



Overview

- What is the Food Bank?
- Where does the food come from?
- What is a food parcel ?



- How do those in need get a food parcel?
- How many food parcels can those in need have?



- Roles of Food Bank volunteers
- How to get involved
- Keeping volunteers and users safe



Operational Instructions

- Food storage
- Food packing
- Food parcel distribution & volunteer protocols:
 - Collections
 - Delivery
- Protecting personal information (GDPR)
- Reporting incidents and accidents
- Manual handling





- What is the Foodbank?
- Where does the food come from?
- What is a food parcel

What is the Foodbank?

LCC Foodbank is an outreach ministry of Larkfield Community Church (LCC) available to all in need. It is predominantly a ministry within the geographical area of Larkfield, East Malling, West Malling, Leybourne, Snodland, Ditton and Aylesford. We seek to bring the good news of Jesus by giving a helping hand to those in a time of crisis. The foodbank is overseen by the Trustees of LCC.

Where does the food come from?

LCC Foodbank is dependant on donations of food to supply those in need. Food is donated by members of the community, other churches, and local supermarkets, mainly Morrisons. LCC Foodbank do not receive or offer perishable items. All food donations must be within sell by dates and in good condition.

What is a food parcel?

A food parcel will contain items that are non-perishable, such as long-life milk, tinned soups and cereals. The content of a food parcel will depend on our stocks, but we always aim to supply enough food to help clients for a few days. Food parcels are available in several sizes to accommodate the needs of single people right up to large families.

We can also provide some basic personal hygiene products, such as shampoo and toilet roll if they are available in our stock.





- How do those in need get a food parcel?
- How many food parcels can those in need have?

How do those in need get a food parcel?

Requests for a food parcel can be made in the following ways:

Email: foodbank@larkfieldcommunitychurch.co.uk

Facebook: [Larkfield community church Facebook page](#)

Following a request, the Foodbank Co-ordinator will contact the client to discuss specific needs and eligibility before making arrangements for delivery/collection of the food parcel. Some requests may be denied at the discretion of the Foodbank Co-ordinator or LCC leadership.

How many food parcels can those in need have?

The number of food parcels available to any one household will be up to the discretion of the Foodbank Co-ordinator and LCC leadership. The foodbank is not a feeding programme and LCC are keen to ensure that clients do not develop a dependence upon the foodbank to meet longer term needs. Where necessary, we will signpost clients to relevant services for longer term support such as debt management, social or health care and community support.





- Roles of Food Bank volunteers
- How to get involved
- Keeping Volunteers and users safe

Roles of Food Bank volunteers

LCC Foodbank is run entirely by volunteers. The Foodbank Co-ordinator is responsible for liaison with clients and co-ordination of volunteers to meet any requests of need. As representatives of LCC volunteers are expected to act in a way that will honour Christ and the church. There may be times when clients are invited to attend events at LCC but attendance is not an expectation nor condition of receiving food parcels. Volunteer roles include: collecting donations; organising stock; packing food parcels; delivering to clients;

How to get involved

Step 1: Anyone interested in becoming a volunteer is encouraged to contact the Foodbank Co-ordinator to discuss what is involved and/or complete an application form.

Step 2: On receiving completed application forms the Foodbank Coordinator will request references prior to progressing the application.

Step 3: Once references have been received and approved, the Foodbank Co-ordinator will invite the potential volunteer to an informal interview. A DBS check may be required.

Step 4: If successful, the volunteer will receive training and advice to equip them for their role. See Appendix 1-3

Keeping Volunteers and users safe

Larkfield Community Church take safeguarding seriously and are committed to supporting volunteers and users to stay safe. All volunteers are expected to strictly adhere to the protocols found in the **operating section** of this policy.



Operational Instructions

- Food storage
- Food packing
- Food parcel distribution & protocols
 - Collections
 - Delivery
- Protecting personal information (GDPR)
- Reporting incidents and accidents
- Manual handling
- Appendices

Food storage

Food is stored in the Dorcas Centre store. All new stock should be checked for sell by dates and shelves stocked in a way that ensures items are used in appropriate date order.

Food packing

Pickers should ensure they:

- use items from the store prioritising the shorter sell by dates first.
- follow the picking list as much as possible using what is available in the store.
- Initial and date the picking list when packed.
- Do not overload boxes or bags to avoid manual handling issues.

Clients should not be offered perishable food of any sort.



Food parcel distribution & volunteer protocols

Volunteers should never supply clients with their home address, personal email, nor encourage clients to visit their home to collect food parcels.

In some instances, the volunteer may need to contact the client to inform them of change of time for delivery or arrange specific timings. In this instance, volunteers should use the anonymous caller ID setting on their phone before calling client or dial 141 before the clients number.

The client's number should be removed from the volunteer call list as per GDPR guidelines as soon as it is no longer required. **If the client has any additional needs, volunteers must not offer help to the client outside of their role of delivering food parcels but instead should signpost clients to the Foodbank Co-ordinator or LCC leaders with clients permission to safeguard both parties and avoid any unnecessary legal liability.**

Collections

Collections of food parcels are to be from The Dorcas Centre. Volunteers should not meet clients alone. For safeguarding of both parties, a minimum of two volunteers must be on the premises when clients collect food parcels from the Dorcas Centre. On receiving their parcel clients should be asked to sign and date the picking list to confirm receipt. The signed form must be then stored securely in the locked store until processing by the Foodbank Co-ordinator. During current covid restrictions clients will not be invited to collect parcels.

Deliveries

Deliveries should be to a client's home address which has been verified by the Foodbank Co-ordinator. Volunteers delivering to a client's home address should **not** go alone unless this has been specifically agreed with the Foodbank Co-ordinator following a dynamic risk assessment. Volunteers must comply with **protocols for safeguarding lone worker**.

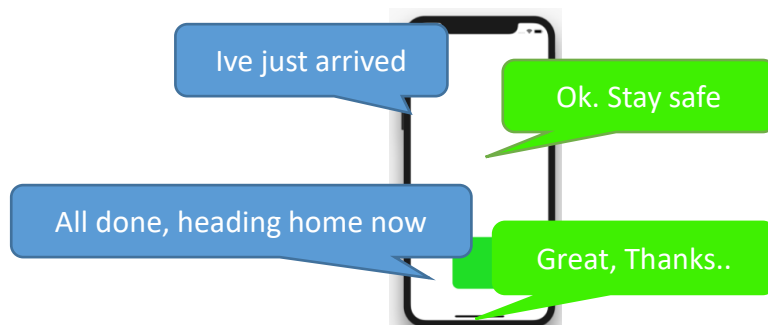
On receiving their parcel clients should be asked to sign and date the picking list to confirm receipt. The signed form must be kept securely until it can be delivered to the Foodbank Co-ordinator for processing.

Protocol for safeguarding lone workers

For a sole volunteer delivery, the volunteer must:

- 1. Inform the Foodbank Co-ordinator when they arrive at the home address via group message or phone call.*
- 2. Never enter the property, even if invited to do so.*
- 3. Inform the Foodbank Co-ordinator immediately they have made delivery and are on their way home.**

*In the event that the volunteer has failed to call/message into the Foodbank Co-ordinator after 20 minutes, the Foodbank Co-ordinator will contact the volunteer by phone. If no reply, the Foodbank Co-ordinator will contact the LCC leadership and/or relevant authorities.



Protecting personal information – Our GDPR Duty

(see privacy notice)

To comply with GDPR, personal information of clients will be collected for the reason supplying the food parcel. Clients information given to volunteers must be deleted from all devices once delivery has been made.

Recording incidents and accidents

All injuries or accidents that have been acquired by volunteering for the food bank should be reported to the Food Bank Co-ordinator for recording in the accident log.

Group Chat guidelines

The group chat is one of the ways used to keep volunteers informed and support the Foodbank Coordinator in organising volunteers. No client details will be posted on the group chat that will identify individuals in line with our GDPR duties. In the event of a client request being received:

- The Foodbank Coordinator will post a message requesting volunteers – no client details – just general info of location e.g. “family in Larkfield”
- Volunteers on group chat should message that they can or can't support so that the Foodbank Coordinator can assess volunteer capacity.
- The Foodbank Coordinator will then contact the client once volunteers have agreed to support.
- Client details can then be sent to the volunteer by Foodbank Coordinator via email.

This protocol will be under review if volunteers numbers are reached where a rota system can be implemented.

Manual Handling

All volunteers are expected to familiarise themselves with safe manual handling techniques.

For more information and guidance volunteers should watch the Simply Health [Guide to Manual Handling](#) video and read the [HSE manual handling leaflet](#) and [good handling techniques](#) information.

Volunteers should contact the Foodbank Co-ordinator if they wish to undergo specific manual handling training in addition to the training resources named above.



Foodbank Co-ordinator: Pat Cox

Contact: foodbank@larkfieldcommunitychurch.co.uk



Volunteer agreement and packing procedure for Larkfield Community Church Foodbank

- It is imperative that this work is considered confidential as the names of the clients and addresses may be shown on the food orders and will be known to volunteers undertaking deliveries.
- All volunteers are expected to read the relevant paperwork, such as Foodbank Policy and procedures document, covid-19 risk assessment and LCC safeguarding policy to ensure they can keep themselves and others safe.
- All volunteers are expected to familiarise themselves with safe manual handling practices through watching the [manual handling training video](#) and [associated literature](#). Volunteers can request manual handling training in addition to these resources from the Foodbank Co-ordinator.
- Relevant PPE must be worn when packing orders and delivering to clients.
- When packing, there is a set list for all sizes of orders, and it is advisable to try and keep to this unless something is unavailable and then please include a suitable alternative.
- The cupboard must be kept tidy and goods in date order.
- It essential that, when packing, all goods should be checked for the correct use by dates.
- When orders are packed the order sheet must be put securely on top of the order for the delivery person.
- After delivery, the information slip must be return by the delivery person to the Foodbank Co-ordinator for processing and confidential disposal.

I agree to the above requirements and understand that discretion and confidentiality is paramount in this ministry. I agree to familiarise myself with safe manual handling practices and LCC foodbank policy and procedures. If I have any concerns regarding a client, I will only share these with the Foodbank Co-ordinator and/or LCC safeguarding co-ordinator unless otherwise instructed. I agree to a DBS check being undertaken if necessary.

Name of volunteer

Signature Date

Appendix 2

Safeguarding yourselves and others Covid-19 guidelines

- Before touching food, please **wash** your hands and **sanitise**
- **Gloves** are provided, please use them
- Unless with people of your own social bubble, **face masks** must be worn
- When others are present, stay at least **1 metre apart**
- Do not carry more than you are comfortable with
- When delivering, please use **gloves and face masks, place parcels on ground, knock and stand back.**
- In case of a query or emergency contact admin on **07976 550179** and if **necessary, dial 999 immediately**

Appendix 3

Name of volunteer _____

Volunteer checklist

- Application form
- Reference received
- Informal interview

Volunteer Induction checklist:

Date _____

- Foodbank Policy / handbook
- Safeguarding – policy
- Tour of store room
- Explanation of safe manual handling – video & HSE leaflet links
- Guidelines and procedures explained
- Volunteer agreement signed