



Volunteer Policy and Procedures Summary

This document provides a brief overview of Lincoln Community Larder's (LCL) Policies & Procedures. Please take the time to read the full policy document under "Mission and Values" on the LCL website.

Aims and Objectives

Lincoln Community Larder aims to relieve poverty in Lincoln through the provision of basic nutritious food and other basic amenities.

The Larder serves the residents of Lincoln and the surrounding area suffering from disadvantage and social deprivation. This essential service supports anyone in distress, regardless of the cause of their stress.

Protection of Children and Vulnerable Adults

LCL has a responsibility for the protection of children and vulnerable adults within the community as well as for its clients and visitors. Normally the only contact between the LCL volunteers and clients is through the serving hatches and limited in nature. Nevertheless, the principles of safeguarding must be adhered to.

In a situation where either a child or a vulnerable adult discloses information of any form of abuse to a LCL volunteer, or a volunteer has concerns of abuse or neglect, they should act immediately by informing the LCL Secretary.

All LCL volunteers must adhere to the following rules at all times:

- A. The only contact to be made with clients is through the serving hatch.
- B. Volunteers must not provide lifts or offer other assistance that would result in them being alone with a client.
- C. Volunteers must not engage in any assessment of the clients or their needs. This is the responsibility of their referring organisation.
- D. No personal questions are to be asked of the client.
- E. The only acceptable direct questions are:
 - relevant direct choice questions, such as tea or coffee, pasta or rice etc.
 - those regarding types of food required, such as any allergies, ages of any children and whether the client has cooking and freezing facilities.
- F. All other questions are to be passed to the referring organisation.

Health & Safety

The Trustees of LCL are responsible for ensuring that the premises used are safe for all volunteers and comply with all relevant legislation.

All volunteers receive Health & Safety training from the Volunteer Organiser or nominated delegate, before becoming regular volunteers.

Data Protection

LCL handles personal data of its Trustees, volunteers and clients and is committed to ensuring that its volunteers protect all personal data, whether kept in paper form or on computers. The objective is to keep data stored safely, securely and to ensure that it is used in the appropriate manner for which it is provided.

Paper based data is to be secured in lockable cabinets provided for this use. Documents containing personal data are not to be left on desktops or other areas where unauthorised personnel can access them.

All electronic documents and files containing personal data are to be stored securely within the database folder on the LCL computer network. All files on removable drives are to be virus checked before use.

Disciplinary and Grievance Policy

Whenever possible, breaches of LCL policy and procedures will be dealt with at the time they occur either by a Trustee or by the senior volunteer on duty at the LCL. The incident is to be reported to the Secretary as soon as possible for record keeping. The Secretary will then inform the Chairman and other Trustees.

Equal Opportunities Policy

LCL strives to be an equal opportunity organisation and aims to treat all volunteers and clients equally.

LCL welcomes volunteers from all backgrounds and abilities and there will be no discrimination in respect of marital status, gender, sexuality, disability, age, colour, race, religion, nationality, ethnic or national origins.

LCL's service is available to all residents of the Lincoln area who meet LCL's agreed criteria of need. There will be no discrimination on any of the above grounds and LCL will do its best to ensure that none of its procedures, including referral procedures, opening hours or the accessibility of its premises, prevent those in need from accessing its service.

Conflicts of Interests

All volunteers are required to declare their interests and any payments received in connection with their role in Lincoln Community Larder where such interests would, or might, conflict with, or otherwise influence their decision making in respect of the charity's activities.

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