Jesus Feeds CIO Safeguarding Adults at Risk Policy and Procedure

Jesus Feeds Mission is the working name of Jesus Feeds CIO.

Document Control

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1. Purpose of this Policy

Jesus Feeds CIO is committed to protecting the safety, dignity, wellbeing and rights of adults who might be at risk of abuse, neglect or exploitation and who come into contact with the charity.

This policy explains the arrangements that Jesus Feeds CIO has in place to prevent, recognise, respond to and report safeguarding concerns that involve adults.

Jesus Feeds CIO recognises that safeguarding is the responsibility of everyone involved in the organisation. Trustees, volunteers, staff and anyone representing Jesus Feeds CIO must act in a manner that promotes the safety and wellbeing of all people we serve.

This policy should be read together with Jesus Feeds CIO's relevant policies, such as the Complaints Policy, Whistleblowing Policy, Confidentiality Policy, Data Protection Policy and Safer Recruitment Policy.

2. About Jesus Feeds CIO

Jesus Feeds CIO is a Christian charitable organisation founded in the United Kingdom in June 2026 with a mission to serve communities through the provision of free healthy meals, compassion and practical support. Jesus Feeds Mission is the working name of Jesus Feeds CIO.

The charity exists to demonstrate the love of Christ by meeting practical needs, building relationships and bringing hope to individuals and communities experiencing hardship.

Through food outreach, community support and volunteer service, Jesus Feeds CIO seeks to reflect the example of Jesus by serving others with love, humility and compassion.

Jesus Feeds CIO welcomes and serves everyone regardless of race, religion, nationality, background or personal circumstances, treating every person with dignity, kindness and respect.

3. Our Safeguarding Commitment

Jesus Feeds CIO is committed to:

- keeping people safe from abuse, neglect, exploitation and unnecessary harm;
- treating everyone with respect, kindness, care and fairness;
- building a place where people feel comfortable to speak up when something's wrong;
- taking concerns about safety very seriously and acting quickly;
- making sure that everyone who is part of Jesus Feeds CIO, including trustees, volunteers and others, understands their role in safeguarding;
- taking reasonable steps to prevent safeguarding concerns from arising;
- working with appropriate statutory and professional agencies when necessary;
- respecting the wishes, feelings, beliefs, privacy and choices of adults wherever possible;
- maintaining appropriate professional boundaries;
- ensuring safeguarding arrangements are reviewed regularly; and
- learning from safeguarding concerns, incidents and near misses.

The Trustees are in charge of safeguarding at Jesus Feeds CIO even when specific tasks are given to a Safeguarding Lead.

This follows the guidance from the Charity Commission which says that Trustees are ultimately responsible for safeguarding and must make sure the right rules, ways of working, managing risks and reporting systems are in place.

4. Who this Policy Applies To

This policy applies to:

- Trustees;
- volunteers;
- staff, where applicable;
- temporary workers or contractors working on behalf of Jesus Feeds CIO ;
- anyone representing Jesus Feeds CIO ;
- individuals assisting with Jesus Feeds CIO activities; and
- relevant partners or organisations working with Jesus Feeds CIO where safeguarding responsibilities arise.

Everyone involved with Jesus Feeds CIO has a responsibility to help protect adults from harm.

5. What Is an Adult at Risk?

Jesus Feeds CIO recognises that a person may be particularly vulnerable to abuse or neglect because of their circumstances, needs or situation.

For the purposes of this policy, the term *adult at risk* is used in accordance with the adult safeguarding framework in England.

Under the Care Act 2014, an adult aged 18 or over may be considered an adult at risk for safeguarding purposes where they:

1. Have needs for care and support, whether or not those needs are being met by the local authority.
2. Are experiencing, or are at risk of, abuse or neglect.
3. As a result of those care and support needs, are unable to protect themselves from the risk or experience of abuse or neglect.

Not every person who receives support from Jesus Feeds CIO will meet this statutory definition. Homelessness, poverty, food insecurity or social isolation alone do not automatically mean that a person meets the definition.

However, any person may experience abuse or harm, and concerns must not be ignored simply because it is unclear whether someone meets the statutory criteria.

Jesus Feeds CIO will take safeguarding concerns seriously and respond according to the circumstances and level of risk.

6. Adults Jesus Feeds CIO May Encounter

Through community food outreach and other activities, Jesus Feeds CIO may encounter adults experiencing circumstances including:

- homelessness or rough sleeping;
- food insecurity;
- financial hardship;
- social isolation;
- poverty;
- physical or mental health difficulties;
- disability;
- substance misuse;
- domestic abuse;
- exploitation;
- loneliness;
- bereavement;
- housing insecurity; or
- other circumstances that may increase vulnerability.

The presence of any of these circumstances does not automatically mean that a person lacks capacity or is an adult at risk.

Jesus Feeds CIO will treat each person as an individual and respond to safeguarding concerns according to the circumstances and level of risk.

7. Types of Abuse and Neglect

Safeguarding concerns may include, but are not limited to:

7.1 Physical Abuse

Examples may include:

- hitting, pushing or kicking;
- inappropriate physical restraint;

- inappropriate use of medication;
- physical assault; or
- causing physical injury.

7.2 Sexual Abuse

Examples may include:

- unwanted sexual contact;
- sexual assault;
- sexual harassment;
- sexual exploitation;
- inappropriate sexual behaviour; or
- involving someone in sexual activity without valid consent.

7.3 Emotional or Psychological Abuse

Examples may include:

- threats;
- intimidation;
- humiliation;
- controlling behaviour;
- bullying;
- verbal abuse;
- isolation;
- coercion; or
- deliberately causing emotional distress.

7.4 Financial or Material Abuse

Examples may include:

- theft;
- fraud;
- coercion relating to money;
- misuse of bank cards or financial information;
- exploitation of benefits or income;
- pressure to give money or possessions; or

- taking possessions without permission.

7.5 Neglect and Acts of Omission

Examples may include:

- failing to provide necessary care where there is a responsibility to do so;
- ignoring medical or care needs;
- withholding essential support; or
- failing to act when someone is at serious risk.

7.6 Self-Neglect

This may involve serious neglect of a person's own health, hygiene, surroundings or wellbeing.

Jesus Feeds CIO will not assume that self-neglect is simply a lifestyle choice. Where serious concerns arise, appropriate advice or referral may be required.

7.7 Domestic Abuse

This may include:

- physical abuse;
- emotional abuse;
- controlling or coercive behaviour;
- sexual abuse;
- financial abuse; or
- other forms of abuse within intimate or family relationships.

7.8 Discriminatory Abuse

This may include abuse or harassment based on characteristics such as disability, race, religion, sex, sexual orientation or other protected characteristics.

7.9 Organisational or Institutional Abuse

This may occur when poor practice, unsafe systems, inappropriate routines or an abusive culture within an organisation result in harm.

7.10 Modern Slavery and Exploitation

Concerns may include trafficking, forced labour, forced criminality, domestic servitude or other forms of exploitation.

7.11 Harassment, Bullying or Abuse of Power

Jesus Feeds CIO recognises that people in positions of trust, authority or influence may have increased opportunities to cause harm.

Any abuse of power, authority or trust by a trustee, volunteer, staff member or other representative will be treated seriously.

The Charity Commission specifically highlights risks involving people in positions of trust and influence, including within faith-based charities.

8. Recognising Possible Safeguarding Concerns

Safeguarding concerns may be identified through:

- a person directly disclosing abuse;
- witnessing an incident;
- noticing injuries or unexplained changes in behaviour;
- hearing concerning information from another person;
- observing signs of exploitation or coercion;
- concerns raised by another volunteer or trustee;
- concerns raised by a family member, carer or professional; or
- information received through online communication or social media.

Possible signs may include:

- unexplained injuries;
- sudden fearfulness or distress;
- withdrawal or isolation;
- changes in behaviour;
- appearing controlled or intimidated by another person;
- unexplained loss of money or possessions;
- signs of neglect;
- repeatedly missing appointments or support;

- fear of a particular individual;
- signs of coercion or exploitation; or
- any other behaviour or circumstance that causes reasonable concern.

A single sign does not necessarily mean abuse has occurred. Volunteers should report concerns rather than attempting to determine whether abuse has occurred themselves.

9. Responding to a Disclosure

If an adult tells a Jesus Feeds CIO volunteer or representative that they are being abused or harmed, the person receiving the disclosure should:

1. Listen calmly.
2. Take the concern seriously.
3. Allow the person to speak in their own words.
4. Reassure them that they have done the right thing by speaking up.
5. Explain that the information may need to be shared with someone who can help protect them.
6. Record what was said as accurately as possible as soon as practicable.
7. Report the concern promptly to the Safeguarding Lead or a trustee.
8. Contact emergency services where there is an immediate danger or serious risk of harm.

The person receiving the disclosure should avoid asking unnecessary or leading questions.

They should not attempt to investigate the allegation.

10. What Volunteers Must Not Do

Volunteers and representatives of Jesus Feeds CIO must not:

- investigate allegations themselves;
- confront an alleged perpetrator;
- promise the person absolute confidentiality;
- ask leading or suggestive questions;
- pressure someone to disclose more information than they wish to provide;

- make promises they cannot keep;
- dismiss or minimise a concern;
- attempt to mediate an abuse situation themselves; or
- delay reporting a serious concern.

A volunteer's role is to **listen, reassure, record and report**, not to investigate.

11. Immediate Risk or Emergency

If an adult is in immediate danger or requires urgent medical assistance:

- call **999** where appropriate;
- seek immediate medical assistance where required;
- move the person away from immediate danger where this can be done safely;
- do not place yourself or another person at unnecessary risk;
- inform the Safeguarding Lead or a trustee as soon as possible; and
- record the incident and actions taken.

Where there is a suspected crime, Jesus Feeds CIO will consider whether the matter should be reported to the police.

The Care Act guidance recognises that safeguarding responses may involve the police and other statutory agencies depending on the circumstances.

12. Reporting Safeguarding Concerns

All safeguarding concerns should be reported promptly to the Jesus Feeds CIO Safeguarding Lead.

If the Safeguarding Lead is unavailable, the concern should be reported to a trustee.

If the concern involves the Safeguarding Lead, it must be reported directly to another trustee.

If the concern involves a trustee, the concern should be reported to another trustee who is not involved in the allegation and, where appropriate, to the relevant safeguarding authority or police.

Safeguarding Lead

Name: Anuoluwapo Aina
Role: Safeguarding Lead
Email: anu.a@jesusfeedsmission.org

Alternative Trustee Contact

Name: All Trustees
Email: trustees@jesusfeedsmission.org or lilian.a@jesusfeedsmission.org

All safeguarding concerns must be reported promptly to the Safeguarding Lead. If the Safeguarding Lead is unavailable, the concern must be reported to a Trustee.

If the concern involves the Safeguarding Lead, it must be reported directly to a Trustee who is not involved in the matter. If the concern involves a Trustee, it must be reported to another uninvolved Trustee, where possible.

If the concern involves the whole Trustee body, or there is no suitable independent internal contact, the concern should be referred to the relevant local authority safeguarding team or the police as appropriate.

Emergency services: 999
Non-emergency police: 101

13. Referral to External Agencies

Jesus Feeds CIO will refer safeguarding concerns to appropriate external agencies where necessary.

Depending on the circumstances, this may include:

- the local authority Adult Social Care / Adult Safeguarding team;
- West Midlands Police;
- NHS or other healthcare services;
- the Disclosure and Barring Service (DBS), where relevant;
- other statutory or regulatory bodies; or
- another appropriate safeguarding organisation.

Jesus Feeds CIO will follow the safeguarding procedures of the relevant local authority and statutory agencies when making referrals.

The Charity Commission expects charities working with adults at risk to have clear arrangements for referring concerns to relevant agencies.

14. Respecting the Adult's Wishes

Jesus Feeds CIO will seek to work with adults in a way that respects their:

- wishes;
- feelings;
- beliefs;
- choices;
- privacy;
- dignity; and
- right to participate in decisions affecting them.

Where an adult has capacity to make a decision, their wishes should be taken seriously and given appropriate weight. Confidentiality cannot be guaranteed where information needs to be shared to protect the adult or another person from harm, report a suspected crime, or meet another legal or safeguarding requirement. Safeguarding responses should be outcome-focused and should take proper account of the adult's wishes and wellbeing.

15. Mental Capacity

Jesus Feeds CIO recognises that adults should not be assumed to lack capacity simply because they:

- have a disability;
- are homeless;
- experience mental health difficulties;
- misuse substances;
- have difficulty communicating; or
- make decisions that others may consider unwise.

The principles of the Mental Capacity Act 2005 should be followed where relevant. Every adult must be presumed to have capacity unless it is established that they lack capacity for the specific decision at the time it needs to be made. Adults should be given all practicable support to make their own decisions. A person must not be treated as lacking capacity simply because they make a decision that others consider unwise. If an adult lacks capacity to make a particular decision, any action or decision taken on their behalf must comply with the Mental Capacity Act 2005 and relevant professional guidance, including the requirement to act in their best interests. Jesus Feeds CIO volunteers must not carry out mental capacity assessments unless they are appropriately qualified and authorised to do so.

16. Confidentiality and Information Sharing

Safeguarding information must be handled carefully and securely.

Information should only be shared with people who need it for safeguarding, legal, safety or support purposes.

Jesus Feeds CIO will:

- keep safeguarding records securely;
- restrict access to safeguarding information;
- avoid unnecessary disclosure of personal information;
- share relevant information with appropriate agencies where necessary;
- comply with applicable data protection requirements; and
- maintain appropriate records of safeguarding decisions and actions.

Confidentiality must never be used as a reason to withhold information where sharing is necessary to protect someone from harm.

The Care Act guidance states that information shared for safeguarding should be relevant and necessary and shared with the appropriate people.

17. Safeguarding Records

Safeguarding concerns and incidents should be recorded as soon as reasonably practicable.

Records should include, where relevant:

- date and time of the concern;
- date, time and location of the incident;
- name of the person raising the concern;
- name of the person at risk;
- factual description of what happened;
- exact words used by the person where relevant;
- names of witnesses;
- immediate action taken;
- whether emergency services were contacted;
- whether an external referral was made;
- who the concern was reported to; and
- any further action required.

Records must distinguish between **facts, observations, information reported by others and opinions**.

Records must be stored securely and only accessed by authorised persons.

18. Safeguarding During Jesus Feeds CIO Outreach Events

The CIO recognises that its community outreach activities may involve meeting vulnerable adults in public spaces.

Volunteers should:

- work in accordance with the Jesus Feeds CIO Code of Conduct adopted by the Trustees;
- maintain appropriate professional boundaries;
- avoid unnecessary one-to-one situations where this could create safeguarding concerns;
- avoid transporting beneficiaries alone unless specifically authorised and appropriately risk assessed;
- never provide personal financial assistance using charity funds without proper authorisation;
- avoid requesting or unnecessarily recording sensitive personal information;
- treat beneficiaries respectfully;
- report concerning behaviour or incidents promptly;
- remain alert to exploitation, coercion or abuse; and

- follow event-specific risk assessments.

Where possible, volunteers must work in pairs or groups when doing outreach activities.

Jesus Feeds CIO will consider safeguarding risks when planning each outreach event and will take proportionate steps to manage those risks.

19. Professional Boundaries

Jesus Feeds CIO volunteers and representatives must maintain appropriate boundaries with beneficiaries.

They must not:

- exploit their position;
- enter inappropriate personal or sexual relationships with beneficiaries;
- request inappropriate personal information;
- borrow or lend money to beneficiaries in connection with their role;
- accept inappropriate gifts or benefits;
- use their role to obtain personal or financial advantage;
- pressure beneficiaries regarding religion or faith;
- use prayer or spiritual support as a condition of receiving food or assistance; or
- communicate with beneficiaries in ways that are inappropriate, secretive or exploitative.

Jesus Feeds CIO is a Christian organisation and seeks to demonstrate the love of Christ through practical service. However, beneficiaries must be treated with respect regardless of their faith or beliefs.

20. Allegations Against Volunteers, Staff or Trustees

Any claim that a volunteer, staff member, trustee or other representative of Jesus Feeds CIO has hurt or might hurt an adult must be taken seriously.

Jesus Feeds CIO will:

- prioritise the safety of the adult;

- take steps to reduce any ongoing risk;

- report the matter to the appropriate person within Jesus Feeds CIO ;
- consider whether external safeguarding or police referral is required;
- consider whether the person should temporarily pause relevant activities while the concern is considered;
- maintain appropriate confidentiality;
- avoid conducting an inappropriate internal investigation where an external agency should lead; and
- cooperate with relevant safeguarding authorities.

Any action taken against a volunteer staff member or trustee will be fair, proportionate and consistent with policies and procedures.

21. Safeguarding Lead

Jesus Feeds CIO will appoint a Safeguarding Lead.

The Safeguarding Lead will:

- act as the main internal point of contact for safeguarding concerns;
- support volunteers and trustees in responding to concerns;
- maintain safeguarding records;
- ensure appropriate referrals are made;
- liaise with relevant safeguarding agencies where appropriate;
- monitor safeguarding training;
- support safeguarding risk assessments;
- advise trustees on safeguarding matters;
- ensure safeguarding procedures remain current; and
- report significant safeguarding matters to the trustees.

The Safeguarding Lead does not replace the legal or statutory responsibilities of external safeguarding authorities.

The Trustees retain overall responsibility for safeguarding governance.

22. Trustee Responsibilities

Safeguarding will form part of the Trustees' ongoing governance and oversight responsibilities.

The Trustees will receive appropriate safeguarding updates and will consider safeguarding matters as part of their regular trustee meetings and organisational risk management.

Safeguarding will be included on the agenda of trustee meetings when needed and will be considered as part of the charity's ongoing governance and risk management.

The Trustees will ensure that safeguarding policies and procedures, training arrangements, relevant checks, risk assessments and responses to safeguarding concerns are monitored and reviewed. Any weaknesses identified will be addressed promptly, and further action will be taken where necessary.

Delegating day-to-day safeguarding tasks to the Safeguarding Lead does not remove the Trustees' overall responsibility for safeguarding at Jesus Feeds CIO.

The Trustees are responsible for ensuring that Jesus Feeds CIO :

- has appropriate safeguarding policies and procedures;
- identifies and manages safeguarding risks;
- appoints an appropriate Safeguarding Lead;
- provides suitable safeguarding training and guidance;
- ensures relevant recruitment and suitability checks are undertaken;
- ensures concerns are handled and reported appropriately;
- maintains appropriate safeguarding records;
- reviews safeguarding incidents and lessons learned;
- ensures safeguarding remains part of organisational risk management; and
- reviews this policy regularly.

Trustees should maintain appropriate oversight rather than simply delegating safeguarding responsibility to the Safeguarding Lead.

The Charity Commission identifies safeguarding as a governance priority and expects trustees to identify risks, maintain appropriate policies, ensure suitable training and review safeguarding arrangements.

23. Recruitment, DBS Checks and Suitability

Jesus Feeds CIO will assess safeguarding risks associated with volunteer, staff and trustee roles.

Where appropriate and legally eligible, Jesus Feeds CIO may undertake:

- application screening;
- interviews;
- references;
- identity checks;
- right-to-work checks where applicable;
- DBS checks where the role is eligible;
- safeguarding training; and
- other appropriate suitability checks.

A DBS check will not automatically be required for every volunteer. The level of check will depend on the role, duties and legal eligibility.

Jesus Feeds CIO will review safeguarding requirements if a role changes or the charity begins undertaking activities involving greater levels of contact with adults at risk.

The Charity Commission advises charities to assess roles individually and determine whether DBS checks are appropriate and legally available.

24. Safeguarding Training

Jesus Feeds CIO will provide or arrange safeguarding training and guidance appropriate to the responsibilities of trustees, volunteers, staff and the Safeguarding Lead.

Trustees and volunteers whose roles bring them into contact with beneficiaries must receive appropriate safeguarding induction and guidance before undertaking relevant activities, wherever practicable. Where immediate completion of formal training is not possible, they must receive appropriate interim guidance and supervision, and must not undertake duties for which they are not adequately prepared.

The Safeguarding Lead must receive role-appropriate training covering the management and referral of safeguarding concerns, responding to disclosures, information sharing, record keeping, mental capacity considerations and relevant local safeguarding procedures.

Training will cover relevant topics, including:

- Recognising abuse, neglect and exploitation.
- Responding to disclosures and reporting concerns.
- Professional boundaries and appropriate conduct.
- Confidentiality and information sharing.
- Safeguarding during outreach activities.
- The responsibilities of the Safeguarding Lead and Trustees.
- Relevant local safeguarding arrangements.

The Safeguarding Lead will maintain records of training completed and identify further training or refresher training required. Training will be reviewed periodically and updated where responsibilities, activities, risks or relevant guidance change.

Trustees will monitor whether the training arrangements remain appropriate and are being implemented.

Training should cover, where appropriate:

- recognising safeguarding concerns;
- types of abuse and neglect;
- responding to disclosures;
- reporting procedures;
- professional boundaries;
- confidentiality and information sharing;
- safeguarding during outreach activities;
- understanding the role of the Safeguarding Lead; and
- relevant local safeguarding arrangements.

Additional training will be provided where a role involves greater safeguarding responsibilities.

25. Safeguarding Risk Assessments

Jesus Feeds CIO will consider safeguarding risks when planning activities.

Jesus Feeds CIO will maintain a safeguarding risk register identifying significant safeguarding risks, the controls in place to manage those risks, responsible persons and any further action required. The Trustees will review safeguarding risks regularly

and whenever there is a significant change to the charity's activities, location or operating arrangements.

Safeguarding risks may include, but are not limited to:

- risks to beneficiaries during outreach activities;
- risks associated with contact with adults at risk;
- risks arising from volunteer or trustee conduct;
- lone working;
- inappropriate professional boundaries;
- safeguarding concerns involving people in positions of trust;
- photography, filming and social media;
- online communication;
- transportation or contact away from organised activities;
- recruitment and suitability of volunteers;
- risks arising from working with partner organisations; and
- any other safeguarding risks identified through Jesus Feeds CIO activities.

The Safeguarding Lead will support the identification and monitoring of safeguarding risks.

The Trustees will keep responsibility for safeguarding risk management. They will review safeguarding risks regularly. This includes times when there is a change to the charity's activities, operating arrangements or risk environment.

When a safeguarding incident, concern or near miss shows a weakness in existing controls, the relevant risk assessment and risk register will be updated.

Safeguarding risk management will be part of the charity's organisational risk management and governance arrangements.

26. Photography, Filming and Social Media

Jesus Feeds CIO will take reasonable steps to protect the privacy and dignity of people appearing in photographs or videos connected with its activities.

Volunteers must not:

- take inappropriate photographs of beneficiaries;
- photograph people in distress without appropriate justification and permission;
- share personal information about beneficiaries on personal social media accounts; or
- use photographs or information in a way that could place someone at risk.

Jesus Feeds CIO will follow its relevant consent, privacy and data protection procedures when taking or publishing photographs and videos.

27. Working With Other Organisations

Where Jesus Feeds CIO works with another organisation, venue, community group or service provider, safeguarding responsibilities should be clarified where relevant.

Jesus Feeds CIO will take reasonable steps to ensure that relevant partners have appropriate safeguarding arrangements where their activities involve adults at risk.

Where responsibility is shared, Jesus Feeds CIO will establish appropriate reporting and communication arrangements.

28. Whistleblowing and Raising Concerns About Jesus Feeds CIO

Anyone involved with Jesus Feeds CIO should feel able to raise a safeguarding concern. This includes a safeguarding concern about the conduct of a trustee, a volunteer, a staff member or a Safeguarding Lead.

Concerns may be raised internally in accordance with the Jesus Feeds CIO Whistleblowing Policy. Where appropriate, concerns may also be raised directly with the statutory safeguarding authority or police. Nobody should be treated unfairly for raising a safeguarding concern, in good faith.

29. Serious Incidents and Charity Commission Reporting

Jesus Feeds CIO will consider if a safeguarding incident meets the Charity Commission's criteria for a serious incident that should be reported.

Where a report is required, the Trustees will ensure that the matter is reported appropriately and promptly.

The Charity Commission states that serious incidents involving harm to people who come into contact with a charity may need to be reported to the Commission.

30. Local Safeguarding Arrangements

Jesus Feeds CIO will follow the adult safeguarding legislation, statutory guidance and local safeguarding procedures applicable in the area where an incident or safeguarding concern arises.

For its current activities in England, Jesus Feeds CIO will follow the Care Act 2014, the Care and Support Statutory Guidance and the relevant local authority's adult safeguarding procedures.

Although Jesus Feeds CIO currently focuses on activities in England, if its activities expand into Wales or another jurisdiction, it will identify and follow the safeguarding legislation, statutory guidance and local procedures applicable to that area before undertaking relevant activities.

The Safeguarding Lead will check the current procedures and contact details of the relevant local authority whenever a referral is needed, rather than relying solely on the information contained in this policy.

Jesus Feeds CIO will cooperate with local authority safeguarding teams, the police, health services and other relevant statutory or professional agencies where appropriate.

A safeguarding referral must not be delayed while internal procedures are being confirmed. Where someone is in immediate danger or at serious risk of harm, emergency services should be contacted by calling **999**.

31. Preventing Safeguarding Harm

Safeguarding is not only about responding to incidents.

Jesus Feeds CIO will seek to prevent harm by:

- maintaining appropriate volunteer boundaries;

- carrying out proportionate risk assessments;
- providing safeguarding training;
- recruiting suitable people;
- encouraging a culture where concerns can be raised;
- maintaining appropriate supervision and oversight;
- reviewing safeguarding incidents and near misses;
- keeping policies up to date; and
- learning from safeguarding guidance and good practice.

The Charity Commission expects safeguarding policies and procedures to be put into practice, reviewed regularly and updated when circumstances or risks change.

32. Safeguarding Principles

Jesus Feeds CIO will seek to apply the following principles when responding to safeguarding concerns:

Empowerment

Support people to make their own decisions and choices wherever possible.

Prevention

Take reasonable steps to prevent abuse and neglect before harm occurs.

Balance

Respond in a balanced way that reflects the circumstances and level of risk.

Protection

Provide support and representation for those who need it.

Partnership

Work with relevant statutory and professional agencies where appropriate.

Accountability

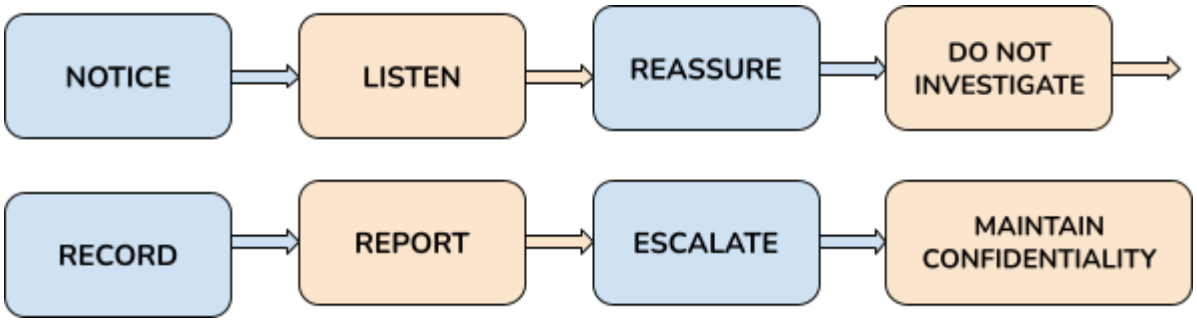
Ensure that safeguarding responsibilities and decisions are clear and properly recorded.

These principles reflect the approach to adult safeguarding set out in the Care Act statutory guidance.

33. Procedure Summary:

What Should a Volunteer Do?

When a volunteer has a safeguarding concern:



1. NOTICE
Recognise that something may be wrong.

2. LISTEN
If someone speaks to you, listen calmly and respectfully.

3. REASSURE
Take the concern seriously. Do not blame or judge the person.

4. DO NOT INVESTIGATE
Do not try to establish whether abuse has occurred.

5. RECORD
Write down the relevant facts as soon as possible.

6. REPORT
Tell the Safeguarding Lead or a trustee promptly.

7. ESCALATE
If there is immediate danger, call 999. If necessary, the concern should be referred to the appropriate safeguarding authority or police.

8. MAINTAIN CONFIDENTIALITY

Only share information with people who need to know for safeguarding or legal reasons.

34. Review of Policy

This policy will be reviewed at least annually by the Trustees.

It will also be reviewed sooner if:

- there is a serious safeguarding incident;
- there is a significant change to Jesus Feeds CIO's activities;
- there is a change in relevant legislation or statutory guidance;
- local safeguarding procedures change;
- an incident or near miss identifies a weakness in the policy; or
- trustees determine that an earlier review is necessary.

Any significant changes will be approved by the Trustees.

35. Relevant Guidance and Legislation

Jesus Feeds CIO will have regard to relevant legislation and guidance, including:

- Care Act 2014;
- Care and Support Statutory Guidance, particularly Chapter 14 on safeguarding;
- Mental Capacity Act 2005;
- Equality Act 2010;
- UK GDPR and Data Protection Act 2018;
- relevant safeguarding guidance issued by the Charity Commission;
- relevant local authority adult safeguarding procedures in England;
- the Social Services and Well-being (Wales) Act 2014, applicable Welsh statutory guidance and the Wales Safeguarding Procedures, where activities take place in Wales;

Relevant government guidance should be checked periodically because legislation, statutory guidance and local safeguarding procedures may be updated.