



Chesterfield
Foodbank
Together with Trussell

Volunteer Handbook



Last updated 6th August 2025

Chesterfield Foodbank, Unit 3 Carrwood Road Ind. Est. Carrwood Road, Chesterfield, S41 9QB

Mobile No: 07529 224996 Email: info@chesterfield.foodbank.org.uk

Registered Charity No: | 1174426 Reg in Eng. & Wales

Welcome to the Chesterfield Foodbank team.

Thank you for giving up your time, skills, and knowledge to support us and help our local community. We're delighted that you've decided to join our team. We hope you will enjoy your time with us.

This booklet is designed to give you a clear picture of how food banks are run and why we do it. It will also set out some general guidelines about volunteering with us.

Contact details

Chesterfield Foodbank

Address: Unit 3, Carrwood Road Industrial Estate, Carrwood Road, S41 9QB

Email address: info@chesterfield.foodbank.org.uk

Telephone: 07529 224996

Operations Manager:

Patrick Evans - 07529 224996

info@chesterfield.foodbank.org.uk

Communications, Engagement and Funding Manager and Safeguarding Lead:

Jacqueline DeVeaux - 07529 224995

jacqueline@chesterfield.foodbank.org.uk

Website: <http://chesterfield.foodbank.org.uk>

1. Chesterfield Foodbank

Every day, people in Chesterfield go hungry for reasons ranging from redundancy to receiving an unexpected bill on a low income. Chesterfield Foodbank provides three days' worth of emergency food and support to local people experiencing crisis.

Chesterfield Foodbank relies on the support of the local community through volunteering, food donations and fundraising. Food is donated by the community through churches, schools, businesses, and supermarket collection days. Financial donations are used to purchase food stock and keep our operations running. Our clients are referred to us by over 100 frontline care professionals such as social workers, debt advisors, health visitors and teachers, who identify people in need, and give them a voucher (usually an electronic voucher code) which they can exchange for a food parcel containing three days' worth of nutritionally-balanced food at our foodbank centres. Where possible, we also provide toiletries and items such as nappies, cleaning supplies and pet food. Volunteer drivers also deliver parcels, if required. Our foodbank centres are located at Brimington, Hasland, West Bars, Whittington Moor and Loundsley Green. We also serve the Hope Valley area.

Volunteers are involved with every bit of the food bank. Volunteer roles include (but are not limited to) collecting and delivering donations, weighing and sorting donations, welcoming people, signposting to advice, help and support, packing food parcels, preparing refreshments, liaising with local organisations and companies, providing administrative support, promoting the food bank online, training, tidying and organising.

Our goal is to make the food bank a relaxed and friendly place, where volunteers and visitors feel welcome and safe.

The food bank is governed by Chesterfield Foodbank and there are seven trustees. More information about Chesterfield Foodbank can be found at

<https://chesterfield.foodbank.org.uk>

2. Our Values

Chesterfield Foodbank is based on the following:

- Vision:** Our vision is Chesterfield without the need for food banks.
- Mission:** To distribute emergency food and other essentials whilst working with partner organisations to ensure people get the help and professional advice they need to address the underlying cause of crisis.
- Values:** Compassion, dignity, community, justice

3. Trussell

Chesterfield Foodbank is part of a national network of food banks across the UK run by Trussell. Trussell is an anti-poverty charity founded on Christian principles. In this, the charity is guided by our values to be passionate, compassionate, accountable, innovative, and empowering.

Trussell's story began as The Trussell Trust in 1997. In 1999 Salisbury food bank was set up with the aim of supporting people in crisis. In 2004 the UK foodbank network was launched, resourcing and facilitating churches and communities nationwide to start their own food bank.

Today the Trussell operates an extensive network of foodbanks throughout the UK. The charity also carries out research and campaigning work, in partnership with other organisations in the sector. To find out more about The Trussell Trust please visit:

www.trussell.org.uk

Chesterfield Foodbank is part of the Trussell's network providing us with access to:

- A Trussell Area Manager, providing direct support
- The charity's Operating Manual offering extensive guidance and editable resources
- Training
- A personalised website
- The Data Collection System (DCS), used to produce vouchers, record food donations and collect statistics about food bank usage
- A branding pack with our logo and designs for leaflets, posters and banners
- National and regional conferences and meetings
- Corporate relationships brokered by Trussell such as Tesco food collections and cash top-up or access to surplus product donations from large companies
- Funding grants administered by the Trussell
- Media opportunities and support from the Trussell's media team
- Support and guidance from the Network Support team

4. Joining Chesterfield Foodbank - Volunteer Agreement

Our volunteers (definition)

A volunteer is someone who performs a task at the request of, or on behalf of, the charity. A volunteer does not receive financial compensation beyond the reimbursement of "out of pocket" expenses.

Volunteering for the Chesterfield Foodbank is not a precursor to employment at the charity, nor are volunteers recruited to do the work of paid staff. No legally binding contract of employment or otherwise can be imposed on volunteers.

What you can expect from the Chesterfield Foodbank:

- to be involved with an organisation that is dedicated to end hunger and poverty
- to be welcomed and treated with courtesy and respect
- clear instructions, information and advice to assist you in your role as well as access to relevant training
- to be consulted and informed regarding any possible changes to your role
- to be treated fairly regardless of sex, gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socio-economic background
- a named contact for support: your main contact is your Centre Manager or the Project Coordinator
- to have your right to privacy respected
- recognition and thanks

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Chesterfield Foodbank expects volunteers to:

- uphold and champion the vision, mission and values of Chesterfield Foodbank
- remember that you are a representative of the charity
- collaborate positively with staff, volunteers, members of the public, clients and staff from partner organisations throughout your time as a volunteer
- be open and honest in your dealings with us
- treat everyone with dignity and respect
- communicate in an open and respectful way whether in person, by phone or using digital communications
- comply with relevant laws, guidance, policies and procedures
- remember that you have been put in a position of trust and that such should not be abused
- meet mutually agreed expectations around your role and to communicate with your Main Contact if these cannot be met
- let us know if we can improve the service and support that you receive
- let us know if you wish to change the nature of your volunteering role or if you are unable to continue as a volunteer
- avoid acting fraudulently or dishonestly or doing anything that will bring the charity into disrepute or have a negative impact on reputation

In support of this please ensure you:

- follow the guidance and practices in this Handbook and supporting documents
- notify the food bank as soon as possible if there are any changes to your contact details or emergency contact details.
- Let your main contact know if you are unable to attend **any** of the sessions you are signed up to, giving as much notice as is possible.

Recognition

Volunteers bring a huge amount of value through their time and commitment so at Chesterfield Foodbank we will take the time to thank and recognise our volunteers. This will take the form of day to day activities such as regular communication and asking for your feedback.

Learning and development

Every volunteer will have an induction when they start their role. This should cover health and safety requirements, task training, and meeting the team, as well as generally ensuring the person is comfortable, confident, and have all they need to do the task in hand safely. Regular catch ups with your main contact at the food bank will then provide the opportunity to identify any other training that will be of benefit.

Equality, diversity and inclusion

Chesterfield Foodbank is committed to embracing diversity and promoting equality and inclusion. During your time volunteering you will be treated fairly regardless of sex, gender, gender reassignment, sexual orientation, age, parental or marital status, disability, religion, race, ethnic or national origins or socio-economic background. As a volunteer we expect you to support our commitment to promoting this position.

We firmly believe that no one should be left out. Whatever the needs of our volunteers, we do our best to meet them by being flexible, inclusive and accommodating. We hope that all volunteers will actively seek to create supportive and happy teams, and, when needed, will 'buddy' with someone who needs a little more help to accomplish the task in hand.

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Chesterfield Foodbank specific information

Training

Training can be accessed in a number of ways:

- Getting started - Induction and refresher training takes place in person, face to face every month and includes a warehouse tour and presentation. A generic version of the presentation is available online [here](#). We encourage volunteers to book and attend the induction as soon as possible not only to receive important training for the role but also to meet other volunteers from other centres.
- Your first few sessions at a foodbank centre will be on the job training, shadowing/buddying.
- Online training is available 24/7 via **Assemble** (interactive videos) login [here](#) (reset your own Assemble password) <https://volunteer.trussell.org.uk/auth/login>
- [How to access Assemble Training Modules](#)
- Online training via **Trussell Hub's** Event Brite Bookings (Usually via Zoom or Teams) Login [here](#) (Password to access Trussell Hub is STOPUKHUNGER) and search for Training <https://hub.foodbank.org.uk/events/>
- Keep up to date with the latest volunteer news, updates and announcements by logging into [Assemble](#). News is displayed on the front page.
- Trussell have a Newsletter with volunteer events and roadshows. You can subscribe to their Newsletter [here](#) <https://www.trussell.org.uk/contact-us/stay-in-touch>
- Chesterfield Foodbank has a Quarterly Newsletter. [Subscribe](#) to keep up to date with all our foodbank news. <https://chesterfield.foodbank.org.uk/newsletters/>

Whatsapp Groups

Whatsapp is an online messaging service which can be used from a smart phone. We have a main Chesterfield Foodbank Whatsapp Group, and some centres have their own Whatsapp groups for their teams. The Whatsapp Groups are primarily used for arranging foodbank rota duties, informing of absence and arranging cover.

Please consider that every time you comment in a Whatsapp group, other group members receive a notification, so we try to use it sparingly to communicate the most necessary information. Notifications can be muted in the settings. If you join a Whatsapp group, other members of the group can see your phone number. Please respect the privacy of other volunteers and ensure you have their permission before engaging in WhatsApp private messaging contact outside of the group.

To join the main Chesterfield Foodbank Whatsapp group, please click this link :

<https://chat.whatsapp.com/FkTEeYeQpnUHvZNTXheC6v> or simply let us know you would like to be added.

Foodbank Whatsapp group usage guidelines

The Foodbank Whatsapp group is intended for Foodbank volunteer communication, for example arranging shifts, informing absence, advising changes to the rota and announcing Foodbank volunteer events and opportunities.

To keep the purpose and functionality of the group, we respectfully request that the Whatsapp group not be used for personal issues or discussion about religious/political opinion/debate.

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At the foodbank Centre:

Greeting clients and processing their vouchers (for client-facing volunteers)

We expect volunteers to :

- Greet clients and warmly welcome them with a drink and a snack
- Provide clients with a welcoming waiting area for them to enjoy their drink and snack.
- Assign clients with a friendly volunteer to discuss their individual requirements, (including checking for allergies and dietary needs, cooking facilities, children and pet needs), have a chat with them and provide listening support while the client waits for their food.
- Treat clients respectfully, with dignity and compassion in a non-judgemental way.
- Accompany clients to the Extras table or give clients a “Warm Handover” to another volunteer or Citizens Advice, so the client is not left alone or having to repeat themselves.

Signposting volunteers are able to signpost clients to support and advice. Chesterfield Foodbank works closely with local organisations and we endeavour to keep a supply of local signposting materials (Leaflets, handouts, referral forms etc) available at each centre. If your signposting materials run low, please notify your Centre Manager who can order replenishment supplies.

We also have an [online notice board](#) for volunteers and clients, which provides information about local updates, other food services, events, workshops and free or discounted activities. More help is available for clients on our [Get Help](#) page.

No client should be left unattended/ignored/left to wonder where they are meant to go.

Clear, safe boundaries: No volunteer should be alone with a client, go off in a separate room or offer to drive them home.

Citizens Advice - Financial Inclusion Team

At Chesterfield Foodbank we are fortunate to partner with Citizens Advice (CA) who provide a trained CA advisor at each daytime foodbank centre. We expect volunteers to encourage clients to engage with the face-to-face CA service who can help with lots of issues including but not limited to:

- Income maximisation - benefit entitlement check to ensure no-one is missing out on financial support available
- Assistance with benefit applications
- Challenge and appeal unfair benefit decisions
- Referrals to other support
- Specialist advice for Housing and Debt Management

Please note that this service is not for issuing vouchers to clients who arrive without a voucher. It is a service for foodbank clients who already have a voucher so they can access further support. If a client arrives without a voucher, explain how to get a voucher (the national Help Through Hardship Helpline number is 0808 208 2138) If necessary, Centre Managers can use discretion to authorise a 24 emergency pack to be issued.

Volunteer opportunities:

Current volunteer opportunities are advertised

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

We encourage you to let your family and friends know about the work of Chesterfield Foodbank. In connection with our **Safeguarding Policy** and Safer Recruitment procedures, we must emphasise the importance of using the correct recruitment procedure for anyone wishing to join our volunteering team. **One-off or casual volunteering is not permitted.**

All volunteers need to be registered, so we can ensure we know the identity of each individual attending our foodbank sessions.

Recruitment consists of

- Registering basic contact details, and emergency contact details
- Background check
- Self-declaration of safeguarding
- Health and Medical information and risk assessments.
- Availability, skills and preferences.

Prospective volunteers can register here: <https://chesterfield.foodbank.org.uk/give-help/volunteer/>

Unregistered individuals are not permitted to volunteer at our foodbank centres for the safety of all volunteers and clients. ID Badges must be worn.

Expenses

Chesterfield Foodbank will pay for reasonable out of pocket expenses incurred whilst undertaking your volunteering role. Expenses should be discussed and agreed with your Main Contact in advance. For more information about handling cash including donations, please see our **Expenses Policy**, and our **Cash Handling Policy**.

Insurance, risk assessment and health and safety

The food bank has a duty of care to ensure all volunteers are operating in a safe environment. All volunteers are covered by the Chesterfield Foodbank's public liability insurance. A **Health and Safety Policy** and risks linked to the role will be talked through as part of your induction. Any training on use of personal protective equipment (PPE) necessary to carry out your role safely will be provided, and training needs will be reviewed regularly.

Problem solving

Problems may arise in a number of different ways. A volunteer may make a complaint about another volunteer, a member of staff or the Chesterfield Foodbank itself.

In cases of difficulty, the Chesterfield Foodbank:

- endeavours to get it right from the beginning, by following guidance on good practice, having up to date policies and listening to the concerns of volunteers
- offers means to achieve reconciliation when things go awry by ensuring everyone knows what to do when something goes wrong, appointing somebody to monitor volunteers' complaints and to explore independent means of conflict resolution when necessary
- accepts responsibility for ensuring volunteers' complaints have a fair hearing

Any complaint (oral or written) will be examined quickly and effectively. If there is no satisfactory resolution the volunteer will be referred to the Project Coordinator, up to and including the Board of Trustees who will provide a written response within 10 working days.

For further information please see our **Volunteer Problem Solving Procedure** (for complaints against clients and volunteers), the **Complaints Procedure** (for complaints against Staff and Trustees) and the **Whistleblowing Policy**.

Gross misconduct

Volunteers are expected to behave responsibly throughout their time with the charity. 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:

- Grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment;
- Dangerous behaviour, fighting, or physical assault;
- Incapacity whilst volunteering, or poor performance caused by intoxicants, alcohol, or drugs;
- Possession, supply, or use of illegal drugs;
- Taking part in activities which result in adverse publicity for ourselves;
- Theft or unauthorised possession of money or property, whether belonging to us, another employee or volunteer, or a third party;
- Destruction or sabotage of our property, or any other property on the premises;
- Serious breaches of Health and Safety procedures;
- Maltreatment of volunteers, staff, people visiting the food bank, other visitors or donors;
- 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
- 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 and to others.

Safeguarding

We take safeguarding very seriously and are committed to fulfilling the requirements of the Safeguarding Vulnerable Group Act 2006, the Disclosure and Barring Scheme and other relevant legislation aimed at the protection of vulnerable people. The charity ensures it promotes a safe environment for children and vulnerable adults.

All volunteers for the charity have a responsibility to follow best practice and to pass on any welfare concerns in line with our [Safeguarding Policy & Procedure](#). Remember, safeguarding is the responsibility of all of us; if you spot something, make sure you immediately follow the training and guidance you receive. If in doubt, call the Designated Safeguarding Lead or Deputy Safeguarding Lead on 07529 224996 or email info@chesterfield.foodbank.org.uk or call 31:8 our Safeguarding partner on 0303 003 1111 option 2.

Allegations which involve potentially criminal activities will be reported immediately to the police.

Confidentiality and Data Protection

The charity fully complies with the requirements under GDPR and PECR and volunteers must do so too. Whilst volunteering you may have access to or learn of information of a confidential nature. We expect all volunteers to comply with our **Volunteer Confidentiality Agreement, Volunteer Policy & Agreement** and if appropriate **Data Security Statement**.

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Volunteers will not, either during their time at the charity or thereafter, use to the detriment or prejudice of the charity any confidential information about the charity or other information designated as confidential.

We expect all volunteers to comply with our confidentiality guidelines and sign a statement to indicate that you agree to them as part of the induction process.

Statements to the media

Any media enquiries must be directed to your Main Contact. You may be approached by your Main Contact to support a campaign or take part in an interview. Please note that volunteers must not make any statements to the media without the express permission of the Food bank Project Coordinator.

From time-to-time photographs or filming may take place at the food bank. Please ensure you have signed our permission form so that we can use your images. If you do not wish to be photographed or filmed, you are responsible for letting the photographer know at the time, and please let your main contact know.

5. General standards

Driving

If it is a requirement of your volunteering role to possess a current driving licence and to drive for the charity then you are required to read and comply with the food bank's

Driving Guidelines.

Standard car insurance policies cover social use and commuting. Business cover covers a wider range of use such as travelling between different work locations, visiting customers or transporting business products and people.

Standard car insurance policies cover social use and commuting. As such, commuting to and from the food bank in your car shouldn't require business cover. However, cover does vary depending on the provider. For more information visit:

<https://www.abi.org.uk/globalassets/files/publications/public/motor/2019/abi-guide-to-volunteer-driving---the-motor-insurance-commitment.pdf>

Minimum waste

We maintain a commitment to "minimum waste" which is essential to the cost effective and efficient running of the charity.

You can support this by:

- Handling machines, equipment and stock with care
- Turning off any unnecessary lighting and heating
- Being punctual
- Seeking additional tasks, if appropriate, if you complete your activity.

Personal property

No liability is accepted for any loss of, or damage to, personal belongings or property brought onto our premises, or our clients' premises. You are advised not to bring any personal items of value with them to work or, in particular, leave any items here overnight.

Volunteers are asked to place mobile phones, wallets or bags in the designated areas provided. Articles of lost property should be handed to your Main Contact.

Use of Computer Equipment

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

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confidential content, bullying, piracy or other illegal activity, pornography, gambling, copyright infringement, or personal use unrelated to your task) may be regarded as gross misconduct.

You may be allowed to use the internet for personal tasks during break times but you must ask the Project Coordinator's permission. (Please see **Social Media Policy**)

No new software may be added (whether by CD-ROM, USB flash drive, download or any other means), copied or removed from our computers without the permission of the Project Coordinator. For further information please see our **IT and Communications policy**. Our Social Media links can be found [here](#).

Smoking:

Smoking is not permitted inside any of our buildings or close to any door or window. If we have provided you with over-garments e.g. tabards, please remove them before smoking. If we have provided you with branded clothing e.g. a polo shirt, please change into your own clothes before smoking (including e-cigarettes).

Suitable Clothing:

You are likely to come into contact with a range of people during your volunteering. As such, we ask that you maintain a neat and tidy appearance at all times. You should wear clean clothes appropriate to your role and activities. If you are volunteering in the warehouse you should wear footwear with closed toes and warm clothes, particularly during the winter months when it can get cold.

If provided with branded aprons/tabards/t-shirts and name badges please ensure that they are worn for the duration of your volunteering session.

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 [Safeguarding Policy & Procedure](#).

This is expected to be complied with by all volunteers and staff. A copy of the Safeguarding policy will be given to you to read at your induction and is also on display at the foodbank centre and warehouse.

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.

Lone volunteering

For safety reasons we aim to ensure nobody volunteers alone. Volunteers visiting a food bank centre or the warehouse when no-one else is present must notify the Project Coordinator or Centre Manager by phone or text of their arrival, and alert when they leave or are joined by another. Ladders and steps must never be used unaccompanied and doors should be locked, with the key kept in the lock should you need to make a quick exit. Food deliveries to clients' home addresses must not be undertaken unless accompanied by another adult volunteer or employee. Please refer to the **Lone Working Policy** for more information.

Closed circuit television

Closed circuit television cameras may be used on some of our premises for security purposes. We reserve the right to use any evidence obtained in this manner to handle complaints or problem solving issues.

Volunteer fatigue

We encourage volunteers not to bottle up any worries or concerns about their foodbank duties or role, and we encourage volunteers to arrange a chat in private with their line

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manager or supervisor when needed. The Foodbank will always try to facilitate a solution where possible and within reasonable timeframes and boundaries.

Social Justice

We encourage volunteers to join a public forum to help campaign for social justice.

Alternative sources of help and support

Personal issues could be discussed in private with friends/family, your supervisor, line manager, the project managers, trustees, private counsellors, or other professional organisations. More details of support available can be found below.

What is the problem about?	Who can help?	How to contact?
Personal Issues Anxiety, worry, stress	CALM	0800 58 58 58
Mood, feeling sad, feeling depressed, feeling hopeless, confusion, not knowing what to do	Samaritans Mind SANEline NSPH CALM SHOUT 24/7 CRISIS team	Phone 116123 https://www.mind.org.uk/need-urgent-help/using-this-tool/ 0300 304 7000 0800 689 5652 after 6pm 0800 58 58 58 text SHOUT to 85258. 0800 028 0077 https://chesterfield.foodbank.org.uk/mental-health-support/
Anger/Relationships	Relate	https://relatechesterfield.org.uk/relationships/
Grief, loss, missing someone	Bereavement helpline	0800 2600 400
Housing Finance/Benefits Mental Health Employment Legal	P3 CAB P3 DUWC Derb. Law Centre	01773 742051 0808 278 7843 01773 742051 01246 231441 01246 550674
Foodbank issues Need a lift Need to swap a shift Can't come in (sick/ill) Complaint	Team-mates Centre Manager Centre Manager Project Co-ordinator	Whatsapp Whatsapp / Email / Phone Whatsapp / Email / Phone Email/Phone

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Volunteer Handbook : related policies and procedures

All public policies online: <https://chesterfield.foodbank.org.uk/about/policies/>

- Cash Handling Policy
- Complaints Procedure
- Cookies Privacy Policy
- Data Protection Policy
- Equal Opportunity Policy
- Expenses Policy
- Health and Safety Policy
- Lone Working Policy
- Privacy Notices
- Privacy Policy
- Record of Processing Activities
- Safeguarding Policy And Procedure
- Social Media Policy
- Whistleblowing Policy

Volunteer documents on Assemble:

<https://volunteer.trussell.org.uk/auth/login>

- Accident Near Miss Statement
- Driving Guidelines
- Expenses Claim Form
- Filming Permission Form
- Handling Difficult Situations
- Health and Safety Form
- Mileage Claim Form
- Problem Solving Procedure
- Volunteer Confidentiality Agreement
- Volunteering Policy & Agreement

Volunteer induction checklist

For the Project Coordinator

- ☐ Arrange warehouse visit and induction presentation and Safeguarding Awareness Training
- ☐ Issue Volunteer Handbook
- ☐ Issue Name Badge
- ☐ Issue Safeguarding policy and pocket reference guide
- ☐ Issue Confidentiality Agreement
- ☐ Issue Policy Agreement
- ☐ Issue Data Security Statement /Manager Agreement signed (Managers)
- ☐ Invite to Whatsapp Group
- ☐ Share contact details with Main Contact including Emergency Contacts

For the Centre Manager

- ☐ Health and Safety induction form
- ☐ Add to Rota
- ☐ Assign buddy/shadowing

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