



# OPERATING MANUAL

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## Introduction

Thank you for volunteering with Wansbeck Valley Food Bank; your time and expertise are important to us in this project. We are committed to the principle of equal opportunities regardless of race, faith, gender, disability and age. In order to make your contribution to the Food Bank as successful as possible we have provided the following set of guidelines for all volunteers, so please read through them carefully.

## About the Food Bank

Wansbeck Valley Food Bank is a registered charity providing food aid to people in need in the local area. There are many reasons for the need for emergency help, ranging from the long-term unemployed, people whose benefits have changed and there is a gap in payments, to an increasing number of people who are employed but are struggling to feed their families due to a combination of rising inflation and a reduction in wages/hours. At least 4.7 million Britons are estimated to be in food poverty, this is defined as the inability to afford, or not to have access to food to make up a healthy diet.

We generate stocks of dried/tinned supplies of basic food types via donations from various community organisations (schools, churches etc.) and via supermarket collections. The food is made into packs in accordance with advice received from a food nutritionist, to be sufficient for individuals or families to feed them for up to 3 days

These packs are issued at the request of care professionals in our community. They will normally be collected by clients at one of our distribution sessions. However, we also provide packs to referring professionals, so that they can issue them immediately when this is required. Clearly, we can never be more than a vital stop gap service, providing food while other support arrangements are made for clients.

The trustees of the charity have overall accountability for the charities activities. They appoint a Project Manager, responsible for day to day operations. The Project Manager is assisted by a small committee of volunteers approved by the Annual General Meeting. Our service is free to clients and referrers, since we are staffed and managed by volunteers. For further details of the Trustees and Committee Members see Appendix 8

## Volunteer code of conduct

- All volunteers are expected to behave professionally
- All clients and other volunteers must be treated with respect
- No threatening, abusive or profane language is allowed
- Any volunteer under the influence of alcohol or drugs will be asked to leave project activities and premises

## General Rules

### 1. Changes in personal details

Please notify Wansbeck Valley Food Bank of any change of address, contact numbers or other information provided on your application form. We may need to contact you in an emergency.

### 2. Other

Volunteers must not give their personal details to clients, including home address, telephone number etc. Volunteers must not give lifts to clients from distribution centres, nor deliver food parcels to clients' home addresses. (Unless it is a volunteer driver or volunteer in the foodbank)

### 3. Statements to the media

Volunteers must not make any statements to the media regarding Wansbeck Valley Food Bank. All media enquiries must be addressed to the project manager

### 4. Badges

When on duty all volunteers must wear Wansbeck Valley Food Bank Photo ID badges to identify themselves as Food Bank volunteers.

### 5. Personal property

No liability will be accepted for loss or damage to any property brought on to Food Bank premises

### 6. Dress code

It is likely that you will come into contact with members of the public and so it is important that you present an acceptable image in terms of appearances and standards of dress. Clothing should also be appropriate to the type of work that you will be involved with.

### 7. Time commitment

Volunteers are expected to offer a time commitment of at least 2 sessions per month. If you are unable to help at any of the pre-arranged times due to illness or other commitments, please inform the project manager or volunteer coordinator as soon as possible, so that cover can be arranged.

### 8. State benefits

Voluntary work may affect your eligibility for state benefits. It is your responsibility to check this.

### 9. Confidentiality

All client information is confidential. You will be required to read and sign a confidentiality statement before volunteering.

### 10. Lone working in buildings

For your safety distribution and warehouse duties are planned to minimise lone working in buildings. See the Lone Working Policy. Appendix 1

#### 11. Arrangements for volunteers driving the Food Bank's van

Only volunteers authorised by the project manager will drive the van. Drivers will provide information regarding driving licence etc by completing the form shown in appendix, they will also read and comply with the Guidance Notes for Drivers document which is held in the van.

#### 12. Lone working when driving the Food Bank's van

Drivers should be particularly mindful of their personal safety when working alone. When the Duty Manager arranges for a volunteer driver working alone to deliver a food parcel to a client., the following arrangements must always apply:

- The driver will carry a panic alarm device and there is a mobile phone in the van on which he/she can be contacted
- Food can be delivered to the gate or the doorstep, but the driver will not enter the client's residence
- Before leaving the vehicle, the driver will park in a manner that it is simple to depart quickly and safely if they feel under any threat whatsoever. In particular drivers should ensure that it is unnecessary to reverse the van when departing,

#### 13. Health and Safety

- See Health Safety Policy. Appendix 2

#### 14. Hygiene for Food Handlers

- You must wash your hands immediately before commencing work and after using the toilet
- Any cut or burn on the hand or arm must be covered with an appropriate visible dressing
- If you are suffering from an infectious or contagious disease you must not report for work without clearance from your GP.

#### 15. Use of IT equipment

In order to safeguard information and maintain confidentiality, the following will apply:

- Only volunteers authorised by the Administration Co-ordinator will have access to the Food Bank's computer
- Information must not be downloaded from the computer unless authorised by the Administration Co-ordinator or the Project Manager
- Only software approved by the Administration Co-ordinator or the Project Manager will be used.

#### 16. Purchasing

With the exception of nappies and baby formula, no other purchases should be made without the prior authorisation of the Project Manager or Warehouse Manager

## Handling Client

The Food Bank is concerned that several clients are in danger of becoming reliant on the Food Bank on a regular basis without addressing underlying issues. The WVFB exists to help people through a crisis and we need to establish that if the client has ongoing issues that they are being supported by an appropriate professional. By just asking a few simple questions we can establish this, signposting the client when appropriate.

If the client arrives without a referral form use the WVFB phone and call NETS on 0345 600 6400.

By following this procedure all clients will be handled consistently and where appropriate they can be signposted to agencies that can offer further help and support.

At no time does the Food Bank judge a client's situation.

Upon arrival the client should be welcomed and offered refreshments. The procedure may take some time and the client needs to be advised of this.

N.B If client appears to be inebriated or under the influence of any substances or appears unduly aggressive, decline client and ask them to leave. Suggest that they return when they are in a fit state. Advise Police may be contacted if problems persist.



*WELCOME*

## Arrangements during Food Distribution and Warehouse Sessions

1. Each distribution session is open at publicised times to allow referred clients to collect their food.
2. All volunteers undertaking duties on third party premises should conduct themselves in a manner that maintains the good reputation of the Food Bank. This will include abiding by the Health and Safety and other regulations applicable of the premises concerned.
3. Sessions should be staffed by a minimum of 2 volunteers. For your personal safety, lone working is not allowed.
4. Volunteers should be ready to welcome clients and offer tea/coffee.
5. To prepare food parcels  
Using the laminated menu sheets take items from the shelves and pack into bags.  
Weigh the bags and record in “food issued” book and attach the appropriate label to the bags recording the date:  
A Bag: Buff label  
B Bag: Blue label  
C Bag: Green label  
D bag: Yellow label  
X bag: White label

### **DO NOT PUT FOOD FROM THE SHORT SHELF LIFE BOX INTO THE PARCELS**

6. To issue food parcels, please undertake the following actions:
  - a. Take receipt of the referral form (a sample entitled “Wansbeck Valley Food Bank Request Form” is shown in Appendix 1 of this manual) and ensure that it has been completed correctly by one of our approved referrers and signed by the client.
  - b. Confirm the client’s identity against some form of ID presented
  - c. Record client details on the card file
  - d. Note that certain clients will have their referral form transmitted electronically to the Admin team. In these cases, a form will not be presented by the client, but session volunteers will be advised of the arrangement in advance. Newbiggin and Ashington referral forms will be forwarded.
  - e. If volunteers have any doubt about the validity of a client referral form, they must either contact the referrer or the project manager. Volunteers do not make the decision to refuse food to a client by themselves.
7. Select food parcels appropriate to the size of the family:  
1 x person: A bag  
2x person: B Bag  
3 x person: C Bag  
4 x person: D Bag  
5 x person: A plus D etc  
Add bread, cheese, butter and fresh produce as available before client leaves.
8. If you feel under threat in any way from a client, do not try to argue with them. In such circumstances just allow them to take a food parcel and report the matter as soon as possible to one of the Food Bank’s senior team.

9. At the end of the session please check the following:
  1. Check the fridge and freezer temperatures and record in the diary. Check fridge and freezer doors are securely closed.
  2. Clear non-recycling rubbish into black bin bags and cardboard and paper into clear bin bags and place in the appropriate wheelie bins outside.
  3. Turn off any free-standing heaters but **DO NOT** touch wall mounted ones.
  4. Close all internal doors.
  5. Ensure **ALL** doors are securely locked and the metal shutters are down.
  6. Check scales are turned off.
  7. Set alarm. Lock outside door and close shutter.
  
10. As the operation has evolved at Morpeth, we have merged distribution and warehouse duties – see arrangement for warehouse below.

## Arrangements for the warehouse areas

The following further special arrangements apply when processing our central stock held at Morpeth centre.

1. For ease of handling, any box or other container packed in the warehouse should not exceed:
  - 13 kg where it is to be lifted by a single person
  - 25kg where it is to be lifted by two persons. Containers intended for lifting by 2 persons should be clearly labelled to indicate this.

Since it is impracticable to assess the weights of containers holding incoming stock, volunteers should exercise care when lifting or moving these, splitting loads into smaller amounts where appropriate.

2. Volunteers should be ready to accept food donations and to prepare stock for delivery to distribution points.
3. At the start of the session commence a new sheet in the Warehouse Stock Record Book, by drawing a line beneath previous records and inserting the date of the current session.
4. To accept food donations into warehouse stock, please undertake the following actions:
  - i. Thank any deliverer of donated food if they are present
  - ii. Check the items donated are not beyond their 'use by' date. Place any out of date items in the marked container for disposal.
  - iii. "Best before" dates are advisory, so food up to 2 months beyond its "Best before" date can still be distributed and does not need to be rejected unless it is meat or fish. Place such items on the shelves marked for short shelf life products.
  - iv. Weigh and record weights of received items in the record book.
  - v. Place items on the relevant shelves of the warehouse. Note that for many items, stock is subdivided by "use by" or "best before" date. Ensure that the total weight of stock on any shelf does not exceed 200 kg and that items are stacked in a stable manner. Do not place individual loads exceeding 7kg on shelves above 1.5m or below 0.25m from floor level.
5. At the end of the session
  - i. Tidy the warehouse, so that it is in a good state for those volunteering for the next session. All rubbish should be disposed of in the "Wheelie Bins" outside the building
  - ii. Lock up and return the keys to their designated locations
6. Your safety and welfare is paramount in all circumstances. Therefore please: -
  - iii. Always ensure that you do not attempt to lift or carry heavy or awkward shaped containers of stock that are beyond your capacity.
  - iv. Clear any spillages immediately
  - v. Keep walkways clear of obstacles
  - vi. Report any hazards noted to the obstacles that could prove a hazard to one of the Food Bank's senior team
  - vii. Note that there is a First Aid Box and Accident Book in the Administration office.

### Arrangements for collections from supermarkets and other sources

For your personal safety with the exception of prearranged collections from established Food Bank supporting organisations, lone working is not allowed, All other collection activity should be staffed by a minimum of 2 volunteers.

All volunteers undertaking duties on third party premises should conduct themselves in a manner that maintains the good reputation of the Food Bank. This will include abiding by the Health and Safety and other regulations applicable of the premises concerned.

Unless other arrangements have been made in advance volunteers collecting a prearranged donation should report to the donating party's reception upon arrival.

Specific arrangements will be made for supermarket collections and other occasions where members of the public are approached with a request to make a donation to the Food Bank. Volunteers should ensure that they are fully briefed on these arrangements and comply with them fully.

## Guidance notes for Referrers

*The following guidelines are issued to organisations who refer clients to the Food Bank*

### **Introduction**

These guidelines describe the arrangements by which food parcels are issued by Wansbeck Valley Food Bank. Our aim is to help anyone in the Wansbeck Valley area who has an emergency need for food, but our resources will always be limited. Therefore, we will only accept clients who

- Have been vetted as in genuine need.
- Present a correctly completed referral form and evidence of identification during a distribution session at the relevant Food Bank distribution centre.

### **Guidance notes for Associated Referring Professionals**

In order to recommend please undertake the following action

1. Satisfy yourself that the client is in genuine need.
2. Identify which distribution point will be most appropriate for the client. Note that at present the distribution centre opening hours are:

Centre	Location	Mon	Tues	Wed	Thurs	Fri
Morpeth	Northgate Hospital, Morpeth NE61 3BP	1300-1500	1300-1500	1300-1500	1300-1500	1300-1500
Ashington	Holy Sepulchre Church Hall, Station Road	1300-1500	1300-1500	1300-1500	1300-1500	1300-1500
Newbiggin	The Church Hall, Simonside Terrace			1300-1500	1300-1500	

3. Where possible, check the number of parcels that the client has previously received from the Food Bank.
4. Complete the attached form and get the client to sign it. Hand the form to the client advising that this must be presented at the Food Bank distribution point with some suitable ID during the next distribution session. Alternatively phone us on 07841 908477 to arrange transmission of the form by email. If the information is being transmitted by email, please refer to our Privacy Policy – copies available in Distribution Centre and on the website [www.wansbeckvalleyfoodbank.org](http://www.wansbeckvalleyfoodbank.org)
5. Keep a copy of the form and/or records of forms completed, showing: -
  - a. Name and contact details of client
  - b. Reason for issuing form
  - c. Number of adults and children (with ages) that the requested food parcel is intended to serve.
  - d. Date form issued
6. If the client is under 18 years of age, the referrer must accompany the client to the distribution centre (or collect the parcel on their behalf).

If you have any queries regarding referrals, please contact our Project Manager (tel: 07841 908477)

## **DRIVING THE BERLINGO? READ THIS**

Dear Driver, thank you for driving for the Food Bank. Please read the following notes before you set off

**When there is no person present at the warehouse keys may be collected and returned to Northgate Hospital Reception. You will need to present some form of identification and sign for the keys.**

### **Your safety**

- Please do the usual pre-journey safety and condition checks as you would for your own vehicle (tyres, lights, brakes, fuel, no damage etc).
- Do follow Food Bank guidance on lifting and handling
- If working alone and assigned to deliver a food parcel to a client., then
  - Carry the panic alarm held in the glove compartment.
  - Food can be delivered to the gate or the doorstep, but do not enter the client's residence
  - Before leaving the vehicle park so that it is simple to depart quickly and safely if you feel under any threat whatsoever.
  - Fill in clients address etc in the receipt book (held in glove compartment) and the client to sign as record of delivery
  - The Food Banks van has type approval category N1 which means it is subject to the following speeds: 30mph in built up areas, 50 mph on single carriageways, 60 mph on dual carriageways. Motorway speeds are the same as cars, 70mph, unless you are towing a trailer, which lowers it to 60 mph.

### **Insurance**

- Ensure that you have returned a completed Driver Information Form to the Project Manager. If your circumstances change, please notify her so we can update our insurers.
- In the event of an accident also call ERS Insurance on 0330 123 5992 or SEIB 0345 873 4901 (for windscreen damage the number to call is 0345 602 3378). The policy number is 50025965 and the policy holder is Wansbeck Valley Foodbank.
- Please ensure that you have been provided with details of your allocated journey and fill in the journey log book when returning the vehicle (we require this record for insurance purposes).

### **General**

- No clients to be conveyed and only Food Bank approved journeys to be driven.
- Please keep the interior of the van clean and clear of rubbish. No smoking, nor consumption of food/drink in the vehicle. Damage or faults to be notified immediately to the Project Manager.
- If you are unable to deliver a parcel to a client, please leave an 'Unable to Deliver' card at the address and return the parcel to the warehouse.
- To use the sat-nav charger, plug in if unconnected. Please do not remove sat-nav from its holder as it is very difficult to replace. There is also an A-Z Atlas available for your use (usually stowed on the shelf above the windscreen).
- The mobile phone is provided for Food Bank business (i.e. contacting the Duty Manager, clients etc). It should only be used when the van ignition is switched off.
- If you are uncertain of anything relating to your duties as a driver, please seek clarification from the Project Manager on 07841 908477

## Allocated times and routine deliveries

This is the latest schedule of regular weekly collections and deliveries. It will continue to be amended as further donation points etc become established.

	Morning Turn commencing 10.00	
*Mondays	<ul style="list-style-type: none"> <li>Collect donations from St Roberts RC Church, Morpeth</li> <li>Collect donations from Morpeth Town Hall. Free parking is normally available on the market place for this.</li> <li>Collect donations from St Aidan's Church, Stobhill</li> <li>Collect donations from Sainsbury, Stobhill</li> <li>Collect donations from Morrison, Morpeth</li> <li>Collect donations from Morpeth Methodist Church</li> <li>Collect donations from Asda, Ashington</li> </ul>	
*Wednesday	<ul style="list-style-type: none"> <li>Collect bread from Gebhard's in Newgate Street. Free parking is normally available on the market place for this.</li> <li>Collect donations from Morpeth Town Hall.</li> <li>Collect donations from Lidl, Morpeth</li> <li>Collect donations for Co-op, Loansdean</li> <li>Collect donations from Morrison, Morpeth</li> <li>Collect Bread from Glenton's Bakery (bread available form approx. 12.15)</li> </ul>	
*Thursday	<ul style="list-style-type: none"> <li><b>New Life Christian Church, Morpeth – 1<sup>st</sup> Thurs of month</b></li> <li>Collect donations from Marks &amp; Spencer, Morpeth</li> <li>Collect donations from Morrison, Morpeth</li> <li>Collect donations from St Aidan's Church, Stobhill</li> <li>Collect donations for Co-op, Pegswood</li> <li>Collect donations from Asda Ashington</li> <li>Lynemouth Co-op. Market Street. NE61 5TS</li> </ul>	

**\*If office open offload any collected stock from van and load deliveries allocated for this shift from shelves in despatch area**

	Afternoon Turns commencing 13.00	
	<ul style="list-style-type: none"> <li>Conduct deliveries to Ashington/Newbiggin Distribution Centre first</li> <li>Conduct deliveries to clients</li> </ul>	
Fridays	<ul style="list-style-type: none"> <li>Collect donations from Morrison, Morpeth</li> <li>Collect donations form Asda, Ashington</li> </ul>	
	<b>If warehouse is unmanned collect keys from and return them to Northgate Hospital reception</b>	

**Food Bank Safeguarding Policy- safeguarding vulnerable adults**

See Safeguarding Policy Appendix 3

Appendix 4: Sample Forms used by the Food Bank:

- a. Referral Form
- b. Volunteer Application Form
- c. Volunteer Confidentiality Statement
- d. Request for Volunteer Reference
- e. Driver Information Form



## Wansbeck Valley Foodbank- Volunteer Application

Thank you for offering to help with the Foodbank. Please provide the following information for our records: -

<b>Volunteer details</b>  Name:  Address:   Telephone:  Email:	<b>References:</b> <i>Please provide contact details of two persons who can act as referees for you; neither of whom should be volunteering already at the Food Bank nor a family member</i>  Name:  Address:   Telephone:  Name:  Address:   Telephone:
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I would be interested in volunteering in the following areas ( <i>Please tick all relevant boxes</i> ) Sorting food stock and serving food to clients <input type="checkbox"/> Supermarket collection events <input type="checkbox"/> Transporting collections and deliveries with our van (this will include home deliveries) <input type="checkbox"/>	
I am available to volunteer for sessions (approx duration 2-3 hours per session) weekly <input type="checkbox"/> every 2 weeks <input type="checkbox"/> supermarket collections <input type="checkbox"/>	
Do you have any health problems or other restrictions we should be aware of?    No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, please provide details:	
Are you willing to submit a form for a DBS check?    Yes <input type="checkbox"/> No <input type="checkbox"/> If you have any criminal convictions (except those "spent" under the Rehabilitation of Offenders Act), please give details:	
Please tell us why you would like to volunteer with the Foodbank	
Please provide any further information which you feel may be useful to us (past experience, skills etc.)	
<i>If required, please attach a continuation sheet</i>	
Signature	Date:

Any information provided will be held by Wansbeck Valley Foodbank in compliance with the Data Protection Act 2018

## Wansbeck Valley Food Bank- Confidentiality Statement

Name:

Whilst working with the Wansbeck Valley Food Bank in a voluntary or paid capacity, you may have access to information which is considered confidential to the Food Bank or other owners of that information. You are given access to this information solely in order that you can carry out your voluntary or paid duties at the Food Bank.

It is agreed that

- While working at the Food Bank and after termination of working (for whatever reason) you will observe strict confidentiality regarding the Food Bank and its clients. This includes the identities of clients and all information on the Food Bank's records and databases.
- This information will not be divulged to any 3<sup>rd</sup> party, except a Food Bank employee or volunteer who is authorised to receive this information. The exception is where you are subject by law to declare it (e.g. where there is evidence of a serious crime, offences against children or acts of terrorism)
- You will not remove information (including documents and data held in electronic formats) from the Food Bank without prior authority.
- You will not copy client records, except where this is solely for the business of the Food Bank

I have read Wansbeck Valley Food Bank's Confidentiality Statement. I understand my responsibilities and agree to abide by them. I understand that breaches may constitute gross misconduct and could result in dismissal and termination of paid employment or volunteering with the Food Bank

Signature

Date:

Any information provided will be held by Wansbeck Valley Food Bank in compliance with the Data Protection Act 2018



## Driver Information

*Front side of form*

Name	
Address	
Postcode	
Mobile phone	

Please provide the following information, ticking the statements where applicable. Our insurers require this to keep our premiums at a reasonable level:

Driving licence number:	Expiry date:
There are no endorsements on my driving licence	<input type="checkbox"/>
Details of all endorsements on my driving licence are provided overleaf	<input type="checkbox"/>
I have not made any claims on any motoring insurance policy within the past 5 years	<input type="checkbox"/>
Details of all claims that I have made on any motoring insurance policy within the past 5 years are provided overleaf	<input type="checkbox"/>
I will notify the Food Bank's project manager if the above information changes in any way	<input type="checkbox"/>

When driving any of their vehicles, I agree to abide by the requirements of Wansbeck Valley Food Bank (WVFB) from time to time in effect, as per the guidance sheet kept in the vehicle.

I am aged over 25 years

Signed:

Date:

Reverse side of Driver Information Form

<u>Record of driving licence endorsements</u>	
Detail of Endorsement*	Number of points awarded

<u>Record of motoring insurance claims</u>			
Date of claim	Detail of incident	Approximate cost of claim	Who was deemed at fault?**
			Fault <input type="checkbox"/> Non-Fault <input type="checkbox"/>
			Fault <input type="checkbox"/> Non-Fault <input type="checkbox"/>
			Fault <input type="checkbox"/> Non-Fault <input type="checkbox"/>
			Fault <input type="checkbox"/> Non-Fault <input type="checkbox"/>
			Fault <input type="checkbox"/> Non-Fault <input type="checkbox"/>
			Fault <input type="checkbox"/> Non-Fault <input type="checkbox"/>

Notes:

\*Please provide endorsement code where applicable, e.g. SP50, TS10

\*\*If your insurance paid for the claim, choose fault; if the third party's insurer paid for the claim, choose non-fault

## Appendix 5:- Schedule of Referrers

### This will be updated and revised in due course

<b>Organisation</b>	<b>Referring</b>
Ashington Children's Centre	yes
Bacmans	yes
Barnabas- Safe and Sound	yes
Carers Northumberland	yes
Central (Morpeth/ Ashington Community Mental Health Team)	yes
Children's Support Team and Out of Hours Social Work teams	yes
Contact Mental Health	yes
Escape Family Support	yes
Hirst Welfare Centre	yes
Lintonville Medical Group	pending
Morpeth CAB/ Dawn Advice	yes
Morpeth Children's Centre	yes
Morpeth Gas House Lane Surgery	pending
Northumberland Emergency Transition Support (NETS)	Yes
Northumberland Family Recovery Programme	yes
Probation Service	yes
Salvation Army Ashington, Newbiggin	yes
Seaton Park Medical Group	yes
Social Services- Adult Social Care	yes
Target North Hirst	pending
Wansbeck CAB	yes
Wellway Medical Group	yes

Note: Our list of referrers continues to grow. Food Bank Administration Team hold the latest list and contact details of all referrers

## Appendix 6: Food Bank Trustee Board and Operations Team

### **Trustees**

Sheila Rowley: Chair

Rev John Rowley: Treasurer

Linda Fugill: Project Manager and Safeguarding Lead

Rev Marie Attwood: Newbiggin

Rev Chris Grocock: Ashington

Richard Anderson: Volunteer and Safeguarding Deputy

Lizzie Evans

### **Operations Team**

Sheila Rowley: Administration Co-ordinator

Linda Fugill: Project Manager

Joan Beecroft: Warehouse Manager

Rosemarie Nelson: Newbiggin Distribution Centre Manager

Sean Fugill: Volunteer

Paul Thompson: Driver

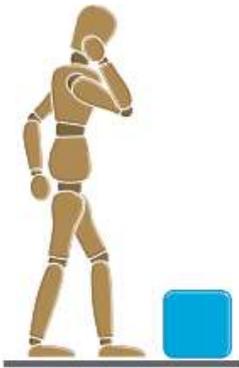
## Appendix 7: Health and Safety Guidance notes

The safety and welfare of all involved in and served by the Food Bank remains our key priority and are mainly described in the sections of the Operating Manual. This appendix serves to outline in detail further particular matters that volunteers should be aware of.

### 1. Manual handling

Many activities involve lifting and moving significant amounts of food. It is therefore crucial that volunteers with reduced ability to lift items draw such restrictions to the attention of the person in charge at the warehouse/distribution centre. To reduce the risk of accidents every volunteer should only lift or move items that are within their personal capacity. **WHEN IN ANY DOUBT, DO NOT ATTEMPT TO LIFT OR MOVE HEAVY ITEMS. INSTEAD SPLIT THEM INTO SMALLER LOADS THAT CAN BE HANDLED SEPARATELY**

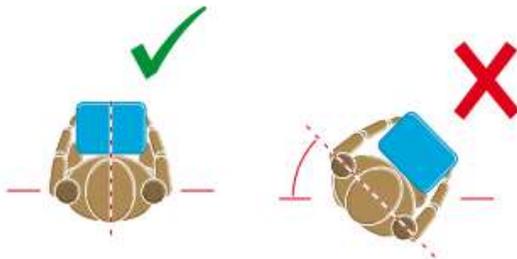
#### Practical tips on good handling technique for lifting



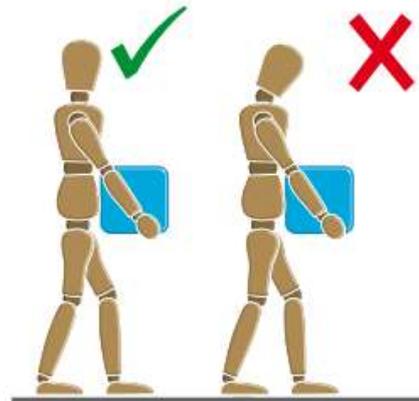
**Think before lifting/handling.** Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.



**Adopt a stable position.** The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.



**Avoid twisting the back or leaning sideways,** especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



**Keep the head up when handling.** Look ahead, not down at the load, once it has been held securely.

**Move smoothly.** The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

**Don't lift or handle more than can be easily managed.** There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.



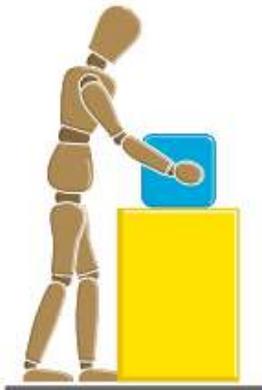
**Get a good hold.** Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

**Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

**Don't flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.



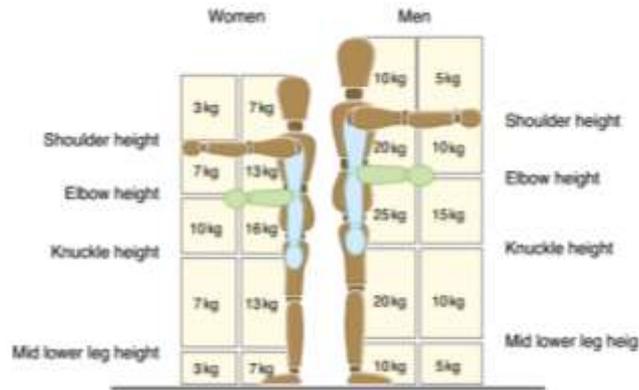
**Keep the load close to the waist.** Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



**Put down, then adjust.** If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

The diagram opposite shows HSE guidelines for lifting and lowering loads with hands at different body levels. In view of the profile of our volunteers it has been decided to restrict loads to be lifted as follows:

- **13kg** for items moved at normal heights by a single individual
- **25kg** for items moved at normal heights by two individuals working together
- **7kg for** items placed or removed from shelves etc above 1.5m or below 0.25m from floor level by a single individual.



Where loads exceed these limits volunteers should consider how the desired movement can be achieved safely, eg partial unpacking of a crate to reduce the weight, using the warehouse steps to achieve an appropriate working level, seeking assistance from other volunteers etc.

Note how guideline weights are reduced if handling is done with arms extended, or at high or low levels, as that is where injuries are most likely to happen . The guideline weights assume that the load is readily grasped with both hands and that the operation takes place in reasonable working conditions, with the lifter in a stable body position.

**Good handling technique for pushing and pulling loads** Use the barrows and trolleys provided. These have handle heights that are between the shoulder and waist. Do not overload these devices. It is better to push rather than pull when moving a load, provided you can see over it and control steering and stopping.

Get help from another person whenever negotiating a slope or ramp, on uneven surfaces or in other adverse situations, as pushing and pulling forces can be very high. Keep your feet well away from the load and go no faster than walking speed. Place chocks under the wheels where trolleys can move whilst loading.

(Source: web-friendly version of leaflet INDG143(rev3)HSE Manual handling at work: A brief guide, published 11/12)

## 2. Tripping and slipping risks

Tripping, slipping and falling remain high in the types of accidents experienced in all areas of volunteering. In a Food Bank where large volumes of food is constantly being moved, the working environment can easily become cluttered and underfoot conditions be hazardous. Please therefore exercise diligence when moving around and avoid leaving items in places where others may fall over them. This particularly applies to walkways and passageways. In addition when food spillages occur, please ensure that they are cleared up promptly and effectively.

## 3. First Aid arrangements

These differ between the organisations hosting us at various locations where we operate. Please consult notice boards etc at the premises concerned

## 4. Reporting of hazards or unsafe working practices

Please draw any hazard or unsafe working practice that you notice to the attention of a member of the Food Bank’s management team. This will help us to learn and continually improve.

