



Food Angel's Volunteering Information

Harrogate Neighbours Meals on Wheels Service delivered by Food Angels

Thank you for showing an interest in becoming a Food Angel Volunteer with Harrogate Neighbours Meals on Wheels Service.

Volunteers are central to the work and purpose of Food Angels. Their contributions are highly valued and have a direct impact on the work we do. Without our volunteers, it would be impossible to deliver our service to the community both here in Harrogate and Ripon.

Our service users experience a greater sense of belonging, and well-being because of a little interaction with a volunteer, and our volunteers have a sense of purpose in supporting their local communities.

We hope that you will enjoy your volunteering time with us and gain as much from your experiences with us as our service users will from you. Acts of kindness generate so much more than people often realise, not only are you helping the person you are delivering to, but you are providing peace of mind to their carers and family members.

It is our aim for the experience of volunteering to be mutually satisfying and rewarding.

Recruitment Process

We welcome all individuals who wish to offer their services voluntarily, who have a genuine interest in helping people. Upon receipt of an application form, a member of the team will conduct an initial informal interview outlining the role and discuss with the individual their availability.

All volunteers will need to provide one reference and complete a DBS check before commencing volunteering; this is at the basic level. We will cover the cost.

Once the reference and DBS is cleared, the volunteer will be notified, and a plan will be put in place to commence their duties.

Once appointed volunteers will receive a photographic ID card, which will identify them as a volunteer. This is to support our safety and security. It must be worn throughout your delivery. This must be returned when a volunteer ceases to work with us

Training and Support

Providing support and supervision is very important to us as we aim to ensure that all our volunteers are happy and confident in their role. We will provide an “over a coffee” session of the importance of Safeguarding, Confidentiality, and the role of the volunteer.

As part of this process, we would always accompany a new volunteer on delivery until they are confident to go it alone.

The section entitled **guideline and protocol** is important and will be worked through with the volunteer so that they know exactly what is expected of them during delivery.

We hope that volunteering with us will be a positive and enjoyable experience and that any issues will be resolved promptly and informally. Volunteers are invited to contact the Food Angels Coordinator/or the office on 01423888083 with any issues who will be able to give advice and support and hopefully resolve any issues.

Confidentiality and GDPR regulations

In your role as meal deliverer with Food Angels, you will be privy to a lot of sensitive information about service users. You must treat this as strictly confidential and not share this information with anyone outside of Food Angels. The round sheet that you take out with you may have key codes for clients’ homes; there may also be details about their mobility and health. Therefore, you must never leave the clipboard with this sheet on in your vehicle unattended; you must always carry this into each property with you and return it to the Food Angels office after delivery.

When using a key safe to enter a property always ensure the key is replaced and the safe is left secure.

Safeguarding

If a volunteer has any concerns at all especially about the safety and well-being of our service users, they must not keep this to themselves. Volunteers must inform the Food Angels Coordinator as soon as possible who will then take any appropriate action needed. This is covered in our policies and training.

Mileage claims

Our current mileage expenses are 45 pence per mile, if you have a passenger helping you on deliveries it is paid at 50 pence per mile.

To claim mileage expenses, it will need to be recorded on the volunteer expenses claim form and given to the Food Angels Coordinator within the first week of each Month. Guidance as to how to complete the expenses form will be provided at induction.

Car Insurance

This is the personal responsibility of volunteer drivers. It is advisable to inform his or her insurance company of the intention to drive for the organisation stressing exactly what it is for, this is important as any car insurance company should not charge a fee for this. They will add on to the policy, business cover.

Driving Documents

A record is kept of volunteers' driving license details and car insurance policy. When it is due for renewal, we will ask for an updated copy for our records. If you change your car or your address, you must inform us and provide the updated information.

Absence

If a volunteer is unable to attend their commitment, they must let the Food Angels Coordinator or the office on 01423888083 know as soon as possible to enable alternative arrangements to be made.

Complaints

Although dealing with complaints can be difficult it can give us a positive opportunity to improve the way we do things and provide a better service for people. We define complaints very broadly as 'a statement of dissatisfaction'. This covers any kind of comment – spoken or written – which relates to dissatisfaction, whether it is labelled as a complaint, and whether it needs a formal response. We have a procedure to capture all feedback. If a volunteer wishes to make a complaint or they receive a complaint from someone about their service or anything to do with our work, please pass this information on to Food Angels so that it can be dealt with promptly and appropriately.

About Harrogate Neighbours Housing Association

In the late 1960s a meeting was attended by all the local churches in Harrogate, from which it was agreed to form a charity, which was registered as Harrogate Neighbours Housing Association. The purpose was to provide a private care home for the needy elderly of Harrogate who could not afford a private home.

In early 1969 a property just a mile from the town centre of Harrogate with an acre of land became available. This property was bought, and alterations and an extension completed by August 1970. The first resident moved into Heath Lodge on 1st December and by the end of the month all 30 rooms were filled.

Four years after the opening of Heath Lodge, a second site was sought to meet the needs for sheltered housing. In March 1976 Greenfield Court was purchased. The house was extended, and 10 bungalows were built in the grounds. This work was completed by the end of 1978 and tenants moved in.

The Association is governed by an Executive Committee who ensures that the organisation's aims and objectives are upheld and developed. The Association is led by its Chief Executive

Officer, Sue Cawthray, who ensures that high standards of focused care are maintained and reviewed. There is a Head of Care Services, Denise McEvoy, at Heath Lodge and a Scheme Manager, Louise Swart, at The Cuttings. They are supported by a team of dedicated and skilled staff who strive towards providing best value service that is effective as well as efficient ensuring that the best level of quality of care is provided.

Greenfield Court Extra Care was set up in December 2009, initially offering in-house Extra Care to our tenants; we have since extended our service in the community.

In October 2018 Harrogate Neighbours moved to brand new premises called the Cuttings.

Food and nutrition play a very important part in caring for the elderly and at Harrogate Neighbours we pride ourselves on our Catering Department run by our Hospitality Manager, Stephen Wilkins.

Harrogate & Ripon Food Angels was launched in January 2012, which is a hot 'meals on wheels' home delivery service that operates lunch times Monday to Friday, delivering freshly prepared meals to clients in the Harrogate area. This has grown over the years and in October 2019 we launched our service into Ripon.



The Queen's Award
for Voluntary Service

GUIDELINES AND PROTOCOL FOR MEAL DELIVERIES

- From Monday to Thursday there will be 2 choices of main course meals in the box, on Fridays there are 3 choices. There will only ever be 1 pudding choice for any day. If there is a '& P' on the sheet they have a pudding if not, then no pudding. We also offer tea packages, and this information will be clearly marked on your sheet as to which clients will be receiving one and of their chosen package.
- Always read the information on the round sheet carefully and follow instructions for access into each property.
- For most clients just knock and go straight in. Where there is a key code listed, try the door first, if it is locked always retrieve the key from the key safe to gain entry. It is likely this client has poor mobility and would struggle to get to the door to let you in and could potentially be dangerous for them.
- If the client's door is locked and there is no key safe, knock and wait, if you get no answer, look through any windows you can safely look through, if no sign then please note this on the sheet and bring the meal back. I will then contact someone to make sure that client is ok. Never leave a meal outside a property unless there are instructions on the sheet to do so. Most clients phone numbers are listed on the sheet, you are not obliged to use them but often a person may hear a phone ring but not a knock at the door, so they are there as a back-up.
- Whilst with each client, although the time is brief, you may be the only person they will see all day so always ask if they are well and if there is anything they need, they may sometimes just ask you to get cutlery for them. Ask where they would like you to put the meal. If there is a requirement for you to remove the lids this will be noted on the round sheet. Write on the sheet if you notice anything untoward, safety hazards, or have any worries about that client. In the few moments we are there with clients we have often become their lifeline and we are an extra pair of eyes and a little peace of mind for their families who may not live locally.
- If you find a client in difficulty or on the floor you must never assist them to stand or touch them in any way. You must always call for emergency services straight away or call 01423 888777, HNHA Head Office. They may tell you they are fine but many of our clients have varying levels of dementia and as such may not recognise, they are hurt.
- Your key role is to deliver their meal, check they are safe and well and report any concerns. If in doubt at any time during delivery you can call the Food Angels Coordinator or HNHA Head Office for advice.