



# Handbook for Volunteers



## Loose Ends Newbury

Newbury Cricket Club

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# Introducing Loose Ends

*Loose Ends Newbury* is a Charitable Incorporated Organisation (CIO), run totally by volunteers.

We are Newbury's longest running drop-in centre for clients who are often homeless or 'sofa surfing', may have addictions, suffer from a mental illness or be on low incomes. Our main function is to prepare and serve hot, nutritious meals, but we also give out mini food parcels to take away and issue clothes, bedding, and toiletries to those who need them.

We provide vital support in a friendly and non-judgemental way. In addition, we offer a safe, environment, where people can socialise and find out about other help that may be available to them. We cater for people from Newbury and the surrounding area as well as those passing through Newbury.

Loose Ends first opened its doors in May 1990 through the vision and hard work of Richard Westall who saw the need to help local homeless people. We started by serving a sandwich lunch on a Sunday at Newbury Baptist Church. This then became a cooked lunch and within a few years breakfast sessions were offered on a Wednesday and Friday and we now also provide lunches on a Monday and Tuesday.

In 2020 the Trustees of Loose Ends set up a new charity named *Loose Ends Newbury* as a Charitable Incorporated Organisation (CIO), regulated by the Charity Commission. In May 2022 we moved to our current premises at Newbury Cricket Club.

Loose Ends is supported by some fifty volunteers and funded by donations from individuals, businesses and charities. .

# Introduction to Volunteering

This handbook gives information to volunteers about what to expect when volunteering and what their roles and responsibilities will be when working at Loose Ends Newbury. It also has guidance on the standards and conduct expected and outlines our rules and procedures.

Please familiarise yourself with the contents of this handbook before volunteering with us. If you need further information or are unclear about anything, please speak to the recruitment officer or the session supervisor.

New volunteers are invited to attend two induction sessions after they have completed an application form. They will shadow volunteers and see what is involved in running the session.

After completing two inductions, and if the supervisors are in agreement, volunteers are invited to become members of Loose Ends Newbury and will be added to the rota request for future sessions.

## Session Times

Monday	Lunch	12.30 -1.30 pm
Tuesday	Lunch	12.30 -1.30 pm
Wednesday	Breakfast	9.30 - 11.00 am
Friday	Breakfast	9.30 -11.00 am
Sunday	Lunch	Winter (Oct to - April ) 2.00- 3.30pm Summer (May to Sept) 4.00 -5.30 pm

The last meal is served 15 minutes before the end of the session.

Volunteers are required to arrive an hour before the session and stay to clear up, usually another 45 minutes.

# How the rota works

- On 1st of the month, the rota manager circulates an email to volunteers, requesting their availability for the following month.
- By 10th of the month volunteers provide their availability and keep these dates free until 15th, when the initial rota will be issued. If the rota is not filled on the first iteration, further updates will be sent out.
- The Rota Manager will also send emails, throughout the month, to volunteers about gaps in the rota which need filling and any last minute vacancies that arise. The critical date will be highlighted in the subject heading of the email.
- In allocating volunteers to sessions, the wishes of the volunteers will be considered along with the need for all to be involved. The rota manager will try to give all volunteers at least one session a month, and usually more.
- If anyone has to withdraw from a session within 7 days of the session, they are requested to inform both the rota manager and the session supervisor by phone or email. These details are shown on the rota.
- For a session to run we need a supervisor and three volunteers for most sessions and a supervisor and four volunteers on a Sunday. A session may be cancelled if there are too few volunteers – but this happens very rarely and volunteers will be advised in advance.
- All the Supervisors and Trustees have an enhanced DBS check.

# What to expect during a session

## Before the session

**Please arrive promptly** (60mins before start of service.) Wash your hands and put on your apron.

The Supervisor will then allocate roles for the session. The following will need to be completed before the start of the session:

- All work surfaces in clubhouse and kitchen cleaned with anti-bacterial spray.
- Clubhouse hall set up for service following instructions and guidance from the supervisor.
- Hot water pots filled and turned on, tea /coffee etc put out as necessary. and food cooked and put in the servery in time for opening. (**NB** - You will only be able to assist with food preparation and serving once you have successfully completed your food hygiene training.)
- Storeroom shelves checked and tidied ready for giving out of tins depending on the day. Fresh produce for giving away sorted and put out. If time available donations of clothing to be sorted.

## During the session

The supervisor will oversee proceedings and keep an eye out for any issues. They will open the session when everything is ready and make sure that everyone signs in.

The supervisor will enforce the rules of Loose Ends and will refuse entry to anyone presenting as aggressive or excessively under the influence of drugs or alcohol. (While reassuring them that they will be welcome at the next session).

During sessions volunteers tasks will include:

- Serving of food from the servery.
- Replenishing food as necessary.
- Loading and unloading dishwasher and keeping kitchen clean.
- Sundays, Wednesdays and Fridays giving out tins from the hatch (plus toiletries on a Wednesday).

Volunteers should:

- Be aware of the atmosphere in the room and refer any concerns to the Supervisor.
- Make sure food waste is placed in the food waste bin for composting. Left overs must not be given to clients as "takeaways".
- Food will stop being served 15 minutes before the end of a session and when the session is ended clients should be encouraged to leave promptly.

## After the session

Volunteers are required so stay until all the clearing up is completed. This will include:

- Cleaning the servery and tables.
- Cleaning the toilet (including handles) as per cleaning schedule.
- Emptying bins as necessary.
- Sweeping the clubhouse floor and kitchen floors. Mopping kitchen, toilet floors and and spot cleaning the clubhouse hall as necessary.
- Putting away all Loose Ends specific equipment, fresh food and clothing. Including outside furniture.
- Cleaning the kitchen as per cleaning schedule and completing all washing up and putting away. Turning off dishwasher.
- The supervisor will check food in the fridge and cupboards for the next session.
- The supervisor will have a check list of other tasks, as we share the premises with Newbury Cricket Club, please check all these are completed.

## Giving out from the hatch

- Before the start of the session the the shelves in to storeroom should be filled ready for giving our during the session.
- The hatch opens for giving out of tins on Sunday, Wednesday, and Friday.
- Each client can choose three tins of food, comprising one meat or fish and two other tins from the shelves and must sign the 'tins book' at the hatch.
- Toiletries are available on Wednesdays.
- Dog food, toilet rolls and sanitary items are also available at every session.
- There may also be donated fresh food etc for clients to help themselves available in the hall on a first come basis.
- Clients must collect their own tins and may only take items for anyone else at the discretion of the Supervisor. This is to avoid conflict and confrontation.

## Clothes and other requests

We also hold a limited supply of clothes for clients. Donated clothes are put out at the start of sessions for clients to help themselves.

Other items such as new socks, underwear and t-shirts plus sleeping bags and tents are kept in the store cupboard for the Supervisor to give out. Items not immediately available can be requested via the Supervisor .

# Guidelines for Session Volunteers

The following guidelines have evolved through years of training and experience. Our fair and consistent approach aims to prevent conflict between volunteers and clients and between clients.

Some of our clients are very vulnerable and as a volunteer you may be tempted to help them in an inappropriate way. Loose Ends does not offer a counselling service but volunteers may suggest where further help and/or advice may be found. Please pass any concerns on to the supervisor who will be able to signpost the client appropriately. *Remember - volunteers should be friendly to our clients but not be their friends.*

## What to wear and hygiene

- Practical, comfortable clothes should be worn with minimal make-up and jewellery. When preparing food, watches and rings should not be worn and long hair should be tied back.
- Cloth aprons are supplied for all volunteers. These should be washed at 60 degrees minimum following each session.
- Disposable plastic gloves and aprons are provided for cleaning of toilets. General purpose disposable gloves are also available in the kitchen if required.
- Hands should be washed (at the designated sink for 20 seconds and dried with paper towels) on arrival, before preparing food, after handling donated clothes or emptying bins, after washing up, after removing protective gloves, after visiting the toilet.
- Personal items such as coats, bags and valuables should be placed in the lockers provided in the office.

## Appropriate behaviour

- Volunteers should observe personal boundaries and space with the clients at all times.
- No personal details should be shared with clients (eg surname, phone numbers and social networking details).
- Client confidentiality should be observed at all times unless clients expressly give permission for information to be shared. **BUT** if you consider clients (or others in their care) are at risk, safeguarding rules will apply so refer any concerns to the supervisor. (See *Guidelines for Adult Safeguarding* for more information)
- Freedom from drugs and alcohol is expected. Smoking is not permitted in the hall.

## Session Safety

- There should be no one-to-one contact where the volunteer is alone with a client (eg. offering lifts in cars to clients.)
- While regular visitors (befrienders, CPSOs etc) are welcomed, any other visitors must seek permission (ideally agreed in advance) to enter the Cricket Club premises. Check with the Supervisor if you are unsure.
- Access to the kitchen is restricted to volunteers only and there should be at least one person in the kitchen at all times during the session.
- No medicines must be given out to clients (eg Paracetamol, antihistamines). If you are concerned a patient is unwell notify the Supervisor who will call an ambulance if necessary.
- Loose Ends Newbury operates a strictly no lending of money policy and doing so is considered a breach of policy and volunteers will be asked to leave.

# Other Session Information

## Fire Procedure

All volunteers should be made aware of fire exits on their first induction session and where the muster point is (by the container in the carpark.)

In the event of fire the supervisor should:

- Ring 999
- Co-ordinate the evacuation of the building
- Collect the sign-in sheet
- Check the building, including the kitchen and toilet to see that everyone has been evacuated and accounted for **if safe to do so.**
- Inform the cricket club

Volunteers should:

- Assist with evacuation
- If the fire is small and localised and the volunteer feels confident to do so there are fire extinguishers available to contain the fire.. **NB This should only be done if safe to do so. Evacuation of the building should be the priority.**

## Vaccinations

All volunteers are strongly encouraged to be fully up to date with their Covid 19 vaccinations and they may also want to consider vaccination for Hepatitis B given the potential health risks associated with the client group we are supporting.



**Northcroft Kitchen** is also part of Loose Ends Newbury and is our session for families with children which we opened in February 2023. We welcome parents or carers and their children who are struggling with the cost of living to come and join us for a hot, nutritious meal once a week at the cricket club.

These sessions run on similar lines to our main Loose End sessions but we aim for a more family friendly atmosphere and there are toys and drawing materials put out so the children can play while the parents get a chance to relax and chat.

The sessions are held on a Thursday afternoon after school starting at 3.30pm and ending at 5pm.

A separate rota for volunteers runs for Northcroft Kitchen which operates in the same way as the main rota. Volunteers can volunteer for both Loose End sessions or if they prefer for just Loose Ends or just Northcroft Kitchen sessions.

## Other Volunteering Opportunities

Running an entirely voluntary organisation like Loose Ends requires a lot of background support and many of our session volunteers also help out behind the scenes. However we would also like to hear from you if you don't want to be a regular session volunteer but want to help in other ways such as collecting food or helping with stock taking. If you have any particular skills you can offer such as IT or Web design we would love to hear from you.