



**COLDSTREAM COMMUNITY LARDER**

**VOLUNTEER**

**HANDBOOK**

2025 v.1.0

# Welcome to Coldstream Community Larder.

Thank you for giving up your time, skills, and knowledge to support us and help our local community. We are delighted that you have decided to join our team, and we hope you will enjoy your time with us. This handbook is designed to give you a clear picture of how the Coldstream Community Larder is run and why we do it. It will also set out some general guidelines about volunteering with us.

Volunteers are involved with every aspect of the Larder. Volunteer roles include (but are not limited to): collecting and receiving foodstuff-related donations, sorting and dating donations, welcoming people, stocking shelves, training, tidying, and organising. There is also an 'Award Winning' gardening team and a cleaning team who would welcome your involvement. Our goal is to make the Larder a relaxed and friendly place, where volunteers and visitors feel welcome and safe.

## **Mandatory Documents that All volunteers MUST read and complete (if required).**

**Membership/Volunteer Registration Form**

**Volunteer Code of Conduct**

**Safeguarding Policy**

## **Contact details – Registered address for Coldstream Community Larder:**

Coldstream Community Larder

Coldstream Community Annex

Home Place

Coldstream TD12 4DT

Charity Number: SC052421

Website: [www.coldstreamcomm.co.uk](http://www.coldstreamcomm.co.uk)

Email: [coldstreamlarder@outlook.com](mailto:coldstreamlarder@outlook.com)

FB/Insta: [@coldstreamlarder@outlook.com](https://www.facebook.com/coldstreamlarder)

Mobile: 07977 296891

## **Coldstream Community Larder – opening times**

**Tuesdays 08:00 – 10:00**

**Thursdays 17:30 – 18:30 - No ambient items**

**Fridays 13:00 – 14:00**

**Saturdays 20:00 – 20:30 - No ambient items**

There are also occasional flash openings.

## **About Coldstream Community Larder**

The UK throws away around **9.5 million tonnes of food waste in a single year**.

The Larder moved to its “forever home” at the Community Annexe in the grounds of the primary school in July 2023. In the Larder there are fridges and freezers to stock perishable items that we collect from the following supermarkets: Co-op, Morrisons, Sainsbury’s, Lidl, and Marks and Spencer. We also receive a delivery twice a week from FARESHARE, the UK’s largest charity fighting hunger and food waste. [www.fareshare.org.uk](http://www.fareshare.org.uk) Additionally, there is a fortnightly collection from Duns from the Eildon Food Hub. We encourage everyone to come and help us reduce food waste that would otherwise go to landfill. People can have up to 10 items and as many items from the “Rumble Box” as they want, and we also have pet food, baby food and toiletries.

Management Committee and contact details:

Lorraine Bowyer	07541 545419
Susan Burnett	07517 084160
Alison Campbell	07977 296891
Dawn Clough	07872 178182
John Edwards	07943 540542
Christine Johnston	07759 476809
Mike Rowe	07966 637332

## Joining our Larder

### What you can expect from the Coldstream Community Larder:

- to be integrated into the structure of the Larder and actively contribute to a Larder dedicated to reducing the amount of food sent to landfill, and to encourage recycling, repairing, and reusing.
- to be recognised as equal partners in achieving the aims of the Larder
- to be welcomed and treated with courtesy and respect
- clear instructions, information, and advice to help you in your role as well as access to relevant training
- to be consulted and informed about any changes to the way the Larder functions
- a named contact for support: **your volunteer coordinator is Lorraine Bowyer.**
- to have your right to privacy respected
- recognition and thanks

### Coldstream Community Larder expects volunteers to:

- uphold and champion the vision and values of the Coldstream Community Larder
- remember that you are a representative of the Larder
- collaborate positively with staff, volunteers, members of the public, clients, and staff from partner organisations throughout your time as a volunteer
- be open and honest in your dealings with us
- treat everyone with dignity and respect
- communicate in an open and respectful way whether in person, by phone or using digital communications
- comply with relevant laws, guidance, policies, and procedures

- remember that you have been put in a position of trust and that such should not be abused
- let us know if we can improve the service and support that you receive
- let us know if you wish to change the nature of your volunteering role or if you are unable to continue as a volunteer
- avoid acting fraudulently or dishonestly or doing anything that will bring the Larder 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
- notify the Larder as soon as possible if there are any changes to your contact details or emergency contact details.
- let the rota coordinator know if you are unable to attend any of the sessions you are signed up to, giving as much notice as is possible. If possible, use the Larder What's App 'Larder Chat' group to find a replacement/swap for your shift.

### **Our volunteers (definition)**

A volunteer is someone who performs a task at the request of, or on behalf of, the Larder. A volunteer does not receive financial compensation beyond the reimbursement of "out of pocket expenses", including mileage.

Volunteering for the Coldstream Community Larder is not a precursor to employment at the Larder, nor are volunteers recruited to do the work of paid staff. No legally binding contract of employment or otherwise can be imposed on volunteers.

### **Recognition**

Volunteers bring a huge amount of value through their time and commitment so at Coldstream Community Larder we will take the time to thank and recognise our volunteers. This will take the form of regular communications, such as Management

Committee Minutes and Volunteer Updates; volunteers are also invited to attend Committee meetings, and we hold regular meetings to ask for feedback on a range of topics for strategic future planning. There are also special 'thank you' events which offer a great opportunity to socialise with other volunteers.

### **Learning and development**

Every volunteer will have an induction when they start their role. This should cover health and safety requirements, task training, and meeting the team, as well as ensuring the person is comfortable, confident, and have all they need to do the task in hand safely. Regular catch ups with your volunteer coordinator at the Larder will then offer the opportunity to identify any other training that will be of benefit.

### **Equality, diversity, and inclusion**

Coldstream Community Larder is committed to embracing diversity and promoting equality and inclusion. During your time volunteering you will be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socioeconomic background. As a volunteer we expect you to support our commitment to promoting this position.

We firmly believe that no one should be left out. Whatever the needs of our volunteers, we do our best to meet them by being flexible, inclusive, and accommodating. We hope that all volunteers will actively seek to create supportive and happy teams, and, when needed, will 'buddy' with someone who needs a little more help to carry out the task in hand.

### **Expenses**

Coldstream Community Larder will pay for reasonable out of pocket expenses incurred whilst undertaking your volunteering role. Expenses should be discussed and agreed with your volunteer coordinator in advance.

## **Insurance, risk assessment, health and safety**

The Larder has a duty of care to ensure all volunteers are operating in a safe environment. All volunteers are covered by the Coldstream Community Larder's public liability insurance. A Health and Safety Policy and risks linked to the role will be talked through as part of your induction. Any training on use of personal protective equipment (PPE) necessary to carry out your role safely will be provided, and training needs will be reviewed regularly.

## **Lone working**

For safety reasons we must ensure nobody volunteers alone when the Larder is open to users. Should a volunteer find that the second person on shift has not arrived, they should contact the Rota Coordinator/volunteer coordinator by text or phone and **MUST NOT** open the Larder to users until a second person arrives.

## **Problem solving**

Problems may arise in several different ways. A volunteer may make a complaint about another volunteer, a member of staff or the Coldstream Community Larder itself.

In cases of difficulty, the Coldstream Community Larder:

- endeavours to get it right from the beginning, by following guidance on good practice, having up to date policies and listening to the concerns of volunteers
- offers means to achieve reconciliation when things go awry by ensuring everyone knows what to do when something goes wrong, appointing somebody to monitor volunteers' complaints and to explore independent means of conflict resolution when necessary
- accepts responsibility for ensuring volunteers' complaints have a fair hearing. Any complaint (oral or written) will be examined quickly and effectively. If there is no satisfactory resolution the volunteer will be referred to a member of the Management Committee who will provide a written response within 10 working days.

## **Safeguarding**

Whilst none of the volunteering roles at the Larder require a Disclosure Scotland application, Coldstream Community Larder takes safeguarding very seriously and is committed to fulfilling the requirements of the Protection of Vulnerable Groups (Scotland) Act 2007, the Disclosure and Barring Scheme and other relevant legislation aimed at the protection of vulnerable people. The Larder ensures it promotes a safe environment for children and vulnerable adults. All volunteers for the Larder 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.

Copies of the Safeguarding Policy for Coldstream Community Larder are available to view in the green folder in the Larder.

## **Volunteer Code of Conduct Policy and Data Protection**

The Larder fully complies with the requirements under GDPR, (General Data Protection Regulation) and volunteers must do so too. Whilst volunteering you may have access to or learn of information or data of a confidential nature concerning our users. We expect all volunteers to comply with our Volunteer Code of Conduct and Data Protection Policy. Volunteers will not, either during their time at the Larder or thereafter, use to the detriment or prejudice of the Larder, or users of the Larder, any confidential information about the Larder, its users, or any other information designated as confidential.

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