



Walking Policy #feedthehomelessBRISTOL

To avoid confusion, we would like to clarify that #feedthehomelessBristol is our official name our charity number is 1169924. We are not affiliated with other groups or organisations which are also operating under the name 'Feed the Homeless'.

For the purpose of this policy and wording used within #feedthehomelessBRISTOL we would also like to clarify that:

Walk / Walking: is the activity describing the distribution of food and items to the homeless

Walkers: refers to the volunteers who help in walks / walking

Introduction

#feedthehomelessBRISTOL helps provide hot or cold food, drinks and sometimes, clothing / bedding for the homeless community in the Bristol area. This important work couldn't happen without our team of amazing volunteers that make our walks possible. Our Walking Policy is designed to set out the standards that our charity organisation wishes to promote for our volunteers and for the service we provide. Through this policy we wish to demonstrate our charity's commitment to both our volunteers and service users. Our aim is to ensure fairness and consistency and to describe the reasonable expectations that we have for volunteers who take part in walking. This policy should be read together with the Walking Guidelines and Risk Assessment.

We kindly request walkers to:

- Complete the volunteer registration form, emergency contact form and photo consent form and that this be either handed back or emailed to info@feedthehomeless.org.uk
- Read and follow the Walk Guidelines for guidance and what to expect during walks.
- Walkers can join walks through Neighbourly an online booking system. Gary will email though details on how to log onto this.
- Inform the Heads of Walk - Shada Nasrullah, Gary Webber or the delegated lead walker if you are unable to make a walk or are running late. We understand that circumstances change and things come up, sometimes at short notice. If volunteers can no longer make their walk, please make contact as soon as possible so that cover can be sought if needed.

Health and Safety

We're committed to ensuring the wellbeing of everyone on our walks. We will always work to take practical steps to minimise the risk of harm, to both walkers and our service users. If at any time during a walk there is a risk of danger to the group or an individual, this must be reported to the lead walker. Walkers should follow any guidance or direction offered by the lead and if necessary remove

yourself from the area completely. Any hazards or concerns that arise during a walk should equally be reported to the lead walker.

At present, there is no maximum number of walkers that can take part in any one walk. However, if the number of volunteer walkers is considered too large and deemed to jeopardise the health and safety of how the walk is carried out, a cap may be put on by the Head of Walk Team or Project Co-ordinator. In the event that, there are only a minimum number of volunteers available, a walk may only be conducted if there are at least 2 walkers. If only 1 volunteer is available, then any food needs to be taken to a hostel. For health and safety reasons, a volunteer should not walk on their own.

It is important that volunteers:

- Carry out tasks without endangering their Health and Safety or that of other volunteers, service users or the general public.
- Follow relevant instructions and procedures relating to safety and follow guidance provided by the lead walker.
- Inform the Head of Walk team or Project Co-ordinator of any personal health and safety or wellbeing requirements or if there are doubts regarding health and safety responsibilities.

Safeguarding

We're committed to equal opportunities and aim to treat everyone with dignity and respect. However we cannot provide specialist care or support for people who have special needs or who are unable to care independently for themselves. We cannot take responsibility for looking after children under the age of 18 years.

If you would like to bring a child or children to a walk please make a request to the Head of Walk Team or Project Co-ordinator so that it can be considered, and then booked and planned through Neighbourly. Please ensure that as the parent or carer, you read the Child Protection Policy, Walk Guidelines and Walk Risk Assessment and help support children or those with special needs to follow them.

Confidentiality

It's important that whilst representing #feedthehomelessBRISTOL, all volunteers in any role, recognise and maintain confidentiality. Being respectful of information disclosed by volunteers, or any #feedthehomelessBRISTOL business, and that regarding service users. We require that any confidential information is kept private, unless sharing this information is required by law.

Social Media

#feedthehomelessBRISTOL aims to make the best use of all available technology to improve the way we carry out our service. This includes using all reasonable and cost effective means to improve the way we communicate, reach out and interact with other organisations, individuals and directly with our team of volunteers. We request volunteers representing #feedthehomelessBRISTOL consider the following points when discussing or referring to our work on social media.

- Please ensure that communication has a purpose and benefit for the charity
- Ensure communications are made in a professional way

www.feedthehomeless.org.uk

Charity No. 1169924

info@feedthehomeless.org.uk



- Please do not breach confidentiality by revealing confidential information about #feedthehomelessBRISTOL or about an individual such as another volunteer or other organisation with whom we may be working in partnership with
- Do not bring the charity into disrepute for example by: making defamatory comments about individuals or other groups / organisations or post images that are inappropriate or links to inappropriate content
- We request volunteers be responsible in making sure when referring to #feedthehomelessBRISTOL on social media, that conversations or blogs are done to develop the nature of our work and where possible build connections and a positive reputation within the community.
- Equally, in promoting #feedthehomelessBRISTOL, we may reference the work of a volunteer/s or use pictures of volunteers on various social media platforms. If a volunteer would not like to be featured or referenced on social media to promote the work of the charity please let the lead walker or project co-ordinator know in advance.

Expenses

Our designated meeting place is at the Cabot Circus car park ground level area A. If walkers, choose to park at Cabot Circus the cost for the evening is £2. At present, Feed the Homeless Bristol does not reimburse volunteers for the cost of parking or any out of pocket expenses. Walkers can park near Staples on Wellington Road if they wish to park for free.

If volunteers are dropping food off and stay no longer than 10 minutes there will be no charge.

Car Park management at Cabot Circus have confirmed that parking tickets will be validated at the ticket office on Level 3 for volunteers staying no longer than 1 hour on **Fridays or Saturdays only**. This may be useful for volunteers who only help with pre-walk preparations or helping to distribute in the Tunnel area only.

Leaving a volunteer role

If a volunteer wishes to stop volunteering with Feed the Homeless they can do so at their own discretion at any time. We're committed to making sure volunteer experiences are good ones therefore we may wish to find out about your reasons, if it means we can improve how we manage things. Equally, Feed the Homeless Bristol may sometimes need to cancel a volunteer role, which will be done at our discretion.

(June 2017)

To get in contact regarding Walks you can contact:

Shada Nasrullah - Head of Walks - 07584 299 207

Gary Webber – Head of Walks – 07767 615 422

Naseem Talukdar – Project Co-ordinator and Trustee naseem@feedthehomeless.org.uk