

VOLUNTEER & DONOR news 2

We stand at the threshold of the opening of foodbank4whitby on Monday 20th January.

The warehouse is racked out (a donation from Yorkshire Coast Homes) and carries a good start-up stock of foodstuffs that is estimated to be 70 average sized food parcels.

Each parcel contains food for 3 days. The contents of a typical 2 person food parcel can be seen in the inset photograph.

There is a large chest freezer donated by Whitby Seafoods with frozen seafood, meat and roastie potatoes, donated by companies and their staff.

ONE HAND TO ANOTHER

The tinned and packet food arrive as bags of donations from many different sources and is sorted by type, checked for use-by date and shelved with earliest dates at the front - tasks done by the warehouse team. They in turn receive requests for food parcels to be made up from the Welcome & Distribution team who provide a friendly atmosphere (and a cuppa) for those who come.



Special dietary needs/allergies advised by the Referral Partner are cross checked with the recipient for suitability.

The parcel is made up and 10 minutes or so after arriving the person has their parcel to hand to leave, but they are welcome to stay on for another cuppa and a chat about Whitby's weather, if that is what they want. foodbank4whitby wants to help individuals in ways that individuals are comfortable with.

FRONTLINE BACK OFFICE

The volunteer roles on the food bank premises are backed up by roles in the "back office".

However, this is still frontline activity. It is simply work that does not have to be undertaken on the food bank premises.

Homeworking opportunities exist therefore. For example, foodbank4whitby must keep the many contributing stakeholders informed of progress and developments – and not least the donors and volunteers. This newsletter and the web-site (in course of development) are typical tools.

Donors certainly must be thanked and media materials prepared.

We need to keep awareness of the food bank high in the

foodbank4whitby



general community. So there are information, awareness and promotion materials to be designed and produced, such as this new multi-purpose postcard.



Acting in concert with the communications team is the awareness team, working with groups and companies, to encourage support for foodbank4whitby. For example, arranging supermarket/shop customer collections or sponsored events. These are further ways to create strong local community ownership.

Finance? Boring. Well it need not be! Behind numbers there are stories and we will need to put in place a small finance team to look after the coffers. At present this is being done by Whitby Area Development Trust, but at some stage that will transfer as foodbank4whitby



migrates to be an independent charity.

We now have a MyDonate account in place that will provide opportunity for online financial donations.

TRAINING

At the same time as this newsletter is being finalised, there has been some global training for prospective volunteers.

With being a volunteer there comes responsibilities because we are dealing with people in quite

vulnerable circumstances. We need to perform at an organisational level and personally in a professional way, knowing boundaries. That does not mean being cold and clinical, it means thinking about what we are doing individually.

The work will be rewarding to do but it is serious even when done with a smile. We must always try to understand individual people's feelings.

Confidentiality is key. We have no rights to interrogate and nor to share information on people without going through the proper channels. There are no short-cuts.

There must be no preference shown to anyone over anyone else. No favours on the side or special meetings

without food bank permission. What volunteers do must be transparent. foodbank4whitby's (and their own) integrity depends on that.

We do not drill down into anyone's life. It is not the role of foodbank4whitby. Safeguarding has its place and if a volunteer is told something that suggests serious abuse of any kind then this needs to be passed to one of the food bank safeguarding appointees for appropriate handling.

FINALLY!

- Keep giving. We need to have a regular flow of donations to replace the stock that is distributed
- Keep informed. We want to keep you up to date. The next newsletter will tell the story of the first operational weeks.
- Keep us informed. If you have any news, comment or ideas, please do tell us via info@foodbank4whitby.org.uk.

“Foodbank4Whitby provides an emergency food lifeline for people, in conjunction with professional agencies who get alongside and help tackle underlying problems.”

The F4W Steering Group