

# Joy's Kitchen – General Policy Statement



## *What*

- Joy's Kitchen is a community café run as a mission and outreach project on behalf of Beckenham Methodist Church.
- the origins of the café go back to 1991, when a small Traidcraft shop opened on site and offered teas and coffees as well. The shop was managed and staffed by volunteers. In 1995, our Traidcraft shop ceased trading during the week, as a Churches Together in Beckenham (CTiB) 'shop' opened in Beckenham High Street, also selling Traidcraft goods, as well as having a bookshop, and a community cafe. There was also a safe neutral meeting space for those whose needed such an environment. This initiative was staffed with a mixture of paid staff and volunteers, some of whom came from Beckenham Methodist Church. In 2001, this project closed and our Church stepped in as the new home of the community café part of the project, again also selling Traidcraft goods and managed and staffed by volunteers. The café operated in the area now known as the New Room and there has been a café operating on Church premises ever since. The café was previously known as TCs.
- since the café reopened after lockdown in January 2022, it has been known as Joy's Kitchen. This is in honour of Joy Huggett, a long-standing member of Beckenham Methodist Church and a keen former volunteer in the TCs days. Joy was also a very generous benefactor to the most recent church redevelopment project, finished in 2021 and we are very grateful to her and proud that our café is now named in her memory.
- the café offers a range of hot and cold food and drinks, as well as seasonal menus when appropriate.

Beckenham Methodist Church values and appreciates the role that all café volunteers play and commits to ensuring that everyone (visitors, volunteers and staff), is treated with respect and fairness.

## *Where*

- The café is located in the Atrium of Beckenham Methodist Church, Bromley Road, Beckenham

## *When*

- Joy's Kitchen is open term time, Mondays to Thursdays, between 10:30 and 14:30

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## *Why – including aims and vision*

- for John and Charles Wesley, 'works' or 'service', as well as faith, were essential to the whole of Christian living. Joy's Kitchen is one way of living out our faith through 'works' and 'service'
- Joy's Kitchen aims to provide a safe and caring environment for the Beckenham community and beyond. Everyone is welcome
- prices are kept as low as possible, to ensure people on low incomes can afford to eat at the cafe if they would like to
- the café acts with due regard for the environment in the purchase, usage and, where appropriate, disposal of all consumables
- when possible, some profits are used to support the work of other charitable organisations, be they local, national, or international

## *Who*

- the café is staffed by a team of volunteers from the Church community and beyond.
- the café also offers Mencap volunteers the opportunity to work in various roles in the café, to gain work experience. Mencap volunteers are supported by a care worker if necessary
- day to day café operations are overseen by a paid manager, with the assistance of team leaders from among the volunteers.
- the café manager is line-managed by the circuit deacon
- there is a Joy's Kitchen Management Committee – see below for details

## Volunteer roles:

- team Leader – supports the café manager and can do one, some or all of the volunteer roles. This can include, overseeing the smooth running of the café on a day-to-day basis, in the absence of the café manager; ensuring all opening and closing checks take place; being responsible for Mencap volunteers on days Mencap volunteers are in; having overall responsibility for health and safety and safeguarding of vulnerable adults or children in the café environment; taking the lead in the case of an evacuation
- kitchen Assistant – food and/or drink preparation; delivery of food to tables
- welcome Assistant – provides a warm welcome to all customers, passes safeguarding concerns on to manager/team leader
- waiting Assistant – takes orders, passes on to kitchen assistants and takes completed orders to tables

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- cashier – takes payment from customers
- welfare, pastoral helper

### Support roles

- home baking/cooking
- shopping for supplies
- bookkeeper/auditor
- laundry

### Café management

- Joy's Kitchen is managed by a permanent, paid manager. The manager has overall responsibility for the safe and compliant day-to-day operations of Joy's Kitchen. Joy's Kitchen was previously managed by the Deacon of the Bromley Methodist Circuit, Deacon Laura MacBean (LMB), until July 2024

### Joy's Kitchen Management Committee

- the café management committee is responsible for overseeing the smooth running of the café and this committee is, in turn overseen by the presbyter and the church council of Beckenham Methodist Church. A General Meeting for all volunteers is held annually
- the management committee meets every quarter and is made up of café volunteers, either elected or co-opted, for a period of 3 years on a rolling basis

As at September 2024, Deacon Laura MacBean is the chair of Joy's Kitchen Management Committee, with secretary, Sandra Storch, plus five other volunteers. The committee has the following responsibilities:

- creation of café policies, procedures, guidelines, and strategies to support the General Policy Statement.
- menus – what's on the menu and prices\*
- opening and closing times\*
- café closure dates\*
- oversee café advertising\*
- monitor the café bank account and income and expenditure
- report to Church Council and Church stewards\*
- ensure regular report for Church magazine – The Indicator\*
- decide on charitable donations – always subject to Church Council approval

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- periodic special events\*

\* in conjunction with café manager

Committee meeting minutes are available for all volunteers to read

### *How*

- to ensure the safe and compliant running of Joy's Kitchen, there are a number of policies and procedures to which all employees and volunteers should adhere
- Joy's Kitchen uses fairly traded goods whenever possible. This applies to food and drink as well as all other supplies used.
- all policies, procedures, guidelines and strategies are reviewed by the management committee bi-annually, or more frequently if necessary and submitted to the Church Council for final approval
- Beckenham Methodist Church also has a number of policies, guidelines and statements in place, to ensure that all premises users remain safe and abide by the law. Where there is no specific Joy's Kitchen policy covering an area, then the Church policy/procedure/guidance applies.
- all volunteers should be given a copy of this **General Policy Statement** and other Joy's Kitchen policies, for their information and to refer to if needed. Policies/Strategies include:
  - Volunteer Strategy
  - Health and Safety Policy Statement– including Evacuation
  - Financial Management Policy
  - Consumables Strategy
  - Community Engagement - NB guidance is being developed with regard to a) managing situations in which customers cannot pay, b) managing customers whose behaviour is inappropriate

### **Church policies:**

- Local Church Safeguarding Policy
- Safer Working Practices with Children & Young People
- Safer Working Practices with Adults
- Bullying & Harassment Policy
- Guest Wi-Fi Policy
- GDPR: Privacy Notice

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- Evacuation Procedure
- Eco Church Guidance
- Critical Incident Policy
- Equality, Diversity & Inclusion Statement
- Whistleblowing Policy
- Social Media Policy

Full details can be found can be found via the following link:

<https://www.beckenhammethodistchurch.co.uk/safeguarding-policies/>

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