

# **USEFUL HINTS & TIPS**

## **FOR LUNCH CLUBS**

**February 2014**

**Disclaimer:**

The information provided here is intended for guidance only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it

## ABOUT THE 'HINTS & TIPS'

The number of Lunch Clubs is growing across Norfolk. In November 2013 there were over 70 Lunch Clubs listed on the Adult Social Care. There will be others that we don't know about yet so if you are aware of any please let us know.

Details of Lunch Clubs are included in the Norfolk Directory on the Norfolk County Council website: <http://www.norfolk.gov.uk/directory> available to all.

Search for 'lunch clubs', then choose 'A-Z' as it will be easier to find what you are looking for.

Additional Clubs will always be needed in areas where there is a demand.

This document provides information for people currently running a Lunch Club or for people who want to set up a new Lunch Club. It includes:

- template forms which are designed to support the administration side of running a Lunch Club. These include templates of membership forms, referral forms, volunteers' application form, payment and attendance register and food temperature monitoring.
- suggestions for the quality standards which need to be monitored and maintained in the running of a Lunch Club.

If you are considering setting up a lunch club or already run a lunch club but would prefer not to provide the catering, then Norfolk Trading Standards' Trusted Trader (TT) meal suppliers may be able to deliver meals to your lunch club. To find a list of current TT suppliers go to the Council website:

[http://www.norfolk.gov.uk/Community\\_and\\_living/Consumer\\_advice\\_and\\_protection/Norfolk\\_Trusted\\_Trader/index.htm](http://www.norfolk.gov.uk/Community_and_living/Consumer_advice_and_protection/Norfolk_Trusted_Trader/index.htm)

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## WHAT IS A LUNCH CLUB?

The dictionary definition suggests there are two main models of lunch clubs - a **social welfare model** predominantly aimed at older people and a **shared interest model** where groups of people get together to network . In fact an internet search throws up a whole range of models – from social networking opportunities for people working at home, to school lunch clubs, healthy lunch clubs, and office lunch clubs. The basic model is the same. There is the opportunity to have a meal, often an affordably priced meal, outside of the home and there is also the opportunity to meet with others in a social setting.

For older people living on their own both can be equally important. Lunch Clubs also provide a very important way of supporting older people by helping them to remain independent within the context of their own community.

A Lunch Club is:

- a place where members of the community, particularly older or vulnerable people, come together to share a meal.
- run by volunteers from a community group, church group or school.
- somewhere to have social contact and meet with friends.

A Lunch Club may also provide:

- the opportunity to take part in other activities e.g. knit and knatter or handicrafts, board games, keep fit, reading groups, access to the internet classes, reminiscence groups.
- access to information or advice
- access to services such as foot care
- a forum for organising other community activities such as day trips.

## IS A LUNCH CLUB NEEDED IN YOUR AREA?

This is going to be the first question that you will need to answer if you are thinking of starting up a Lunch Club. It is a good idea to ask people in your local area if they would support the idea of a Lunch Club, and whether they would like to be members or volunteers. You can get this information in a way that suits your locality.

- Posters
- Advertising in local parish or town magazines

- Surveys (such as asking people who attend other social groups in the area)
- Seeking the advice and support of your local town or parish councillors

To find out whether there are any existing lunch clubs in your area, you can search on the council website: <http://www.norfolk.gov.uk/directory>

Search for 'lunch clubs' and then choose 'A-Z' as it's easier to find what you are looking for alphabetically.

Age UK currently provide a variety of lunch clubs and day opportunities across the County - for further information contact:

Age UK Norfolk - telephone their advice hotline: 0300 500 1217

Age UK Norwich - telephone their advice hotline on 01603 496333 or visit their website at <http://www.ageuk.org.uk/norwich/activities--events/luncheonclubs/>

## **CHOOSING A VENUE**

Once you have established that there is a demand for a Lunch Club in your area, you will need to find a suitable venue. Lunch Clubs are mainly located in Community Centres or Church Halls; however they may also operate from schools, day centres, sheltered housing, leisure centres, cafes, pubs or clubs.

It is important that the Lunch Club is located close to the community which it serves.

The basic requirements for a Lunch Club venue are:

- a room big enough to accommodate the expected number of members.
- suitable access for all members including those with mobility issues or sensory impairment.
- adequate heating and lighting.
- suitable tables and chairs.
- adequate toilet facilities which include disabled access.
- kitchen facilities which are adequate to permit the preparation and/or serving of the required number of meals.
- kitchen facilities which meet basic Food Hygiene Standards or which can be readily upgraded to meet such standards.
- sufficient supply of cooking equipment, crockery and cutlery.

Affordability is also an important consideration (any hire charges for the venue per hour / per session, or other additional charges).

Local pubs that serve meals and are prepared to host a lunch club mean that the organisation of the club is simpler.

The advantages are that there is no need to:

- find cooks,
- hold food hygiene certificates
- think about the purchase, preparation and cooking of food
- they are usually equipped with appropriate furniture
- you do not need to find rent or hold money for the payment of meals
- they also attract more men to participate in a 'normal' social environment.

## **SOURCES OF FOOD**

If you are not using premises that provide food there are various options to consider

- Purchase ready cooked fresh or frozen meals from one of Norfolk County Council's Trading Standards' Trusted Trader meal suppliers - details can be found at: <http://www.referenceline.com/tradingstandards/norfolk/>
- Purchase ready cooked meals from a school (some schools in Norfolk already provide meals to lunch clubs, however this is term time only), residential homes or even factory canteens.
- Purchase fresh food and cook using your own cook(s) – requires more work but often preferred to frozen meals. You need to consider whether the premises have the space for fresh food preparation and sufficient capacity for cooking the meals.

## **MENUS**

You will need to speak to people that plan to use the club about their meal preferences in order to offer a variety of meals. If you do not get a good balance of different meals to appeal to different tastes then attendance might suffer.

Clubs will often have six or eight meals that they know people enjoy and do these on a rota. Others also have different summer and winter menus.

## **MONITORING AND EVALUATION**

Once the club is started and running smoothly we need to keep it that way. Monitoring is simply about keeping an eye on things so that customers are satisfied and all legal requirements are met.

Some of the standards are laid down by law (Food Hygiene) and systems for monitoring these are often provided by the local environmental health department (see Appendix 16 for your local department).

Monitoring of customer feedback can be done informally through asking questions of the customers on the day or slightly more formally through having simple questionnaires. By getting the feedback you can keep the club relevant to the customers that come and if they are enjoying it they will tell other people (similarly if they are not enjoying it they will do the same!)

## **MANAGING THE MONEY**

Depending on the status of your organisation (e.g. a charity or an incorporated body such as a company or an industrial and provident society) it may be a legal requirement to produce a report on your organisation's finances. If your organisation is not a charity and is unincorporated the responsibility to report is more moral than legal. However, if you wish to apply for funding opportunities (see page 8), to help start the club you will almost certainly have to report to the funder on how the money was used. If this is the case keep records from the beginning to enable you to complete the return to the funder.

The Management Committee of a Lunch Club has a legal duty to safeguard its funds and to make sure that they are used properly.

❖ **Appendix 1** - financial procedures.

You may wish to consider:

- Establishing a good book-keeping system to help you record all your clubs finances
- Designing a set of effective financial controls
- Preparing a set of year end accounts for presentation to members and (where applicable) to funders.

## **ESSENTIAL POLICIES FOR A LUNCH CLUB**

It is good practice to have some essential policies in place when you consider setting up a Lunch Club. These include a Lunch Club Constitution, a Health & Safety Policy, an Equal Opportunities Policy, and a Policy on the Protection of Vulnerable Adults.

### **1. A Lunch Club Constitution**

A Constitution provides a formal framework for ensuring that your Lunch Club operates effectively and keeps up to date with records and developments.

Everyone who is involved with the Lunch Club should agree to work within the boundaries of the Constitution.

❖ **Appendix 2** - example of a Lunch Club Constitution

### **2. A Health and Safety Policy**

If you have five or more employees you will need to have a written health and safety policy statement. Your health and safety policy statement is the starting point to managing health and safety in the workplace and sets out how you manage health and safety in your organisation. It shows your staff, and anyone else, that hazards have been identified and risks assessed, eliminated or controlled. When you draw up or review your policy, you should discuss it with your employees / helpers.

❖ **Appendix 3** - example of an health and safety policy

Further information and advice can be found on the HSE website at:

<http://www.hse.gov.uk/voluntary/manage-low-risk.htm>

### **3. An Equal Opportunities Policy**

Employees and volunteers have a right to be treated fairly and considerately, which is supported by law. Luncheon Clubs therefore should be committed to taking positive steps to promote and sustain equal opportunities amongst its trustees, staff and volunteers.

An equal opportunities policy should state the Luncheon Club's values on equality and diversity (fairness) and how these will be put into practice. The policy will also demonstrate to staff, potential recruits, volunteers and customers that the organisation is serious about fairness at work and will help to identify the behaviour expected, the behaviour which is not acceptable and

what can be expected from the organisation. An equal opportunities policy may assist Luncheon Clubs to obtain funding, as it underpins the Luncheon Club's action plan and assists the Luncheon Club to comply with the law. There are several pieces of legislation that combat discrimination and promote equal opportunities and diversity.

For an equal opportunities policy to be effective, it must have the support of everyone in the Luncheon Club. All employees and volunteers should be made aware of the Luncheon Club's equal opportunities policy and it is good practice for all existing and new employees to receive training.

❖ **Appendix 4** - example of an equal opportunities policy.

#### **4. A Policy on Adult Protection (Safeguarding)**

When setting up a Luncheon Club, it will also be important to consider the safety of members who may be vulnerable due to age, frailty, their mental health, or their physical or sensory disability, or illness. Everyone involved with providing the Lunch Club should be aware of what they need to do if they become aware of a case of elder abuse. For information or advice, please contact the council's Safeguarding Adults Team on 0344 800 8020.

Further information can also be found on the Norfolk County Council website:

[http://www.norfolk.gov.uk/Adult\\_care/Keeping\\_safe/Safeguarding\\_adults/index.htm](http://www.norfolk.gov.uk/Adult_care/Keeping_safe/Safeguarding_adults/index.htm)

❖ **Appendix 5** - Safeguarding - Guidance for Care Providers

### **FUNDING OPPORTUNITIES**

If you wish to seek out financial support, grants etc, a good starting point is the *Norfolk Community Foundation* which supports charitable groups in the county whose work benefits local people and meets local needs. Grants are available from £500 and under up to £100,000 for some funds – most are in the range of £2,000 - £5,000. Some of their funds have particular requirements, but many are countywide and able to support a wide range of causes. *Norfolk Community Foundation* welcomes applications from both new and established groups. For further information, visit their website at

<http://www.norfolkfoundation.com/> or telephone 01603 623958.

## **INSURANCE FOR LUNCH CLUBS**

Lunch clubs working with volunteers must recognise the risks that this can entail as failure to address these can have ramifications for your organisation, your volunteers and potentially the wider public. Lunch Clubs are advised to take out public liability insurance as part of their Constitution. This would provide protection to the Lunch Club if it were to cause damage or injury to third parties through its proven negligence.

❖ **Appendix 6** - insurance advice for Volunteers © Volunteering England

## **VOLUNTEERS**

Lunch Clubs may be supported by volunteers who wish to provide a valuable service for people within their community. You may already know of people who would wish to volunteer, and, if you choose volunteers rather than paid helpers, you will need to ensure that you have enough volunteers to support the tasks required and the capacity of the Club. All clubs need people to set up, prepare and serve food and clear away after the meal. These can be paid staff or volunteers or a mixture of both. Some clubs also use volunteer drivers to provide all or some of the transport either via community transport or volunteer driver schemes.

Volunteers are often offered training in food hygiene and sometimes first aid.

Lunch clubs that are volunteer-run also require volunteers to take part in their management committees and be involved in the day to day running and administration of the lunch club. This can be arranging meals, raising and managing funds, dealing with hall or room bookings, building links to other organisations and statutory agencies in the area.

Adequate information needs to be kept about volunteers working in the Lunch Club.

This record could also detail training which the helper has undertaken.

❖ **Appendix 7** - template for recording information on volunteers.

## **Induction for Volunteers**

Good practice would be to have an induction procedure for all volunteers of lunch clubs so that everyone is introduced, welcomed to the club, familiar with their surroundings and knows what is expected of them.

❖ **Appendix 8** - template for volunteer induction

## **DBS (DISCLOSURE BARRING) CHECKS**

Going to a Lunch Club should be an enjoyable and safe activity that improves the quality of life of people within their community. Many of the people who attend lunch clubs can be vulnerable due to age, ill health or disability, and it is important that everything possible is done to protect their safety, and to ensure that they are not put at risk of harm or abuse.

### **What is a Disclosure and Barring Service check?**

The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) have merged into the Disclosure and Barring Service (DBS). CRB checks are now called DBS checks.

A DBS check is a mandatory requirement for people who work with children or vulnerable adults. Many organisations also choose to carry out DBS checks for other positions of trust. A DBS check is a way for organisations to ensure that their employees and volunteers are safe and reliable and have no previous convictions that may affect their role.

Recent changes in the law mean it is no longer mandatory for any volunteers or catering staff to be DBS checked. There are now only six types of activity which can be classed as 'regulated activity' relating to adults. You can find details on the Government website: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

❖ **Appendix 9** - Government definition of 'regulated activity'.

## **TRANSPORT AND TRAVEL**

For members, travel to and from the Lunch Club will be an important consideration.

Transport to and from a Lunch Club could be:

- a pick-up service provided by the volunteers using their own vehicles
- by Community Transport schemes which operate in various parts of the County
- by public transport

Some members will be able to make their own way and so vehicular access and the provision of adequate parking need to be considered.

## **INSURANCE FOR VOLUNTEER DRIVERS**

Some Lunch Club volunteers use their own cars and operate a rota to collect members who could not otherwise attend. All drivers are required by law to have motor vehicle insurance. If your organisation involves volunteer drivers using their own vehicles, you must ensure that volunteers have up-to-date insurance cover and a current driving licence valid for the type of vehicle being driven. They should inform their insurance company that the vehicle is being used for voluntary activities (which should not cost them any extra on their insurance premiums). You may wish to consider issuing drivers with a standard form that can be sent to insurance companies informing them of the nature of the volunteering. The returned form acts as a confirmation that the volunteers are insured.

## **MEMBERSHIP OF THE LUNCH CLUB**

Individual clubs may have specific criteria for accepting members, for example a defined catchment area or a membership based on age. From time to time other agencies may refer individuals who they think would benefit from the facilities a Lunch Club has to offer. Many members will come of their own volition and may also introduce friends or neighbours. Consideration should be given to ways of welcoming and supporting new members, especially those who come to the Lunch Club on their own e.g. a named volunteer could meet and greet the new member and introduce them to the Club facilities and to other members.

It will be necessary to obtain and retain some personal information about members. The range of information requested from members is at the organiser's discretion, but some personal details and contact information are essential. In case of accident or emergency a contact number for next-of-kin would be helpful, as would some detail of medical history which would be useful to the emergency services.

- ❖ **Appendix 10** - template for a Lunch Club membership form.
- ❖ **Appendix 11** - referral form for membership of a lunch.

## **COLLECTING AND STORING PERSONAL INFORMATION**

It is important that all personal information on members and helpers is stored securely and that it is treated with respect and confidentiality, in line with the legislation which governs data protection.

## **ATTENDANCE AND PAYMENT RECORDS**

It is useful to record attendances and payments from members. Fire Regulations will require that there is a record of the number of people in the building at any one time. Recording payments also ensures that basic financial accountability is achieved.

❖ **Appendix 12** - template of a Lunch Club Member Attendance Register.

## **FOOD SAFETY**

Some lunch clubs cook meals at the venue, in which case the kitchen should have an environmental health inspection carried out by the Environmental Health Department at your local district council. Volunteers and helpers are advised to undertake training in Food Hygiene.

Good practice in food hygiene is essential within every Lunch Club. At each meal, the temperature of food should be checked, recorded and signed for on a chart.

❖ **Appendix 13** - template of a food temperature chart.

❖ **Appendix 14** - Food hygiene tips

## **ADDITIONAL CONSIDERATIONS**

Most lunch clubs usually need a small amount of funding to get up and running. This may be to cover basic equipment, insurance, volunteer checks, training, and publicity. Training will often include basic food hygiene, food and health, first aid. Some clubs hold fundraising events to cover additional costs.

There may be times when you need advice, support or emergency help.

❖ **Appendix 15** - Useful contacts - as a starter!

❖ **Appendix 16** - City and District Council - Food Safety

❖ **Appendix 17** - Useful emergency numbers

## APPENDIX 1

### FINANCIAL PROCEDURES

Lunch Club Management Committees may wish consider adopting some or all of the following **financial procedures**:

- Tasks that need to be done;
- Who will do these tasks;
- Who will ensure the tasks are done properly.

For budgeting purposes, the management committee needs to:

- Know much their activities will cost;
- What funds will pay for these activities;
- How their actual spend compares to the budgeted spend.

The lunch club's financial record keeping should:

- Include day to day entries for all monies received or spent, showing source or destination of funds;
- Contain complete and accurate records with a clear audit trail.

Financial reports should:

- Show any variations between actual and budgeted income & expenditure;
- Include a narrative to explain significant variations.

Planning & decision-making should:

- Ensure the management committee's attention is properly balanced between future and past performance;
- Requires the financial system to produce good quality information for the management committee.

## APPENDIX 2

### An example of a Lunch Club Constitution

1. ....Lunch Club will provide a regular opportunity for people in the local community to come together to share a meal and take part in other activities.
2. Membership of the Club will be made up of helpers and Members.
3. Members will be those who use the facilities provided, and have completed the necessary membership forms.
4. Helpers will be those who are involved in the running of the Lunch Club and who have completed the necessary application /membership forms.
5. The Club will have a Management Committee comprising a Chairperson, Treasurer and Secretary, plus two additional Helper members and two Members.
6. The Management Committee will be established by nomination and voting as necessary at the Annual General Meeting.
7. The Management Committee will meet regularly throughout the year.
8. The Annual General Meeting will take place monthly/quarterly/twice yearly
9. The Club will have its own bank account with .....(bank).
10. All monies raised by or on behalf of the group shall be applied to further objects of the group and to no other purpose.
11. The Club will take out public liability insurance and make all necessary background checks on Helpers.
12. The Treasurer will produce Annual Accounts for presentation at the AGM.
13. Helpers who take part in the preparation of food will have gained the Basic Food Hygiene Certificate.

### Dissolution of the Lunch Club

14. If at any time a majority of the Committee decide that it is advisable to dissolve the Lunch Club it shall call a meeting of all members stating the proposed resolution. A simple majority at such a meeting shall confirm such a decision.
15. Any equipment and/or monies left after settlement of debts shall be donated to such other charitable organisations or institutions having objects similar to all or some of the objects of the group operating in the ..... area. This will be through the auspices of..... Lunch Club or its successor organisation.

This constitution was adopted as the *CONSTITUTION OF NAME OF LUNCH CLUB*

\_\_\_\_\_ at the meeting held at  
\_\_\_\_\_ on \_\_\_\_\_

**Signed** .....  
**Signed** .....

**Chair**  
**Secretary**

## APPENDIX 3

### Health and Safety Policy (Volunteering England Sample)

Please adapt this sample document according to your actual working practices, so that it accurately describes them whilst reflecting relevant good practice and legal issues. More information can be found at: [www.volunteering.org.uk/goodpractice](http://www.volunteering.org.uk/goodpractice)

Please also note that Volunteering England is not able to accept responsibility for the use of this document by another group or organisation and our logo should not appear on any versions adapted for your own use.

#### **“Health and Safety Statement**

Any Organisation is committed to the Health and Safety of our volunteers. We carry out risk assessments, which we act upon to lower risk. This includes a risk assessment of:

- the premises on which we operate
- the organisation’s activities
- the roles carried out by volunteers

We will provide volunteers with any information, training or equipment they need to remain safe whilst carrying out their volunteering tasks.

Volunteers are expected to remember their duty of care towards the people around them, and not act in a way that might endanger those around them.

Volunteers are included in our Health and Safety policy which also includes Risk assessments.” (see example below)

For further information and to view example risk assessments go to:  
<http://www.hse.gov.uk/risk/casestudies/>

# Health and safety policy

This is the statement of general policy and arrangements for:

Overall and final responsibility for health and safety is that of:

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

Name of organisation
Name of employer / volunteer

Task	Hazards	How Likely is it to happen?	How Serious could it be?	Level of risk	What action(s) will be taken?

## APPENDIX 4

### An Example of an Equal Opportunities Policy

.....*Lunch Club* is committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that our workforce will be truly representative of all sections of society and each employee and volunteer feels respected and able to give of their best. To that end the purpose of this policy is to provide equality and fairness for all employees, volunteers and service users, whether full-time or part-time, and not to discriminate on grounds of gender (including sex, marriage, gender reassignment), race (including ethnic origin, colour, nationality and national origin), disability, sexual orientation, religion or belief, or age.

.....*Lunch Club* opposes all forms of unlawful and unfair discrimination.

#### 1. Responsibility

The overall responsibility for ensuring effective implementation of .....*Lunch Club's* Equal Opportunities policy is assigned to .....(Lunch Club Leader). This responsibility includes ensuring that all employees and volunteers are notified of the details of this policy and are aware of its implications through the provision of appropriate training. All line managers have responsibility for promoting equality of opportunity, and should ensure that their own procedures and practices comply with the provisions of .....*Lunch Club's* Equal opportunities policy. The performance and example of managers is crucial to improving opportunities for all. Individual employees and volunteers at all levels have responsibility for ensuring that equality of opportunity is consistently provided in all of .....*Lunch Club's* employment practices and activities.

#### 2. Recruitment and selection

.....*Lunch Club* will strive to:

- Ensure that all employees and volunteers are recruited on the basis of ability and other objective relevant criteria.
- Work towards ensuring that through recruitment, its workforce better represents all sections of society.
- Ensure that it communicates job/volunteering opportunities to all sections of the community, ensuring that it does not discriminate against, or discourage applications from any section of the community.
- Ensure that all involved in the recruitment selection are trained on equalities issues.
- Use appropriate legislation as a framework for action to support the recruitment process in a positive way.

#### 3. Training and organisational development

.....*Lunch Club* will:

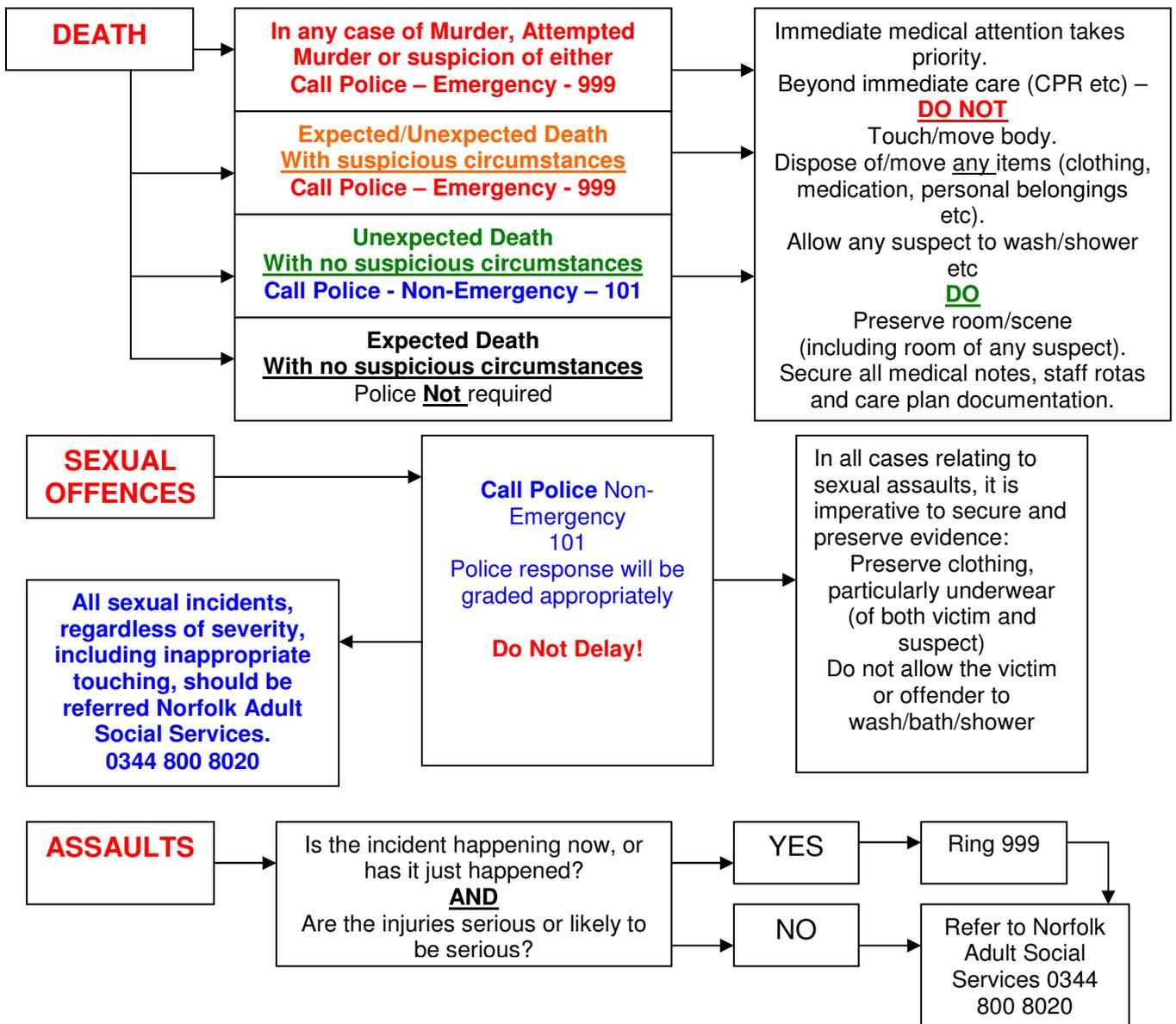
- Seek to ensure that all employees and volunteers are developed by the provision of appropriate and accessible learning opportunities in line with organisational and individual needs.
- Ensure that vacancies are open to existing staff and volunteers.

## APPENDIX 5 - Safeguarding

### Guidance for Care Providers – When to notify Police – Urgent & Non-Urgent

The following can never be resolved internally and should always be reported to the Police, regardless of victim/family views:  
**Incidents of Death – Sexual Offences (regardless of severity) – Serious Assaults**

**Any ongoing incident that presents a threat to life and/or serious injury - Call Police - Emergency – 999**



\* Injuries deemed to be serious, would be those more serious than: Grazes, abrasions, minor bruising, reddening of the skin, superficial cuts etc.

**In any case where the circumstances dictate that the Police are notified  
 DO NOT DELAY – Evidence can be lost!  
 IF IN DOUBT SHOUT IT OUT - to make referral Tel: 0344 800 8020**

## APPENDIX 6

### INSURANCE FOR VOLUNTEERS SUMMARY VOLUNTEERING ENGLAND INFORMATION SHEET

© Volunteering England 2008.

All volunteer-involving organisations should have an insurance policy that covers volunteers. There are several different types of policy, so it is often confusing to work out which is the most appropriate. Basically, the organisation itself should be covered either under **employer's liability insurance** or **public liability insurance** in the event of volunteers being harmed due to the organisation's negligence.

**Public liability insurance** should cover both the organisation and the volunteer in the event of a third party being injured through the actions of a volunteer.

Depending on the type of work involved, the organisation may need **professional indemnity insurance** as well.

This Information Sheet provides a brief outline of the main types of insurance that volunteers could be covered by whilst volunteering.

- Employer's Liability Insurance
- Public Liability Insurance
- Professional Liability Insurance
- Personal Accident Insurance
- Insurance for volunteer drivers

### GOOD PRACTICE

As an organisation, it would be good practice to follow these pointers to ensure that you have the appropriate insurance in place to cover your volunteers:

- ensure that your policies **explicitly mention** volunteers because they may not be automatically included in your insurance cover
- check with your insurer if there are **upper and lower age limits** for volunteers **before** recruiting younger or older volunteers
- make sure that your insurance company is aware of the **types of activities** that the volunteers will be doing, because if the tasks are high-risk then the insurance policies will need to be adapted to accommodate these risks
- produce a **written risk assessment** for each of the roles that volunteers will be performing, because this will help your insurer to tailor your policy to suit your needs

## **TYPES OF INSURANCE COVER**

### **❖ Employer's Liability Insurance (this is only required where there are paid employees)**

This covers paid employees in the event of accident, disease or injury caused or made worse as a result of work or of employer's negligence. This insurance does not automatically cover volunteers. There is no obligation to extend the policy to cover volunteers, but it is good practice to do so. The policy must explicitly mention volunteers if they are to be covered by it.

### **❖ Public Liability Insurance**

This should always explicitly mention volunteers. Also known as third party insurance, it protects the organisation for claims by members of the public for death, illness, loss, injury, or accident caused by the negligence of the organisation. Public liability insurance generally covers anybody other than employees who come into contact with the organisation. This should include volunteers, covering them against loss or injury caused by negligence of the organisation if they are not covered under the employer's liability insurance. It also protects for loss or damage to property caused through the negligence of someone acting with the authority of the organisation, which would include the actions of volunteers.

Public liability cover should clearly cover loss or injury caused by volunteers. In some cases a volunteer could be sued as an individual for damage caused to a third party, so the organisation's public liability insurance should indemnify them against this.

### **❖ Professional Liability Insurance**

Professional liability, professional indemnity errors and omissions or malpractice insurance covers the organisation for claims arising from loss or injury caused by services provided negligently or without reasonable care. Such loss might arise, for example, from incorrect care or inaccurate advice. An organisation can be sued for claims arising from incorrect advice or information even if it is given free or via a telephone helpline. Professional liability insurance should also cover defamation, inadvertent breach of copyright, confidentiality and loss of documents.

### **❖ Personal Accident Insurance**

This covers volunteers in the event of injury, accident or death for which the organisation has no liability. There is likely to be an upper age limit on this form of insurance. This does not mean that people above this age cannot volunteer, but they should be aware that they are not covered for accidents where the organisation has not been at fault. Injuries to them arising from negligence would still be covered under liability insurance cover.

### **❖ Insurance for volunteer drivers**

If an organisation owns the vehicle being used, then it is responsible for arranging insurance. If the volunteer owns the vehicle, then he or she is responsible for arranging insurance and informing the insurer about his/her volunteer driving.

If a driver has an accident during their volunteering and there is a problem with the insurance for that vehicle, the organisation could be held responsible, whether or not

it owns the vehicle involved. The organisation can take out a Contingency Liability Policy to protect it from this risk.

For further information please read Volunteering England's information sheet 'Volunteer Drivers'. You can also find a sample form to send to an insurance company in the Good Practice Bank on Volunteering England's website.

<http://www.volunteering.org.uk/goodpractice/information>

**Further information is available from:**

**Association of British Insurers**

51 Gresham Street

London EC2V 7HQ

Tel : 020 7600 3333

Fax : 020 7696 8999

Website : [www.abi.org.uk](http://www.abi.org.uk)

**Volunteering England Good Practice Bank**

Includes a section about 'Health and Safety'

Website : [www.volunteering.org.uk/goodpractice](http://www.volunteering.org.uk/goodpractice)

**The VolResource website contains listings of specialist insurance brokers and policies**

Website : [www.volresource.org.uk/services/serv\\_ins.htm](http://www.volresource.org.uk/services/serv_ins.htm)

Every effort has been made to ensure that this Information Sheet was correct at the time of publication. It is intended as a simple summary of relevant insurance issues and suggests further sources of information. Volunteering England provides the contact details of insurance companies purely for signposting purposes and in no way endorses any of the companies listed in this information sheet. Legal advice should be sought where appropriate.

For more information on managing volunteers please visit

The Good Practice Bank at [www.volunteering.org.uk/goodpractice](http://www.volunteering.org.uk/goodpractice)

Voluntary Norfolk may also be able to provide help and advice. Website:

<http://www.voluntarynorfolk.org.uk/>

**APPENDIX 7**

**Lunch Club Volunteer  
Application / Membership Form**

**Name and location of lunch club:** .....

.....

**Full name:** .....

**Address:** .....

.....

**Gender:** .....

**Date of birth:** .....

**Tel:** .....

**E-mail:** .....

**Please state your reasons for wanting to volunteer at the Lunch Club and any relevant experience you have:**

.....

.....

.....

.....

.....

.....

**Other information: please include any information on your general health or any other information that you wish to share:**

.....  
.....  
.....  
.....  
.....  
.....

**Please provide the names of two people who can provide a character reference:**

Name :	Name :
Relationship :	Relationship :
Address :	Address :
Tel :	Tel :
E-mail :	E-mail :

**All the information requested on this form will be kept strictly confidential and will only be used in the event of an emergency, and to ensure that you are safe during your time as a Helper at the Lunch Club.**

**Please complete below before sending / giving this form back to your Lunch Club Coordinator:**

**I agree to perform my helping duties within the framework of the Lunch Club Constitution and I agree to any background DBS checks that the Coordinator is required to make.**

**Please print name:** .....

**Please sign:** .....

**Date:** .....

## APPENDIX 8

### VOLUNTEER INDUCTION CHECKLIST

**Volunteer Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

#### 1. Welcome

- Introduced volunteer to other members of staff
- Shown where to leave coat, bag and personal belongings
- Shown tea & coffee facilities
- Shown where toilets are
- Shown where staff notices are displayed
- Shown entrance and given access code if necessary

#### 2 The work

- Is the volunteer clear about their job role and title?
- The days and hours they are to work
- Who their supervisor is
- Who will receive them if not the supervisor
- What the volunteer should do if they are unable to attend
- What the volunteer should do if someone else is unable to attend (back-up!)

#### 3 Administration

- Give badge for wearing on duty
- Show where volunteer register is kept and signing-in procedure
- Fix date for initial review "how are things going?"

#### 4 Health & Safety

- Have you explained the fire procedure including locations of alarms and extinguishers?
- Have you shown the volunteer how to record any incident?
- Have you checked they are aware of what to do in the event of an incident?
- Have you run through aspects of the risk assessment for the role, amending as appropriate?

**Signature of inductor:** \_\_\_\_\_

**Signature of volunteer:** \_\_\_\_\_

## **APPENDIX 9**

### **DBS - Government definition of 'regulated activity' relating to adults**

The new definition of regulated activity relating to adults no longer labels adults as 'vulnerable'. Instead, the definition identifies the activities which, if any adult requires them, lead to that adult being considered vulnerable at that particular time. This means that the focus is on the activities required by the adult and not on the setting in which the activity is received, nor on the personal characteristics or circumstances of the adult receiving the activities. There is also no longer a requirement for a person to do the activities a certain number of times before they are engaging in regulated activity.

There are six categories of people who will fall within the new definition of regulated activity (and so will anyone who provides day to day management or supervision of those people). A broad outline of these categories is set out below. For more information please see the Safeguarding Vulnerable Groups Act 2006, as amended by the Protection of Freedoms Act 2012.

#### **(i) Providing health care**

Any health care professional providing health care to an adult or anyone who provides health care to an adult under the direction or supervision of a health care professional. Please see the Safeguarding Vulnerable Groups Act 2006, as amended by the Protection of Freedoms Act 2012, for further details about what is meant by health care and health care professionals.

#### **(ii) Providing personal care**

Anyone who:

- provides physical assistance with eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails because of an adult's age, illness or disability;
- prompts and then supervises an adult who, because of their age, illness or disability, cannot make the decision to eat or drink, go to the toilet, wash or bathe, get dressed or care for their mouth, skin, hair or nails without that prompting or supervision; or

- trains, instructs or offers advice or guidance which relates to eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails to adults who need it because of their age, illness or disability.
- (iii) Providing social work  
The provision by a social care worker of social work which is required in connection with any health care or social services to an adult who is a client or potential client.
- (iv) Assistance with cash, bills and/or shopping  
The provision of assistance to an adult because of their age, illness or disability, if that includes managing the person's cash, paying their bills or shopping on their behalf.
- (v) Assistance in the conduct of a person's own affairs  
Anyone who provides various forms of assistance in the conduct of an adult's own affairs, for example by virtue of an enduring power of attorney. Please see the Safeguarding Vulnerable Groups Act 2006, as amended by the Protection of Freedoms Act 2012, for the further categories which are covered here.
- (vi) Conveying  
A person who transports an adult because of their age, illness or disability either to or from their place of residence and a place where they have received, or will be receiving, health care, personal care or social care; or between places where they have received or will be receiving health care, personal care or social care. This will not include family and friends or taxi drivers.

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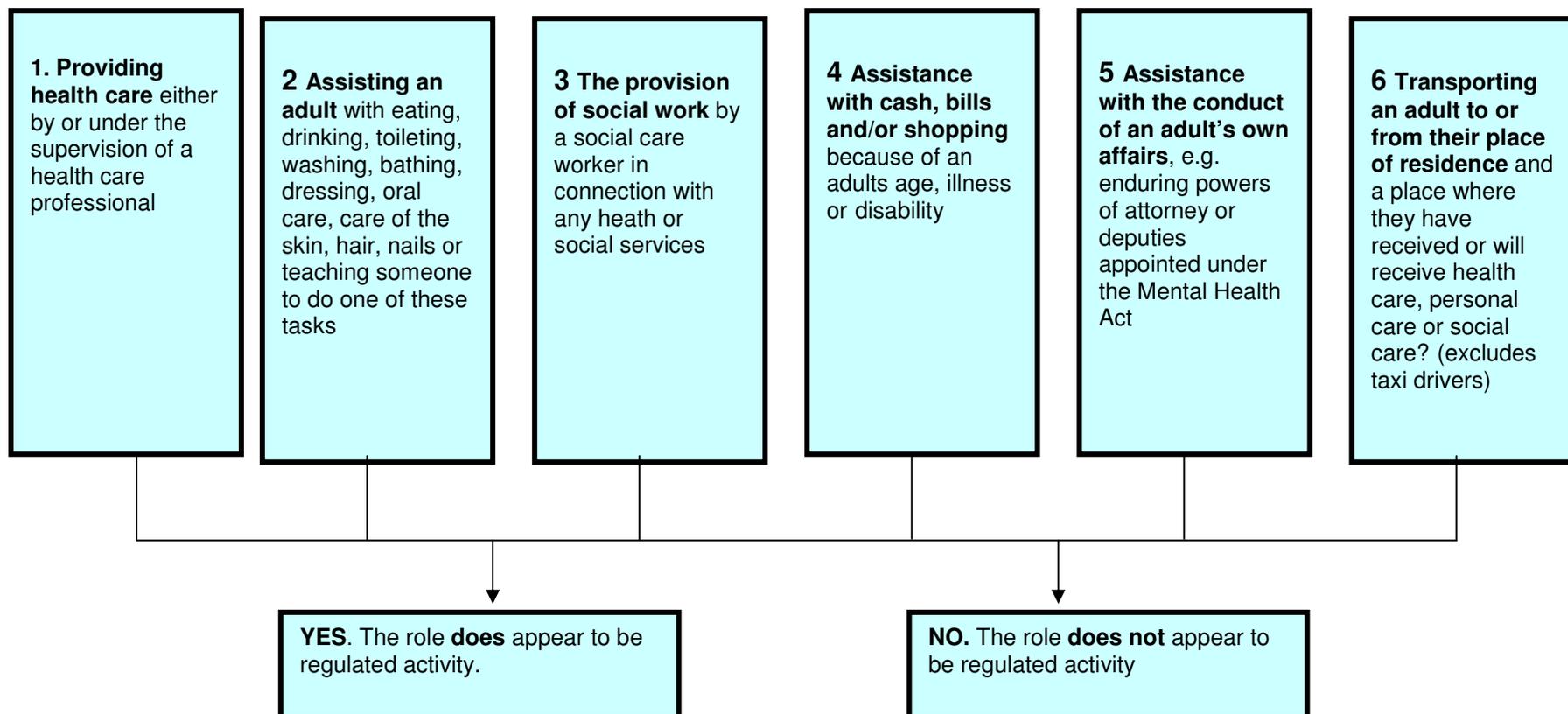
(from Government publication 'Changes to disclosure and barring: What you need to know')

Below you will find a user friendly guide from 'Volunteering England' - further information can be on their website at:

<http://www.volunteering.org.uk/component/gpb/protectionandsafeguarding>

## Regulated Activity relating to adults

Does the role involve any of the following activities?



For more detailed information see the DBS Referral Guidance and the Referral Form on the DBS website: [www.gov.uk/dbs](http://www.gov.uk/dbs) or call the DBS Helpline on 01325 953 795.

**Note:** Anyone who provides day-to-day management or supervision of persons involved in these activities are in Regulated Activity

**APPENDIX 10**

**LUNCH CLUB MEMBERSHIP FORM**

**Name of Lunch Club:** .....

**Personal information**

**Full name:** .....

**Address:** .....

.....

**Gender:** .....      **Date of birth:** .....

**Tel:** .....

**Next of kin / carer**

<b>Name :</b> <b>Relationship :</b> <b>Address :</b>  <b>Tel :</b>	<b>Name :</b> <b>Relationship :</b> <b>Address :</b>  <b>Tel :</b>
--	--

**Doctor's name, surgery address and contact number:** .....

.....

**Dietary needs or other needs e.g. mobility**

.....

.....

All information will be treated as strictly confidential and will only be used in an emergency, and to ensure your safety while you are attending the Lunch Club. I understand that this information may be stored on a computer. Please sign below before returning to your Lunch Club Coordinator.

**Please print name:** .....

**Please sign:** .....      **Date:** .....

**APPENDIX11**

**LUNCH CLUB MEMBERSHIP - REFERRAL FORM**

**Name of Lunch Club:** .....

**Name of person being referred:** .....

**Address:** .....

.....

**D.O.B.** ..... **Gender** .....

**Tel:** .....

**Nearest Relative / Carer**

**Name :** ..... **Relationship** .....

**Address:** .....

.....

**Tel:** .....

**Name of doctor:** .....

**Surgery :** .....

**Tel:** .....

**Name of Person making the referral:** .....

**Tel:** .....

Please add any additional comments on this referral e.g. does the person that you are referring to the Lunch Club have any health problems, dietary requirements or disability that the Lunch Club coordinator should be aware of?

**Please return this form directly to the Lunch Club Coordinator  
(include name and where to return to)**

**APPENDIX 12**

**LUNCH CLUB MEMBER ATTENDANCE / PAYMENT REGISTER**

**Date:**

	<b>Name / Signature</b>	<b>Payment</b>
<b>1</b>		
<b>2</b>		
<b>3</b>		
<b>4</b>		
<b>5</b>		
<b>6</b>		
<b>7</b>		
<b>8</b>		
<b>9</b>		
<b>10</b>		

**APPENDIX 13**

**FOOD TEMPERATURE CHART**

**Lunch Club:**

**Date:**

Type of Food	Temperature	Temperature of food checked (signature)

The Food Standards Agency provides further guidance on temperature control legislation in England as well as other regulations and information, including HACCP and National Guides to Good Practice for Hygiene and the Application of HACCP Principles. Visit the Food Standards Agency website at [www.food.gov.uk](http://www.food.gov.uk)

## APPENDIX 14

### FOOD HYGIENE TIPS

Lunch Clubs provide a service for people in their communities which is valued and appreciated. As with any service that prepares or provides meals, good food hygiene is essential for you to make or sell food that is safe to eat.

Good food hygiene helps you to:

- obey the law
- reduce the risk of food poisoning among your customers (or lunch club members)
- protect the reputation of your business (or lunch club)

Good food hygiene is all about controlling harmful bacteria which can cause serious illness. For good food hygiene remember the **FOUR C's** :

- ❖ **cross contamination**
- ❖ **cleaning**
- ❖ **chilling**
- ❖ **cooking**

#### **Cross contamination**

(one of the most common causes of food poisoning)

This happens when bacteria are spread between food, surfaces or equipment. It is most likely to happen when raw food touches (or drips onto) ready-to-eat food, or equipment or surfaces.

#### **How to avoid cross contamination**

Clean work surfaces, chopping boards and equipment thoroughly before you start preparing food and after you have used them to prepare raw food.

Use different chopping boards and knives for raw and ready-to-eat food.

Wash your hands before preparing food.

Keep raw and ready-to-eat foods apart at all times.

Store raw food below ready-to-eat food in the fridge. If possible use separate fridges for raw and ready-to-eat food.

Make sure that your staff know how to avoid cross contamination.

### **Cleaning**

Effective cleaning gets rid of bacteria on hands, equipment and surfaces. So it helps to stop harmful bacteria from spreading onto food.

#### **Actions to take**

Make sure that all staff wash and dry their hands thoroughly before handling food.

Clean food areas and equipment between different tasks, especially after handling raw food.

Clear and clean as you go. Clear away used equipment, spilt food etc as you work, and clean work surfaces thoroughly.

### **Chilling**

Chilling food properly helps to stop harmful bacteria from growing. Some foods need to be kept chilled to keep them safe, for example food with a 'use by' date, cooked dishes and other ready-to-eat foods such as prepared salads and desserts. It is very important not to leave these types of food standing around at room temperature.

#### **Actions to take**

Check chilled food on delivery to make sure its cold enough.

Put food that needs to be kept chilled in the fridge straight away.

Cool cooked food as quickly as possible and then put it in the fridge.

Keep chilled food out of the fridge for the shortest time possible during preparation.

Check regularly that your fridge and display units are cold enough.

### **Cooking**

Thorough cooking kills harmful bacteria in food. So it is extremely important to make sure that food is cooked properly.

#### **Actions to take**

When cooking or reheating food always check that it is piping hot all the way through.

It is especially important to make sure that you thoroughly cook poultry, rolled joints and products made from minced meat, such as burgers and sausages. This is because there could be bacteria in the middle of these types of products. They should not be served pink or rare and should be piping hot all the way through.

**We would advise that a Lunch Club does not provide anyone with a meal to take home for reheating later. The food may not be reheated properly and could cause someone to become ill.**

If you would like further advice about food hygiene, or the inspection of the premises where you hold your Lunch Club please contact your local Environmental Health Team (**see Appendix 16**)

A number of useful guides on food safety are also produced by the Food Standards Agency. For further details visit their website: [www.food.gov.uk](http://www.food.gov.uk)

## APPENDIX 15

### Useful Contacts - as a starter!

<b>Age UK Norfolk</b>	Tel: 01603 787111 <a href="http://www.ageuk.org.uk/norfolk/">http://www.ageuk.org.uk/norfolk/</a>
<b>Caroline Walker Trust</b>	Dedicated to the improvement of public health through good food <a href="http://www.cwt.org.uk/">http://www.cwt.org.uk/</a>
<b>Cruse Bereavement Care</b>	Helpline - 0844 4779400 <a href="http://www.cruse.org.uk/">http://www.cruse.org.uk/</a>
<b>Equal Lives</b>	Tel. 01508 491210 <a href="http://www.equallives.org.uk/">http://www.equallives.org.uk/</a>
<b>Fire Safety Advice Line</b>	(Freephone): 0800 917 8137 Email: <a href="mailto:hq@fire.norfolk.gov.uk">hq@fire.norfolk.gov.uk</a> Web: <a href="http://www.norfolkfireservice.gov.uk">www.norfolkfireservice.gov.uk</a>
<b>Food Standards Agency</b>	Tel: 020 7276 8829 email: <a href="mailto:helpline@foodstandards.gsi.gov.uk">helpline@foodstandards.gsi.gov.uk</a> <a href="http://www.food.gov.uk/">http://www.food.gov.uk/</a>
<b>NHS Direct</b>	For health advice and information 24 hours a day, 365 days a year, dial 111 from any landline or mobile phone free of charge
<b>Norfolk County Council</b>	Tel: 0344 800 8020 for help and advice in emergency care situations <a href="http://www.norfolk.gov.uk/">http://www.norfolk.gov.uk/</a>
<b>Royal Voluntary Service</b>	Tel: 0845 600 5885 <a href="http://www.royalvoluntaryservice.org.uk/services">http://www.royalvoluntaryservice.org.uk/services</a>
<b>Samaritans</b>	Helpline 08457 90 90 90 <a href="http://www.samaritans.org/about-us">http://www.samaritans.org/about-us</a>
<b>The Joy of Food</b>	Tel: 01603 638485 Delivering food skills in the Community <a href="http://www.joyoffoodnorfolk.co.uk/">http://www.joyoffoodnorfolk.co.uk/</a>
<b>Voluntary Norfolk</b>	Tel: 01603 614474 Voluntary Norfolk exists to promote, support and develop volunteering and the work of voluntary organisations <a href="http://www.voluntarynorfolk.org.uk/">http://www.voluntarynorfolk.org.uk/</a>

## APPENDIX 16

### City and District Councils - Food Safety Teams

#### **Borough Council of King's Lynn & West Norfolk Environmental Health Service**

King's Court, Chapel Street, King's Lynn, PE30 1EX

Tel: 01553 616200

Email: [contact@west-norfolk.gov.uk](mailto:contact@west-norfolk.gov.uk)

Web: [www.west-norfolk.gov.uk](http://www.west-norfolk.gov.uk)

#### **Breckland Council Environmental Health Service**

Elizabeth House, Walpole Loke, Dereham, NR19 1EE

Tel: 01362 656870

Email: [contactus@breckland.gov.uk](mailto:contactus@breckland.gov.uk)

Web: [www.breckland.gov.uk](http://www.breckland.gov.uk)

#### **Broadland District Council Environmental Health Service**

Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich, NR7 0DU

Tel: 01603 431133

Email: [reception@broadland.gov.uk](mailto:reception@broadland.gov.uk)

Web: [www.broadland.gov.uk](http://www.broadland.gov.uk)

#### **Great Yarmouth Borough Council Environmental Health Service**

Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

Tel: 01493 846478

Email: [health@great-yarmouth.gov.uk](mailto:health@great-yarmouth.gov.uk)

Web: [www.great-yarmouth.gov.uk](http://www.great-yarmouth.gov.uk)

#### **North Norfolk District Council Environmental Health Service**

Council Offices, Holt Road, Cromer, NR27 9EN

Tel: 01263 516008

Web: [www.northnorfolk.org](http://www.northnorfolk.org)

#### **Norwich City Council Regulatory Services**

City Hall, St Peter's Street, Norwich, NR2 1NH

Tel: 01603 212212

Email: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

Web: [www.norwich.gov.uk](http://www.norwich.gov.uk)

#### **South Norfolk District Council Environmental Services**

South Norfolk House, Swan Lane, Long Stratton, Norwich, NR15 2XE

Tel: 01508 533633

Email: [envserv@s-norfolk.gov.uk](mailto:envserv@s-norfolk.gov.uk)

Web: [www.south-norfolk.gov.uk](http://www.south-norfolk.gov.uk)

## **APPENDIX 17**

### **Useful emergency numbers**

#### **Ambulance - 999**

#### **Anglian Water**

Burst main etc - 0800 771 881

#### **Electricity**

Emergency electricity faults call EDF Energy on 0800 783 8838 (24 hour cover)

#### **Fire Service - 999**

#### **Gas**

If you smell gas call the National Grid Gas Emergencies (formerly Transco Gas) on 0800 111 999 (24 hour cover)

**Norfolk County Council Safeguarding Team - 0344 800 8020**

#### **Police – 999**

If your call to the Police is urgent but **not an emergency dial 101**

**You could also include contact numbers such as:**

- > **Telephone number of the local doctor surgery(ies)**
- > **Telephone number of the caretaker / owner of the building where you meet**
- > **Contact number(s) for Scheme Managers for people who live in housing with care or supported living schemes**

#### **Disclaimer**

The information provided in this sheet is intended for guidance only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

#### **Acknowledgement**

Many thanks to Age UK for their help in developing this guide.