



# Volunteer Handbook



Registered Charity No: 1181310 | Registered in England & Wales

## Welcome to the North Cotswold 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 foodbanks are run and why we do it, as well as to set out some general guidelines about volunteering with us.

### Our Purpose

**Working in partnership with our local communities to relieve personal hardship by providing access to basic essentials and support**

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To find out more about The Trussell Trust please visit: [trussell.org.uk](http://trussell.org.uk)

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## Summary

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

1. North Cotswold Foodbank is a charity. We work across the North Cotswolds to provide food and other essentials to people in need. Most of the food we distribute is donated by members of the public.
2. We are a Christian-based organisation, serving and working with people of all faiths and none. Compassion and inclusion are at the heart of everything we do.
3. North Cotswold Foodbank is part of the Trussell network which operates across the UK
4. You must comply with our policies, procedures and guidance to ensure everyone has a safe and enjoyable experience. These are detailed in this handbook and on our website ([northcotswold.foodbank.org.uk/](http://northcotswold.foodbank.org.uk/))
5. You will receive training to carry out your role safely and effectively. Talk to your outlet lead or a member of staff if anything is unclear.
6. We will pay reasonable out of pocket expenses incurred in carrying out your role. These should be agreed in advance.
7. Almost all volunteers have a rewarding and trouble free time with us. If something goes wrong there is a '[problem solving](#)' procedure that we will follow.
8. We take our responsibility for safeguarding very seriously. If you have a concern about another volunteer or a client please [report it](#)
9. Confidentiality is central to our work. You will get to know the client's circumstances. This information must not be shared outside of North Cotswold Foodbank and internal sharing must be limited to those who need to know.
10. Please take care of your personal property while volunteering, leave it at home or locked in your car if possible
11. If you drive as part of your volunteering, whether your own vehicle or our van, you must ensure you are well rested and not under the influence of alcohol or drugs (including prescribed medication) that would impair your ability to drive safely.
12. Please wear your foodbank polo shirt and / or fleece while volunteering. This helps clients and members of the public identify you as a foodbank volunteer.
13. 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 agreed out of pocket expenses.
14. Volunteering for North Cotswold 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.

You can find more details on all these points in the pages that follow

## 1. North Cotswold Foodbank

Everyday people in the North Cotswold area go hungry for reasons ranging from redundancy to receiving an unexpected bill on a low income. North Cotswold Foodbank provides a minimum of three days' emergency food and support to local people experiencing crisis.

North Cotswold Foodbank relies on the support of the local community through volunteering, food donations and fundraising. Almost all food is donated by the community through churches, schools, businesses, and supermarket collection days. Our clients are referred to us by frontline care professionals such as social workers, debt advisors, medical professionals and teachers, who identify people in need, and give them a voucher they can exchange for a food parcel containing three days' worth of nutritionally-balanced food at our foodbank outlets. Sometimes we can also provide toiletries and items such as cleaning products and nappies. Volunteer drivers also deliver parcels, if required.

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

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

The foodbank is governed by its Trustees and there are currently eight Trustees. More information about North Cotswold Foodbank can be found at [northcotswold.foodbank.org.uk](http://northcotswold.foodbank.org.uk).

## 2. Our Values

Our work focuses on helping people from all walks of life, restoring dignity and reviving hope – whether it is with our foodbank clients, supporters or indeed our volunteers. We welcome people from all backgrounds.

We are a Christian-based organisation motivated by Jesus' teaching on poverty and injustice. We operate according to Christian principles of compassion, honesty, integrity, openness, kindness and care of all people, regardless of backgrounds or beliefs. We believe in turning faith into practical action, living out God's love for everyone.

Whilst we are a Christian-based organisation, we serve and work with people of all faith groups and beliefs, or none. Volunteers that share our principles are welcome, whatever their personal faith position.

We are passionate about inclusion and being non-judgemental is central to what we do. We believe that everyone has the right to have food on their plate, dignity, a chance to work and hope for the future. Everyone has unique skills and gifts to bring to society.

### 3. Trussell

North Cotswold Foodbank is part of a national network of foodbanks 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.

The story of the Trussell began in 1997. In 1999, Salisbury foodbank 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 foodbank.

Today 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.

You can read the [history of North Cotswold Foodbank](#) on our website

North Cotswold Foodbank is part of the Trussell network, providing us with access to:

- Trussell Area Manager, providing direct support
- Digital Hub offering extensive guidance and editable resources
- Training
- Personalised website
- Data collection system, used to produce vouchers, record food donations and collect statistics about foodbank usage
- Branding pack with 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 Trussell
- Media opportunities and support from Trussell's media team
- Support and guidance from the Network Support team

### 4. Joining our foodbank

What you can expect from North Cotswold Foodbank:

- to be integrated into the structure of the charity and actively contribute to a charity dedicated to end hunger and poverty
- to be recognised as equal partners in achieving the aims of the charity
- to be recruited fairly in line with our volunteer recruitment process
- to be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socio-economic background.
- to be given clear instructions, information and advice to assist you in your role as well as a comprehensive induction and access to relevant training

- to be consulted and informed regarding any possible changes to your role
- regular check ins with your outlet lead to ensure you are confident and comfortable in your role
- to be reimbursed for reasonable out of pocket expenses incurred whilst undertaking your volunteering role. Expenses should normally be discussed and agreed with your Outlet Lead or the Project Manager in advance
- for NCFB to maintain appropriate public liability insurance and manage health & safety risks
- to have your right to privacy respected
- for us to take the time to thank you and recognise your contribution to NCFB

### What North Cotswold Foodbank can expect from you:

- to uphold and champion the vision, mission and values of the North Cotswold Foodbank
- to remember that you are a representative of the charity
- to collaborate positively with staff, volunteers, members of the public, clients and staff from partner organisations throughout your time as a volunteer
- to be open and honest in your dealings with us
- to treat everyone with dignity and respect
- to communicate in an open and respectful way whether in person, by phone or using digital communications
- to comply with relevant laws, guidance, policies and procedures
- to remember that you have been put in a position of trust and that should not be abused.
- to meet mutually agreed expectations around your role and to communicate with your Main Contact if these cannot be met
- to let us know if we can improve the service and support that you receive
- to let us know if you wish to change the nature of your volunteering role or if you are unable to continue as a volunteer
- not to act 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 which can be found in the [About our Foodbank](#) section of our website
- notify the foodbank 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

### If something goes wrong

Volunteers almost always have a rewarding and trouble free time with us but sometimes things do go wrong. For example, a volunteer may make a complaint about another volunteer, a member of staff or the North Cotswold Foodbank itself.



The process by which these issues are investigated and resolved is called 'Problem Solving'. It ensures all parties have a fair hearing. You can read more about the process in [Appendix 1 Volunteer Problem Solving Procedure](#) of this document.

## 5. General standards

### 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, whether it occurs during your volunteering shifts or not, the behaviour listed below would, once proven, 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
- Posting extreme, offensive or indecent material online even when this is from a personal account
- 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 foodbank, 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 Groups 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.

Volunteers have a responsibility to follow best practice and to pass on any welfare concerns in line with our [Safeguarding Policy](#). Remember, safeguarding is the responsibility of all of us; if you spot something, make sure you immediately follow the training and guidance you receive.

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

If you have a safeguarding concern you can report it in confidence using this [form](#)

## Confidentiality and Data Protection

The charity fully complies with the requirements under GDPR ( General Data Protection Regulation) and PECR ( Privacy and Electronic Communications Regulations) 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](#) and [Data Protection Policy](#).

You must not, either during your time at the charity or afterwards, disclose any confidential information about the charity or its clients to people not authorised to receive it.

Outlet teams may use apps such as WhatsApp to communicate with volunteers, for example to arrange the rota. Client information should not be shared via WhatsApp except in exceptional circumstances and any client personal data such as name, address or phone number must be deleted as soon as the task is completed.

## 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 foodbank's procedures on use of vehicles (Detailed in section 4.14 and 4.15 of [Health and Safety Procedures](#))

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. As such, commuting to and from the foodbank in your car should not require business cover. However, cover does vary depending on the provider. For more information visit: [volunteer driving – the motor insurance commitment](#)

## 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. You are advised not to bring any personal items of value with you to work or, in particular, leave any items here overnight. Take care not to leave any personal items where they could be confused with donations or items available for clients to take.

Articles of lost property should be handed to your Main Contact.

## Mobile Phones

Please be considerate of clients and other volunteers if you are using a mobile device while volunteering. It will likely be appropriate to switch it to silent or vibrate, and it is highly recommended that you do so if you have lots of notifications set. Never take a photograph of a client and always ask permission from other volunteers if you want to take a photograph to record an occasion.

## 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 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.

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 Manager.

For further information please see our [IT and Communications policy](#)

## 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 t-shirts, fleeces 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.

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{s} and warehouse.

We would appreciate it if you would please be team minded and help any volunteers needing support (if you are safely able to), especially younger or older 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 foodbank centre or the warehouse when no-one else is present must notify the Project Manager/Assistant Manager by text or phone 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. If delivering a food parcel to a clients home addresses you should be accompanied by another adult volunteer or employee. In exceptional circumstances a risk assessment may be made to approve an unaccompanied delivery.

## 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 Foodbank Project Manager.

When using personal social media you must be careful about making a statement or comment that could be seen as supporting or opposing a political party as charity law requires us to be politically neutral. In general you should:

- Aim to influence the parties and/or candidates, not the people electing them.
- If a party/candidate says they support you, don't reciprocate.
- Don't publicly criticise a party/candidate that doesn't agree with your position.

You can find more information about charities and campaigning in this [short guide](#).

From time-to-time photographs or filming may take place at the foodbank. 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/camera operator at the time.

## CCTV

Closed circuit television cameras (CCTV) are 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.

## 6. The Role of the North Cotswold Board of Trustees

All Trustees are volunteers and most have some function in the day-to-day running of the North Cotswold Foodbank, however when we put our Trustee hats on, we step out of the operational side of the charity and focus on the strategy, taking a holistic view of the past, present and future.

The Trustees share ultimate responsibility for the governance of our charity and directing how it is managed and run. The role of the Board of Trustees can be summarised as:

- To ensure that the North Cotswold Foodbank complies with and pursues its objectives as defined in its governing document, charity and company law and other relevant legislation or regulations.
- To ensure that the food bank applies its resources and finances exclusively in pursuance of its objectives.
- To give firm, insightful direction to the food bank, by contributing to the food bank's strategic plan, helping set policies and targets, defining goals, and evaluating performance against agreed targets.
- To safeguard the good name and ethos of the food bank.
- To ensure the effective and efficient administration of the food bank.
- To lead and/or serve on sub-committees and attendance at various other meetings, including with the charity's staff, volunteers, and stakeholders.

## Appendix 1 Volunteer Problem Solving Procedure

The involvement of a volunteer is mostly a positive and rewarding experience for everyone involved. However, it is important to recognise that sometimes things can go wrong. When such cases can't be resolved through an informal discussion, it's important to have a Problem Solving Procedure to support your volunteer management. A Problem Solving Procedure acts in a similar way to an Employees Grievance Procedure, providing clarity as to the procedure when handling:

- A volunteer making a complaint against another volunteer, member of staff or the charity
- A complaint about a volunteers conduct or attitude
- A decline in the volunteers' performance.

In cases of conflict the charity:

- Endeavours to get it right from the start, by following guidance on good practice, having up to date policies and listening to the concerns of the individuals involved.
- Offers means to reach reconciliation by ensuring everyone knows what to do when something goes wrong, appointing somebody to monitor volunteer complaints and to explore independent means of conflict resolution when necessary.
- Accepts responsibility for ensuring volunteers' complaints have a fair hearing.

### What to do if you need to make a complaint

#### Stage 1: Oral complaint

Initial complaints, whether concerning a volunteer, member of staff or the charity should first be discussed informally. Many issues can be resolved this way through sensible and open discussion. Complaints should initially be raised with the Foodbank Manager, or if the complaint refers to the Foodbank Manager it should be made to the Chair of Trustees.

#### Stage 2: Written complaint

If you are not satisfied with the outcome of the oral complaint, you should make a formal complaint in writing to the Foodbank Manager, or if the complaint refers to the Foodbank Manager it should be made to the Chair of the Board Trustees.

The charity will reply to the formal written complaint within 10 working days and we ask the complainant to respond within the following 15 working days.

#### Stage 3: Opportunity to appeal

If you are not satisfied with the outcome of stage 2 then you can appeal to the Board of Trustees. The Board of Trustees' decision is final.

## What should happen if someone complains about you

### **Stage 1: Oral discussion**

The first step will be an informal discussion about the complaint. This is an opportunity for you to hear about the complaint and offer your side of the story. It will also seek to identify some solutions, if required and appropriate.

### **Stage 2: Written warning**

If the issue hasn't been resolved by the oral discussion, you may be issued with a written warning outlining the reason for the complaint. You will be given the opportunity to state your case formally to a responsible person within 15 working days of receiving the written warning.

Depending on the nature of the complaint, further objectives could be set or help offered, based upon a timeline agreed by you and the Foodbank Manager or Chair of the Board of Trustees. If Stage 2 concludes with you being asked to leave, you will be given the opportunity to appeal.

### **Stage 3: Opportunity to appeal**

If you have been asked to leave you will be able to appeal in writing to the Board of Trustees. If appropriate a sub-committee will be formed to specifically hear the appeal.

If at Stage 2 you had been asked to leave, you will be suspended from your volunteering duties until the appeal has concluded.

To note:

- Complaints should not be made anonymously. Everyone should have the right to know what they have been accused of and by whom so that they are able to offer their side of the story.
- If attending any meetings as part of the problem solving procedure you will also be given the option to be accompanied by a nominated person of your choice.
- All complaints must be treated confidentially and should only be discussed amongst those who are directly involved in trying to resolve the situation.
- The charity will keep records of what happens and who is involved.
- Meetings will take place in a confidential, neutral place.
- You will be kept informed at every step of the procedure.

## Appendix 2 Volunteer Confidentiality Agreement

As a volunteer at the charity, you may have access to (or may learn of) information of a confidential nature including personal volunteer, donor, supporter, general public and/or those of people visiting a food bank.

Confidential information includes (but is not limited to) food bank vouchers, data collection system entries, data logged on Assemble Volunteer Management System, Peakon, spoken words and presentations, printed documents, loose notes, diaries, memoranda, drawings, photographs, electronic, magnetic and optical storage, and computer printouts.

When someone gives us any confidential information, they need to be sure that we will not pass this onto anyone else without their prior permission and that such will be handled in line with the latest data protection legislation. This includes ensuring confidential information is never disclosed to people outside of the project.

The only exception to this is if you have been party to any information which raises a concern to you, such as a safeguarding matter. In this case, you will be expected to share this with your Main Contact, who will follow up in line with the charity's safeguarding procedures and policy. This is because your duty to safeguard others overrides your duty of confidentiality.

### Confidentiality Statement

I understand that while volunteering with Trussell / food bank I may come across information that is confidential. I agree that I will never disclose such confidential information to anyone outside of the project, subject to the exception outlined above.

I also agree to respect the intellectual property of Trussell and food bank. I will not pass on any forms or documentation I may use in the course of volunteering anyone outside of the project.

I understand breaches of this agreement could result in termination of my role as a volunteer and may lead to a case being raised with the ICO (Information Commissioner's Office)

Signed ..... Date .....

Name.....

## Appendix 3 Volunteer IT and Communications policy

### About this policy

This policy outlines the standards volunteers must observe when using the food bank's IT and communications systems.

Breach of this policy will be dealt with under our Problem Solving Procedure.

### Equipment security and passwords

- You are responsible for the security of the IT equipment whilst you are using it and you must not allow it to be used by anyone other than in accordance with this policy.
- You should use passwords on all food bank IT equipment. Passwords must be kept confidential.
- You must only log on to the IT systems using the log in details given to you by *your Main Contact*. You must not use another person's log in details or share your username and password with other volunteers *without permission from your Main Contact*.
- You must log out and shut down the computer at the end of each day / your session.

### Systems and data security

- You should not destroy, delete or modify existing systems, programmes, information or data (except as authorised *by your Main Contact* in the proper performance of your duties).
- You must not download or install software from external sources without authorisation from *your Main Contact*.
- You must not attach any device or equipment including mobile phones, tablet computers or USB storage devices to our systems without authorisation from *your Main Contact*.
- You should exercise particular caution when opening unsolicited emails from unknown sources. If an email looks suspicious do not reply to it, open any attachments or click any links in it.
- Inform *your Main Contact* if you suspect the IT equipment may have a virus.

### Email

- Adopt a professional manner and observe appropriate etiquette when communicating with others by email.
- Always use our standard email signature
- Remember that email can be used in legal proceedings and that even deleted emails may remain on the system and be capable of being retrieved.
- You must not send abusive, obscene, discriminatory, racist, harassing, derogatory, defamatory, pornographic or otherwise inappropriate emails.

You should not:



- Send or forward private emails on the food bank computer which you would not want a third party to read
- Send or forward chain mail, junk mail, cartoons, jokes or gossip
- Contribute to system congestion by sending trivial messages or unnecessarily copying or forwarding emails to those who do not have a real need to receive them
- Send messages from another person's email address (unless authorised *by your Main Contact*) or under an assumed name
- Use your own personal email account to send or receive emails relating to the running and operations of the food bank. Only use the email account we have provided for you.

### Using the internet

- Internet access is provided primarily for the running and operating of the food bank.
- You should not access any web page or download any image or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral. Even web content that is legal in the UK may be in sufficient bad taste to fall within this prohibition. As a general rule if any person might be offended by the contents of a page, or if the fact that our software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of this policy.
- We may block or restrict access to some websites at our discretion.

### Monitoring

Our systems enable us to monitor telephone, email, voicemail, internet and other communications. As part of the running of the food bank, our telephone and computer systems may be continually monitored by automated software or otherwise.

We reserve the right to retrieve the contents of email messages or check internet use (including pages visited and searched made) as reasonably necessary in the interests of the running of the food bank, including for the following purposes (this list is not exhaustive):

To monitor whether the use of the email system or the internet is legitimate and in accordance with this policy

- To find lost messages or to retrieve messages lost due to computer failure
- To assist in the investigations of alleged wrongdoing
- To comply with any legal obligation.

### Prohibited use of our systems

Misuse or excessive personal use of our telephone or email system or inappropriate internet use will be dealt with under our Problem Solving procedure. Misuse of the internet can in some cases be a criminal offence.

Creating, viewing, accessing, transmitting or downloading any of the following material will amount to gross misconduct:

- Pornographic material
- Offensive, obscene or criminal material or material which is liable to cause embarrassment to us or to our partners or to people coming to food banks
- A false and defamatory statement about any person or organisation
- Confidential information about us, staff or volunteers or the people who use the food banks (except as authorised in the performance of your role)
- Unauthorised software
- Any other statement which is likely to create any criminal or civil liability (for you or us)
- Music or video files or other materials in breach of copyright.

## Change Record

Version	Author	Date	Changes
1.0	Trussell Trust Template	April 2020	
2.1	Lorna Shawcross	Feb 2023	Updated details on use of phones while volunteering
2.2	Lorna Shawcross	Jan 2024	<p>Minor formatting, spelling and grammar corrections</p> <p>Section 3 Added link to history of NCFB</p> <p>Section 4 Added explanation of acronyms GDPR and PECR</p> <p>Section 4 Updated link to Safeguarding Policy to version 3.1 (approved August 2023)</p> <p>Section 5 Added link to section 4.14 and 4.15 of Health and Safety Procedures on use of vehicles</p>
3.0	Lorna Shawcross	Nov 2024	<p>New logo and cover page</p> <p>General - links throughout document updated to latest version of policies</p> <p>Added Our Purpose statement from the 2025-2026 strategy</p> <p>Section 3 - updated to reflect change of working name of Trussell Trust to Trussell</p> <p>Operating manual replaced by Digital Hub as all resources are now online</p> <p>Section 4 - added link to safeguarding report form</p> <p>Changed regular reviews to regular check in's to reflect the informal nature of these.</p> <p>Merged paras following bullet points into the bullet points for brevity</p> <p>Moved definition of a volunteer from section 4 to Summary</p> <p>Gross misconduct, safeguarding and confidentiality moved to Section 5 General Standards</p> <p>Added note on posting extreme, offensive or indecent material online to Gross Misconduct</p> <p>Added note about use of personal social media, charities and political activity</p> <p>Section 6 - new section on role of Trustees added</p>