

Banbury Food for Charities induction manual

July 2016



Thank you for offering to give your time to Banbury Food for Charities. This induction manual explains what we do, what your role is and how to carry it out safely and effectively, and provides contact information.

What is Banbury Food for Charities?

Banbury Food for Charities picks up fresh food – fruit, vegetables, bread, dairy products etc. - that would otherwise be thrown away, and delivers it to charities in and around Banbury that cook or distribute the food. This helps to reduce food waste and provide food to people who need it. The food comes from supermarkets, wholesalers, market traders, allotment holders etc. The charities pass the food on to homeless people, people with mental health problems, the parents of young children in deprived parts of Banbury, etc.

Banbury Food for Charities was inspired by the excellent work of the Oxford Food Bank, which has been doing the same thing in Oxford, but on a larger scale, since 2009. Banbury Food for Charities was founded in summer 2014. We are a registered charity: no. 1195862. We do not have a base or van, and have no paid staff. We rely completely on our volunteers to pick up and deliver the food, raise funds, and manage the organisation.



Two volunteers deliver food to Maria of the Sunrise Multicultural Centre



Allotment produce for Charlotte of Restore

Your tasks

If you are a driver: In your car, you will pick up food from supermarkets and deliver it to charities in Banbury, normally once every week or two. A typical shift is from 9:15 to 11:30 and involves driving about five miles. For this, you must have a clean driving license, you need access to a car or van, and the vehicle insurance must include your volunteer activities. You must also be able to find your way around Banbury! You may be accompanied by someone else in their car if both vehicles are small. You may also be helped by a 'helper' if you like (particularly if you struggle to lift heavy boxes of food). You are expected to attend meetings as appropriate. You will be supervised by the rota coordinator.

If you are a helper: You will meet a driver at an agreed location, and help them to pick up and deliver food. For this, you will need to be able to lift and carry relatively heavy boxes of food. You are expected to attend meetings as appropriate. You will be supervised by the rota coordinator.

A typical shift

A typical shift at present (July 2016) goes as follows:

- 9:15 Meet at Aldi. Pick up food from 2-3 supermarkets
- Deliver food to between 8 and 12 charities (the rota coordinator will tell you which ones)
- Finish around 11:30



Xander at the Salvation Army chooses food from a volunteer's car

Expenses

You should not be out of pocket as a result of volunteering with the Banbury Food for Charities. You will receive a mileage claim form separately. Reimbursement is at 40p/mile. Mileage claims will be calculated starting from your usual home address or other point agreed in advance. Please discuss with the rota coordinator if your mileage claim will regularly be for more than 7 miles per rota, i.e. if you do not live in Banbury.

Safety information

Food labels

'Use by' dates are put on food that goes off quickly. Going beyond the 'use by' date could put people's health at risk, so don't deliver any food after then even if it looks and smells fine.

'Best before' dates are put on a wide range of frozen, dried, tinned and other foods. Except for eggs, 'best before' dates are about quality, not safety. So you can still deliver food (except for eggs) after its 'best before' date has been passed.

'Display until' and 'sell by' are information for shop staff which we can ignore.

Safe lifting

Please take care of your back when lifting boxes and crates. Here are the main rules for safe lifting and carrying:

- don't over-fill the food boxes or put too many heavy items in each box
- bend to lift the crate, don't stoop
- keep your back straight when lifting by tucking in your chin
- lift with your strong leg muscles, not your weaker back muscles
- keep your arms and elbows close to your body when lifting and carrying
- don't twist your body while carrying: move your feet around instead
- to lower the box, bend your knees and don't stoop
- in case of doubt, ask someone to help you



Cleanliness

Moving food around is often a mucky task. Food for Charity's volunteers and clients are a pleasantly rugged lot. We don't wear hair nets, plastic gloves etc. But do please observe basic safety rules: wash your hands thoroughly after you have gone to the toilet; don't work when you're obviously sick; and clean up any dropped/squashed produce immediately to avoid a slip hazard.

Footwear and high-visibility vests

Please wear sturdy, closed footwear, to avoid tripping or getting hurt if something falls on your feet, and for reasons of hygiene. High-visibility jackets *must* be worn at Aldi and Sainsbury's: you won't be let into the building unless you are wearing one. They are strongly recommended at other times as well, both for your safety and so that people know who you are.

Volunteer code of conduct

Banbury Food for Charities is committed to good, safe and reliable practice and a positive organisational culture. This code is not a legally binding contract, and cannot cover all eventualities and possibilities.

As a volunteer with Banbury Food for Charities you have the right to:

- Understand your role and what is expected of you
- Know who the volunteer supervisor / rota coordinator is
- Receive an induction and ongoing support
- Be valued, treated with respect, have your privacy and confidentiality respected, and not be discriminated against on any grounds
- A safe working environment
- Be covered by insurance
- Be consulted on any changes that may affect your volunteering
- Be reimbursed for reasonable out of pocket expenses where financially possible
- A proper complaints procedure

In turn, our food providers, client groups (and their service users), funders and other volunteers are entitled to appropriate standards of integrity and behaviour. Most of us also want to work in an environment which is safe and supportive. To support this we ask you to do the following. The points phrased as 'must' are particularly important:

Please be reliable and punctual. The charities that we deliver to rely on receiving the food at specific times that fit with their cooking schedules or when particular client groups attend their activities. We have also agreed pick-up times with our food suppliers to fit with their busy schedules: they might stop providing us with food if we are not reliable and punctual. If you cannot carry out your shift, please try to find someone else to do the shift, or contact the rota manager as soon as possible. It is also helpful if you can give the rota manager as much notice as possible if you plan a holiday, or other break from volunteering.

Please ensure that you can carry out your role effectively. Please inform a trustee at the first opportunity about any difficulties that might affect your ability to carry out your role competently, safely and fairly, for instance if your driving license is revoked or you have a conflict of interest.

You must be honest and trustworthy. The food that we receive and deliver is valuable: for every £1 we receive in donations, we can deliver about £50 of food. We aim to deliver the absolute maximum amount of food to our charities, minimise any left-over food, and ensure that the food is used properly by the charities. If we, or our recipient charities, are perceived as being untrustworthy, our food suppliers will almost certainly be stopped.

Please conduct yourself in a way that will not bring Banbury Food for Charities into disrepute. You may not use alcohol or illegal drugs prior to or whilst volunteering for us. Please do not allow your private interests to come into conflict with your volunteer role, or conduct yourself in a way that might bring Banbury Food for Charities into disrepute. Please avoid being publicly critical of one another or Banbury Food for Charities. You must declare any conflict of interest (for instance previous links to a client group, personal relationships with a client group's service user, or disagreements with a client group's principles), and make sure that these do not influence your judgement or volunteering activities.

Please maximise the charitable use of our food, and minimise food waste. The main objectives of Banbury Food for Charities are to reduce food waste and help disadvantaged people. The rota coordinator will aim to organise pick-up and delivery rounds so as to make optimum use of donated food and minimise our own generation of waste. You should aim to pick up from our providers no more food than can be delivered during your round, allowing for a reasonable buffer for uncertainty. However, until Banbury Food for Charities has storage facilities, there will inevitably be the possibility that, after a good effort has been made to drop off all the food to the charities on a round, there is left-over food. We recommend that this be dealt with in the following sequence:

- a. If you have the time and energy, the food can be brought to additional charities not on the day's round. This is particularly the case if the food is high value and perishable (e.g. large quantities of cheese).
- b. If the food will hold until your next shift (e.g. potatoes) and you have the room, you should store it at home and bring it to your next shift.
- c. After having done a. and b., you are welcome to eat the food yourself, distribute it to your friends and neighbours, and generally enjoy the surplus.

Please be risk averse. Please follow the safety information in this handbook. We are not legally allowed to pick up or deliver meat, fish, or food that is past its 'use by' date ('best before' is OK). Please drive carefully, and be patient and careful when picking up and delivering food. Please take any other relevant steps to minimise actual or potential harm to yourself and others. You must not put yourself or others at unnecessary risk.

Please protect our vulnerable and disadvantaged clients. Most of our client groups support people who are vulnerable and disadvantaged, perhaps with mental health issues. Some of our volunteers may also be vulnerable or disadvantaged. We provide a very valuable service that people depend on. Please take these points into account when carrying out your role. Volunteers must not receive loans or gifts from client groups (or their service users), and must not give loans or gifts to clients groups (or their service users). Please give food only to representatives of the charities we serve, or service users that are helping them, not to individual service users or other people who ask for it.

You must respect the equality and diversity. Banbury Food for Charities glories in, and encourages, diversity in our volunteers and client groups (and their service users). We do not discriminate on grounds of race, gender, ethnic origin, religion, disability, sexual

orientation, class, age, marital status, responsibility for dependants, appearance, dress, mental or physical issues, unemployment, union membership or unrelated criminal conviction. Banbury Food for Charities fully accepts the requirements of the Race Relations Act 1976/Race Relations (Amendment) Act 2000, Human Rights Act 1998, Sex Discrimination 1975 and Disability Discrimination Act 1995, and aims to extend the spirit of these to cover other disadvantaged groups that are not currently protected by statutory requirements. All volunteers are responsible for the practical application of these points. Please challenge any discriminatory activity that you see as part of Banbury Food for Charity's work, and please do not impose your own religious or political beliefs on client groups (or their service users) or fellow volunteers.

Please be supportive and respectful of fellow volunteers and trustees. Volunteers are expected to work with each other openly, co-operatively, and with respect. Colleagues should normally deal with concerns and disagreements between each other on a one-to-one basis. If unresolved, this should be taken to a trustee, who may in turn recommend (or require) further action such as mediation or, as a last resort, termination of volunteering. Criticism of a particular volunteer or trustee is better delivered on a one-to-one basis. Any feedback should be delivered constructively and professionally, for instance, focussing on a specific behaviour, rather than an individual. The emphasis should be on taking responsibility and finding solutions; not apportioning blame, or being derogative or offensive. Criticism of the organisation will be valued in the context of appropriate meetings, such as team meetings or the Annual General Meeting.

Please fill in necessary paperwork and attend necessary meetings. We try to minimise unnecessary paperwork, but some is necessary for our food providers and funders, and to ensure that you get your expenses paid. Please maintain clear and accurate records where this is part of your role, including monthly timesheets and expense forms. Please also attend all relevant one-to-one meetings, team meetings, and relevant training.

Please give us notice if you plan to end your volunteering. Both you and Banbury Food for Charities can end your volunteering at any time and without notice. However, unless there is an emergency or misconduct, we will give you at least 2 weeks' notice and hope that you will do the same for us.

If you are in doubt as to how to deal with any situation, do not feel adequately prepared to carry out your role, or have any concerns about the conduct of other volunteers, client groups (and their service users) etc., please discuss this with a trustee, who will agree a course of action with you. In particular, please inform a trustee if you have any significant concerns about risk and how our food is used.

And finally... Banbury Food for Charities welcomes your ideas, input, energy and self-determination. We are only as good as our volunteers! Please keep trustees informed of any actions that go beyond your role description, and check with a trustee in case of doubt.

CONTACTS

TRUSTEES

We have four trustees. In case you have any questions or concerns, Valerie is your first point of contact, but feel free to contact Riki instead if you prefer:



**Rota coordinator and main
volunteer supervisor**

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The fourth trustee is Maurice Humphris.