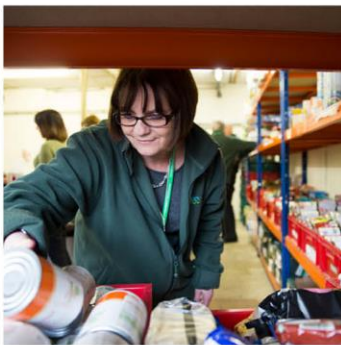




Ealing
foodbank



VOLUNTEER HANDBOOK
WHAT WE DO AND WHY WE DO IT



“You can see when you've made a difference in someone's day.”



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1. Introduction and Welcome

Welcome to the Ealing Foodbank team

First, we would like to thank you for giving up your time to help us and our local community.

This handbook is designed to give you a clear picture of all the foodbank does and why we do it, as well as to set out some general guidelines about volunteering with us.

Whether you simply want to contribute to the life of your community, or have a particular passion for volunteering with us, we hope that by the time you have read this you will have a better understanding of what we do and may even learn some things about us that you didn't know before.

Please read through the booklet, if you have any questions don't hesitate to ask – we will be glad to help. We are always looking to improve the service we offer so please tell us if you think there's anything we could do better!

Our volunteers are the life blood of all that we do, and the foodbank couldn't help the many people it does without you! We are so lucky to work with a diverse group of volunteers who give us an incredible amount of their valuable time and skills.

Thank you for the time you give – it really is appreciated, and we're delighted that you've decided to join the team. We hope that you will enjoy your time with us!

Maria van Ommen	Christina Ferguson	Bri L'Hostis	Hilary Padmore
Manager	Deputy Manager (Referrals)	Deputy Manager (Volunteers)	Warehouse Manager

Our other staff are:

Yvonne Ho – Treasurer

Tracey Powell – Warehouse Assistant

Katherine Aloo – Signposting Lead

2. The Trussell Trust

Ealing Foodbank is a local, independent charity which is part of a national network of foodbanks across the UK supported by The Trussell Trust.

The Trussell Trust was started in 1997 by Paddy and Carol Henderson using money willed by Carol's mother, Mrs Trussell, to help children living on the streets of Sofia, Bulgaria's capital city.

In 1999 Paddy and Carol were promoting their overseas work in their hometown of Salisbury, when they were challenged by a local mum who was struggling to afford food for her children after her partner left suddenly. While helping this family it became clear that there were many other people living in the same way; just enough money to cover the bills but vulnerable to crises such as job loss, illness, family break-up or a delay in welfare payments. The Trussell Trust then developed Salisbury foodbank to meet this need. In 2004, the UK foodbank network was launched resourcing and facilitating churches and communities nationwide to start their own foodbank. Paddy and Carol now live in New Zealand having retired in 2007 although they continue to follow the work of The Trussell Trust.

Ealing joined the Trussell Trust's network in 2013 and this enables us to take advantage of a number of resources and opportunities including:

- Support from an Area Manager who offers face-to-face, email and telephone guidance when required
- An online Operating Manual with extensive guidance and editable resources (updated regularly to ensure we stay up to date with good practice and statutory requirements)
- Initial and on-going training
- A website available to edit locally
- A data collection system which is used to produce vouchers, record food donations and collect statistics about foodbank usage
- A branding pack with our logo and designs for leaflets, posters and banners
- Access to national and regional conferences and meetings
- Corporate relationships brokered by The Trussell Trust nationally, such as Tesco food collections and cash top-up, and access to surplus product donations from large companies
- Occasional access to funding grants administered by The Trussell Trust
- Access to media opportunities and support from The Trussell Trust's press and public affairs teams
- General assistance from the Network Support team

3. Ealing Foodbank

Every day people in Ealing go hungry for many different reasons. Ealing Foodbank provides a minimum of three days' emergency food and support to people experiencing crisis.

Ealing Foodbank relies on the support of the local community through volunteering, food donations and fundraising. Some food and essentials are donated through churches, schools, businesses, and supermarket collection days. We also use financial donations to top up our stocks. Our clients are referred to us by over 200 frontline care professionals such as statutory organisations, charities and those who work with people in need; they give them a voucher that is exchanged at our foodbank centres for a food parcel containing nutritionally balanced food.

Our goal is to make the foodbank an informal and friendly place, where clients and volunteers feel welcome.

The foodbank is governed by a Board of Trustees and there are currently six trustees:

Rev Warren O'Neil, Chair of Trustees

Rev Julia Jaganath

Rev Jeremy Hyde

Ms Karina Atwal

Ms Grace Nartey

Mrs Keryn Shepherd

To contact the trustees, email trustees@ealing.foodbank.org.uk

More information about Ealing foodbank can be found on our website at ealing.foodbank.org.uk

More information about The Trussell Trust can be found at trusselltrust.org

4. Our Values (see also appendix i for the full statement)

We are a Christian-led organisation motivated by Jesus' teaching on poverty and injustice. We operate according to Christian principles of compassion, honesty, integrity, openness, kindness and care of all people, regardless of backgrounds or beliefs. We believe in turning faith into practical action, living out God's love for everyone.

Whilst we are a Christian-based organisation, we serve and work with people of all faith groups and beliefs, or none. Volunteers that share our principles are welcome, whatever their personal faith position.

5. Inclusivity

We are passionate about inclusion and being non-judgemental is central to what we do. We believe that everyone has unique skills and gifts to bring to society, and we want to include people from all walks of life as volunteers. Some volunteers have extra needs or have a difficult background. Whatever the personal history of our volunteers, we will do our best to include them as we firmly believe that no-one should be left out. We will endeavour to ensure that all volunteers can play a full part in our community project. Where possible, we

will also work together with support workers to ensure that we can understand and cater for any specific needs.

6. Information for Volunteers

1. General Rules and Procedures

A. Changes to Personal Details:

We may need to contact you in an emergency, so please remember to pass on to us any changes in your or your emergency contact person's contact details.

Please notify the Deputy Manager, Bri L'Hostis (bri@ealing.foodbank.org.uk)

We would also ask that you let us know if you decide to stop volunteering with us. We may ask you to complete an exit questionnaire to give us feedback, and if there is anything we could do differently. It will also alert us to remove your contact details from our lists, in accordance with our data protection policy (see appendix ii).

For certain volunteering roles, you will be asked to join our online platform called Assemble, where you can find this handbook, our policies and where you can also update your personal details.

B. Time Commitment:

All our teams operate by rota, and you will be asked to sign up for shifts. Once a rota has been finalised, if you are unable to attend any of the times you have agreed to help, please let your Team Leader know as soon as possible, so they can make arrangements for cover.

C. Statements to the Media and Photos:

Volunteers must not make any statement to reporters from newspapers, radio, television, or any other media about The Trussell Trust or Ealing Foodbank. Any media enquiries should be directed to the Manager. If we would like your support for a campaign, we will approach you.

From time to time we may wish to take photographs or make a film. This will be used on our website or social media, for fund raising or grant applications. We will ask you for permission if you are on duty when this takes place. You do not have to take part in this, and if you do not wish to be photographed or filmed, please follow instructions on the day to stay out of camera shot.

D. Volunteers' Property:

No liability is accepted for any loss of, or damage to, property brought onto our premises. You are advised not to bring any personal items of value to the warehouse/client centre or leave any items overnight (see Volunteer Guidelines)

E. Insurance:

Ealing Foodbank has an up-to-date public liability insurance policy. This covers the organisation if a member of the public or a volunteer suffers a loss or injury because of the foodbank's activities.

F. Cash Collections:

Cash collections on our premises for a cause other than Ealing Foodbank are only allowed with our permission. If you wish to obtain sponsorship, conduct raffles, request donations

etc please discuss this with your Team Leader or the Manager. If you personally wish to raise funds for the foodbank, we will be able to help you to do this by providing sponsorship forms, logos, posters and collection buckets.

H. Problems:

Should you have any problems related to the way you are treated by us, our employees, other volunteers, or the people we serve, please raise these with your Team Leader or the Manager who will attempt to resolve the issue. If you are unhappy with the outcome, you may raise the issue with the Chair of Trustees.

If you have a question about or a disagreement with any of Ealing Foodbank's policies made since you joined the foodbank, please get in touch with us first. The office team can be reached on 0208 840 9428 (Mon-Fri, 10-4) or info@ealing.foodbank.org.uk. The trustees can be reached on trustees@ealing.foodbank.org.uk.

See appendix iii for our 'Complaints, Compliments and Comments Policy'

2. Standards

Volunteers are expected to behave responsibly while with us. Normally we would bring any difficulties to your attention informally. However, the behaviour listed below would result in us refusing any further voluntary assistance from you:

- Grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment
- Dangerous behaviour, fighting, or physical assault
- Incapacity whilst volunteering, or poor performance caused by intoxicants, alcohol, or drugs
- Possession, supply, or use of illegal drugs
- Taking part in activities which have resulted in adverse publicity for ourselves
- Theft or unauthorised possession of money or property, whether belonging to us, another employee or volunteer, or a third party
- Destruction or sabotage of our property, or any other property on the premises
- Serious breaches of Health and Safety procedures (see appendix iv for Health and Safety policy and procedure)
- Maltreatment of service users, volunteers, staff, trustees, building management and their staff/volunteers, clients, visitors or donors
- Failure to report an incident of abuse, or suspected abuse, of a service user by an employee, other volunteer, or member of the public (see appendix v for Safeguarding Policy)
- Convictions for any offence that may affect your suitability for the volunteering duties in which you are involved

Please note that a criminal record will not necessarily stop you from volunteering, but we may need to assess any risks both to you and to others.

3. Security

A. Confidentiality:

You must respect our Confidentiality Agreement (see appendix vi) and attend an annual refresher training session. You must not disclose any confidential or personal information about our clients, volunteers, business, or intellectual property, to any person at any time, whether during or after your volunteering with us. Contact details and other personal information that you have received solely for the purposes of volunteering with Ealing Foodbank must be deleted or returned after your time with us. You must also take reasonable care to keep safe all documents or other materials containing confidential information and must not make or take copies of the information that they contain. This is for the benefit of everyone and keeps our charity a safe and caring place for volunteers.

B. Use of Computer Equipment:

No new software may be added (whether by USB flash drive, download or any other means), copied or removed from our computers without the permission of the Manager. You may be required to use the internet or email system to carry out your duties. Any unauthorised use of either (e.g. for engaging in the dissemination of offensive or confidential content, bullying, piracy or other illegal activity, pornography, gambling, copyright infringement, or personal use unrelated to your task) may result in the termination of your relationship with us.

C. Right of Search:

If there is good reason for suspicion or following a specific incident, Ealing Foodbank Team Leaders have the right to carry out searches of volunteers and their property (including vehicles) while they are on the premises. You are entitled to be accompanied by a third party (to be selected from someone who is on the premises at the time), as you are in the event of any further questioning taking place. You may be asked to empty the contents of your pockets, bags, vehicles, etc. You may refuse to be searched, but this could result in us prohibiting any further voluntary assistance from you. We reserve the right to call the police at any stage.

4. Health, Safety, Welfare & Hygiene

A. Personal Safety:

- You are expected to use any protective equipment provided for your task. At the moment, we don't provide any protective equipment as our activities do not warrant PPE.
- You must not take any action that could threaten the health or safety of yourself, other volunteers, workers, employees, clients, visitors or members of the public.
- You should report all incidents, accidents and injuries whilst on voluntary duties, no matter how minor, either via email or by filling in an incident/near miss form. Please send any completed forms to the Deputy Manager for volunteering. Your Team Leader will advise where the Incident and Near Miss forms can be found.
- When working at height, ensure you have been shown the correct procedure and only use the special safety steps provided. Do not work at a level with which you do not feel comfortable or safe.

- Ensure that proper manual handling procedures are observed when undertaking any heavy lifting. Always lift with knees bent and back straight and refer to the posters on display. Do not attempt to lift anything too heavy – if in doubt, always ask another volunteer to help you. You must tell your Team Leader if you have a health condition or if your health condition has changed.

B. Smoking Policy:

Smoking is not permitted inside any of our buildings or close to any door or window (including vapes or e-cigarettes). If we have provided you with over-garments e.g. tabards, please remove them before smoking.

C. Lost Property:

Articles of lost property should be handed to your Team/Shift Leader who will retain them while attempts are made to discover the owner. The Manager will hold lost property for 6 months, after which it will be disposed of.

D. Parking & Travel:

Parking at any of the venues is private and belongs to the church which hosts the centre. There are strictly only 2 spaces allocated for vehicles at the warehouse which are allocated to specific people based on need. We regret we are not able to reimburse parking or travel costs. However, we will reimburse travel and parking costs should you be asked to carry out a task for the foodbank using your vehicle. Please ask your Team Leader for an expenses form.

No liability is accepted for damage to private vehicles, however caused.

Our insurance does not cover the use of your private vehicle whilst volunteering, so please make sure that your own insurance will cover the use of your vehicle during your volunteering session.

We will not reimburse any speeding or parking fines incurred whilst volunteering at the foodbank.

E. Health & Hygiene:

- Any exposed cut or burn must be covered with a first aid dressing. First aid boxes are on every site and the Team Leader can help you should you need it.
- If you are suffering from an infectious or contagious disease or illness, you must not report for volunteering duties without clearance from your doctor.
- Contact with any person suffering from a notifiable infectious or contagious disease must be reported before commencing volunteering duties.

F. Suitable Clothing:

Footwear with closed toes and heels must be worn to protect your feet. If you are volunteering in the warehouse you should wear clothes appropriate for the outside temperature.

G. Protection of Minors and Young People:

We have a responsibility to see that minors while helping at the foodbank are afforded the protection consistent with our Safeguarding Policy (see appendix iv). As we do not currently have the necessary checks to ensure the safety and well-being of volunteers under the age of 18, we can only accept volunteers 18 years old and over.

H. Safeguarding:

We occasionally work with young people and/or adults with care and support needs, including those with learning, mental and physical difficulties, so aim to meet any special requirements for the benefit of both the volunteer and the foodbank. However, to do so we need to be informed of such needs.

If you have a particular need or know of a volunteer who has a need and for some reason might not have told us, please inform the Deputy Manager - volunteering of any specific support required. Where we can reasonably make adjustments or give extra support, we will endeavour to do so.

For most tasks, you will not require a criminal records check. **However, all volunteers must declare any unspent criminal convictions on their application form.** Failure to do so may result in the foodbank refusing to allow the person to volunteer.

Our foodbank aims to foster a culture of transparency. If you have any concerns about the behaviour of an employee, volunteer, worker, trustee, visitor or client you must report this at the earliest opportunity to your Team Leader or one of the foodbank's safeguarding leads. Contact details are in appendix v.

I. Lone Working:

For safety reasons, we aim to ensure no volunteers work alone. Volunteers visiting a foodbank centre or the warehouse when no-one else is present should notify the Manager/Team Leader of their arrival and let them know when they leave or are joined by a colleague. Try not to use ladders and steps whilst lone working and keep the doors locked.

Food deliveries to clients' home addresses must not be undertaken unless with the express permission of the manager and never alone.

J. Welfare:

We are concerned for the welfare of our volunteers and would encourage you to do no more than the equivalent of two days (16 hours) volunteering with us each week. There will be exceptions especially around busy times of the year, but we would ask you to adhere to this principle whenever possible.

Relevant Policies and Procedures are added as appendices to this handbook.

A full copy of all Ealing Foodbank policies and procedures is available on Assemble and on our website.

Contact details:

Ealing foodbank: Maria van Ommen, Manager
Address: 65 Tawny Close, W13 9LX, London
Email address: maria@ealing.foodbank.org.uk
Telephone: 020 8840 9428
Mobile phone: 07917 902 515
Website: ealing.foodbank.org.uk

Useful email addresses:

General enquiries: info@ealing.foodbank.org.uk
Manager: maria@ealing.foodbank.org.uk
Deputy Manager (Referrals): christina@ealing.foodbank.org.uk
Deputy Manager (Volunteers): bri@ealing.foodbank.org.uk
Warehouse Manager: hilary@ealing.foodbank.org.uk
The Trussell Trust: trusselltrust.org

Appendices:

- i) Vision, Mission and Values
- ii) Data Privacy Statement for Volunteers
- iii) Complaints, Compliments and Comments Policy
- iv) Health and Safety Policy and Procedure
- v) Safeguarding Policy and Procedure
- vi) Confidentiality Agreement (all volunteers)
- vii) GDPR Consent form
- viii) General Guidelines for Volunteers

Additional documents (not included in this handbook) that will be given at Induction where applicable and are available on Assemble:

Role descriptions for centre volunteers and for warehouse volunteers

Confidentiality form – Trussell Trust data collection

Vision, Mission and Values:

Founded in 2013 by members of over 40 different Christian churches and communities, we are supported by local churches with prayer, finance, food and volunteers and governed by a board of Trustees, including ministers, drawn from the founding denominations. Ealing Foodbank is a Christian organisation.

Other supporters include many local schools, individuals and businesses (of all faiths and none).

We seek to extend the grace and love of Jesus Christ by who we are and what we do to those who need help in the form of emergency food parcels and other advice and support, and welcome people from all walks of life to join with us in this endeavour.

The Vision of Ealing Foodbank *(the destination):*

- That everyone in Ealing Borough has enough food to feed themselves and their family

The Mission of Ealing Foodbank *(how do we get there):*

- To provide emergency food to people in crisis who are referred to us by participating agencies and organisations
- To sign-post those persons to other services and agencies to help resolve the crisis and help them recover dignity and regain independence

The Values of Ealing Foodbank *(how we behave on the way):*

- We provide the services above in an environment of welcome, love and respect
- We will serve all people equally and without prejudice or judgement. This flows out of Jesus' compassion for all
- We aim to restore dignity and revive hope by the manner in which we receive and respond to our clients' need
- We aim to be generous in our provision of service and time
- We underpin all we do with prayer. This is expressed through:
 - Prayers of many Christians and Churches for the operation of Ealing Foodbank
 - Prayers offered at some of our sessions
 - Weekly prayer meetings in the office
 - The sensitive offer of prayer to clients
- We do not aim to directly preach or proselytise. However, Christian Foodbank volunteers are ready to respond in conversation about their hope and their faith when appropriate
- We welcome volunteers from all faiths (or none) who are comfortable with, sympathetic to and respectful of the Christian basis of the Organisation and its activities

Data Privacy Statement for Foodbank Volunteers

Personal data

When you become a volunteer at the foodbank, the foodbank will keep some data about you.

This is “personal data”, because it is about you as a particular person, and it can be linked to you.

What personal data do we hold?

The foodbank will keep personal data about you on the form filled in during your induction: this records your name, email address, contact details, emergency contact, notes on health issues, availability, if a DBS check was needed, and unspent criminal convictions

In the event of a grievance, accusation or disciplinary matter, this will be recorded separately.

This is the only data the foodbank will usually hold about you. We do not get data about you in any other way.

How is your personal data kept safe?

Your data is kept in a secure, password protected contact list. We also store your data on Assemble if you volunteer in certain centres. You will be provided with your own login and password to assemble.

What is your data used for?

Your data is only used for purposes directly relating to your volunteering, particularly:

- To work out the best volunteer opportunities for you
- To contact you about your volunteering, if we need to
- To make sure you get the right medical care, if you are taken ill when volunteering
- To contact the right person, if you have an accident or are taken ill when volunteering
- To know that you have signed a confidentiality agreement, have been told about health and safety, and/or have given permission to be photographed

Does the foodbank have a right to your data?

Under Data Protection legislation, the foodbank needs to have a “lawful basis” for keeping your data, and for using it. There are several types of “lawful basis”. One of them is called “performance of a contract”.

When you become a volunteer, you enter into a “contract” (or agreement) with the foodbank. You undertake to play your part as a volunteer; we undertake to look after you, and other people, properly. To do this, we need to hold data about you. That is why the lawful basis for holding your data is “performance of a contract”.

Who can see your data?

The only people who have access to your data are the staff team. Your personal contact details will also be held by your team leader so that they may contact you about your participation on the rota. Your team may also hold your email and phone numbers if you have shared them.

How long will your data be kept?

Your data is kept while you are a volunteer at the foodbank.

If you stop being a volunteer, we will delete your contact details, unless there is a reason why we are still in touch with you about your time as a volunteer.
We may keep records of any grievance, dispute or accusation for up to six years.

Who can you speak to if you have questions?

If you have questions about your data, and what we do with it, you should contact Ealing Foodbank Manager, Maria van Ommen by email: maria@ealing.foodbank.org.uk or by phone 020 8840 9428 (Mon-Fri 10am – 4pm)

What rights do you have?

You have a number of rights under Data Protection legislation:

- Right to be know what data we hold
You have a right to know what personal data we hold about you.
This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.
- Right to have a copy of the data we hold
You can ask for a copy of the data we hold about you. This is called a “subject access request”.
If you make a “subject access request”, we will give you a copy of all the data we hold about you.
We will do this within one month. If it helps, we will give you the data in a computer file.
- Right to object
You can object if you think we are using your data in the wrong way.
You can also object if you think we don’t have “lawful grounds” for using your data.
We will give you a statement explaining why we use your data and explaining the “lawful grounds”.
If you are still not happy, you can complain to the Information Commissioner’s Office.
If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.
- Right to have your data corrected
If you think there is a mistake in your data, please tell us. You have a right to have it corrected.
We may need to check what is the correct data but will put right any mistakes as soon as possible.
- Right to be forgotten
Your data is kept while you are a volunteer at the foodbank. If you stop being a volunteer, we will keep your data for one year.

Finally, if anything happened to your data that could be a risk to you, we would do our best to tell you.

Appendix iii

Complaints Procedure

Ealing Foodbank is committed to delivering a high standard of service to anyone who engages with our work.

We believe that the best way to improve our service is by learning from the people who use it. We welcome comments, compliments and complaints from clients, referral agencies, volunteers and anyone else we come into contact within our work. These help us to see what we are doing well and where we can make improvements.

We aim to promote an environment where people are encouraged to raise and discuss issues informally and, where necessary, seek solutions to prevent them developing into problems or complaints.

However, we recognise that there may be situations where people are not happy with the outcome of an informal discussion or feel that the issue needs to be taken further. In these cases, Ealing Foodbank has a complaints procedure so that we can work towards a resolution in a fair and transparent manner.

Our promise and commitment

We recognise that there may be times when our services and activities do not meet your expectations. If this happens, it is important that we know about it as soon as possible so that we can deal with the situation effectively to try to prevent it from happening again and to learn from our mistakes. We promise to take all feedback and complaints seriously and to deal with them in a timely manner.

How to register a complaint or give feedback

If you have a complaint, or would like to share a concern, compliment or comment on any aspect of our service, you can contact us in one of the following ways:

- In person to staff/volunteers at the Foodbank
- By phone: 020 8840 9428
- By email: info@ealing.foodbank.org.uk or maria@ealing.foodbank.org.uk
- Write to the following address:

Ealing Foodbank, 65 Tawny Close, London, W13 9LX

Please tell us what your complaint or feedback is about and what you would like to see happen as a result. Please also tell us how we may contact you.

What will happen after I complain?

We will acknowledge your complaint within five working days of receipt and we will tell you who will be dealing with the matter and when you can expect a full response.

Ealing Foodbank will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it.

There may, however, be occasions when we cannot provide absolute confidentiality, for example in circumstances where a child or vulnerable adult may be at risk of harm.

If you are not happy with the response you receive, you may escalate your concerns to:

Chair of Trustees, Rev Warren McNeil, Greenford Baptist Church, Beechwood Ave, Greenford UB6 9UA who will also investigate the matter and advise you on the next steps to resolving your complaint.

Health & Safety Policy

Ealing Foodbank is committed to ensuring general health and safety in accordance with The Health and Safety at Work Act 1974 and applicable regulations made under it.

Our policy is to ensure the general health and safety of all workers, contractors, volunteers and visitors who attend our premises, or who participate in Foodbank activities elsewhere, as far as is reasonable and practicable, as follows:

- To identify health and safety risks, and to control those risks wherever practicable
- To maintain and, where necessary, replace equipment required for the performance of any particular task
- To provide safe arrangements for the use, handling, storage or transport of articles and substances
- To ensure safe use of hazardous substances held
- To provide adequate information, instruction and training in relation to the performance of employees and volunteers, and to put in place procedures to ensure safe systems of working
- To provide adequate support and supervision to all employees and volunteers active on Foodbank business
- To prevent accidents and work-related ill health
- To review this policy and associated procedures on a regular basis (at least annually) and revise policy and procedures as the need arises
- To consult employees on health and safety matters

Appendix v

Safeguarding contact details

Under no circumstances should a worker or volunteer carry out their own investigation into an allegation or suspicion of abuse.

The following are our procedures:

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to

Maria van Ommen (hereafter the "Safeguarding Coordinator")

07917 902 515

who is nominated by the Trustees to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

- In the absence of the Safeguarding Coordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to:

Bri L'Hostis, Deputy Manager – 07531 267 151

- If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to trustee **Jeremy Hyde, 07909917432**. Alternatively contact Social Services or the police.
- Where the concern is about a child, the Safeguarding Co-ordinator should contact Children's Social Services. Where the concern is regarding an adult in need of protection, contact Adult Social Services.

The Emergency Duty Team operates out of office hours from 5pm Mon-Fri to business opening time the next working day.

At weekends, it operates from 5pm on Friday through to business opening time on Monday.

The service is extended to cover bank holidays and other public holidays when it operates 24 hours a day.

Contact the Emergency Duty Team is through the Ealing Control Room on: (020) 8825 8000 or 5000

The Police Protection Team telephone number is 101 for urgent, non-emergency, and 999 for emergency calls.

**Please note - this is not the full Safeguarding Policy –
please see Ealing Foodbank Policies and Procedures Handbook**

Volunteer Confidentiality Agreement

When someone gives us any confidential information, they need to be sure that we will not record, store or pass this information on to anyone else without their prior permission.

As a volunteer for Ealing Foodbank, you may have access to (or may learn of) information of a confidential nature including personal volunteer, donor and/or client details. Confidential information also includes the contents of the foodbank operating manual, logo and other intellectual property, which should not be disclosed or share with people outside the organisation.

The only exception to this is if you have been party to any information which raises a concern to you, such as a safeguarding matter. In this case, you will be expected to share this with the nominated safeguarding person for the foodbank.

Confidential information includes (but is not limited to) volunteer contact details, foodbank vouchers, data collection system – entries, passwords, email access; spoken words and presentations; printed documents; loose notes; diaries; memoranda; drawings; photographs; electronic, magnetic and optical storage; and computer printouts.

Confidentiality Statement

I understand that while volunteering with Ealing Foodbank I may come across information that is confidential.

- I agree that I will never disclose confidential information to anyone outside of the organisation, subject to the exception outlined above.
- I agree that I will not copy or share such confidential information
- I agree that I will not share volunteer personal data such as phone numbers and email addresses with anyone outside of the organisation. I will delete and destroy all information I may have received as a volunteer when I leave.
- I agree to respect the intellectual property of The Trussell Trust and not to copy or pass on to anyone outside of the project any foodbank forms or documentation I may use while volunteering for Ealing Foodbank
- I understand breaches of this agreement could result in termination of volunteering with the foodbank.

GDPR Consent Form

Ealing Foodbank needs to be able to contact you and will hold information you provide in electronic form securely on line and in paper form at the office.

We will not share your personal details with any organisation outside the foodbank without your express permission, but your details will be shared with your Team Leader and team members. We will delete your details within one month of you letting us know you are no longer a volunteer with us.

If you do not wish to give your personal contact details, a contact in case of emergency, details of referees, you do not have to do so. However, not agreeing to Ealing Foodbank storing your information will mean you will not be able to continue as a volunteer.

We would also like to contact you with our occasional newsletter, once per month. This will be sent only by email.

We occasionally take photographs, and short biographies, which we will use in our social media (Twitter, Facebook, our website) and in our newsletters. You will be asked to complete a photo permission form when photography or filming happens. You do not have to take part in this.

Name:	Email:
Mobile:	Landline:

Emergency contact name:	
Relationship:	Contact number:

General Guidelines for Ealing Foodbank Volunteers

- Try to be on time and if you will be significantly late or can't make your session, please let your team leader know as soon as possible.
- Make sure that you know the layout of the building, including emergency exits and fire muster points.
- If possible, do not bring any valuable items with you to your foodbank session.
- Please wear appropriate clothing for the task and the weather, including close-toed footwear.
- Work as a team and support your team leader. If there is an issue, speak to the team leader in private rather than in front of the rest of the group.
- Do not give or lend money to foodbank users.
- Do not give your personal information (address, telephone/mobile number, email address, etc) to foodbank users.
- Do not take foodbank users to your home or arrange to meet them outside of a foodbank organised session.
- Treat other volunteers, foodbank users, trustees, staff members and outside organisations (churches, advisors, etc) with kindness and respect.

Client Centre Volunteer Guidelines

- Please wear your foodbank name badge. If you don't have a badge, please let the office know.
- Avoid all lone working, but especially do not engage in one to one work with foodbank users. Ensure you're in sight of another foodbank volunteer or staff member. This is for your safety and theirs.
- If you get into a conversation that you'd rather not handle, ask another volunteer or the team lead for support.
- Sometimes physical touch can be comforting to people, but not everyone likes to be touched or hugged. Please make sure you have consent before touching people.
- We don't preach or try to convert people at foodbank. If people request prayer, you or another volunteer can pray for the issues that the person has requested. Keep prayers short and please avoid placing your hands on people.
- Be present at the team meetings before the centre opens.
- Make an effort to attend meetings according to your role if applicable (team leader meetings, admin meetings, etc) as well as refresher sessions and training such as safeguarding training.
- We cannot look after other people's children at the foodbank. Parents and carers have full responsibility of their children while they are accessing services at Ealing foodbank. Please don't touch children at the foodbank without the express permission of the parent or carer.