarding officer/trustee and Foodbank/Lifeline Crisis safeguarding lead.

The GDPR and Data Protection Act 2018 does not prevent or limit the sharing of information for the purpose of keeping young people, adults and vulnerable adults safe.

In the case of adult referrals to Adult Social Care and the police, where possible for persons over 18 should be done with their written consent if they have the mental capacity to do so.

Information can be shared legally without consent if to gain consent could possibly place someone at risk.

We have a clear system of referring and reporting to relevant agencies as soon as concerns are suspected or identified. All volunteers and staff will be instructed on the correct procedure of who to report to, how to record disclosures and have the confidence and skills to recognise and respond to abuse.

The organisation will fully co-operate with any statutory investigation into any suspected link with it.

The organisation will exercise proper care in the selection and appointment of those working with adults and vulnerable adults at risk, whether paid or voluntary.

The organisation will adopt a code of behaviour for all who are appointed to work with adults and vulnerable adults at risk so that all are shown the respect that is due to them.

The organisation has a complaints policy and procedure for those wishing to complain about the handling of safeguarding, or any other issues.

The organisation is committed to the prevention of bullying. We seek to ensure that the behaviour of any individuals who may pose a risk to children, young people and adults at risk in the operation of the community service is managed appropriately.

We will ensure that Health and Safety policy, procedures and Risk assessments are in place and these are reviewed annually.

Review the implementation of the safeguarding policy procedures and practices annually.

To be read alongside Complaints policy, Data Protection policy, Health and Safety policy

Safeguarding Contact Numbers

Safeguarding contact points within our Melksham Foodbank and Crisis Support

The organisation has access to services of the following individuals to form part of the Foodbank and Crisis Support Safeguarding Team:

Caroline Hancock, Designated Person for Safeguarding (DPS) (Melksham Baptist Church)

She will advise on any matters related to the safeguarding of children and adults at risk and take the appropriate action when abuse is disclosed, discovered or suspected.

Phone number: 01225 707319

Email address: carolinehancock@live.co.uk

Gwen McLean, Deputy Designated Person for Safeguarding (DDPS) (Melksham Anglican Team)

She will assist the Designated Person for Safeguarding (DPS) in helping Melksham Foodbank and Lifeline CIO on any matters related to the safeguarding of children and adults at risk and take the appropriate action when abuse is disclosed, discovered or suspected.

Phone number: 07825 108557

Email address: gamclean@hotmail.co.uk

Gwen McLean, Safeguarding Trustee

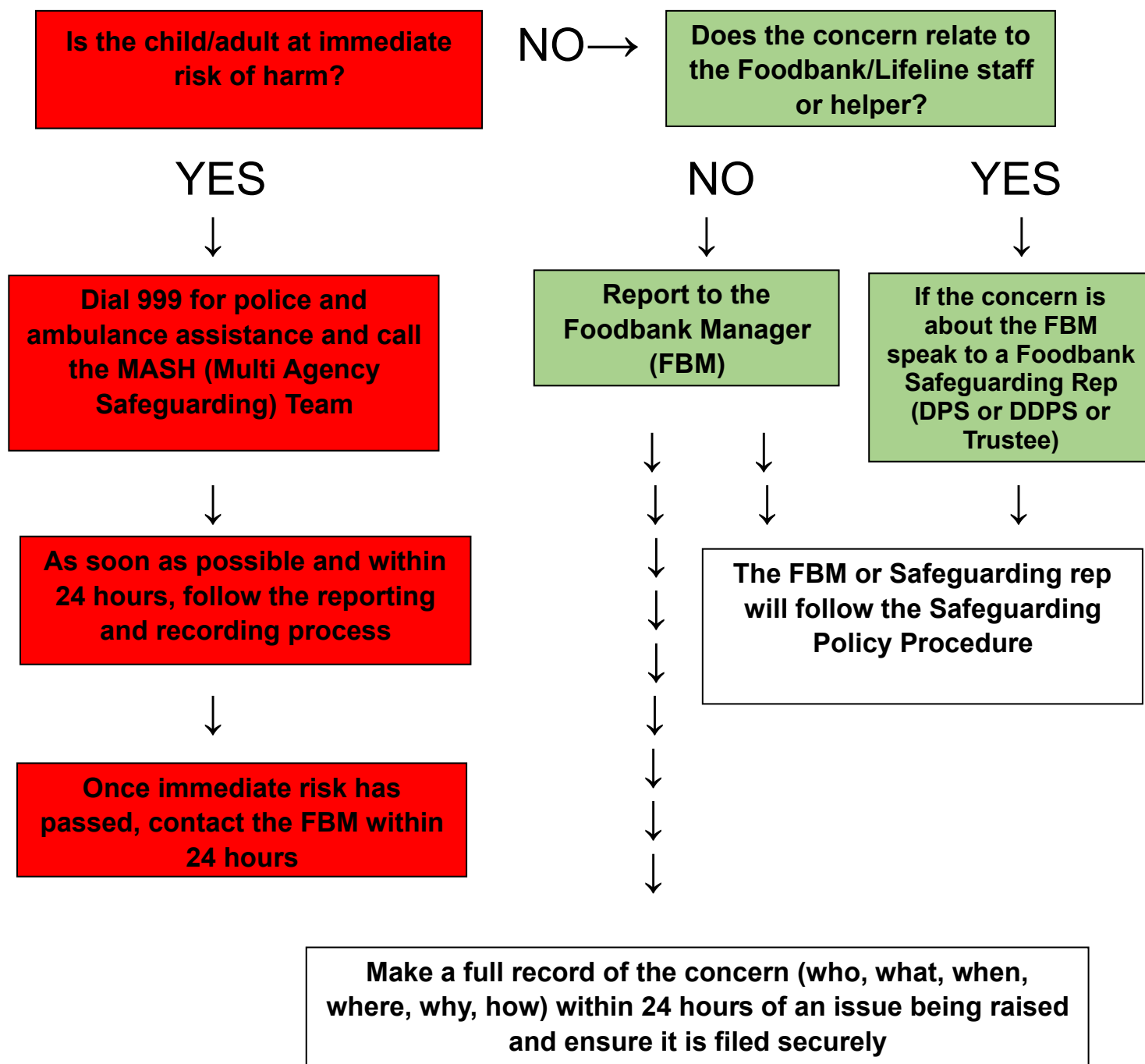
She will raise the profile of safeguarding within the Foodbank and Crisis Support Trustee Board and oversee and monitor the implementation of the safeguarding policy and procedures on behalf of the trustees.

Phone number: 07825 108557

Email address: gamclean@hotmail.co.uk

Melksham Foodbank/Lifeline: Responding to a Safeguarding Concern

Safeguarding Concern Identified



Contact details: Caroline Hancock, Designated Person for Safeguarding (DPS), Melksham Baptist Church 01225 707319

Gwen McLean, Safeguarding Trustee 07825 108557
Kay Perry, Melksham Foodbank Manager melkshamfoodbank@gmail.com