



## POLICY CONTROL

Version	Description	Date	Approval
1.0	Crisis Policy	7 May 2021	Board
1.1	Update of Safeguarding Officer	Feb 2022	
1.2	Full update	March 2024	
2.0	Board approval	11 June 2024	Board
<b>Next Review:</b>		June 2027	
<b>Safeguarding Lead</b>		Foodbank Manager – Zoe Nixon	

## LINKED POLICIES

Health and Safety Policy

## CRISIS POLICY

### 1. INTRODUCTION

- 1.1. This Policy has been created to provide guidance to individuals who are involved with the Newquay Foodbank in both a Volunteer and Employee capacity.
- 1.2. Throughout this policy the term 'staff member' will be used to represent both volunteers and employees.

### 2. LONE WORKERS

- 2.1. Should staff members find themselves on their own and in a situation which they are unhappy or uncomfortable with they should try to ring 999.
- 2.2. Should the staff member feel they are unable to dial 999 they should text or phone the Safeguarding Officer and state '**THE BEANS ARE OFF**'. The Safeguarding Officer will then ask appropriate simple questions which can be answered with simple 'yes/no' answers and make arrangements for immediate support.
- 2.3. Lone working should be avoided where possible, and localised procedures will be in place to ensure lone working doesn't occur.

### 3. DURING SESSION TIMES

- 3.1. Should an event arise where a staff member needs help and is unable to call directly for help or ring 999 then they should use the following safe phrase: **IS FLO IN TODAY**
- 3.2. If another staff member hears the safe phrase they should:
  - Recognise this as a request for help
  - Assess the situation and whether they can calm it down or whether to ring 999
  - Whatever the outcome not put themselves or anybody else in danger
- 3.3. If needed all staff and clients should vacate the building to ensure everyone's safety, and should assemble at the Fire Assembly Point.
- 3.4. Sign in sheets should be used to ensure all are safely out of the building.

## **4. IN ALL INSTANCES**

### **4.1. Staff members should:**

- Keep calm
- Serve the foodbank visitor in a professional manner to try and defuse the situation if possible
- Not get into a lone working situation with foodbank visitors, such as carrying bags out
- Report any incident to the Session Lead.
- Leads should report any incident to the Safeguarding Officer.
- The Safeguarding Officer should create a log of the incident ensuring a first-hand account from those involved.
- If necessary, the incident should be reported to the police.

## **5. REVIEW**

- 5.1.** This policy and its implementation will be reviewed at least every three years or where significant change occurs.