



Volunteer Policy

Last Updated: 2 April 25

Policy Scope

Many FEAST With Us (hereby known as FEAST) services rely on the dedication and hard work of our volunteers. This policy outlines the core principles, expectations, and processes involved in all volunteering activities.

Unless specifically stated otherwise, the policy applies to all volunteers in all programmes and projects undertaken by or on behalf of FEAST, relating to all venues.

FEAST is committed to best practice in the recruitment, support, and management of volunteers. This policy covers volunteers acting 'on behalf of' FEAST and it is underpinned by the following principles:

- FEAST will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to our core work.
- FEAST expects that trustees and staff will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- FEAST recognises that volunteers require satisfying work and will help volunteers do their work effectively, including providing appropriate training where applicable.
- Recognises that voluntary work brings benefits to service users, volunteers, and paid staff.
- Will not introduce volunteers to replace paid staff.
- Will endeavour to identify and cover the costs of volunteers' expenses.
- Recognises that volunteer management is a designated responsibility within specific posts.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible, in line with FEAST's equal opportunities policy.

- Will offer suitable opportunities for and encourage service users to become volunteers and contribute to the delivery of our core meal services and healthy eating on a budget programmes, where appropriate, and in line with the volunteer recruitment, training and support processes.

Volunteer Activities

FEAST commits to involving volunteers directly in the following activities / services:

- Contribute to the delivery of core meal services. Primarily through using surplus food to make nutritious meals collaboratively in community and faith centres, temporary homeless hostels, mental health day centres and older persons sheltered accommodation. And/or using FEAST's van or volunteer's own vehicle to collect surplus food
- Form our Board of Trustees.
- Contribute to the delivery of FEAST's Healthy Eating on a Budget Programme (HEB), through assisting with content production, content delivery, session facilitation, or feedback gathering and analysis.
- Contribute to core FEAST operations through structured 'admin volunteer' positions. These positions include (but are not limited to): marketing, graphic design, fundraising, kitchen management, benchmarking, data and insights, and partnership management.

FEAST's Mission

To Improve the nutrition, health and wellbeing of people at risk of food insecurity in the UK.

FEAST Aims To

- Nourish those who need it most with nutritious cooked meals
- Support wellbeing and reduce loneliness through community dining and volunteering
- Empower people with skills and knowledge so they can climb the [food ladder](#)
- Promote sustainability by using surplus food as much as possible
- Influence change through research and sharing what we learn Improve malnutrition in individuals experiencing food insecurity.

Recruitment

Recruitment of volunteers will generally be from all sections of the community and will be in line with the FEAST Equal Opportunities Policy. Positive action in recruitment may be used where appropriate.

Anyone interested in becoming a volunteer for FEAST will be invited for an informal chat with the volunteer administrator or coordinator, which may be online or at a FEAST meal session. They will

be given an information pack including information about FEAST, their role, professional boundaries, and food safety and hygiene principles. In this conversation, they will be asked to explain their intentions for participating in FEAST and to share their experiences and interests so that there is an opportunity to discuss alternative volunteering roles both with FEAST and other organisations.

Every volunteer role will undergo a risk assessment, including DBS certification (where appropriate) to volunteer with vulnerable adults. Potential volunteers for such roles will be required to join the Protection of Vulnerable Groups (PVG) Scheme, and scheme records and/or disclosure records will be accessed. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

Recruitment of trustees will be led by the Chair of the Board and existing board of trustees. This will involve an informal conversation to communicate motivations and expectations of both sides. A job description will be made available for each specified trustee position (not for generic trustees) and this will be shared with any interested candidates.

Induction & Training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken. For the majority, this will be to prepare meals using surplus food with and for vulnerable adults. Volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities and the volunteer's responsibilities to them.

Support & Volunteer Voice

The Volunteer Coordinator is responsible for the support and development of all general volunteers (not 'admin volunteers' as outlined above). The Volunteer Coordinator will also provide advice and guidance as needed.

Admin volunteers will be supported and guided by the relevant member of the operations team, e.g. the impact & marketing coordinator will be responsible for marketing and data insights volunteers, the fundraising manager will be responsible for fundraising volunteers.

Volunteers have the right to request a reference based on their voluntary work with FEAST. FEAST has the right to refuse this request where the standard or quantity of work has not been sufficient to warrant a positive reference.

FEAST will encourage volunteers to increase their involvement in our services and move to different projects where volunteer input is beneficial and there is subsequent interest from the volunteer.

Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from the organisation.

Volunteers will be consulted in decisions which affect them, including changes to processes, reimbursements, and service involvement. FEAST is also committed to developing consultation and representational procedures for volunteers and established a volunteer board in January 2025.

Confidential Records

Comprehensive details will be kept on volunteers. This will include, but is not limited to, the registration form, email address, telephone number, references, placement details, crisis contact, correspondence and any other relevant information in accordance with FEAST confidentiality policy.

This information will be kept secure with access limited to the operations team only.

All information kept on volunteers will be reviewed annually. If an individual no longer wishes to volunteer with FEAST their data will be kept no longer than 12 months, in line with our annual data review.

Should you wish for your data to be removed more immediately, please contact the Volunteer Coordinator.

Expenses

FEAST will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses, by way of providing receipts (manual or electronic) to the Volunteer Coordinator.

All expenses should be submitted to the Volunteer Administrator or Coordinator. These will be added to our finance system (currently Xero via Auto Entry) for payment alongside staff expenses at the end of each month, subject to approval. All volunteer expenses must comply with FEAST's expenses policy. All expenses must be approved by the Operations Manager or CEO (depending on value) prior to being paid.

Insurance

Volunteers will be covered by insurance while carrying out agreed duties, as per the indemnity insurance policy and motor vehicle policy. Copies of these policies are available upon request.

Volunteers using FEAST vehicles to perform FEAST services (e.g. collect surplus food, make meal deliveries) will be insured under FEAST's motor vehicle insurance policy.

Volunteers using their own vehicles to perform FEAST services (e.g. collect surplus food, make meal deliveries) must have valid vehicle insurance in compliance with UK law. FEAST is not liable for any fines accrued due to invalid or missing vehicle insurance. FEAST will not provide partial or full payment for any damage occurring during the delivery of FEAST services. Volunteers should make sure their motor vehicle insurance covers volunteer activity when they are using their own vehicles.

Health & Safety

FEAST will take all practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with FEAST's Health and Safety policy.

This is available on our website at: <https://www.feastwithus.org.uk/policies> or in the operations manual at any of our venues.

Equal Opportunities

Volunteers and staff will work in accordance with the FEAST Equal Opportunities Policy and will prevent discrimination on any grounds. Any discrimination by staff or other volunteers should be reported immediately to a member of FEAST staff so that it can be investigated. Any discrimination found to have been committed may result in the cessation of volunteer opportunities for that individual.

Monitoring & Evaluation

FEAST will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy. This may include various formats such as structured questionnaires, focus groups, and casual drop-in sessions.

Any changes to volunteer policies and processes will be communicated via our website: www.feastwithus.org.uk/updates

Contacting Us

If you have any questions about this policy, please contact us at info@feastwithus.org.uk.

Reviewed and approved on 2 April 2025 by Caroline Monkhouse Flower, CEO, and Helen Burgess, Chair of the Board of Trustees, on behalf of the board.

Signed by:



Helen Burgess
Chair of the Board of Trustees

FEAST With Us, Registered Charity in England and Wales

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