

Dated: 31st March 2025



SAFEGUARDING POLICY

ADULT SAFEGUARDING GUIDELINES

Adult Safeguarding Guidelines Abuse can take many forms and can take place anywhere. Newbury Soup Kitchen is committed to Safeguarding service users (clients), paid staff, volunteers and trustees and will embed this policy within its practice at all levels. The types of contact with vulnerable adults will be through the direct provision of services: employed, unpaid staff and trustees and indirectly through the ancillary roles: premises, CEO, Operations Manager, Outreach workers, and volunteers.

This policy seeks to ensure that Newbury Soup Kitchen undertakes its responsibilities regarding the protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisations expectations.

DEFINITION

Safeguarding vulnerable adults is defined in the care and support statutory guidance issued under the Care Act 2014* as:

- protecting the rights of adults to live in safety, free from abuse and neglect;
- people and organisations working together to prevent and stop both the risks and experience of abuse or neglect.
- people and organisations making sure that the adult's wellbeing is promoted including, where appropriate, taking fully into account their views, wishes, feelings and beliefs in deciding on any action;
- recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances and therefore potential risks to their safety or well-being

* Care Act – Statutory Guidance: <https://www.gov.uk/government/publications/care-act-statutory-guidance>

POLICY STATEMENT

Newbury Soup Kitchen herein referred to as “NSK”, delivers services in several supporting areas, some of which are of a sensitive nature. Our volunteers may on occasions handle, or be familiar with, information and data of a sensitive and legal nature, as well as engage with individuals who are potentially vulnerable. NSK acknowledges its duty of care and takes all reasonable steps to ensure the suitability of its volunteer members for such wide-ranging roles.

This policy sets out NSK's approach to safeguarding and promoting the welfare of vulnerable adults. It applies to all aspects of engagement, support work and practices – and applies to all volunteers, employees or other professionals engaged to provide services to Service User (client). Importantly, this policy intends to provide guidance and overarching principles to those who represent NSK.

Whilst not every Service User (Client) shares the same issues, by extension, our own approach and that of volunteers should be both positive and dynamic, based largely on the principles contained herein. This means that everything we do should be in the interests of those vulnerable adults considered to be service users (or Clients).

RECRUITMENT

Given the very nature of our services and our regular engagement with Clients regarding a wide-ranging number of issues, it remains of paramount importance to ensure volunteers are both suitable and appropriately experienced. Our screening and vetting process includes (but is not necessarily limited to):

- Interview with Meryl Prail our CEO and founder, Operations Manager or Trustee
- Verification of Personal Information provided by the applicant
- Assessment of Personal References by referees provided by the applicant
- Enhanced DBS (Disclosure & Barring Service) Check*
- Annual Review of Enhanced DBS Status

* Safeguarding of Vulnerable Groups Act 2006:

<https://www.legislation.gov.uk/ukpga/2006/47/contents>

Disclosure and Barring Service and Recruitment.

This organisation helps employers make safer recruitment decisions and prevents unsuitable people for working with vulnerable groups. In addition to checks on recruitment for roles involving contact with vulnerable adults existing staff whether paid or unpaid who transfer from a role that does not require a DBS check to one through NSK will be subject to a DBS check for vulnerable adults. No exception. It is important that potential volunteers understand the nature and scope of the work NSK carries out; how we engage with a variety of clients with a variety of different problems and issues – in short, we look for individuals who share the same ethos.

EXPECTATIONS OF VOLUNTEERS

Volunteers are not expected to be problem solvers on their own. Volunteers listen, learn, adapt and provide support as appropriate. This may include referring clients to departments within Local Authorities or it may mean liaising (with signed consent) with other charitable organisations. Sometimes we can provide a solution to a problem, sometimes we can't. Volunteers however should not burden themselves to the extent that they feel personally liable to assist, be that financially or otherwise. Newbury Soup Kitchen is designed to provide a support network and cannot become, what is in effect, the function of the local authority. Volunteers are expected to maintain some boundaries with clients, whilst doing their best to alleviate a situation or lend an ear when this is more appropriate. What is important is that everything we do should be in the interests of those vulnerable adults considered to be service users (or clients).

SAFEGUARD TRAINING

Not every volunteer performs the same function at NSK. We have those who lend themselves to the kitchen and food preparation, and we have those who may provide reference points to local housing authorities. Or they simply be a friendly face and willing to listen. The scope of services is wide ranging and so it is important that we do not approach safeguard training in a 'one size fits all' way. Clearly, there are important roles that require very specific training; first aid training, for example, food preparation (health and hygiene level 2) training. We require this as a matter of standard as a volunteer. Where training is required either by statutory obligation or by way of operational necessity, NSK will always ensure this is provided for and carried out as necessary. Where such a requirement is indeterminate, NSK will air on the side of caution and ensure such training is made available as necessary. By way of dynamic risk assessment, we look to ensure adequate training is available to all volunteers which is relevant to their engagement with NSK and its clients. We regularly run and seek attendance for ad-hoc training evenings, for example in the application of Naloxone hydrochloride injections. Other training sessions offered include (but is not limited to): suicide prevention, Safeguarding level 1-3, mental health awareness, anger management and more.

ACTING ON SAFEGUARDING CONCERNS

Without wishing to exaggerate or overestimate the dangers posed to vulnerable adults, there remain several key areas that are by their nature more profound or systematic, and so may present themselves more regularly. These may include:

- Drug and/or Alcohol abuse.
- Grooming and/or exploitation.
- Physical and/or emotional abuse and/or neglect.
- Domestic abuse.
- Bullying and/or intimidation.
- Victimisation.
- Self-harm and or neglect.
- Modern Day Slavery
- Crime

- Discriminatory Abuse

In the event that a volunteer finds themselves faced with the potential safeguarding issue, it is important to raise this with the Designated Safeguarding Lead (Steph Langley/Meryl Prail), CEO and Founder, our Operations Manager or Session Manager.

MANAGING BEHAVIOUR & DISCIPLINE

NSK intends that all services are provided in a safe, friendly, and welcoming environment. NSK will not tolerate any behaviour that may be considered anti-social, threatening or generally not conducive to the well being of volunteers, other service providers or other clients. NSK reserves the right to restrict access to its services based on an individuals' behaviour, by way of temporary or permanent exclusion. Where it is considered, a volunteer has overstepped a boundary or has themselves behaved inappropriately, NSK reserves the right to dismiss them from their involvement in the provision of services, effectively withdrawing any permission to represent the charity. NSK also extends this reservation to any failure in our screening and vetting process (with reference to the Safeguarding of Vulnerable Groups Act 2006).

NSK request that all political and faith led discussions are kept away from any NSK sessions or interaction. www.newburysoupkitchen.org.uk info@newburysoupkitchen.org.uk

Allegations Management Any volunteer is required to report any concerns in the first instance to the session leader or Designated Safeguarding Lead (DSL) Steph Langley/Meryl Prail at safeguarding@newburysoupkitchen.org.uk . A written record of the concern must be completed by the individual / DSL safeguarding manager and reported to the board of trustees Contact local authority for advice. - West Berkshire Council 01635 519056 - safeguardingadults@westberks.gov.uk

PROFESSIONAL BOUNDARIES

Professional boundaries are what define the limits of a relationship between a volunteer and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place. This guide is not exhaustive but identifies the general expectations of professional conduct. NSK expects staff to protect the professional integrity of themselves and the organisation.

Prohibited Conduct ▪ Giving and receiving gifts: NSK does not allow volunteers to give gifts to or receive gifts from clients. However, gifts may be provided by the organisation as part of a planned activity. ▪ Volunteer contact with user groups. Personal relationships between a volunteer and a Client or vulnerable adult who is being provided with support is prohibited.

This includes relationships through social networking sites. ▪ It is prohibited to enter into a personal relationship with an adult who has been provided with a service in the previous 12 months. ▪ Use of abusive language, Inappropriate behaviour / language ▪ Use of punishment or chastisement ▪ Passing on service users' personal contact details, providing personal contact details ▪ Taking family members to a Client's home or place or residence ▪ Selling to or buying items from a service user ▪ Accepting responsibility for any valuables on behalf of a Client ▪ Accepting money as a gift / borrowing money from or lending money to service users

Page 7 Newbury Soup Kitchen is a registered Charity No: 1179298 1 Hambridge Lane, Newbury RG14 5TU www.newburysoupkitchen.org.uk

info@newburysoupkitchen.org.uk ▪ Personal relationships with a third party related to or

known to service users ▪ Accepting gifts/ rewards or hospitality from organisation as an inducement for either doing/ not doing something in their official capacity ▪ Personal contact with clients Allegations Management Volunteers are required to report any concerns or allegations of misconduct in the first instance to Meryl Praill our CEO or DSL. A written record of the concern must be completed by the individual / session leader / DSL

safeguarding manager safeguarding@newburysoupkitchen.org.uk and reported to the board of trustees. Forms are available for this at all sessions. The Trustees will address any allegations in line with its Grievance Policy and manage the issue accordingly. If the allegation is of such a significant nature, you may wish to **contact our local authority for advice.**

- **West Berkshire Council 01635 519056**

- Safeguardingadults@westberks.gov.uk

Newbury Soup Kitchen Safeguarding: safeguarding@newburysoupkitchen.org.uk

LEARNING & IMPROVING NSK

is unique in that it can adapt and change to the requirements of the local community it seeks to help. This may be adapting to the weather with seasonal changes in attendances, or it

may be by a change in the volume of clients seeking its service for some other reason.

Whilst NSK will always seek to learn and improve, we will continue to review this policy on at least an annual basis, or in line with any legislative changes or significant operational developments moving forward. Key areas reviewed include:

Recruitment Practices, including DBS Status,

Reference Checks on Records made and kept of Sessions

- Training Matrix – register/ record of volunteer training
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place
- **Designated Safeguarding Lead: safeguarding@newburysoupkitchen.org.uk**

Information will be gathered, recorded, and stored in accordance with the following policies: Data Protection Policy, Confidentiality Policy and Electronic Communication Policy. Please refer to our GDPR Policy.

All volunteers and staff must be aware that they have a professional duty to share information with other agencies to safeguard children and vulnerable adults. However, information will be shared on a need-to-know basis only, as judged by the Senior manager. All volunteers and staff MUST be aware that they cannot promise service users (clients) or their families/carers that they will keep secrets. NSK will make clients and volunteers aware of the Safeguarding Policy through the following means: A poster displayed at our Operations Centre/sessions and on website www.newburysoupkitchen.org.uk

