



Introduction

Joy's Kitchen is the name of Beckenham Methodist Church's community café which operates on site and is run as a mission and outreach project of the church. The café is staffed almost completely by volunteers.

Volunteers are not employees and are therefore not covered by Employment Law when volunteering. Best practice dictates, however, that it is wise for volunteers to be provided with some guidance on their role, what to expect from volunteering at Joy's Kitchen and how to raise any issues or concerns.

Volunteers bring a wide range of skills, knowledge and experience to their role. Volunteering can also provide opportunities for people to connect with others, learn new skills, gain confidence and improve health and wellbeing. In some cases, it can also be a step into regular/paid/permanent employment.

Joy's Kitchen also offers the opportunity, when possible, to volunteers from Mencap and to others with learning difficulties, to volunteer at the café. Some volunteers come with their carer and others are independent. All relevant checks will be undertaken and all support needed will be provided.

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.

This **Volunteer Strategy** covers all aspects of the 'life cycle' of a Joy's Kitchen volunteer. It should be referred to whenever needed. This policy should also be read in conjunction with the Joy's Kitchen **General Policy Statement**

Background information

Joy's Kitchen is currently open term time, Mondays to Thursdays, between 10:30 and 14:30 and is located in the Atrium of Beckenham Methodist Church

The café offers a range of hot and cold food and drinks, as well as seasonal menus when appropriate. The café acts with due regard for the environment in the purchase, usage and, where appropriate, disposal of all consumables.

Volunteer roles:

- Team Leader – can do one, some or all of the roles below, oversees the smooth running of the café on a day-to-day basis, ensures all opening and closing checks take place, is responsible for Mencap volunteers on days

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Mencap volunteers are in, has overall responsibility for health and safety and the safeguarding of vulnerable adults or children in the café environment, and takes the lead in the case of evacuation of customers and volunteers in an emergency when on duty

- Kitchen Assistant – food and/or drink preparation; delivery of food to tables
- Welcome Assistant – provides a warm welcome to all customers, passes any safeguarding concerns on to team leader
- Waiting Assistant – takes orders, passes on to kitchen assistants and takes completed orders to tables
- Cashier – takes payment from customers
- Welfare, pastoral helper

Support roles

- Home baking or cooking
- Shopping for supplies
- Bookkeeper/Auditor
- Laundry

Volunteer shift times are by mutual agreement with the café manager. At least two volunteers are needed, from approximately 30 minutes before opening and until approximately 30 minutes after closing, to prepare for the day and to clear away afterwards. This ensures that there is no 'lone working'. The café should not open if only one volunteer/member of staff is present. There should also always be a minimum of two people with an Enhanced DBS check present when Mencap or other potentially vulnerable adults are volunteering.

Volunteer Life Cycle

Before starting

Whilst Joy's Kitchen and Beckenham Methodist Church are glad to welcome all who want to volunteer, they also have a duty to ensure that all prospective volunteers meet minimum safeguarding requirements. As such, before anyone can start in the café, a Disclosure and Barring Service (DBS) check will be conducted for all prospective volunteers. New volunteers will also be required to complete the following forms, including supplying the contact details for two referees, who will be contacted as to the suitability of the volunteer to carry out the role they are applying for:

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- Registration Form
- Methodist Church Safer Recruitment Volunteer Application Form
- GDPR Volunteer Privacy Notice
- Door code and safe key holder declaration if relevant
- Emergency contact details form
- WhatsApp consent form
- Photographic consent form

Training and Useful Information

Training will be given, relevant to the role applied for, as well as Health and Safety and Evacuation Procedures familiarisation. All volunteers will be provided with an apron (which should be 'clean on' at the start of each duty) and a name badge. There is a volunteers' WhatsApp group, used to pass on information, which all volunteers can join if they wish to.

To ensure consistency, the manager will keep all volunteers up-to-date with relevant café news and information, either in person, and/or via the volunteers' WhatsApp group. The WhatsApp group should only be used to pass on information which is relevant to café activities. Volunteers should not contact other volunteers via WhatsApp without their prior consent. Mencap and other vulnerable volunteers should not be messaged privately via WhatsApp.

The café manager will hold an annual review with each volunteer and a written record will be made of this discussion. Reviews with Mencap volunteers will be held with a support worker present should they ask for this or need it. All volunteers are encouraged to raise any concerns they may have with the manager at any time and not wait until the annual review to say something.

If it is not possible, or appropriate to raise an issue with the café manager, volunteers should contact Deacon Laura Macbean to discuss the issue.

The manager will hold a 'welcome back' chat with any volunteer who has been off/away for a long time, updating the volunteer on what has happened during their absence and any changes and/or new procedures. A written note may be made.

If a volunteer ever feels that they would prefer to do a different role, they should speak with the café manager as soon as possible.

All volunteers are required to complete the following training, either online, or in person, as soon as possible:

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- Food Hygiene – levels 1, 2 and 3, as applicable, for anyone involved in food and drink preparation
- Safeguarding
- Equality Diversity and Inclusion
- Data Protection/Volunteer Privacy Notice
- Evacuation Procedures familiarisation

If a volunteer decides they can no longer volunteer, an exit interview should be held between the manager and the volunteer if possible, in order to understand the volunteer's experience, both pastorally and practically, and where appropriate, learn from any volunteer feedback to use in the café going forwards. A written record of this meeting may be taken.

Policies and other documents

Joy's Kitchen has a number of policies in place, which apply to all staff and volunteers. These policies ensure the safe and compliant running and management of the café. In addition, Beckenham Methodist Church also has a number of policies, guidelines and policy 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, then the Church policy applies.

A full list of Joy's Kitchen and Church policies is shown below.

All policies (Church and Joy's Kitchen) have been approved by Beckenham Methodist Church's Church council and are reviewed bi-annually, or more often if applicable. All volunteers will be given a copy of the Joy's Kitchen policies listed below, for their information and to refer to if needed.

- Joy's Kitchen – General Policy Statement
- Volunteer Strategy
- Health and Safety Policy
- Financial Management Policy
- Consumables Strategy

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

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- GDPR: Privacy Notice
- 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/>
