

## **HEALTH AND SAFETY STATEMENT**

It is the policy of Luton Food Bank to seek and provide a safe and healthy work environment for staff, board members and volunteers and to ensure that all our food delivery points are accessible and safe.

### **THE HEALTH AND SAFETY AT WORK ACT 1974 AND SUBSEQUENT AMENDMENTS**

It is a statutory duty for employers to ensure as far as reasonably practicable the health and safety of their staff and volunteers at work.

Staff and volunteers of the Food Bank have a duty to take care of themselves and others who may be affected by their acts.

The Food Bank, as far as is reasonably practicable, will ensure that:

- Adequate resources are provided, including time, to ensure that proper provision can be made for health and safety, e.g. fire extinguishers and first aid
- Risk Assessments are carried out on an annual basis
- Areas of work are safely maintained and used without risks to health
- All Luton Food Bank staff, board members and volunteers are provided with up to date health and safety information at induction, and regularly trained and provided with updates to ensure they comply with health and safety at work

This Health and Safety Statement will be reviewed on an annual basis and will be updated when necessary.

## **HEALTH AND SAFETY POLICY**

Luton Food Bank is committed to protect and promote the best interests of the Food Bank, its staff, board members, and volunteers.

The Health and Safety at Work Act 1974 places legal requirements and responsibilities on employers and their employees on matters of health and safety. It should be clearly understood by all that their responsibilities in this field are no less than for any other functions.

### **Employer**

The Health and Safety at Work Act 1974 states:

- “It shall be the duty of every employer to prepare and, as often as may be appropriate, revise a written statement of general policy with respect to the health and safety at work of their employees and the organisation and arrangements for the time being in force for carrying out that policy, and to bring the statement and any revision of it to the notice of all his employees”

### **Staff and Volunteers**

The Health and Safety at Work Act 1974 states that:

It shall be the duty of every staff and volunteer while at work:

- To take reasonable care for the health and safety of his/herself and of other persons who may be affected by his/her acts or omissions at work
- Particular regard should be paid to young people, especially as they have a lack of experience and awareness of health and safety risks
- Co-operate with the employer, board member, volunteer or contractor with regard to health and safety
- To report defects in equipment and any hazard which may affect the health and safety of his/herself or any other person to his/her employer
- To use equipment for the purpose for which it was designed
- As regards any duty or requirement imposed on his/her employer or any other person by or under any of the relevant statutory provisions, to co-operate as far as it is necessary to enable that duty or requirement to be performed or complied with

The Luton Food Bank will operate within the legislative requirements of the:

- Consumer Protection Act 1987
- Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1993)
- Electrical Equipment (Safety) Regulations 1994
- Plugs & Sockets etc (Safety) Regulations 1994
- Health & Safety at Work Act 1974
- Disability Discrimination Act 1995

The Luton Food Bank will co-operate with legal and statutory organisations as required.

## **The Employer**

Luton Food Bank recognises that, as well as a legal requirement, it has a moral and social responsibility to ensure health, safety and welfare to work of all employees, board members volunteers and the general public. A good Health and Safety Policy leads to good working conditions for employees and volunteers and improves their ability to maintain a high level of service for clients. Therefore every reasonable effort will be made to provide safe and healthy working conditions and to prevent damage,

The Luton Food Bank will offer training, the principle aim being to help all employees and volunteers recognise potentially dangerous circumstances, to avoid them or, if necessary, to take effective action to deal with them.

In addition to introduce general training in the sphere of safety, first aid and fire prevention, specific training will be given, and if required, in individual job skills, emphasis being placed on safe working practises.

Luton Food Bank will delegate a board Member with responsibility for Health and Safety. They will be required to review the Health and Safety Policy on an annual basis and produce a monitoring report on any health and safety incidents on an annual basis for a Board meeting. They will also arrange and monitor all Health and Safety Training.

## **The Employee or Volunteer**

Employees and Volunteers have a responsibility to make themselves aware of appropriate legislation and organisational procedures, and take advantage of training offered by the Luton Food Bank,

No person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare. Such actions could lead to the instigation of disciplinary procedures.

Employees, board members and volunteers have a responsibility to report any defects or hazards, which might be a risk.

## **General**

It is the responsibility of Luton Food Bank to provide and maintain, so far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work for all its employees, volunteers and board Members; and to provide the information, training and supervision needed to achieve this.

Luton Food Bank accepts final responsibility for health and safety within the organisation. However, the practical implementation of this policy requires the full and wholehearted co-operation of its staff, board members and volunteers and any other persons using the workplace.

Luton Food Bank accepts responsibility for the health, safety and welfare of other people who may be affected by its activities.

Luton Food Bank does not accept responsibility for the supply maintenance and replacement of any defective, lost or missing tools or equipment that may be used by any contractors that we may use.

Luton Food Bank accepts responsibility, so far as is reasonably practicable, for ensuring that contractors engaged to perform work at its premises are fully insured. It also accepts responsibility for the general health and safety of contractors engaged to perform work at its premises, but not for the health and safety relating to the work performed by contractors.

Luton Food Bank is committed, as far as practicable, to the reduction and control of the health and safety risks to which employees, board members, and volunteers and other persons are exposed.

Luton Food Bank employees, board members and volunteers will be expected to adhere to this policy,

Luton Food Bank contractors engaged to perform work at the Food Bank premises must ensure that their own work, so far as is reasonably practicable, is carried out without risk to themselves or others.

Luton Food Bank employees when on Food Bank business must ensure that they adhere to the Health and Safety Policy and any instructions issued relating to health and safety by employees of other agencies whilst on the premises of those agencies.

### **Organisational Responsibilities**

The Board of Luton Food Bank accepts that they have primary and overall responsibility for health, safety and welfare at Luton Food Bank. This responsibility is primarily discharged through the board member with responsibility for Health and Safety. This board member along with the Chair of the Food Bank is responsible for ensuring that arrangements detailed in this Policy are effectively implemented.

The Board of Luton Food Bank will regularly review the health and safety performance to ensure that standards are being maintained and, wherever possible, improved.

The board Member with responsibility for health and safety will monitor health and safety performance by undertaking periodic inspections of the workplace to check on working conditions and compliance with the arrangements set out in this Policy.

The Board of Luton Food Bank will ensure that all necessary instructions are provided to employees and volunteers in order for them to perform their work safely,

The Board of Luton Food Bank will ensure that all necessary personal protective equipment is provided, together with the necessary information, training, supervision and enforcement of use.

The Board of Luton Food Bank will ensure that each employee and volunteer is made aware of their individual responsibilities towards health and safety and that safe working practise is understood and followed.

The Board of Luton Food Bank must ensure that first aid facilities are made available and that an Accident Record Book is available in all working areas.

The Board of Luton Food Bank must ensure that appropriate fire precautions are in place on its premises, in accordance with this Health and Safety Policy and that all personnel are made aware of these arrangements.

The Board of Luton Food Bank will ensure that all employees and volunteers will receive mandatory Manual Handling training if they work in the store area.

The Board of Luton Food Bank will ensure that there are annual checks of all electrical appliances including electrical plugs.

### **Health and Safety Officer**

The Warehouse Operative of Luton Food Bank who is trained will have responsibility as a Health and Safety Officer with responsibility for carrying out the health and safety requirements in accordance with this policy as part of their day to-day operations.

The Health and Safety Officer shall read understand and agree to this Health and Safety Policy document and apply the procedures contained therein.

The Health and Safety Officer must organise work activities so as to minimise the risks of danger to employees, board members and volunteers.

The Health and Safety Officer must follow the procedures set out in this policy relating to the reporting and recording of accidents.

The Health and Safety Officer must ensure that all employees, board members and volunteers and contractors working at Luton Food Bank premises are aware of their duties and responsibilities and how they should avoid any unnecessary risks.

The Health and Safety Officer must ensure that all machinery, tools and equipment is properly used and maintained.

The Health and Safety Officer should ensure that supplies of all necessary personal protective equipment are adequate. They should ensure that all personal protective equipment is properly used, maintained, issued and worn when required.

The Health and Safety Officer must ensure that all employees are aware of the first aid provision and fire precautions that are available on Luton Food Bank premises.

### **All Staff and Volunteers**

All staff and volunteers have the responsibility to cooperate with the Board to achieve a healthy and safe working environment. They must take reasonable care of their own safety and that of other people who may be affected by their acts or omissions.

All staff and volunteers should read and understand the health and safety policy document and know what they must do to ensure working practices and systems are safe.

All staff and volunteers should immediately report any health and safety risks to the Health and Safety Officer.

All staff and volunteers must use equipment, machinery and tools only for the purpose for which they are designed.

All staff and volunteers must make full and proper use of all necessary personal protective equipment supplied by Luton Food Bank.

All staff and volunteers must not take part in any “horseplay” or dangerous or practical jokes whilst working for the organisation

All staff and volunteers must ensure that all visitors and contractors are aware of health and safety issues, first aid provision and fire precautions.

All staff and volunteers must examine contractors’ Health and Safety Policy, Employers and Public Liability Insurance certificates and risk assessments and or method statements pertaining to work activity being completed and prior to the work being completed. Where necessary, copies of all documents must be retained on the Luton Food Bank premises.

All staff and volunteers must report to the First Aider and Health and Safety Officer any injuries to themselves or another and any damage that has resulted from an accident or accident at work. This applies to all incidents and accidents even “near misses” which have not resulted in any injury, damage or loss.

Any failure to co-operate fully with the requirements of this Health and Safety Policy will be regarded as grounds for disciplinary action, whether or not any accident is caused or injury or damage is sustained as a result.

All staff and volunteers must take any defective equipment out of use.

### **Contractors or Visitors**

All contractors or visitors must adhere to any instructions relating to health and safety, first aid provision, and fire precautions issues by the Food Bank employees.

The arrangements set out in this policy are in place to ensure that the health safety and welfare of employees board members and volunteers and other persons who may be affected by the work of the Food Bank. Luton Food Bank will exercise a duty of care towards its employees and others, but not contractors or their employees, who may be exposed to risks introduced by contractors working in or outside of the locations under the control of Luton Food Bank.

Contractors are therefore asked to supply Luton Food Bank with the following documents prior to starting any work activity:

- A copy of their full Health and Safety Policy. This should include a policy statements, organisation and responsibilities and health and safety arrangements
- A copy of all risk assessments and /or method statements pertaining to work activity being undertaken.

- The contactor's original Employer's and Public Liability Insurance certificates.

Contractors are responsible for supplying and maintaining their own tools, equipment and plant machinery for their work activity.

Contractors are responsible for using their tools, equipment and plant machinery for the purpose for which they are designed.

Contractors are responsible for replacing any defective tools, equipment and plant machinery owned or loaned by them.

Contractors must not lend or give any their tools, equipment and plant machinery to the Food Bank staff, board members or volunteers.

Contractors must not allow Luton Food Bank employees, board members or volunteers to use any of the contractors' tools, equipment and plant machinery,

Contractors are responsible for supplying and maintaining their own personal protective equipment

Contractors must ensure that all work undertaken complies with any relevant Health and Safety Legislation.

Contractors must ensure that, where appropriate, the immediate area surrounding the work activity and the area they are working in is cordoned off and is only accessible by contractors.

### **Persons with disabilities**

Where there is a need for special equipment due to a hearing or visual impairment, physical, learning or mental health disability Luton Food Bank where applicable will meet those needs where practicable.

### **General Arrangements**

The following general arrangements are in line with health and safety regulations implemented under the Health and Safety at Work Act 1974. Luton Food Bank fully supports the letter and the spirit of the regulations and is committed to comply with the legal requirements set out in the Health and Safety at Work Act 1974 and the supporting regulations,

### **Safety Training and Information**

As part of our commitment to ensuring the health and safety of all employees, board members and volunteers Luton Food Bank recognises the need to give formal and informal health and safety training, information and instructions on an ongoing basis.

All new employees, board members and volunteers will receive basic health and safety induction training. The subjects covered will include.

- The Health and Safety Policy Statement of Luton Foodbank

- Accident Reporting procedures
- First Aid Arrangements
- Fire Procedures and Precautions
- Identification of specific hazards, risks, and controls highlighted by a risk assessment
- Procedures to be followed to ensure safe working practise, including manual handling
- General site safety rules i.e. safety policy.
- Arrangements for consulting employees on health and safety matters
- The legal responsibilities of individual employees, including volunteers, towards health and safety.
- Specific training in Health and Safety will also be provided for the Board Member responsible for Health and Safety.

On completion, a records of the training delivered will be maintained. This will include the name of the employee or volunteer, together with the date of the training and the subjects covered. Records will be kept of any refresher and job-specific training attended by employees or volunteer.

Employees, board members and volunteers are required to sign their training record to confirm that they have received the training stated and are satisfied with it.

Informal health and safety training and instruction will be given where appropriate and information communicated to employees and volunteers. Luton Food Bank has a display of health and safety signs, notices and information at each location.

### **Consultation with employees or volunteers**

Luton Food Bank recognises the positive benefits that result from the involvement of employees or volunteers in health and safety matters. It is committed to consulting with employees or volunteers on such matters.

The Board of Luton Food Bank will elect a Board member with responsibility for Health and Safety matters and they shall ensure that, on an annual basis, a full report on health and safety activities is reported.

### **Working environment and welfare facilities**

Luton Food Bank is committed to ensuring that all employees, board members and volunteers are provided with a working environment that is free from risks to health and safety, so far as reasonably practicable. Work place standards will be maintained and improved by the process of risk assessments.

The Board Member with responsibility for Health and Safety will inspect the workplace every six months. The need for any building work or maintenance to remedy any deficiencies in the work environment will be speedily carried out or addressed with the owners of the premises occupied by Luton Food Bank.

During the inspection the adequacy of sanitary arrangements and rest areas will also be examined; in order to ensure that satisfactory welfare facilities are provided for employees, board members and volunteers

### **Work equipment and safety systems of work**

Generally Luton Food Bank employees are not exposed to dangerous machinery or processes although a full risk assessment of the warehouse and storage areas and delivery sites will be necessary.

Risk Assessment will be produced in all area of work for employees, board members and volunteers. All statutory annual inspections of electrical systems will be completed and monitored by the Co-ordinator/Health and Safety Officer or Designated Board Member.

Some employees and volunteers will spend a proportion of their time working “off-site in various buildings and with other agencies. Luton Food Bank understand its duty to ensure the health and safety and welfare of “outreach” staff and volunteers and will assess the risk of any work activities undertaken outside of the Food Bank premises..

The requirements of regulations have been adopted as the standard in relation to the supply, operation and maintenance of all work equipment belonging to the Food Bank.

### **Reporting Defects**

Any employee, board member or volunteer discovering a defect in the building must report the matter to a Coordinator/Health and Safety Officer. Who will deal with this? The Coordinator must take immediate steps to render the area/equipment safe or pass the issue on to the health and safety board member. A note of the action will be made in the Maintenance Book. Any defective equipment should be taken out of use immediately and reported via the Coordinator/Health and Safety Officer who will inform the Health and Safety Board Member who will review the positive and possible replacement.

### **Personal Protective Equipment**

Luton Food Bank will provide personal protective equipment dependent on the area of work the employee, board member or volunteer is involved in. This will be issued free of charge and will be provided following the carrying out of a risk assessment.

### **Accident Reporting and Investigation**

An accident book of the approved type will be provided in any office or warehouse used by Luton Food Bank this includes all delivery points where a member of staff, board member or volunteer is working on behalf of Luton Food Bank.

Employees, board members or volunteer must report any occurrence of any accident, including “near misses” to the Health and Safety Officer, regardless of where it happened or how minor it was..

The Health and Safety Officer must ensure that all accidents are recorded in an accident book. The following information must be recorded:

- The date and time of the accident

- The location of the accident, as precisely as possible
- The name(s) of any person(s) injured, with details of the injuries, if known
- The events that took place
- The name of any witnesses
- The details of any immediate action taken, such as provision of first aid treatment or summoning of emergency services

The Health and Safety Officers must arrange for a report to be made to the Environmental Health Department of Luton Borough Council of any accident that is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

### **First Aid Provision**

Luton Foodbank has adopted the Approved Code of Practice and Guidance issued by the Health and Safety Executive as their standard for the provision of first aid facilities.

Luton Food Bank will ensure that there are the following first aid provisions available, during operational hours:-

- A suitable, well-stocked first aid kit
- An appointed person who can deal with an accident without administering treatment
- A sign informing employees, board member or volunteer of the location of the first aid kit
- Appointed persons are responsible for inspecting first aid kits on a regular basis and ensuring that any material used are promptly replaced. They are not trained nor authorised to administer treatment. Although a trained First Aider is not required Luton Food Bank will provide certified training for the Coordinator /Health and Safety Officer.

### **The Regulatory Reform (Fire Safety) Order 2005**

The Officers are responsible for preparing a fire risk assessment. This will include a thorough assessment of all fire risks and prevention measures, as well as procedures in place to ensure the safe evacuation of all personnel.

The Fire Alarm System and Fire Fighting Appliances should be serviced in line with the Fire Safety Log Book contained in each work area.

The officers are responsible for the upkeep of an emergency evacuation procedure for the premises. A full fire drill is held at least every 12 months with a record kept of the drill.

All employees, board members and volunteers must ensure that they know the location of their nearest fire exit and fire extinguishers. They must know the emergency evacuation procedure and co-operate fully and immediately in any evacuation of the building.

All employees, board members and volunteers must ensure that they are aware of their nearest fire exit and fire extinguishers and the evacuation procedures.

## **The work at height regulations 2005**

Luton Food Bank, its employees, board members and volunteers are responsible, as reasonably practicable as possible, for preventing anyone falling from a height.

Employees must:

- Avoid working at height , if possible
- Use work equipment or other measures to prevent falls where they cannot avoid working at height.
- Use work equipment or other measures to minimise the distance and consequences of a fall should one occur, where they cannot eliminate the risk of a fall
- Weather conditions should be taken into account and if necessary postpone any work at height if need be
- The location is a safe environment to work where you have considered risks of slips, trips and falls.
- Any necessary signage, including warning signs, is clear concise and prominent. Where necessary the signage should be visible to those working at heights and to those working nearby,
- Any equipment used for working at heights is of current specification in accordance with HSE guidelines, is in good condition and is well maintained. Any equipment in poor condition should be disposed of.
- Any additional and necessary equipment i.e. guide rails, should be provided
- A risk assessment should be carried out for any work carried out at height.

## **Smoking at Work**

- Under the Health Act 2006, staff has a duty not to smoke any tobacco substances on any food Bank premises.

## **COSHH – Control of Substances Hazard Health Regulations 1998**

- Under the COSHH Regulations (1988/94) all staff have a duty to prevent or control exposure of employees or residents and visitors to the premises to substances hazardous to health
- These Regulations apply to all potentially hazardous substances such as dusts, printing products, pesticides, detergents, bleaches, fumes, micro-organisms, paints, dyes and solvents.
- The master set of COSHH assessment records will be kept by the Chair of the Board
- Any new substances that are intended to be used should have a full COSHH assessment.
- A copy of any hazard data sheets obtained must be passed to the Chair of the Board for filing with other COSHH assessments. These hazard sheets should be obtained at the time of purchase.
- Any substances being used but be listed and checked every six months and any no longer needed should be disposed of. Anything flammable must be stored in locked cupboards which are suitably marked in accordance with Health and Safety Signs Regulations 1980. All hazardous substances and containers will be labelled and have tops on.

- All members of staff must make proper use of control measures and report any defects to the Chair of the Board
- All COSHH assessments must be reviewed on a regular basis or whenever there is a change in circumstances concerning use.
- All staff must be made aware of the COSHH regulations and relevant assessment records must be circulated to staff and available for reference.

### **Monitoring of Health and Safety**

- Luton Food Bank recognises the importance of making formal arrangements to monitor their health and safety performance
- Monitoring will be carried out in two ways:
- Random checks by the Health and Safety Officer, to confirm that the Policy is being effectively implemented in the workplace
- Thorough analysis of accident cause, to identify trends and put into action any remedial or preventative measures that may be required

The results of this monitoring will be incorporated into regular annual reviews of the Health and Safety Policy.

### **Health and Safety Advice and Assistance**

Luton Food Bank may, if necessary, consult with external agencies, including the Health and Safety Executive, for specialist advice and guidance for the purpose of carrying out specialist risk assessments, the acquisition of protective equipment, carrying out specialist tests and for carrying out specialist training.

### **Implementation**

The Board of Luton Food Bank is responsible for ensuring that the Policy is implemented. The Chair is responsible for the administration and monitoring the overall effectiveness of the Policy. All staff, board members and volunteers are responsible for the implementation of the Policy.

### **Complaints**

Any member of board member, volunteers, contractor or user of the Food Bank who feel this policy has been unfairly applied, or suffered loss or damage as a result of the actions by Luton Food Bank may complain using the Luton Food Bank Complaints Procedure.

Any member of staff who feels that this policy has been unfairly applied, or has suffered loss or damage as a result of actions by Luton Food Bank may complain by using the Luton Food Bank Grievance Procedure.

### **Monitoring**

Luton Food Bank will review continually its monitoring records in order to assess how successfully this policy is being implemented. Positive steps will be taken to redress any imbalances revealed by the monitoring process.

This Policy will be reviewed on an annual basis

If it is discovered that a breach of this policy has occurred, disciplinary action may be taken against a member of staff, board member or volunteer.

## RISK ASSESSMENT

What are the hazards?	Who might be harmed and how?	What are you already doing?	Current Risk Factor (high, medium or low) i.e. determine the level of risk	Do you need to do anything else to manage this risk?	New Risk Factor (high, medium or low) i.e. risk factor after action taken to minimise the risk
<b>Sorting donated stock</b>	<ul style="list-style-type: none"> <li>■ Volunteers may suffer injuries, such as puncture wounds, e.g. from broken glass, manual handling (injuries from poor posture etc.) when sorting donated bags of stock (see below)</li> </ul>	<ul style="list-style-type: none"> <li>■ Initial 'look' done to identify any sharp objects etc. that may pose a risk of injury.</li> <li>■ Sorting tables available.</li> <li>■ Volunteers trained in safe systems of work when sorting, e.g. not to thrust hands into bags, to use the sorting table, do careful initial sift, bag rubbish safely, wash hands afterwards etc.</li> </ul>	<b>Low</b>	<ul style="list-style-type: none"> <li>■ Train volunteers in initial induction on safe systems of work when sorting, e.g. not to thrust hands into bags, to use the sorting table, do careful initial sift, bag rubbish safely, washes hands afterwards etc.</li> <li>■ Remind volunteers to speak to warehouse operative/project co-ordinator if they think of ways to sort more safely.</li> <li>■ Manage influx of donations and utilise additional sorting tables.</li> <li>■ Continue to get rid of unwanted items as soon as possibly</li> </ul>	<b>Low</b>
<b>Manual handling</b>	<ul style="list-style-type: none"> <li>■ Volunteers may suffer back pain or pain elsewhere from handling heavy and/or bulky objects, or poor posture, e.g. sorting items on the floor</li> </ul>	<ul style="list-style-type: none"> <li>■ All volunteers trained in initial induction in how to move and handle items, e.g. lifting properly</li> <li>■ Sorting tables available</li> </ul>	<b>Medium</b>	<ul style="list-style-type: none"> <li>■ Hold regular health and safety training courses for all new volunteers, as well as refresher courses for existing volunteers</li> <li>■ Remind volunteers that they should never lift anything that they consider may be too heavy for them</li> </ul>	<b>Low</b>

# **COMPLAINTS POLICY AND PROCEDURE**

## **Introduction**

Luton Food Bank takes any complaints about our service delivery seriously and will make all attempts to resolve them. To facilitate this procedures have been established for pursuing and dealing with complaints. It aims to ensure that complaints are dealt with promptly, fairly and consistently ensuring that the rights of the alleged perpetrator, if any, are protected as well as those of the complainant.

Luton Food Bank staff, board members, volunteers, contractors and members of the public should follow the Food Bank Complaints Procedure when making a complaint.

All staff, board members and volunteers will have access to a copy of the Complaints Policy on our website and a copy of the Complaints Procedure will be on show at collection points, in our offices and warehouse.

## **Legislation**

Luton Food Bank will operate within the legislative requirement of the:

- Equalities Act 2010
- Human Rights Act 1998

In addition the Food Bank, its staff, board members and volunteers will abide by the following:

- Equality and Diversity Policy
- Data Protection Policy
- Lone Worker and Outreach Policy

## **Complaints**

For the purpose of this policy a complaint may be made on the grounds of:-

- Harassment
- Abuse
- Working Conditions
- Breach of any of the Food Bank policies

## **Responsibilities**

In support of the Statement of Intent Luton Food Bank undertakes to ensure that:

- All, staff, board members, volunteers and contractors are informed of their personal responsibilities under this policy.
- The Co-ordinator will act to resolve all complaints, if possible
- Staff, board members, volunteers and contractors are aware of the relevant complaints procedures outlined below.

- Any allegation of harassment or abuse is investigated sensitively, constructively and confidentially
- Anyone completing a complaint or harassment or abuse or assisting in an investigation is protected from any form of intimidation or victimisation

Individuals will be held personally liable for acts of sexual or racial harassment giving rise to legal claims under the Sex Discrimination Act 1975 or the Race Relations Act 1976

## **Complaints Procedure**

### **Methods of complaining**

Staff, board members, volunteers and contractors, may complain in person, in writing or by telephone within 7 days. The Complainant should where possible, give:-

- The time, date and name/s of persons involved, if relating to 1 or several incidents and
- As much information as possible relating to the complaint

### **Stage 1**

In the first instance, the complainant should contact the Co-ordinator. Problems can often be dealt with quickly face to face or over the telephone. The Co-ordinator should make notes giving as much detail as possible on a Complaints Log Form and record basic information in the Complaints Book.

The Co-ordinator must discuss the facts with the alleged perpetrator before making a decision on how to resolve the complaint. He/she should inform the complainant of their decision in writing within 14 days after the complaint was received and record the outcome in the Complaints Book.

If a decision cannot be reached at the time the complaint was made, the complainant must be informed in writing of how their complaint is progressing and when it is likely to be resolved.

### **Stage 2**

If the Complainant is not happy with the Co-ordinator's decision or the way their complaint was handled, they must be advised, to refer the matter to the Chair of the Board in writing. An appointment will be arranged for the complainant to meet the Chair to discuss the issue.

The Chair must discuss the facts with the alleged perpetrator before making a decision on how to resolve the complaint. The Chair should then inform the complainant of their decision within 14 days and record the outcome in the Complaints Book.

If a decision cannot be made at the time of the complaint to the Chair the complainant must be informed in writing of how their complaint is progressing and when it is likely to be resolved.

If the complaint is about any of the staff or board members the complainant can write directly to the Board within 7 days; where a possible reply will be acknowledged within 7 days.

The complaint will be reviewed by a board sub-committee and a confidential report written.

## **Recording of Complaints**

### **Quality of written reports and records**

Care must be taken to ensure that the information is factual, accurate, concise, up to date and legible. Opinions should be minimal and backed by associated evidence. All records should be stored securely to safeguard the individuals' rights to privacy, confidentiality and security.

### **Complaints Log**

Staff will be required to complete a Complaints Log, on which they will record:

- Details of the person making the complaint
- Form of the complaint – written, telephone or face to face
- Details of the complaint – unless it is about another individual
- When it was resolved
- When and by what method was the complainant informed of the decision
- Any action required by the Chair

### **Implementation**

The Board is responsible for ensuring that the policy is implemented. The Chair is responsible for the administration and monitoring the effectiveness of the policy. All staff, board members and volunteers are responsible for the implementation of the policy.

### **Monitoring**

The Board will review continually its monitoring records in order to assess how successfully the Complaints Policy is being implemented. Positive steps will be taken to redress any imbalances revealed in the monitoring process.

This policy will be reviewed annually.

If it is discovered that a breach of this policy has occurred, disciplinary action may be taken.

## **DATA PROTECTION POLICY**

Luton Foodbank is committed to ensuring that its board members, staff and volunteers protect all data, whether kept in paper form or on computers, about the organisation, its procedures and systems, its board members, staff, volunteers and clients confidential at all times. The organisation is registered with the Data Protection Register.

### **Introduction**

The Data Protection Act 1998 and the Freedom of Information Act 2000 regulates and is concerned with personal data and/or to access information about living and identifiable individuals. Personal data can be as little as someone's name and address. Listed below are the main Data Protection Principles:

Data must be:

1. Obtained fairly and lawfully
2. Held only for specific and lawful purposes and not processed in any matter incompatible with those purposes
3. Relevant, adequate and not excessive for those purposes
4. Accurate and, where necessary, kept up to date
5. Not kept longer than necessary should be processed in accordance with the rights of Data Subjects under the Data Protection Act.
6. This means that individuals have the right, amongst other things to:
  - Be informed upon request of all information held about them by the organisation
  - Prevent the processing of their data for the purposes of direct marketing
  - Compensation if they can show that they have been caused damage by any contravention of the Act
  - The removal or correction of any incorrect data held about them
  - Requires the organisation to ensure that they have adequate security precautions in place to prevent the loss, destruction or unauthorised disclosure of the data

### **Retention of information**

Luton Foodbank retains securely all information held on its staff, volunteers, clients, board members and of a financial nature in paper or on a computer at all times. Back up disks of any computer records are kept off site.

### **Requests for information**

The Data Protection Act 1998 provides a right of access to individuals in respect of personal data of which they are subjects. Upon making a written request, amongst other things Luton Foodbank board members, staff, volunteers and clients are entitled to have communicated to him/her within 40 days of receipt of the request in intelligible form:

- The information which forms any such personal data; and
- Any information available to the organisation as to the source of those data

Luton Foodbank board members, staff, volunteers and clients also have a right to receive a description of why their information is processed, anyone it may be disclosed to and any

information available to us about the source of the data. The information may be sent to them as a computer printout, in a letter or on a form. It should be easy to understand and any codes should be explained.

### **Training**

Upon taking up a post with Luton Foodbank, all board members, staff or volunteers receive induction training on the importance of keeping data about Luton Foodbank board members, staff and volunteers, and any confidential procedural systems. .

### **Implementation**

The Board is responsible for ensuring this policy is implemented. The Co-ordinator will be responsible for the administration and monitoring the effectiveness of the policy.

### **Complaints**

Any board member, member of staff, volunteer or client who feels the policy has been unfairly applied or has suffered loss or damage as a result of action by Luton Foodbank may complain by using Luton Foodbank Complaints Procedure.

Any member of staff who feels this policy has been unfairly applied, or has suffered loss or damage as a result of actions by the Foodbank may complain by using the Luton Foodbank Grievance Procedure.

### **Compliance**

The Board of Luton Foodbank will review its monitoring records in order to assess how successfully the policy is being implemented. Positive steps will be taken to redress any imbalances revealed during the monitoring.

The policy will be reviewed annually.

If it is discovered that a breach of this policy has occurred action may be taken by the Board

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This Data Protection Policy was accepted and adopted by the Board of Luton Foodbank

# **EQUALITY AND DISCRIMINATION POLICY**

## **Introduction**

Luton Foodbank acknowledges that discrimination and prejudice exists and that people are discriminated against.

Luton Foodbank will not tolerate unjust, unfair or unlawful discrimination from any of its staff, service users and partners including those who deliver services on its behalf. This principle applies to the provision of services and all conditions of employment including recruitment, selection, pay, hours of work, holiday pay, holiday entitlement, work allocation, sick pay, pensions, training and development, annual appraisal, promotion and retention.

Luton Foodbank will mainstream equality into all aspects of its service delivery, particularly policy development.

## **Policy Purpose**

Luton Foodbank recognises that every staff member, board Member, client, contractor, visitor and volunteer have the right to be treated with dignity, fairness and respect. They must be treated on merit in relation to opportunities to access services or employment and regardless of their personal characteristics including:

- Age
- Gender
- Sexual Orientation
- Race
- Religion or belief
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity

## **Policy Statement**

Luton Foodbank commits to:

- Ensure equality of opportunity and treatment of all persons in the provision of support services, the employment of staff, services, contractors and consultants
- Create an environment that constructively recognises individual differences and seeks to ensure that the contributions of all staff are recognised and valued
- Treat seriously any allegations harassment and discrimination and ensure that a full investigation will be held into any reported instances
- When/if hiring contractors and other agencies will be mindful of its commitment to equality of opportunity
- Continuously review all employment practices and procedures to ensure fairness and equality
- Review on an annual basis to ensure that this policy is delivered in line with this policy statement
- Ensure that this policy is underpinned by the following related policies ;pay and benefits

## **Legislation**

Luton Foodbank will operate within the legislative requirement of the Equality Act 2012 which has strengthened and harmonised the current and previous equality legislation.

Other legislation which also impacts on equality and diversity is important in ensuring that the organisation is aware and understands the need for legal compliance and evidence of good practise, for example:-

- Equality Act 2012
- Gender Reassignment Regulations 1999
- Human Rights Act 1998

This policy is in accordance with the Commission for Race Equality Code of Practise for employment

## **Responsibility**

The Board will be responsible for:

- Ensuring that, through the Co-ordinator and the Chair of the Board that the Equality and Diversity Policy is implemented
- Ensuring that, through the Co-ordinator and the Chair that the Equality and Diversity Policy is reviewed annually.

The Co-ordinator /Chair are responsible for the following

- For monitoring the policy and drawing to the attention of the Board that need review
- The day-to-day application, administration and monitoring of the policy and its effectiveness
- Ensuring that equality and diversity issues are addressed in respect of service and employee performance
- Ensuring all staff act in accordance with the equality and diversity policy and providing necessary support and direction
- Ensuring all employees understand their responsibilities regarding this policy and that failure to apply this policy correctly will not be tolerated and will be treated as a serious offence which may lead to disciplinary action
- Manage and deal promptly and thoroughly with any complaints of discrimination including harassment, victimisation and bullying
- Deal promptly with complaints of inequality and ensure the matter is investigated thoroughly and any remedial action/other steps are taken

## **All staff and volunteers responsibilities**

Each employee is responsible for:

- Ensuring that they understand the Policy and are clear about the implications i.e. that any breach of the Policy will be treated seriously and may lead to disciplinary action not exceeding the sanction of dismissal

- Implementing and applying the policy in their day to day work and their dealings with board members, staff, volunteers, service users and visitors
- Ensuring his or her behaviour is appropriate within the policy and treat people with respect and dignity
- Ensuring that they do not discriminate in any matter of employment or service delivery by treating all staff, individuals, visitors and board members fairly and respectfully
- Take appropriate action if there are apparent breaches of the Policy by informing the Co-ordinator or Chair of the Board

### **Equality and Diversity at Work**

In order to ensure that quality underpins all aspects of the organisation's employment policies, procedures and practises, Luton Foodbank aims to:

- Ensure that Luton Foodbanks employment, training and development policies, procedures and practises comply with this policy and do not discriminate intentionally or unintentionally against anyone
- Become an employer of choice by promoting and developing policies that support a work-life balance, equal pay and ensuring that we maximise employment opportunities
- Monitor our employment process by age, disability, gender, sexual orientation, religion, ethnicity and race and take action to address any inequalities that are apparent
- Recruitment will be in a manner that is fair and open and ensure that vacancies are advertised externally, normally in the local paper and internally as well as the internet and at Job Centre Plus, unless specifically agreed by the Board
- All job applicants to be made aware of Our Equal Opportunities Policy. Person specifications will be written for all posts... Qualifications and previous experience will be required only where they are relevant to the position
- Candidate equalities data will not be available to those making an appointment
- All staff involved in recruitment will be trained in equal opportunities and equality and diversity
- Ensure employees are aware of their personal responsibility to apply this policy
- Eliminate discrimination in the provision of training and development to ensure that all employees can realise their full potential and contribute to the organisation's aims and objectives
- Ensure that all staff, board members and volunteers undertake relevant training in equal opportunity issues, equality and diversity to raise their awareness, understanding and importance of equal opportunities in the work place and in service delivery
- Promote a culture of fairness and respect in all employment policies, procedures and practices
- Take positive action to encourage under-represented groups to apply for posts or specific training
- Ensure pay and benefit structures demonstrate equal value
- Ensure that promotion within the organisation is made without unlawful discrimination

- Recognise that employees have the right to work in a supportive, safe and environment free from harassment

### **Training**

Luton Foodbank is committed to ensuring its board members, staff and volunteers are trained in equality and diversity in accordance with the requirements of the law and good practise

Diversity and equality is an integral part of Luton Foodbanks induction package and staff, board members and volunteers are to ensure that all new entrants receive a copy of the Equality and Diversity Policy, and Grievance Policy.

### **Information**

Luton Foodbank will consult with the local authority and local agencies representing discriminated against groups including Luton Borough Council, Human Resources.

### **People with Disabilities**

We want to assist disabled people at work and to achieve this Luton Foodbank will:

- Interview all applicants with a disability who meet the minimum criteria for a job vacancy and consider them on their abilities
- Ask employees with a disability, at least once a year, what Luton Foodbank can do to make sure it can develop and maximise use of their abilities at work
- Make every reasonable effort when employees become disabled to make sure they stay in employment
- Take action to ensure that key employees develop the awareness of disability needed to make our commitment to disabled employees
- Review each year our commitments and what has been achieved, plan ways to improve on them and let all employees know about progress and future plans
- Access for people with disabilities will, as far as is reasonable, be provided in all work places
- Suitably adapted equipment will be provided and changes of work methods utilised to help meet the needs of people with disabilities where reasonable

### **Conditions of Service and Employment**

All staff and volunteers must adhere to the Luton Foodbank Equality and Diversity Policy. Employees who harass or discriminate are likely to be disciplined and this could lead to dismissal.

The Equality and Diversity Policy will be explained to new staff, board members and volunteers as part of their induction programme

### **Service Delivery**

We will assess our services and respond to the needs of the whole community in which multi-cultural diversity is reflected by:

- Developing services based on consultation with all groups of service users
- Continue to develop a complaints procedure to protect against discrimination in the way our service is delivered
- Offer an accessible complaints procedure to support service users who face discrimination or harassment

### **Management Reports**

The Board will receive:

- A regular Recruitment and Employment Monitoring report
- An Harassment Report on each event
- A report on incidents of harassment, abuse and discrimination to be forwarded to the Board along with the complaint report within 7 days of an incident

### **Complaints**

Any board Member, service users, contractor, or volunteer who feel that the policy has been unfairly applied or has suffered loss or damage as a result of the actions by Luton Foodbank may complain by using the Complaints Procedure. Such complaints should be submitted to the Chair of the Luton Foodbank.

Any member of staff who feels that this policy has been unfairly applied, or has suffered loss or damage as a result of the action by Luton Foodbank may complain using the Complaint Policy Procedures. Such complaints should be submitted to the Chair.

### **Compliance**

The board of Luton Foodbank will carry out regular monitoring of its activities to ensure compliance of this policy.

### **Monitoring**

Luton Foodbank will review continually its monitoring records in order to assess how successfully the Equality and Diversity Policy is being implemented and maintained. Positive steps will be taken to redress any weakness and/or imbalances revealed by the monitoring process.

This policy will be reviewed on an annual basis.

If it is discovered that a breach to this Policy has occurred disciplinary action may be taken against the board member, service user staff member or volunteer.

# **LONE WORKING POLICY**

## **Introduction**

Luton Food Bank is committed to protecting the staff, board members and volunteers as far as practicable by:

- Minimising the risk of inadequate procedures
- Minimising the risk of malpractice
- Minimising any increased risk to staff, volunteers and board members
- Breaches of confidentiality
- Reducing and controlling health and safety risks

Luton Food Bank recognises that it is not always possible to avoid every potentially dangerous situation. The nature of our work means there will always be risk, but by staying calm and using common sense risks can be minimised.

This Policy does not override other Food Bank policies, especially those relating to financial procedures, health and safety, risk assessment, staff induction and supervision.

Lone working can be in a variety of settings for example offices, warehouse or delivery/collection points or visiting schools or businesses. Luton Food Bank will do their best to eliminate lone working but where this does occur will mitigate any dangers.

The Food Bank will operate within the legislative requirements as follows:

- Human Rights Act 1998
- Data Protection Act 1998
- Children's Act 1989
- Public Interest Disclosure Act 1998
- Health and Safety at Work Act 1974
- The Equality and Diversity Act 2010

## **General**

Staff, board members and volunteers must ensure that procedures for lone working are followed at all times to ensure safety.

It is essential that this is included in induction for staff, board members and volunteers.

## **Lone/Outreach Worker Procedures and Safety Guidelines**

- If members of staff, board members or volunteers are carrying out an external visit, delivery or attendance at a collection point they must record this either by email/telephone or in the Lone Worker Book or with a member of staff. This should include dates, times (including expected time of return) and contact numbers. If there are any changes to these arrangements then the member of staff, board member or volunteer should contact the office to amend the details.

- Ensure that, if you are using a mobile telephone for contact that it is fully charged.
- Always have the contact numbers of the Food bank office and the Chair as well as the Police and emergency numbers with you in case you get into any difficult situations.
- If you are faced with a situation you cannot deal with or are uncertain about leave immediately and report to the Food Bank Office or the Chair.
- If you do not telephone 30 minutes after the expected time, a call will be made to you, if after two attempts they fail to make contact, they will then call the Police. It is therefore imperative that all lone and outreach workers contact the office or the Chair when completing a visit or when there is a delay,

### **Delivery and Collection Points**

- There should always be two members of staff, board members or volunteers if we are delivering Crisis Awards or Food Parcels to the home of a resident. **It is imperative and this procedure should be followed at all times.**
- There should always be two members of staff, board members or volunteers at every collection point this is not only necessary to assist with the workload but to ensure the safety of all our staff, board members and volunteers. **This procedure must be followed at all times.**
- If on any occasion there are issues that arise that give any staff member, board member or volunteer concern at any collection point this should be reported **IMMEDIATELY** to the Co-ordinator or the Chair.

### **Use of own vehicles**

Transport is an essential part of the work we do and the following safety guidelines should be adhered to:

- Make sure the vehicle you are using has the relevant insurance.
- Lone and outreach workers should give details of the make, model, colour and registration number of the vehicle to the Administrator. The Administrator should be informed of any changes to the vehicle. This is used only as a safety measure in the event of loss of communication or difficulty.
- Lone and outreach staff, board members or volunteers should immediately contact the Office or Chair in event of emergencies, including accidents.

### **Summary**

Because of the vulnerability of both lone workers and the customers we serve, it is important that lone/outreach workers receive the support and training to understand all relevant policies and procedures and how to deal with difficult/risky situations to minimise risk to themselves and others.

It is vital that the Co-ordinator and Chair are proactive in monitoring the work of Lone /outreach staff, board members and volunteers to ensure that policies and procedures are followed through regular monitoring and review.

### **Implementation**

The Board of the food bank is responsible for ensuring that the policy is implemented. The Chair is responsible for monitoring the effectiveness of the policy. All staff, board members and volunteers are responsible for the implementation of the policy.

### **Complaints**

Any board member, volunteer, sub-contractor and user of our services who feel this policy has been unfairly applied, or has suffered loss or damage as a result of actions by Luton Food Bank may complain by using the Food Bank Complaints Procedure.

Any member of staff who feels this policy has been unfairly applied, or has suffered loss or damage as a result of actions by Luton Food Bank may complain by using the Food Bank Grievance Procedure.

**SAFEGUARDING ADULTS AND CHILDREN**  
**RECORDING FORM**

**This form should be completed by the Coordinator as soon as an incident is reported. If it is felt that this is an emergency incident then the Coordinator/Designated Board Member or Chair should raise this immediately with the relevant authorities.**

Adult's/ Child's Name/address/age if known)

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Person Reporting Incident name /Job Title

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Date and time that incident reported

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**Concern:**

Describe the event or observation. If it is a child that has made a disclosure, record what the child said, using his/her words on a piece of paper and attach to form.

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**Impact:**

Is there any identifiable impact on the adult or child, i.e. their physical or emotional wellbeing?

**Next Action:**

**Ensure that this form is passed to the designated safeguarding board member or to the Chair immediately after the incident has occurred.**

**Discuss the concern with the designated board member/Chair and agree what actions need to be taken. This action needs to be completed within two days following the incident.**

**The Designated Board Member/Chair will keep this form on file and add a brief summary of the concern, impact and planned actions. This will include a date when the proposed actions will be reviewed. The Designated Board Member /Chair have 7 days to complete this process.**

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**Date for review of proposed actions:** \_\_\_\_\_

**Today's date if different from the date of the incident** \_\_\_\_\_

**Signed** \_\_\_\_\_  
**Member of the Board, Staff Member or Volunteer**

**Signed** \_\_\_\_\_  
**Designated Board Member/Chair of Luton Foodbank**

**For Designated Person/Chair use only**

When the proposed actions have been completed and reviewed, make a note of the outcome here.

## ADULT AND YOUNG PERSON SAFEGUARDING POLICY

Luton Foodbank fully recognises its responsibility regarding safeguarding all adults and young people who may access, volunteer or work at Luton Foodbank.

It will be the responsibility of all staff, volunteers and board members to record and report concerns under this policy.

Luton Foodbank fully recognises its responsibilities with regard to the safeguarding, welfare and wellbeing of vulnerable adults and young people including vulnerable adult learners and volunteers

This policy will cover all staff, volunteers, board members, visitors and contractors who may, at any time, access or work at Luton Foodbank.

Luton Foodbank in recognising its responsibilities for the protection of vulnerable adults and young people will ensure the following:

- A board member will be designated as responsible for safeguarding and being a champion for vulnerable adults and young people's protection issues, including providing an Annual Report to the board. They will also ensure an annual review of the safeguarding policy and ensure there is a safe staff and volunteer recruitment policy.
- There are procedures in place for reporting and dealing with allegations of abuse of vulnerable adults and young people.
- All staff, volunteers and board members will attend safeguarding training.
- Where services are provided by or with another organisation the designated board member will ensure that the organisation concerned has appropriate policies and procedures in place for safeguarding vulnerable adults and young people.

### Categories of abuse

- **Discriminatory abuse** – including racist and sexual abuse that is based on the individual's disability.
- **Financial abuse** – relates to the unauthorised and improper use of funds, money or resources belonging to an individual
- **Institutional abuse** – includes the practise of an abusive culture or regime that destroys any respect to which every person is entitled. It occurs when the individual's wishes and needs are sacrificed for the smooth running of a group, service or organisation.
- **Neglect** – neglect is the persistent or severe failure to provide access to appropriate health, social care and or educational services ignoring medical and/or physical care needs. Neglect will also include withholding adequate heating, medication and nutrition.
- **Physical abuse** – this can include hitting, inappropriate restraint, kicking, and misuse of medication or sanction, pushing, slapping or any other physical harm to vulnerable adults or young people.

- **Psychological abuse** – will include deprivation of contact, emotional abuse, harassment, and isolation, threats of harm or abandonment and/or withdrawal of service or supportive networks.
- **Sexual abuse** – this includes rape and sexual assault or the vulnerable adult participating in or being coerced into participating in/or watching sexual activity. It is not necessary for the vulnerable adult or young person to be aware that the activity is sexual and the apparent consent of the vulnerable adult and young person is irrelevant.

The Luton Foodbank will ensure that:

- a) Staff, volunteers, board members will refer any incident requiring investigation to the safeguarding board member or the Chair of the Board
- b) Ensure that all staff, volunteers and board members know:
  1. The name of the designated safeguarding board member
  2. The communication process if abuse is suspected
  3. Ensure all records are kept locked and secure
  4. Keep clear files and detailed records of concerns about vulnerable adults or young people. Noting the date, event and action taken.
  5. Ensure that all staff, volunteers and board members working on front-line services have an enhanced CRB? Check.
  6. Maintain an ethos where all vulnerable adults and young people feel secure and are listened to
  7. Provide all staff, volunteers and board members with safeguarding training

### **Preventing unsuitable people from working with vulnerable adults and young people**

Luton Foodbank ensures the following:

- 1. Luton Foodbank will contact the relevant authority in the event of an allegation being made against a member of staff and adhere to the safeguarding policy.
- 2. That any organisation working in partnership with Luton Foodbank will ensure that their staff and volunteers have been trained in safeguarding and been through the CRB process.
- 3. That any disciplinary proceedings against staff relating to the safeguarding of adult or young people matters are concluded in full even when the member of staff is no longer employed by the Luton Foodbank and that the notification of any concerns is made to the relevant authorities and professional bodies and included in references, where applicable.
- 4. That all staff, volunteers and board members are aware of the need for maintaining appropriate and professional boundaries in their relationship with vulnerable adults and young people.
- 5. That all staff, volunteers and board members are aware that any sexual relationships with vulnerable adults and young people are improper and could result in legal proceedings taken against them under the Sexual Offences Act 2004 (Abuse of Position of Trust).
- 6. Identify at the recruitment stage the level of CRB disclosure for each of its posts. An acceptable CRB will be a condition of employment and staff will be required to renew their CRB certificates every three years.

- The operation of safe recruitment practises including ensuring enhanced CRB and reference checks are undertaken, prior to employment.

### **Monitoring and Evaluation**

The designated safeguard board member will regularly review, monitor and evaluate any actions or investigations that have occurred.

*The Board of Luton Food Bank will carry out regular monitoring of policy and procedures*

*These Policies will be reviewed annually,*

*The Policy and Procedures were accepted and adopted by the Board of Luton Food Bank:*

*Signed* \_\_\_\_\_ *Name* \_\_\_\_\_

*Position* \_\_\_\_\_ *Date* \_\_\_\_\_

*Signed* \_\_\_\_\_

*Chair for an on behalf of Luton Foodbank*

*Name* \_\_\_\_\_ *Date* \_\_\_\_\_