

**RIBBLE VALLEY
FOODBANK
VOLUNTEER
HANDBOOK
2024**



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Updated November 2024

To be reviewed October 2025.

This handbook has been prepared for the exclusive use of Ribble Valley Gateway Trust and is not to be made available for use within any other organisation.



Welcome

Welcome to Ribble Valley Gateway Trust!

Thank you for donating your time and support to our organisation. The work of Ribble Valley Gateway Trust (RVGT) would not be possible without the help of our volunteers.

This Volunteer Handbook is yours to keep as a reference to help you during your time as a volunteer with RVGT. Our aim in producing this document is to create a one-stop information point where you should be able to access all the information you are likely to need in relation to your volunteering with us, your role as a volunteer, and the necessary guidelines you need to be aware of. We know there is a lot to take in all at once and hope this makes it easier for you!

You may find that some of this document sounds a bit formal and official. On a day-to-day basis we're not like that at all. We are proud of the strong, friendly relationships that exist across volunteers and staff at RVGT.

Nevertheless, volunteering for any organisation comes with responsibilities underpinned by clear processes, so that in the unlikely event of things going wrong, both you and RVGT have a clear arrangement that both have signed up to.

As a volunteer, you are joining a team of people from all walks of life, who contribute not only a great deal of time, but bring skills, knowledge, and individuality. If you have any problems or queries, the staff are more than happy to help so please feel free to approach us. We look forward to a long and happy working partnership with you.

With very best wishes,

Ruth Haldane
Chair of Trustees



**ABOUT
RIBBLE VALLEY
GATEWAY TRUST**



Introduction

The Ribble Valley Gateway Trust was constituted as a Charitable Incorporated Organisation (CIO) on 13th May 2016.

The objects of the CIO are for the benefit of people in the area, currently administered by the Ribble Valley Borough Council:-

- To prevent or relieve poverty, including, but not exclusively by the provision of food parcels, guidance, and support;
- To relieve those in need by reason of youth, age, ill health, disability, financial hardship, or other disadvantage;
- To advance Christian faith and practice including, but not exclusively, to promote collective and personal training, outreach services, and ecumenical worship and mission.

The Trust has established an inclusive organisational structure based on active and enduring links with Christian churches in Clitheroe and Longridge. This is reflected in strong levels of volunteering, donations of food and finance, and promotion of the Trust's services within the Ribble Valley communities.

The Trust has practical links with around 40 referral agencies and two local authorities.

The Trust has adopted formal policies regarding safeguarding, risk management, and health and safety and keeps broader policies including staff and volunteer handbooks under regular review.

Projects

Ribble Valley Foodbank and Olive Branch Advice café – providing food parcels and offering guidance and encouragement through the Olive Branch Advice café. Individuals and families experiencing financial constraints are helped through teams of volunteers in Clitheroe and Longridge, led by a manager accountable to the trustees.

Gateway Trust Counselling – weekly or fortnightly one-hour counselling sessions offered by professionally qualified persons to individuals who are referred by doctors, churches, and other care agencies.

Art4All – weekly art classes led by a retired art teacher and volunteers for students with learning difficulties and other special needs.

Each service is provided to the public-at-large, subject to the recipient's need for the specific service being clarified on referral in line with Charity Commission guidance.



Projects

Ribble Valley Foodbank

Ribble Valley Foodbank is part of a national network of Foodbanks across the UK run by Trussell (formerly The Trussell Trust). Trussell was started in 1997 by Paddy and Carol Henderson using money willed by Carol's mother, Mrs Trussell, to help children living rough on the streets of Sofia, Bulgaria's capital city.

In 1999, Paddy and Carol were promoting their Bulgaria work in Salisbury when they were challenged by a local mum who was struggling to afford food for her children. While helping this family it became clear that there were many other people living in the same way, with just enough money to cover the bills but vulnerable to any crisis such as job loss, long-term illness, or family break-up.

Trussell then developed the Salisbury Foodbank to meet this need.

The first Foodbank was in the summer house in their garden. In 2004, the UK Foodbank Network was launched, teaching churches and communities nationwide how to start their own Foodbank. Paddy and Carol now live in New Zealand having retired in 2007.

Today, there is a rapidly expanding network of Foodbanks throughout the UK, and Trussell continues to work with vulnerable young people in Bulgaria.

To find out more about Trussell and the expanding network of Foodbanks across the UK, please visit their website: www.trussell.org.uk



Projects



Every day people in the Ribble Valley go hungry for reasons ranging from redundancy to receiving an unexpected bill on a low income. Ribble Valley Foodbank provides a minimum of three days-worth of emergency food and support to people experiencing crisis in our local community.

Ribble Valley Foodbank relies on the support of the local community through volunteering, food donations, and fundraising. Almost all food is donated by the community through churches, schools, businesses, and supermarket collection days. Our clients are referred to us by over 50 front-line care agencies, who identify people in need and give them a voucher they can exchange for a food parcel containing three days-worth of nutritionally-balanced food at our Foodbank centre. We can also provide toiletries and items such as baby food and nappies.

Volunteer drivers also deliver parcels, if required, and some agencies hold emergency boxes for us in the local area making sure that people can still access emergency food even if they can't get to our Foodbank centre.

Our volunteers help in the Foodbank warehouse sorting food donations as well as at the Foodbank centre where they chat with clients, pack food parcels, and prepare refreshments. They also help signpost clients on to other agencies who can help with their specific problems in the hope of helping them find their way out of their current emergency.

Our goal is to make the Foodbank centre an informal and friendly place, where clients feel welcome. More information about the Ribble Valley foodbank can be found at www.ribblevalley.foodbank.org.uk.



Projects

Gateway Trust Counselling

Mission Statement:

To spread the love of Jesus by serving the people of Clitheroe and the surrounding area through the provision of a quality and affordable counselling service in a God-centred environment.



Defining Principles

Our Christian Faith:

- That an overt Christian ethos will be demonstrated within the centre.
- That anyone working in the centre will either be a Christian or be sympathetic to the Christian faith.
- That all people, of all faiths and none, will be treated with respect and non-judgmental acceptance.
- Meetings may include prayer.
- Our organisation will be managed in an ethical and caring way.
- We maintain close links with the churches of Clitheroe.

Professional expectations:

- A high standard of counsellors will be ensured by only using students or qualified counsellors of Level 4 and above being accepted to work at the centre. There will also be a requirement that they are members of a professional body, e.g. Association of Christian Counsellors or British Association of Counsellors and Psychotherapists.
- Gateway Trust Counselling will be a member of a professional body as an organisation and adhere our practice to those standards.
- All welcoming staff will be trained to a high standard, to interact with the clients and fulfil administration tasks effectively.
- All staff will be DBS-checked and receive regular safeguarding training where required.
- Gateway Trust Counselling will support this high standard through mentoring, training, and supervision.
- We are an affiliated member organisation of BACP (British Association of Counsellors and Psychotherapists).
- All necessary policies and insurances will be in place and kept up-to-date.



Projects

Care for the Community:

- We offer counselling without discrimination.
- We seek to work co-operatively and sympathetically with other helping agencies.

Working as a team:

- Respecting, supporting, and encouraging one another is non-negotiable.
- Team meetings will happen regularly where the building of the team is of great importance, so attendance is important.
- A happy and positive team attitude which supports the team and our ethos through care, humour, flexibility, and dependability are appreciated.
- We seek to work co-operatively and sympathetically with other helping agencies.



Projects

Art4All

Art4All delivers art classes free-of-charge to adults from the local area who are disadvantaged or have special needs.

The classes help the students develop their confidence and social connections, give them a sense of achievement, and increase their general well-being. The classes promote the use of art as a means of therapy.

Art4All was started by Frankie Freeman-Ruddock in September 2018 after securing initial grants and donations. It operates within the Ribble Valley Gateway Trust.

Frankie runs the group with the support of a team of volunteers. The classes provide instruction and inspiration to the students who are disadvantaged or have special needs.

Projects are varied and focus on learning one or more techniques (e.g. use of watercolour, drawing, printing, clay modelling, etc.) They may be inspired by a particular artist (e.g. Kat Button, Georgia O'Keeffe, Andy Warhol) or seasonal events (e.g. Remembrance Sunday, Autumn Leaves). Examples of the work that we've done can be seen on our Facebook page - Ribble Valley Art4All.



The group is funded via donations and grants from a range of organisations.

Classes take place at the Salvation Army building in Lowergate, Clitheroe on Fridays during regular school term times. There are two classes each Friday, one in the morning from 10am until 12 noon and one in the afternoon from 1pm until 3pm.



We have a positive impact on the students, their families, support workers and our volunteers

One happy girl..thankyou.x

Meet our Project Managers



ALI GROVES: Gateway Trust Counselling Manager

My role is to manage Gateway Trust Counselling. That means I report to the Trustees, manage the finances, co-ordinate our wonderful counsellors and welcomers, and generally organise and take responsibility for the day-to-day running of our service. I also manage the website and try to liaise with services who might make use of us. Being a counsellor first, I respond to initial client enquiries and try to match them up with a counsellor who I think they will work well with.



FRANKIE FREEMAN-RUDDOCK: Art4All Manager

I am an independent Artist living in Clitheroe, having worked for 15 years at Broadfield Specialist School in Oswaldtwistle as an Art Teacher working with students with special needs. My passion is to make art accessible for everyone, not just those that can afford classes: it gives pleasure, develops confidence, builds self-esteem, and helps with mental health. I started Art4All in 2018 after gaining a grant from The Ribble Valley Arts Development Council. I provide an Art experience for adults who are disadvantaged or with special needs and who normally would not have the opportunity due to cost or accessibility.

AWAITING APPOINTMENT: Foodbank Manager

Meet our Trustees

Trustees are the group of people (also called the Board of Trustees) who are appointed to oversee the running of a charity. They are responsible for the governance and general oversight of the organisation to ensure it operates effectively, is adequately resourced, financially sustainable, and legally compliant. As such, governance is not necessarily about doing the work or carrying out the day-to-day running of the charity – it is about making sure that things are done. For example, it is about ensuring that an organisation is well managed, but not necessarily about managing it, or making sure that the organisation has clear aims and priorities, policies, and procedures, but not necessarily about forming them.

The Charity Commission outlines the six key duties of a trustee as follows:

- Ensure your charity is carrying out its purposes for the public benefit
- Comply with your charity's governing document and the law
- Act in your charity's best interests
- Manage your charity's resources responsibly
- Act with reasonable care and skill
- Ensure your charity is accountable

Each RVGT project has a link trustee who you will hopefully meet soon after you begin volunteering. The trustees can be contacted at contact@rvgt.org.uk

Sue Dugdale



Sue is a lifelong member of All Hallows' Church, Mitton, where she is currently the treasurer.

She has always lived in the Ribble Valley and has two grown up children and six grandchildren.

She loves music and choral singing, and has been a volunteer at the Food Bank.

Ruth Haldane (Chair and Foodbank link trustee)



Ruth was the first manager of the Ribble Valley Foodbank, setting it up in Clitheroe in 2013.

She left her role as Warden of Lay Ministry in the Diocese of Blackburn in Spring 2024, and is a Licensed Lay Minister in the Church of England. She also chairs the Board of Whalley Abbey.

Norman Ivison (Communications)



Norman was ordained in 1982 and worked as a BBC religious producer for 20 years. In 2005 he joined *Fresh Expressions*, which encourages churches to engage with people often on the margins of society.

Now a retired Anglican minister, he is passionate about working alongside those in need and has had links with RVGT since its inception.

Alan Meyer (Health and Safety)



Alan has lived in Clitheroe for 20-plus years and worships at Clitheroe Community Church.

Since he retired from the Health and Safety Executive, he has been keeping himself busy studying theology and chairing Clitheroe Christians in Partnership. He loves to see the churches in the community joining together in gospel mission.

Nick Shelley (Gateway Trust Counselling Link Trustee)



Nick has worshipped at St James' Church for the past 10 years, where he serves on the PCC and is the Parish Safeguarding Officer.

As a Child Clinical Psychologist, he specialises in working with children exposed to early-life trauma. He lives with his wife and three children in Wiltshire.

Diane Steer (Company Secretary and Art4All link trustee)



Born and bred in Clitheroe, Diane is married to Terry and has two grown up children. With 40 years' experience as an Insurance Broker, she now owns Diane Steer Training Solutions, specialising in lecturing in Insurance and Law. She is Church Warden at St Paul's, Low Moor, and a volunteer at the Foodbank. Her interests are Pilates, walking her dog, and baking.

BEING A RIBBLE VALLEY FOODBANK VOLUNTEER

2



Being a volunteer

Making a difference

The aims of RVGT, as previously stated, can only be fully accomplished through the work of volunteers. We are committed to involve volunteers in the day-to-day life of the organisation, and we value the contribution of their time, energy, and skills, without payment.

We acknowledge that volunteers make a positive and valuable contribution to our organisation and the community we serve and they are vital to our work. Volunteer help is greatly appreciated and really does make a difference. We aim to recognise, value, and celebrate our volunteers.

Volunteering is not intended to be a substitute for paid employment. The role of volunteer complements but does not replace the role of paid staff, and volunteers will not be considered to be employees of RVGT. Any arrangement with a volunteer is binding in honour only. No enforceable obligation can be imposed on volunteers to attend or give a minimum

time commitment; nor is the organisation under any duty or obligation to provide regular tasks, payment, or other benefit for any volunteering activity undertaken. However, there is a presumption of mutual support and reliability which underpins the arrangement.

We recognise that people may have one or several motivations for volunteering, including philanthropy, personal development, or career development.

Volunteers will be treated fairly and consistently.

RVGT welcomes volunteers to a wide range of roles within the organisation, admin support to professional counselling. We recognise the fantastic contribution volunteers make in helping us fulfil our aims.

In line with our charitable aims, RVGT seeks to involve volunteers to:

- ensure our services meet the needs of our community
- provide new skills and perspectives
- increase our contact with those we serve



Being a volunteer



Why volunteer?

There are a number of reasons why people choose to become a volunteer and these include:

- Using talents and experience to help others
- Learning new skills
- Trying something different
- Being a valued member of a team and making a real difference by helping others
- Having a sense of personal achievement
- Having the satisfaction of seeing results
- Meeting new people, making new and lasting friendships, and sharing experiences with others

Our hope is that some, if not all of these reasons for you becoming a volunteer with us will be fulfilled.

What is a volunteer?

Volunteers are people who are unpaid, and of their own free-will contribute their time, energy, and skills to benefit others. At RVGT, we work to the following definition of volunteering:

- Volunteering is an activity that someone does freely, by choice
- Volunteering is unpaid (except for reimbursement of expenses incurred whilst volunteering, e.g. food, drink, travel, or any equipment you need to buy)
- Volunteering is not contractual (volunteers can have a volunteering agreement and a role/task description to clarify expectations on both sides, but not a contract of employment and a job description)
- Volunteers can receive training and development appropriate to their role



Being a volunteer

Expectations

RVGT expects its volunteers to be realistic in their commitment and volunteers are expected to give as much or as little as they consider is appropriate to them. Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Once a commitment is made, RVGT expects its volunteers to fulfil this unless negotiated otherwise.

There will be a specified range of tasks that volunteers can undertake. All volunteers will be given clear guidelines and task descriptions. Volunteers will be required to work within the boundaries described in these guidelines. Each volunteer will be given an individual 'Volunteer Agreement' and 'Volunteer Task Description' (see appendices section) which outlines

and formalises the commitment made. However, this is in no way intended to be seen as a 'contract' or a binding obligation.

Some volunteers give a set amount of time per week. Others offer small periods of time, perhaps in the run-up to an event. It is completely up to you! Either way, all that we ask from you is that you are able to honour the time that you offer. However, we do realise that everyone's circumstances can change, and so, if you find that you can no longer make a longer-term commitment, or you cannot make an agreed time, we just ask that you keep us informed. And if you're planning to go on holiday, please just let your supervisor know that you'll be unavailable for certain dates and when you plan to return.

What you can expect from us

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

RVGT seeks to offer all its volunteers a worthwhile volunteering experience and you can expect the following from us:

- to be treated with respect, consideration, and appreciation
- to know what is (and what is not) expected of you
- to have adequate support in your volunteering
- to volunteer in a safe environment
- to be insured
- to know your rights and responsibilities if something goes wrong
- to receive relevant out-of-pocket expenses
- to receive appropriate training
- to be free from discrimination
- to be consulted with, and kept informed of possible changes

What we can expect from you

RVGT expects volunteers to be realistic in their commitment and they are free to give as much or as little time as they wish. Although volunteers offer time freely and willingly without obligation, once a commitment has been made there is a presumption of mutual support and reliability.

To ensure you get the most out of your role, RVGT asks you:

- to be reliable (providing as much notice as possible if you are unable to fulfil your volunteering commitments, or if you wish to finish)
- to be honest
- to respect confidentiality
- to make the most of training and support opportunities
- to carry out tasks in a way that reflects the aims and values of RVGT
- to carry out tasks within agreed guidelines
- to respect the work of RVGT and not bring it into disrepute
- to comply with appropriate RVGT's policies and procedures



Being a volunteer

Recruitment and selection

Volunteers are recruited in accordance with RVGT's Equal Opportunities Policy. We believe that volunteering should be open to all regardless of gender, race, disability, religion, or belief, sexual orientation, or age.

Volunteering opportunities will be promoted using publicity methods suitable for the roles that need to be filled, whilst ensuring that they are accessible to all members of the community. Potential volunteers may also apply speculatively.

All prospective volunteers will be asked to complete an application form and provide the names of two referees. Once these have been received, the prospective volunteer will be invited to attend an informal interview. This will help identify how best their skills, suitability, and potential may be matched to appropriate volunteering opportunities.

If the volunteer will be carrying out activities with vulnerable groups (children and/or adults) there may be other safer recruitment procedures carried out including asking a volunteer to undergo an enhanced Disclosure and Barring Services (DBS) check. More detailed information will be made available specific to legislative requirements and to the particular volunteer position. All volunteers will be asked to provide two references, which will be taken up.

RVGT will develop a role/task description for each voluntary opportunity – an example can be found in the appendices section of this handbook. Prospective volunteers will be offered a trial period, after which they will be confirmed as an established volunteer.

Volunteers may be required to undergo other checks relevant to their prospective role (e.g. health OR eligibility to volunteer.) If permission for such checks to be carried out is not given by a volunteer, that volunteer will not be placed.

Induction and probation

RVGT recognises that joining a new workplace, whatever the size and whatever the role to be undertaken, can be daunting. All volunteers will receive an induction when they begin voluntary work with us. An induction will include:

- information about our vision, mission, and future plans
- information on our aims and principles
- the role of the volunteer

- introduction to other volunteers and staff
- tour of the facilities/premises
- copies of other relevant policies, e.g [*this Volunteer Policy, Health and Safety Policy, Expenses Policy, Equal Opportunities Policy, Safeguarding, Data Protection Policy*]
- clear information on what is expected of volunteers and what training, support, and ongoing learning opportunities are available
- essential procedures, including timekeeping and documentation requirements



Being a volunteer

Training

Training in the supervision and support of volunteers will be provided for all those who have direct responsibility for volunteers. All volunteers will have a named person to whom they can take their volunteering concerns and seek guidance and support.

- Training will be offered to help volunteers develop in their role.
- Volunteers are actively encouraged to undertake any training courses, or to attend any seminars or conferences, which will help them to better perform their roles.
- A volunteer may request reimbursement of the cost of such a training course (by seeking approval OR via RVGT's Expenses Policy).
- Only training specific to your volunteering role will be paid for, for example, supervision/Continuous Professional Development of our counsellors.

Support and recognition

RVGT recognises the important contribution volunteers make to our organisation. We believe we should invest in our volunteers, and so will provide regular and ongoing support, supervision, and training to enable volunteers to develop their skills. We want to ensure that all volunteers benefit from their voluntary work. Volunteer support will be provided through:

- formal training opportunities
- informal advice and information sharing
- work reviews
- one-to-one supervision
- peer mentoring

Volunteers will be assigned a named contact who will provide regular support throughout their time volunteering with us. Regular support sessions will provide the opportunity for ongoing dialogue about the development of the role and any advice and guidance as needed.⁸



Being a volunteer

Expenses

Volunteers give their time and skills free-of-charge. The cost of volunteering should never discourage those on low incomes. We acknowledge this and offer to reimburse all reasonable out-of-pocket expenses incurred whilst undertaking voluntary work. It remains the decision of the volunteer as to whether they wish to reclaim expenses or not.

What can be reclaimed from RVGT and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses. Normally, expenses should be claimed on a monthly basis on the 'volunteer expenses form' which is then paid by cheque/BACS.

Expense claims must be supported by original receipts or other evidence of payment and should be claimed in accordance with RVGT's Expenses Policy.

Insurance

Insurance is provided by RVGT to cover all volunteers under the age of 90 working on behalf of, and at the direction of the organisation.

RVGT does not insure a volunteer's personal possessions against loss or damage.

Any volunteer using their own vehicle whilst undertaking their volunteering role must ensure that the vehicle is appropriately covered by insurance. Any volunteer who is required to drive as part of their volunteering role must hold a current driving licence.

Confidentiality

During your volunteering role with us you may have access to confidential information in relation to the organisation or our clients. Volunteers are responsible for maintaining the confidentiality of such information.

- We expect all volunteers to adhere to a duty of confidentiality. This duty continues even after you cease to be a volunteer with us.
- You will be provided with a copy of the RVGT's Confidentiality Policy.
- Our guidelines, including those relating to volunteers' personal information held by the organisation, will be explained to you during induction.

Data protection

RVGT will handle personal information relating to volunteers in accordance with its Data Protection Policy.

Volunteers are also expected to comply with the obligations set out in our Data Protection Policy and other relevant policies, including in relation to internet, email, and communications, information security, bringing your own device (BYOD), to help us meet our data protection responsibilities to other individuals. (Please see the additional policies section).



Being a volunteer

Health and safety

Volunteers will be given a copy of the RVGT Health and Safety Policy.

RVGT will take all reasonably practicable steps to ensure volunteers' health, safety, and welfare while at work in accordance with our Health and Safety Policy.

Volunteers will receive training to ensure that your health and safety is protected. We will ensure you are aware of our procedures for accidents and emergencies. The relevant First Aiders will be made known to you.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by employees. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to

provide a safe working environment for all. It is important that you:

- Carry out your own duties without endangering either your own health and safety, or that of colleagues, third parties and/or the general public
- Comply with all relevant instructions and procedures relating to safety and follow RVGT guidance
- Inform your supervisor of any personal health and safety requirements that you have.

If you have any doubts regarding your health and safety role or responsibility, please speak to your supervisor as soon as possible.

All volunteers are asked to read and familiarise themselves with the RVGT Health and Safety Policy (Please see the additional policies section).

Equal opportunities

All our volunteers are entitled to be treated with dignity and respect, regardless of gender, race, disability, religion or belief, sexual orientation, or age.

We are committed to promoting diversity and equality. Everyone has an opportunity to be considered for the role of volunteer. As a volunteer, the RVGT Equal Opportunities Policy applies to you as much as to members of staff.

Volunteers are treated as equally and fairly as paid staff. We will consider everyone as a potential volunteer. Individuals must, however, demonstrate a commitment to the aims of the organisation and will only be placed if the needs of the volunteer match the

needs of the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer.

When representing us as a volunteer, we expect you to support our commitment to promoting equality and to follow our Equal Opportunities Policy.



Being a volunteer



Problem solving

RVGT aims to treat all volunteers fairly, objectively, and consistently. We seek to ensure that volunteers' views are heard and acted upon. We aim for positive and amicable solutions.

We hope that you will have an enjoyable and rewarding experience volunteering with us. If you find that your role as a volunteer with us does not meet your expectations or if you feel we have not fulfilled our commitments to you, you are encouraged to let us know by speaking to your named supervisor. If there is an issue with your named supervisor, please contact the link trustee or Chair of Trustees. Many problems can be sorted out through discussion. We will do our very best to try to resolve any issues or concerns and to remedy any shortfall.

Ceasing to volunteer

Deciding to finish volunteering will depend on a number of factors. Volunteers may wish to leave volunteering to take up paid work, to retire, to step down from volunteering with us, or to move on to a different volunteering opportunity. Volunteers are obviously free to leave RVGT at any time.

However, if at all possible, volunteers are encouraged to give their supervisor reasonable notice of their intention to finish. Volunteers are not subject to any set notice period if they wish to cease volunteering. However, when volunteers move on from their role, we encourage reasonable advance notice so that we can plan and make alternative arrangements accordingly.

When a volunteer moves on from their role, they will be asked to provide feedback. This may be by way of an exit questionnaire. Volunteers may also ask for a reference.

If a volunteer is found to have done anything that would be grounds for immediate dismissal for a member of staff (see our Disciplinary Policy), for example, theft, or being under the influence of drink or drugs, we will ask the volunteer to cease volunteering with immediate effect.

Monitoring and evaluation

We will systematically monitor and evaluate our use of volunteers with reference to this Volunteer Policy which will be reviewed on an annual basis to ensure that it is still appropriate to RVGT.



**OTHER
RIBBLE VALLEY
FOODBANK
POLICIES**

3



General rules and procedures

A. Changes in Personal Details:

We may need to contact you in an emergency, so please notify Foodbank Manager if any of your contact details, or those of your emergency contact, change.

B. Time Commitment:

If you are unable to attend any of the times you have arranged to help us, due to holiday, ill health, or other commitments, please let your team leader know as soon as possible, so we 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. Any media enquiries should be directed to your team leader or the Trussell Trust's media team. If for some reason we would like your support for a campaign, the media team will approach you first.

From time to time photographs or filming may be undertaken. Please ensure that you have signed our permission form so that we can use photos for our fundraising etc. If you do not wish to be photographed, we would appreciate if you would please tell people at the time, rather than us having to check our files.

D. Volunteers' Property:

No liability is accepted for any loss of, or damage to, property brought onto our premises, or our clients' premises. You are advised not to bring any personal items of value to work or leave any items here overnight. Volunteers should take note of designated areas for personal belongings, so as to avoid their personal possessions being mixed in with donations. Please do not take wallets or bags into your working area – these must be placed in the designated areas provided.

E. Insurance:

While volunteering, all volunteers under the age of 90 are covered under our liability insurance policies against any injury you suffer or cause.

F. Collections:

Collections on our premises are only allowed with our permission. If you wish to obtain sponsorship, conduct raffles, request donations etc. for a good cause please discuss this with your team leader or the volunteer coordinator.

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 named supervisor who will attempt to resolve the issue. If there is an issue with your named supervisor, please contact the link trustee or Chair of Trustees.

We will always try to give our best support to our team.



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:

- a. Grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment;
- b. Dangerous behaviour, fighting, or physical assault;
- c. Incapacity at work, or poor performance caused by intoxicants, alcohol, or drugs;
- d. Possession, supply, or use of illegal drugs;
- e. Taking part in activities which result in adverse publicity for ourselves;
- f. Theft or unauthorised possession of money or property, whether belonging to us, another employee or volunteer, or a third party;
- g. Destruction or sabotage of our property, or any other property on the premises;
- h. Serious breaches of Health & Safety;
- i. Maltreatment of service users, volunteers, staff, customers, clients, or donors;
- j. Failure to report an incident of abuse, or suspected abuse, of a service user by an employee, other volunteer, or member of the public; and
- k. Convictions for any offence which may affect your suitability for the volunteering duties you are involved in.

Please note that a criminal record will not necessarily preclude you from volunteering, but we may need to make an assessment of any risks both to you the volunteer and to others.



Security

A. Right of Search:

We have the right to carry out searches of volunteers and their property (including vehicles) while they are on our 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 may result in us refusing to accept any further voluntary assistance from you. We reserve the right to call the police at any stage.

B. Confidentiality:

You must respect our Confidentiality Agreement (signed upon volunteering), and not disclose any confidential information about our clients, volunteers, business, or intellectual property, to any person at any time, whether during or after

your volunteering with us. You must also take reasonable care to keep safe all documents or other materials containing confidential information. This is for the benefit of everyone, including keeping our charity a safe and caring place for volunteers.

C. Use of Computer Equipment:

No new software may be added to (whether by CD-ROM, flash stick or download), copied or removed from our computers without the permission of the Project 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.



Health, safety, welfare, and hygiene

A. Personal Safety:

- i. Your team leader will advise you of the Health and Safety requirements and any hazards associated with your responsibilities. Please also be alert to any risks or hazards.
- ii. You are expected to use any protective equipment provided for your task (e.g. gloves)
- iii. You must not take any action that could threaten the health or safety of yourself, other volunteers, workers, employees, customers, or members of the public.
- iv. You should report all accidents and injuries whilst on voluntary duties, no matter how minor, in the accident book. The Foodbank Manager will advise where this is kept.
- v. 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 which you are not comfortable or safe.
- vi. Ensure that proper manual handling procedure is observed when undertaking any heavy lifting. Always lift with knees bent and back straight, and refer to the posters on the H&S boards. Do not attempt to lift anything too heavy.

B. Smoking Policy:

Smoking is not permitted inside any of our buildings or within nine metres of any door or window. Smoking (including e-cigarettes) is not permitted while wearing foodbank clothing.

C. Lost Property:

Articles of lost property should be handed to the Project Manager or Volunteer Coordinator who will retain them while attempts are made to discover the owner.

D. Parking & travel:

There is limited parking at the Trinity Centre, and it is better if you find parking nearby. The Longridge

centre has ample parking, and the warehouse has limited parking - better to park on the approach road to the warehouse.

No liability is accepted for damage to private vehicles, however caused. Sometimes public parking will need to be used instead. We regret we are not able to reimburse parking or travel costs.

E. Hygiene:

- i. Any exposed cut or burn must be covered with a first-aid dressing. First aid boxes are on every site and your local first aider or team leader can help you.
- ii. If you are suffering from an infectious or contagious disease or illness, you must not report for volunteering duties without clearance from your doctor.
- iii. Contact with any person suffering from an infectious or contagious disease must be reported before commencing volunteering duties.

F. Hygiene for Food Handlers:

- i. You must wash your hands immediately before commencing volunteering and after using the toilet.
- ii. Any cut or burn on the hand or arm must be covered with an approved visible dressing.
- iii. Aprons and gloves, where provided, must be worn.
- iv. No jewellery should be worn, other than wedding or engagement rings, without the permission of your team leader.
- v. You should not wear excessive amounts of make-up or perfume, and nail varnish should not be worn.
- vi. If you are suffering from an infectious or contagious disease or illness, or have had vomiting or diarrhoea in the past 48 hours, you must not report for volunteering duties without clearance from your doctor.
- vii. Long hair should be tied back.
- viii. Hygiene training is included for volunteering in the Foodbank centre kitchen.

Health, safety, welfare, and hygiene



G. Suitable Clothing:

Footwear with closed toes and heels must be worn to protect your feet. Clothing appropriate to the task and environment must be worn. In the foodbank centre, branded aprons or tabards must be worn and will be provided.

H. Protection of Minors and Young People:

We have a responsibility to see that minors while helping out at the foodbank are afforded the protection consistent with our Child Protection Policy.

This is expected to be complied with by all volunteers and staff. The Child Protection Policy can be requested from the Volunteer Coordinator or your Project Manager.

We would appreciate if you would please be team-minded and help any volunteers needing support (if you are safely able to), especially younger people who may not be able to lift or move things or work at height.

I. Safeguarding:

We work with vulnerable people, those with learning, mental, and physical difficulties, so aim to meet any special requirements for the benefit of both the volunteer and the foodbank, but in order to do so we need to be informed of such particular 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 tell us of any specific support required. Where we can reasonably make adjustments or give extra support we will endeavour to.

J. Lone working:

For safety reasons, we aim to ensure no volunteers work alone.

K. Welfare:

We are concerned for the welfare of our volunteers and would encourage you to do no more than the equivalent of two days volunteering with us each month. There will be exceptions, we know – especially around busy times of the year.

Contact details:

Trinity Methodist Church Community Hub
Wesleyan Row
Parson Lane
Clitheroe
BB7 2JY

07849 534431
info@ribblevalley.foodbank.org.uk
www.ribblevalley.foodbank.org.uk

APPENDICES
AND
SAMPLE FORMS

4



VOLUNTEER APPLICATION (Foodbank)

Thank you for your interest in volunteering with us. In order for us to process your application please answer the following questions:



(If you have any questions about your application or would like help to complete this document please contact the Foodbank manager.)

Vacancy Applied for:			
Your Surname:		Your First Name:	
Contact Address:			
		Postcode:	
Telephone No.:		Mobile No. (if we can use this):	
Email Address:			

How did you hear about the volunteer opportunity at Ribble Valley Foodbank?

REFEREES:

Please give the names and addresses of two people who have agreed to be approached on your behalf for a reference. (They do not have to be professional people, but they should be people you have known for at least two years).

First Referee:	Second Referee:
Name:	Name:
Address:	Address:
Postcode:	Postcode:
Phone No:	Phone No:
Email address:	Email address:
How do they know you?	How do they know you?
For how long?	For how long?

Next of Kin:	Contact in case of emergency:
Name:	Name:
Phone No:	Phone No:
Relationship:	Relationship:

ABOUT YOU

Work Experience (paid or voluntary):

Please give us brief details of your work experience:

Personal data:

Do you have any health issues relevant to the role? Yes No

Details:

Do you have any criminal convictions (except those 'spent' under the Rehabilitation Offenders Act)? Yes No

Details:

Do you have any additional needs you feel we should know about? (Access etc)

Your availability:

Day/s:

Times:

Number of hours:

Reasons for applying:

Please give us a brief account of your reasons for offering your help as a volunteer and what you hope to gain from this:

Work and Skills Development

Special skills or qualifications (if relevant):

Skills that you would like to offer to Ribble Valley Foodbank:

Skills you would like to gain during your time with us:

[If you are applying for a role that involves driving:
you must have a full UK driving license with no more than 6 points, have held a driving license for more than 4 years, and have no driving disqualifications within the last ten years.
Please circle: Yes / No

How long do you expect to volunteer for? Please tick

Up to 1 month	Up to 3 months	Up to 6 months	Up to 12 months	More than 12 months	Not sure

Any other information you think may be useful to us

Thank you for taking the time to fill in this form.

Please sign below:

I certify that the information given on this form is accurate to the best of my knowledge. I understand that Ribble Valley Gateway Trust/Ribble Valley Foodbank will store this information confidentially in line with the EU General Data Protection Regulation ('GDPR').

Signed: _____ Date: _____

Please return this form by email or post it to the Foodbank manager at the address below.

Thank you.

Ribble Valley Foodbank, Trinity Methodist Church Community Hub, Wesleyan Row, Parson Lane, Clitheroe BB7 2JY

T: 07849 534431 **E:** info@ribblevalley.foodbank.org.uk **W:** www.ribblevalley.foodbank.org.uk

Charity No. 1167261

Reference Form: CONFIDENTIAL



Name of applicant:	
Volunteer opportunity applied for:	

The above-named person has expressed an interest in becoming a volunteer with us, and has given your name as a referee. We would be grateful if you could complete this reference form and return it as soon as possible to the email address below, marked 'Private and Confidential' using the contact details below.

How long have you known this person and in what capacity?

What do you believe to be their main strengths and weaknesses?

How suitable do you think they are for the task for which they are applying?

Is there any further information of which we should be aware?

NAME	
ADDRESS (Incl. Postcode)	
Tel	
Mob:	
Email	

To the best of my knowledge, the information I have given on this form is current and accurate.

Signed:

Date:

Please return this form to:

Ribble Valley Foodbank, Trinity Methodist Church Community Hub, Wesleyan Row, Parson Lane, Clitheroe BB7 2JY

Charity No. 1167261

T: 07849 534431

E: info@ribblevalley.foodbank.org.uk

W: www.ribblevalley.foodbank.org.uk

Volunteer Agreement

We appreciate your commitment to us and we will do our best to make your volunteer experience with us positive and rewarding. To make sure you have the best possible experience, we have created this agreement which sets out our commitment to you and what we hope you can contribute.



Commitments to volunteers

We will:

- ensure you are valued part of Ribble Valley Gateway Trust
- be responsive to your requirements and do our best to help you develop your volunteering role with us
- be flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments
- honour the time commitment you have agreed to give us and not expect more from you unless offered and agreed
- provide you with an induction explaining how we operate and how your volunteering role fits in and provide appropriate training
- provide support throughout your volunteer experience
- explain the appropriate standards we expect and encourage and support you to achieve and maintain them
- provide a named contact/supervisor during your volunteering with whom you will have regular meetings to discuss your volunteering and any concerns you may have or any problems you may be experiencing
- reimburse reasonable out-of-pocket expenses incurred in connection with your volunteering for us following the procedure set out in our Expenses Policy
- ensure your health and safety and provide adequate training under our Health and Safety Policy
- provide adequate insurance cover for volunteers whilst undertaking volunteering approved and authorised by us
- ensure that all volunteers are treated in accordance with our Equality Policy
- handle your personal information in accordance with our Data Protection Policy
- listen to any concerns, and endeavour to resolve fairly any problems or difficulties you may have whilst volunteering with us
- follow up on any feedback or questions you may have regarding your involvement as a volunteer



Volunteer Agreement

Expectations of volunteers

We ask you to:

- perform your volunteering role to the best of your ability
- work as agreed in your volunteer role/task description
- follow, where applicable, the organisation's policies and procedures, including in relation to health and safety, equal opportunities, and anti-bribery and corruption
- familiarise yourself with what to do to stay safe whilst volunteering
- although not committed to any set or minimum working hours, volunteer with us for at least the time agreed with your supervisor so that both of us will get the most out of the experience
- give as much notice as possible if, due to illness or other reason, you are unable to attend to volunteer at a time you are expected, so that alternative arrangements can be made
- give as much notice as possible if you intend to stop volunteering
- provide references and agree where necessary to criminal records checks and immigration checks
- comply with the data protection principles and obligations as a data processor
- consent to the processing of your personal data including sensitive personal data
- maintain the confidential information of the organisation and its clients and agree not to use or disclose such information whilst you are volunteering for us and at any time in the future
- return any loaned equipment when ending your volunteering

This agreement is binding in honour only and is not intended to be a legally-binding contract between us. It may be cancelled at any time by either party.

SIGNED:

.....

[Volunteer name]

.....

[Volunteer manager name]

.....

[Volunteer signature]

.....

[Volunteer manager signature]

Ribble Valley Foodbank, Trinity Methodist Church Community Hub, Wesleyan Row, Parson Lane, Clitheroe BB7 2JY

T: 07849 534431

E: info@ribblevalley.foodbank.org.uk

W: www.ribblevalley.foodbank.org.uk

Sample task descriptions

Warehouse volunteers

- Collect donated food from supermarkets and deliver to the warehouse.
- Weigh and sort all donated food and place in appropriate storage containers.
- Make up the weekly orders for the two Foodbank centres.
- Deliver food to the Foodbank centres and occasionally to other local foodbanks.
- Check stock regularly to ensure date rotation.
- Keep records of all stock movements in and out of the warehouse.
- Dispose of any out-of-date stock.
- Work in accordance with the Foodbank policies, particularly with respect to health and safety.

Foodbank Centre volunteers

- Sort and check weekly food order and re-stock shelves.
- Order stock, liaise with warehouse and ensure the supply chain works smoothly.
- Pack food parcels for clients.
- Welcome and chat to clients, signposting them to other advice-giving agencies, where appropriate.
- Make refreshments for clients and volunteers.
- Support other volunteers and ensure volunteers are never alone with clients.
- Check paper vouchers and e-vouchers and ensure that records and database are kept up-to-date.
- Work in accordance with the Foodbank policies, particularly with respect to health and safety and safeguarding.

Some volunteers act as Team Leaders, leading sessions, organising rotas, and liaising with the Foodbank Manager and other teams. Others help with administration or manage our website and social media presence – there are many ways in which to help!





Ribble Valley Gateway Trust

St James' Church

St James' Street

Clitheroe

BB7 1HH

contact@rvgt.org.uk

www.rvgt.org.uk

Registered Charity No. 1167261