



VOLUNTEER HANDBOOK

"It's a great feeling to go home after a day at the food bank knowing that someone won't go hungry that night."



Introduction

Welcome to the Cambridge City Foodbank (CCFb) team.

Thank you for giving up your time, skills and knowledge to help provide emergency and affordable food and tackle the causes of poverty. We're delighted that you've decided to join our team. We hope you will enjoy your time with us.

This booklet is designed to give you an introduction to the charity and the role of the volunteer. Here we will cover some general guidelines, but we also have a host of policies, procedures, and training opportunities that will help you understand more about many important aspects of your volunteer work with us.

Please take the time to read this document and speak to your team leader* if there is something you would like to understand further.

Contact Details:

Cambridge City Foodbank
Orwell House
Cowley Road
Cambridge CB4 0PP

Phone: 07772 538628

Email: info@ccfb.org.uk

Website: www.cambridgecity.foodbank.org.uk

Volunteer Development Team: volunteer@ccfb.org.uk

* Your team leader may be another volunteer or a member of staff. We will let you know who it is when you begin in your role.

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About Us

The Cambridge City Foodbank was founded in 2010 by three churches (C3, St Paul's, Our Lady and the English Martyrs) in response to the growing need for emergency food in Cambridge, and as an extension of their Christian concern for local people suffering the effects of poverty.

Over 14 years later this work has expanded to provide both emergency and affordable food, through networks of Foodbank Welcome Centres and Fairbite Food Clubs, working in partnership with many community organisations and agencies to provide wider support.

Our vision is for a UK without the need for food banks.

And while we work toward this ultimate goal, our ongoing local mission remains...

We meet the need for emergency and affordable food, and tackle the causes of poverty, by harnessing the power of the community.

Cambridge City Foodbank relies on the generous support of local individuals and companies who give their time, skills, food and finance and without which the charity would not exist.

The Cambridge City Foodbank has an inclusive Christian ethos. Its values of **Compassion, Dignity, Justice, Community and Impact**, provide an aspirational set of behaviours of how those within the Charity work with others.

We believe that these values can be embraced and upheld by people of all faith perspectives who wish to work with, or alongside, the Charity.

Compassion - We stand in solidarity with people in need and are motivated to work together to end poverty.

Justice - We are motivated by our desire for a more just society. It is not right that anyone should face poverty and hunger.

Impact - We believe our work must be informed by evidence of what works and that we should use the resources we have been given wisely to create positive transformation.

Dignity - We uphold the right of every person to be valued and respected for their own sake.

Community - We believe we have a responsibility to support one another in our community. To create change, we believe we must collaborate together for a fairer society.

We currently provide 3-day emergency food parcels from eight Foodbank Welcome Centres in locations across Cambridge city and beyond, ensuring we can support those areas in the greatest need.

We also coordinate 5 Fairbite Food Clubs to meet the growing need for people needing long-term support accessing affordable food.

We have three warehouses to store and organise our food donations and two office spaces.

To keep our operations running, we rely on a 200-strong team of dedicated volunteers and a small team of staff.

We work with around 100 partner agencies, enabling different avenues for referral and ways for people in need to receive food bank vouchers.

We ensure that people visiting us for food also get support so that they are less likely to need us in the future. Visitors to Foodbank Welcome Centres and Fairbite Food Club members can get face-to-face help through our Citizens Advice project and other visiting agencies that can support with housing matters, digital access, debt and utility bills.

We campaign to change the local and national causes of poverty, working with people who have experienced these issues, working with other food banks, and together with Trussell (Trussell Trust).

Cambridge City Foodbank is an independent local charity and company limited by guarantee. By affiliation, we are part of the Trussell network of food banks.

Our Volunteers

Volunteers are essential to our work. We are grateful for the skills and time that you bring to the organisation. We have volunteers working across all sections of the organisation including:

- Trustees
- Administrative work
- Foodbank Welcome Centres
- Warehouse
- Driving
- Campaign work
- Fundraising Activities
- Supermarket Collections
- Fairbite Food Clubs
- Christmas Hampers

We have a Volunteer Development Team who will discuss your role with you. Then you will receive support from other established volunteers or a staff member as you begin in your volunteer role.

What you can expect from us:

We want to make sure you enjoy your role and get the most out of it.

We will endeavour to:

- Provide a safe and friendly work environment in which you can serve the community alongside others.
- Provide a role that matches your skills and interests.
- Provide an induction within three months of you starting.
- Provide ongoing training and guidance to enable you to do your job.
- Communicate to volunteers about the operation of the Foodbank and changes that affect a volunteer's role.
- Value and recognise the contributions of volunteers.

What we expect from you:

We want the Cambridge City Foodbank to be a safe and welcoming place for everyone we come in to contact with, and we want to maintain a high standard for those that we serve. In order to achieve this we have these expectations from you as a volunteer:

- Always treat Cambridge City Foodbank volunteers, staff, and visitors with respect, consideration and appreciation.
- When performing your role do so in a manner in line with our ethos and values.
- Act in a professional way whenever you represent Cambridge City Foodbank.
- Act in a way that doesn't discriminate against or exclude anyone.
- Be reliable in attendance and prioritise sessions for which you have signed up. Notify your team leader (or in their absence, the Volunteer Development Team) if you are unable to attend, or need to leave your role, giving as much notice as possible.
- Ask your Team Leader* or the Volunteer Development Team if you don't fully understand your role and responsibilities or need further guidance.

Communication

Volunteers receive a monthly email newsletter. Let us know if you aren't receiving it. We also hold Volunteer Gatherings periodically during the year. These are some of the main ways to find out what's happening within the charity.

CCFb will hold your address, email and phone numbers and will use these to contact you about your volunteering. CCFb will not share your contact details with anyone else, without your permission.

Your Team Leader may use WhatsApp, SMS, phone or email to co-ordinate the rota. By giving the Team Leader your contact details, you are consenting for your details to be shared within the team.

Essential Policies and Procedures

As a volunteer you'll need to be aware of the following policies and procedures. We will briefly summarise what these policies cover but if you wish to see a more in-depth policy, including those not summarised here including our Disciplinary Policy, Lone Working Policy and Complaints Policy, you can [access them on the CCFb website](#), or ask your team leader*.

Safeguarding

Safeguarding means protecting vulnerable adults and children from harm, abuse or neglect. If you have a safeguarding concern this must be reported to our safeguarding leads either by email or by phone; safeguarding@ccfb.org.uk, 07772 538628. Contact details are displayed at our Foodbank Welcome Centres and Fairbite Food Clubs. [We have a Safeguarding](#) policy and further Safeguarding training is available to Team Leaders.

Data Protection

CCFb is committed to protecting data privacy and will process personal data in accordance with current data legislation. Data will only be used for purposes relating directly to legitimate Foodbank activity. It will only be seen by Foodbank personnel responsible for this activity. It will not be sold or passed to any other organisation, unless there is a legal requirement for us to do so.

If you are required to process personal data as part of your role you must act in accordance with our '[Understanding your responsibility for Data Protection](#)' document.

A full [data privacy statement](#) for can be found on the Foodbank website.

Health and Safety

CCFb is committed to looking after the health, safety and wellbeing of everyone who volunteers with us. It is important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe environment for all.

It's important that you:

- Carry out your duties without endangering either your own health and safety, or that of others.

- Comply with all relevant guidance, instructions and procedures provided by CCFb.
- Inform the Volunteer Development Team of any personal health and safety requirements that you have.

CCFb will carry out risk assessments on activities we do and venues we use and will share with you the outcomes of those assessments, to ensure you know what you can do to keep yourself safe while volunteering for us. Please let us know if you have a health and safety concern.

All volunteers involved in the lifting and moving of heavy items will be required to complete Manual Handling training. Some volunteers will need to take on other training such as Food Hygiene. [Health and Safety Policies and Procedures](#) can be found on the CCFb website.

Confidentiality

Any information about people, acquired during your volunteering, must be treated in compliance with CCFb's data protection policy and must be discussed only when required with the appropriate members of the team. For this reason, when you complete your Volunteer Agreement you are also signing a Confidentiality declaration.

Equity and Diversity

CCFb is committed to embracing diversity and promoting equity and inclusion. During your time volunteering you will be treated fairly regardless of age, disability, gender reassignment, marital / civil partnership status, race, religion or belief, sex, sexual orientation, or socio-economic background. As a volunteer we expect you to support our commitment to promoting this position with those you work with and those we serve.

We firmly believe that no one should be left out. Whatever the needs of our volunteers, we do our best to meet them by being flexible, inclusive and accommodating. We hope that all volunteers will actively seek to create supportive and happy teams.

Expenses

Volunteers may claim expenses for travel in connection with their activities for CCFb. An expense claim form can be requested from the Volunteer Development Team. Expenses, approved by management, on behalf of CCFb, must be accompanied by receipts. Car journeys will need details of the mileage.

Code of Conduct

Gifts: Giving or receiving gifts from our visitors or members could give the impression of favouritism or could raise the expectations of the level of support you can provide in your role. As such, we ask that volunteers don't give or receive personal gifts from anyone receiving support from Cambridge City Foodbank.

How we talk: Our words carry weight and it is always important that any communication is done in a respectful manner. We ask that if you are representing the Foodbank you are conscious of what we stand for and don't bring us in to disrepute in person, online or in the media. If the media or another organisation approach you in your volunteer role please direct them to the CEO.

What we wear: Use your judgement to dress appropriately for the role you are carrying out. Covered shoes should be worn if you are involved in manual handling. You are responsible for presenting a positive image to our visitors.

Smoking: Remove any CCFb or Fairbite Food Club branded items before smoking (including e-cigarettes). Smoking is not allowed at any of our locations. Please do not smoke in the vicinity of our locations.

Use of our equipment: Use of any equipment, including IT equipment, is exclusively for the role you have been given it for. If you have any queries about the use of computer or any other equipment, please ask your Team Leader*.

Host Organisations: a lot of our services are based in other organisations so we work alongside these host organisations amicably, respecting their services and ways of working.

Personal Safety and ID badges

If it is required for your role, you'll be issued with a volunteer ID badge which you should always have with you when carrying out your activities.

It is important to maintain clear boundaries in your volunteer role. Please do not share personal contact details or offer further support outside of your role. Instead look to signpost the person to appropriate support within the community. Do not transport visitors in your vehicle.

We cannot accept liability for any loss or damage to personal belongings, so consider what you bring and where best to store it during your volunteering.

There should be no lone working at our Welcome Centres or Fairbite Food Clubs when the facilities are open to visitors / members. Here is a link to our Lone working policy.

Training

As well as any essential training for your role such as manual handling or food hygiene there are often opportunities to access further training via Trussell or other local providers. If there is an area that you feel you could benefit from further training in please highlight this to your Team Leader* or the Volunteer Development Team who can let you know when opportunities arise.

Dealing with Difficulties

If you encounter a difficulty with any aspect of the role, or your experience with us isn't working out as hoped, please talk to the Volunteer Development Team as soon as possible for advice and support. Together we will try to work out any difficulties.

CCFb endeavours to get it right from the beginning, by following guidance on good practice, having up to date policies, and listening to the concerns of volunteers.

If you have a complaint, or a complaint is made about you, we will follow our Complaints Procedure to resolve the situation.

In the case of Gross Misconduct, we will not be able to offer any support or the opportunity to change behaviour or practice, and you will be asked to leave your role immediately. This includes but is not limited to; threats, attacks or abuse, breaking policies, and criminal acts such as theft or fraud.

Accidents, Incidents and Insurance

Whilst volunteering for us you are covered by our 'Employee Liability Insurance' and our 'Public Liability Insurance'.

Accidents, Incidents and near misses should be reported using the accident book system via your Team Leader, to the Charity Administrator.

If you use your own vehicle for carrying out your volunteer role, you should ensure that you have 'business cover' on your vehicle insurance.

We couldn't do it without you - Thank you!

We are delighted to have you on board. Please let the Volunteer Development Team know if you would like further information about any of the areas covered in this handbook.

Working Copy Nov 24

Volunteer Agreement

I confirm that I have read the Volunteer Handbook and understand the guidance on being a Cambridge City Foodbank volunteer. I agree to act in accordance with the information in this handbook, including the policy, code of conduct and confidentiality requirements.

Signed: NB. We will shortly be trialling e-signature signing

Name:

Role:

Date:

Please return this page to the Volunteer Development team
volunteer@ccfb.org.uk.

Thank you!

Useful information and Contact Numbers

CCFb Office:

2 Orwell House, Orwell Furlong, Cambridge, CB4 0PP

Tel: 07772 538628

Email: info@ccfb.org.uk

CCFb Warehouses:

Units 3 & 4, Orwell Furlong, Cambridge, CB4 0WY

11a Nuffield Road, Cambridge CB4 1TG

Website:

www.cambridgecity.foodbank.org.uk

Foodbank Welcome Centres:

- St. Paul's Church, Hills Road, Cambridge CB2 1JP
- Chesterton Methodist Church. Green End Road, Chesterton, CB4 1RW
- OLEM Church, Hills Road, Cambridge, CB2 1JR
- The Blue Space, Eastgate, Cambourne, CB23 6DZ
- Church of Good Shepherd, Mansel Way, Arbury, Cambridge, CB4 2ET
- C3 Centre, 2 Brooks Road, Cambridge, CB1 3HR
- Christ Church Trumpington, 14 Alpha Terrace, Trumpington, CB2 9HT
- Northstowe Temporary Community Centre, 1, The Green, Pathfinder Way, Northstowe, CB24 1FD.

Fairbite Food Clubs

- Fairbite Arbury. 41 Arbury Court, Cambridge, CB4 2JQ
- Fairbite Hope (Chesterton). St George's Church, Chesterfield Road, Cambridge, CB4 1LN
- Fairbite Trumpington. Trumpington Pavilion, Paget Road, Trumpington, Cambridge, CB2 9JT
- Fairbite St Andrew's (Cherry Hinton). St Andrew's Church, Coldhams Lane, Cambridge, CB1 3JS
- Fairbite Queen Edith's. St James Church, Wulfstan Way, Cambridge, CB1 8QJ

Safeguarding Officers:

Steve Clay and Merrilyn Fry

safeguarding@ccfb.org.uk

Tel: 07772 538628

Trussell Website:

www.trussell.org.uk

Employed Staff Roles

Chief Executive

Overall accountability to the Board of Trustees for the operation and future strategic development of the charity and achieving its charitable objects; supported by the **Charity Administrator / PA**
Steve.Clay@ccfb.org.uk
Lisa.Salloway@ccfb.org.uk

Operations Manager

Responsible for the Foodbank Welcome Centre operations, including oversight of Warehouse, Supermarket Collections and FWC Teams.... supported by the **Operations and Outreach Officer and Warehouse Manager**
Heather.Yeadon@ccfb.org.uk
Jemma.Strachan@ccfb.org.uk
Ben.Hancock@ccfb.org.uk

Fairbite Development Manager

Leads the development and oversight of the expanding Fairbite Food Club services .. Supported by **Fairbite Food Club Coordinators**
Jenny.Bright@ccfb.org.uk

Local Organiser

Coordinates campaigning, communications and empowers people with lived experience of poverty to organise to create change.... supported by the

Campaign Coordinator
Kate.McIntosh@ccfb.org.uk

Development Director

Responsible for bringing in new resources to enable the charity to deliver its strategic aims, supported by the **Development Administrator / PA**

Liam.Loftus@ccfb.org.uk
Amaya.Dellar-Moy@ccfb.org.uk

Senior Finance Officer

Oversees the financial systems of the Charity.
Sonia.Lewis@ccfb.org.uk

Volunteer Coordinator (Interim)

Oversees the volunteer recruitment process, the matching of volunteers to service gaps, and their training needs; in support of the Op's Man.
Volunteer@ccfb.org.uk

Volunteer Staff Roles

General Enquiry Coordinator

Coordinates responses to enquiries on the info@ and the advertised mobile number.

Info@ccfb.org.uk
07772 538628

Company Secretary

Provides regulatory administrative services on behalf of the Board of Trustee Directors.

David.Livesey@ccfb.org.uk

Foodbank Welcome Centre Team Leaders

Responsible for the operation of a Distribution Centre and managing the team rota.

Administrators

The central structure is supported by several administrative volunteers, supporting Fairbite Food Clubs, FWC Operations, Volunteer Recruitment, and Finance.

Special Project Volunteers

Ad hoc mini projects throughout the year. (e.g. Winter Hamper Project, Christmas Tesco Collection etc.)

Warehouse / Collection & Delivery Volunteers

Sorting, picking and packing food. Collecting from supermarkets/stores. Delivery to FWC's, Fairbite Food Clubs, and special need beneficiaries

Fairbite Food Clubs

The majority of Fairbite Food Clubs are managed under a Collaboration Agreement by a partner organisation, who oversees their volunteers.

Currently Fairbite Food Club: Trumpington, and the original Fairbite at Arbury Court are run by volunteers directly coordinated by CCFb staff.

Appendix B: CCFb prayer

This simple prayer is often read as a statement of shared purpose amongst trustees and staff members, at Board and Core Team Meetings.

We do this work willingly

- not just because it makes us feel good
- not because we want recognition
- not because we are better than anyone else

We serve others because

- we support the community of both givers and receivers
- we give back some of what we have generously received
- we share God's love that binds us all together

We seek to be

- humble and willing in all we do
- patient with those we serve and with those that don't understand what we do
- a beacon of hope to all we encounter

In all these things we seek to imitate Jesus Christ

May God bind us together as a team.

Amen

Use is not a requirement for volunteering, although some volunteers may find it helpful.