



Norwich

**Foodbank**

Together with Trussell

# **VOLUNTEER HANDBOOK**

A GUIDE TO VOLUNTEERING AT NORWICH FOODBANK

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

# ABOUT US

Norwich Foodbank is part of a national network of foodbanks across the UK run by The Trussell Trust. The Trussell Trust is an anti-poverty charity founded on Christian principles.

## **Our History**

Norwich Foodbank began in 2010 within The Trussell Trust framework and at that time was the 48th foodbank in the UK network. We began with a warehouse, office, 2 part-time members of staff, an army of volunteers and 6 distribution centres.

As of 2024, Norwich Foodbank employs 5 members of staff working across the office and two warehouse units in Earlham. We operate out of 11 distribution centres across our geographical patch, including Wymondham and Wroxham and have two satellite delivery areas in Loddon and Poringland. We still have an army of volunteers - around 180 people!

## Key contacts at the Norwich Foodbank Central Team:

Project Manager  
Hannah Worsley  
**07955 920590**

Warehouse Manager  
Keith Clapson  
**07935 006339**

Volunteers & Campaigns Coordinator  
Jon Moule  
**07789027611**

Named Contact (please insert here)

**Please ensure that your named contact has up to date emergency details for you**

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### **Our vision**

**To end the need for foodbanks**

We want to have **enough resources** (food, volunteers, money) and relationships with referral partners to ensure those who need our help can access it.

### **Our mission**

We want to **better understand** why people need our help and involve them in informing research and shaping current and future projects.

We want to **speak up** for those who aren't heard and, as part of the Trussell Trust, to engage with our local and wider community in order to change minds, change communities, and change policy.

# VOLUNTEER ROLES

There are many different volunteering roles that you can apply for across Norwich Foodbank:

## Warehouse

- Weighing in donations
- Thanking donors
- Sorting donations
- Picking and packing food parcels

## Distribution Centres

- Welcoming clients to the centres
- Logging/checking voucher codes onto the centre tablet
- Offering/making refreshments
- Listening to clients
- Signposting clients to other agencies and advisors at the centres
- Distribution of boxes and toileteries

## Drivers

- Delivering parcels to distribution centres
- Collecting donations from supermarkets and churches

## Supermarket helpers

- Manning an in-store collection
- Handing out foodbank shopping lists
- Talking to customers about the foodbank

## Campaigns

- Raising the profile of poverty in Norwich
- Being part of a Campaigns team
- Campaigning to reduce the need for foodbanks

## Office

- Phones (remote and in office)
- Data entry
- Thanking donors by email / letter





We are delighted that you have chosen to volunteer with Norwich Foodbank. Welcome to our team! Whilst we are our own registered charity, we are part of the wider UK network of Trussell Trust foodbanks, using their operational model and, most importantly, we share in their vision to see an end to the need for foodbanks.

We are a Christian charity and treat everyone with respect and dignity, whether they are the people we serve, those who donate to us, or those working with or for us, regardless of their personal beliefs.

This handbook will take you through what you need to know to be an effective part of the foodbank volunteering team and explain what you can expect from us to help you in your role. We have a wide variety of roles and this booklet gives an overview of them. Thank you for your interest in our work and for seeking to support local people in need through volunteering with us.

It is important that you have everything you need to get started so we will give you an induction and access to the information and materials you need.

Your wellbeing is important to us; you will have a 'Named Contact' who will likely be the person in charge of the area you volunteer in.

Thank you for being involved!

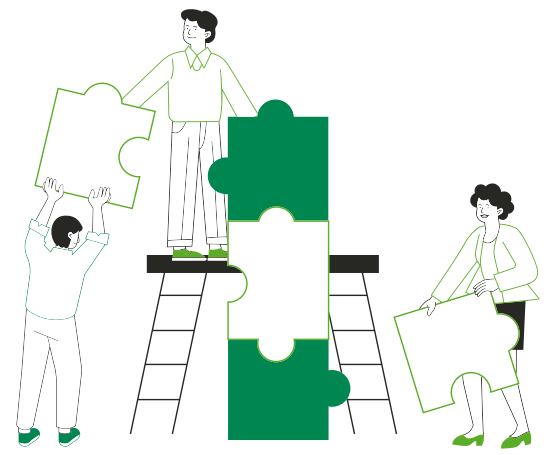
**Hannah Worsley (Project Manager)**

**Jon Moule (Volunteers and Campaigns Coordinator)**

# WORKING TOGETHER

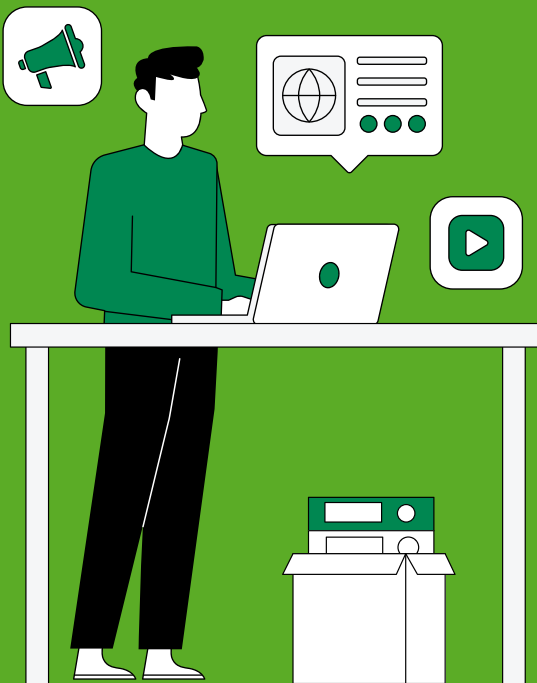
## Norwich Foodbank's responsibilities to you:

- To be involved with an organisation that is dedicated to ending hunger and poverty.
- To be welcomed and treated with courtesy and respect.
- To be treated fairly.
- To be given clear instructions, information, equipment, advice and well-being support.
- To assist you in carrying out your role.
- To be consulted and kept fully informed regarding any changes to your role.
- To have a Named Contact to whom you can go for support and advice.
- To have your right to privacy respected.
- To receive thanks and recognition for the work you do.



## Our expectations of you as a volunteer:

- To be a champion for the vision, mission and values of Norwich Foodbank.
- To represent the charity in an appropriate way.
- To work positively with staff, volunteers, members of the public, clients and our partner organisations.
- To be open and honest in your dealings with us.
- To meet mutually agreed expectations around your role and to speak with your Named Contact if there are issues in meeting them.



# HEALTH AND SAFETY



Norwich Foodbank is committed to ensuring that you are safe and well whilst you are volunteering with us. We expect all of our volunteers to contribute to maintaining a safe working environment.

We ask all our volunteers to:

- 1** Take reasonable care for the health and safety of yourself and those working with you.
- 2** Co-operate with staff to enable them to carry out their statutory duties.
- 3** Follow the health and safety policy guidelines which can be found on our website. Some premises we operate from (e.g. distribution centres) may also have their own guidelines we must adhere to.
- 4** Report any accidents, incidents or dangerous occurrences to a paid member of staff whether or not someone was injured as a result.
- 5 Expenses:**  
Reasonable, pre-agreed out-of-pocket expenses will be reimbursed. Please discuss with your Named Contact first.





## **6 Smoking and substances:**

Please note that all Norwich Foodbank premises and events are smoke-free. No smoking is allowed in, or in the vicinity of our sites.

Volunteering whilst under the influence of alcohol or drugs will not be accepted and may lead to the termination of our relationship with you.

## **7 If you use your own car:**

Norwich Foodbank's insurance does not cover your personal vehicle. Your insurance company will cover you as a volunteer driver, usually for free, but they must be informed. We need to see copies of your insurance, driving licence and MOT where appropriate.

We can pay mileage costs for your volunteering role. Please discuss the current rate and how to claim with your Named Contact.



## **8 Insurance:**

Norwich Foodbank has both Employer's and Public Liability insurance policies in place to ensure that all of our volunteers are fully covered. You should note, however, that your personal possessions are not covered by our insurance.

## **9 Training and development:**

We will provide induction, equipment and further training, including opportunities to enhance your current role or to take on an additional one.



# DATA PROTECTION & CONFIDENTIALITY

**We take our data protection responsibilities very seriously and will take great care to protect your information.**

The full Data Protection Policy can be found on our website and you will be asked to sign a Confidentiality Agreement before you begin volunteering with us. It is important that you read and understand it.

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## ✓ **Data Protection**

As a volunteer, you may find yourself in possession of personal information regarding our clients or other volunteers. As a volunteer we expect you to protect any personal or confidential information you may have access, to as agreed to in the Confidentiality Agreement.

## ✓ **Media**

Unless your volunteering role specifically involves talking to the local press and media, we ask that you do not make comments or pass on stories to the media. Any requests made to you should be passed to a paid member of staff.

## ✓ **Copyright, intellectual property and photography**

Any works that you produce whilst volunteering for us will remain our property.

We may use photographs of our volunteers in social media and promotional materials. We will always ask for your signed consent before using your image.



### **Resolving concerns:**

We take our responsibilities very seriously and will do everything we reasonably can to resolve any difficulties you may have. If you have problems or complaints about your volunteering please talk to your Named Contact. Further information can be found on our website.



### **Support and advice:**

If you would like any further information, advice or guidance please speak to your Named Contact or any of the staff or Trustees. If we can't help, we will find someone who can.



### **Accountability and Whistleblowing:**

We audit regularly to make sure we abide by the rules set by the Charity Commission and guidance from The Trussell Trust.

If you see a volunteer, Trustee or paid member of staff behaving in a manner that causes you to believe that it may bring the foodbank into disrepute or cause financial loss, tell your Named Contact immediately.



# POLICY OVERVIEW

## 1. Who this policy is for

This policy aims to provide guidance for volunteers who have accepted or are interested in, an agreed role within the Norwich Foodbank, and those who supervise them. It forms a big part of our commitment to our volunteers, acknowledging the hugely valuable contribution you make to the foodbank.

## 2. Our volunteering principles

- Volunteers are recognised as being equal partners in achieving our aims.
- All volunteers are recruited using the foodbank's own recruitment process to ensure fairness and that the particular skills of individuals are recognised.
- Our volunteers are integrated into the structure of the foodbank and able to contribute actively to its work.

## 3. Age

You need to be 16 or over to volunteer with us or have a guardian present. If you are under 18 years old you will need parental consent. There is no upper age limit to volunteering for us, but you may be asked to swap roles or stop if health problems arise or there is a risk to you or to others.

## 4. Equal Opportunities and Diversity

The foodbank is committed to embracing diversity and promoting equality and inclusion. Whilst representing the charity, we expect our volunteers to support that commitment. Our full Equal Opportunities and Diversity policy can be seen online.

## 5. Responsibilities and Expectations

As a Norwich Foodbank volunteer, it is important that you enjoy your time volunteering with us and we take our responsibilities towards you seriously. Please remember that you represent us all and we ask that you act in an appropriate manner.

# FURTHER INFORMATION

Norwich Foodbank recognises the enormous contribution made by our volunteers and this is laid out in the policies and procedures which are online. These include:

- Equal Opportunity
- Safeguarding (Adults and Children)
- Health & Safety
- Data Protection and GDPR
- Problem Solving
- Lone Working
- Payment of Expenses
- Discrimination and Harassment

Jon Moule will be able to provide a copy of these policies should you wish to refer to them. As part of your induction, we will ask you to confirm that you have read and understood these. We will also request that you undertake some assigned training. such as safeguarding and GDPR.

We have a dedicated portal for volunteers where we add stories, events and important information to help you with your role.

<https://norwich.foodbank.org.uk/give-help/volunteer/>

A password will be provided once you start volunteering!

# THANK YOU!

THANK YOU FOR TAKING THE TIME TO  
READ THIS BOOKLET. IF YOU ARE NOT  
SURE ABOUT SOMETHING, PLEASE ASK.

IN THE MEANTIME,  
WELCOME TO THE TEAM!

WE WISH YOU ALL THE VERY BEST FOR  
YOUR TIME VOLUNTEERING WITH US.

[norwich.foodbank.org.uk](http://norwich.foodbank.org.uk)



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@ NorwichFoodbankUK



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