

**The Four Streets Project Chichester
Guidance Handbook for Volunteers
June 2020**

The Four Streets Project

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The Four Streets Project Chichester – Volunteer guidance and Handbook

Section 1 - Background to the Four Streets Project

The Four Streets Project was founded in January 2017 by Donna Ockenden and her daughters Caiti and Phoebe. They had moved to the centre of Chichester in January 2016 and felt compelled to help the homeless people sleeping in shop doorways in the main 'four streets' of Chichester City Centre. Throughout 2016 Donna, Caiti and Phoebe had provided food and bedding informally from their own household several nights a week. In December 2016 it was clear to Donna that the help was both much needed and increasing. In early January 2017 the Four Streets Project was set up to meet that need.

1.1 Registered Charity status: The Four Streets Project became a registered charity in January 2020.

(Registered Charity number 1187555)

1.2 Who are The Four Streets Project?

The Four Streets Project are a group of circa 30 volunteers, made up of local residents of Chichester who work together to provide nightly support to homeless and vulnerably housed people on the main four streets of Chichester. We provide a service at circa 1900-2030hrs every night (7 days a week including Bank Holidays).

Volunteers working in a minimum of a pair, but up to a maximum of 4 people – where volunteers are accompanied by 'shadow' volunteers - walk the four main streets of Chichester City Centre (North, South, East, and West Streets, Northgate, Southgate etc., and the top of Crane Street). The Four Streets Project was set up to provide support to the homeless and the vulnerably housed within the City of Chichester and therefore does NOT visit the homeless at any other location where they be found.

Section 2 - The purpose of the Four Streets Project

Our collective and only purpose is to provide support to people sleeping out on the streets of Chichester, and those known to us to be vulnerably housed; the situation frequently referred to as 'sofa surfing.'

Section 3 - What does the Four Streets Project offer/ provide to the homeless/ vulnerably housed in Chichester?

3.1 We offer food, water, ground mats, gloves, hats, socks, toiletries, coats and sleeping bags and any other necessity we can, (e.g. coats, boots and underwear, on request and as available) to people sleeping out on the streets. We signpost people sleeping out to local services providing support. (e.g. Chichester Hub run by Stonepillow, the breakfast and meal clubs on various days, run by HEART and St Pancras Church, and Chichester District Council).

3.2 If we have significant concern regarding the welfare of a person sleeping out we will (usually with the permission of the affected person) seek emergency help for that person, e.g. Chichester Care Line (01243 778688) and if needed the Police or Ambulance services (via 101 or 999 as required.)

Section 4 - Further information: The Four Streets Project

4.1 We are not affiliated to any political party or religion and we are non-discriminatory. We exist to provide any available 'on the spot' and 'common sense' support to any person we find sleeping on the streets of Chichester or those known to be vulnerably housed as above. We recognise that the route to living on the streets and having no home can be multi-faceted. We do not make judgements regarding each person's individual story.

4.2 Our volunteers are people from a number of faiths and no faith. We will help those we encounter, where we can, regardless of background, nationality, faith, colour, political belief, gender and sexual orientation. We will listen to the people we meet and provide 'common sense' advice. Compassion and kindness underpin all we do. Our volunteers come from a range of professional backgrounds including healthcare, social care, various churches and local businesses.

Section 5 - Partnership working and the Four Streets Project

5.1 We are keen to work with and support other local organisations who are working with vulnerable people. We have very positive links with Heart (the combined churches project), and especially St Pancras Church, the Chichester Food Bank and a number of City and District Councillors. We have ongoing and positive communication with Stonepillow usually via the CEO Hilary Bartle and Donna Ockenden.

5.2 A number of local businesses and organisations including Chichester City Council, HSBC Bank, Pret a Manger, ASK, Greggs, LA Fish, Dominos, Boston Tea Party, Marks and Spencer's and Fenwick's Café in Priory Park support our work. The Chichester Observer and the Chichester Post have also supported the Community Coat Rack, one of the initiatives we set up in February 2017 and the Four Streets Project generally. Both newspapers have helped to positively publicise our work since we formed. We are also supported by a number of local churches and Chichester Cathedral.

Section 6 - Ensuring the safety of The Four Streets Project volunteers and those we help

All Four Streets volunteers agree to adhere to strict guidelines on safety - Set out below and reiterated at each bi monthly 'Four Streets Project' volunteer meeting. These include the following:

6.1 You must always work in pairs and should carry a torch (in winter) and a fully charged mobile phone in case of emergency.

6.2 Prior to joining the Four Streets rota as a volunteer **each potential volunteer must complete a minimum of 2 - 3 orientation or 'shadow' shifts as a supernumerary (extra) person.** The attached checklist must be filled in and signed by the potential volunteer and those providing the orientation experience.

6.3 It is the final decision of the Four Streets trustees/ steering group as to whether a potential volunteer is appropriate/ suitable to join the Four Streets rota or not.

6.4 Potential/ actual volunteers must have a reasonable level of physical fitness, be able to carry a rucksack and other bags and be able to walk the distances involved without feeling over exerted. In joining the rota and remaining on the rota the volunteer is stating that they are physically fit enough to remain on the rota and they take responsibility for their own health and well-being.

IMPORTANT KEY MESSAGE: 6.5 Volunteers with the Four Streets Project should not share their own or any other volunteer's personal details with the homeless people we help – and should not for example divulge any volunteer's personal mobile numbers and home addresses to the people we support/ help via The Four Streets Project.

IMPORTANT KEY MESSAGE: 6.6 if you cannot do your slot please let Andy Miller – rota coordinator know as soon as is possible and he will help arrange cover via a request on the WhatsApp 'rota' group.

IMPORTANT KEY MESSAGE: 6.7 Volunteers must ALWAYS go out in a minimum of a pair and NEVER GO OUT alone. No matter what the issue is or how urgent it appears to be a Four Streets volunteer MUST NEVER meet a person we help unaccompanied and MUST NEVER provide transport for them, (e.g. to Stonepillow or any other accommodation, or an appointment.) AT ALL TIMES a Four Streets volunteer, must be accompanied by another volunteer. This is to ensure the safety of volunteers and the people we support/ care for. If a person we help asks for help outside the usual time of a Four Streets shift they should be informed the time that our volunteers will be available (every night between 1900hrs and 2030 hrs.) All help provided must be on the vicinity of 'The Four Streets.' As an example – volunteers must not visit caravan parks, camping sites etc. where the people we help may be housed.

6.8 In addition to the use of Casper (our mobile trolley) at least one of the pair MUST use the bright orange rucksack for the whole shift as this allows for greater visibility of the Four Streets pair which is important both for safety and for identification of Four Streets by people in need.

6.9 We do not accept volunteers under the age of 18.

6.10 No one should accompany a volunteer on a Four Streets shift without the prior permission of a member of the steering group. Anyone wishing to join the Four Streets Project as a volunteer must make contact with either Andy Miller or Donna Ockenden. Shadow shifts will then be allocated (and marked as such on the rota)

6.11 Whilst we appreciate that the homeless people we help will often want to provide help in return - We do not permit current or recent members of the homeless community/ Stonepillow residents to accompany us on our shifts or to shadow the volunteers. This is for reasons of safety

SUMMARY - STAY SAFE

- 1. Do NOT undertake distribution alone: always work in a minimum of a pair**
- 2. Do not attempt to feed people in the side streets, (other than Crane Street) car parks or any other location**
- 3. Be aware that some people you encounter may have drug or alcohol problems or mental health issues**

4. **When volunteering for a Four Streets shift a volunteer must not have consumed any alcohol in the previous four hours**
5. **Recognise if a situation is becoming difficult or inflamed and if necessary, leave the area quickly.**
6. **Do not attempt to break up disagreements or fights, this would be a matter for the Police or others. Seek help via 101 or 999 as required**

Section 7 - Practicalities of a Four Street shift

7.1 We aim to cater for circa 20 people (numbers of homeless people vary, but are usually circa 15-25).

7.2 Please liaise with your co volunteer, most pairs meet at about 1845 to prepare Casper the mobile trolley

7.3 you should take in Casper the mobile Four Streets trolley:

- Bottled water/ hot soup (circa 4 litres / flasks of soup for 20 people as appropriate); disposable cutlery and:
- Sandwiches/baguettes/ salads/ pizza/pasta/ 'fish and chips/ from various food outlets as per the attached rota
- A selection of socks, hats, underwear, gloves and a small number of sleeping bags stored at the bottom of 'Casper' the mobile Four Streets trolley

7.4 Before food distribution commences on **EVERY shift and at every food serving opportunity** (i.e. sometimes multiple times in one shift) one volunteer should ask the people assembled if they have any allergies and remind them that they are responsible for the food selected.

7.5 Food distribution should start at about 7.00pm from North Street, (the double benches near WH Smith) Food distribution should then be made on each of the 4 main streets extending up to the top of each street, e.g. Southgate, Northgate, East gate and Westgate and Crane Street ONLY.

7.6 Volunteers must ensure they visit all four main streets on your shift and ensure they walk to the end of each of these streets as new arrivals to Chichester may well be found at the end of those streets

7.7 Volunteers must NOT serve food under the covered area of the Council building on Lion/ North Street if there is clearly an evening function going on, (lights on/ doors open.) Unfortunately The Four Streets Project are only permitted to use this area if it raining heavily AND there is no evening engagement occurring. There is a slightly covered area opposite the West Cornwall Pasty shop and between the art gallery and the card gaming shop.

7.8 Volunteers must have a thorough look every night for homeless people over the whole of the 'four streets area' as the locations they are found in change over time

7.9 If Volunteers find there are other needs, e.g. sleeping bags, socks etc. please help there and then if possible – volunteers can obtain supplies from the Four Streets store prior to going on a volunteer shift but **MUST NOT allow homeless persons to accompany them to the store**, instead volunteers should take the supplies from the store back to the person in need.

7.10 The team all have keys to access the store where we have supplies of sleeping bags and other items, (provided by various schools and charitable donations.) Water, paper cups and disposable cutlery are also stored there.

7.11 Volunteers should keep records of the numbers they feed/ assist each time they make a distribution and any other issues encountered or needs identified and post the details on the WhatsApp group. Please ensure the name of those completing the shift are also stated at the end of the post.

7.12 One volunteer should ensure that any information from your shift is posted on WhatsApp the evening of your shift so that the group are all fully informed of key events.

7.13 If there are issues of significance, e.g. The Police or other emergency services called the volunteer must fill in the 'Significant Events' log kept in the 'information documents' on Casper. If this is done please inform on WhatsApp and this will be scanned into the Four Streets documents held centrally at Donna Ockenden's office so that The Four Streets Project has a permanent record.

Section 8 - Food handling and food safety

8.1 Smoking is not permitted in the vicinity of/ in or around the Lion Street garage currently used as a Four Streets store. Smoking is NOT permitted at any time during a Four Streets shift

8.2 All volunteers should undertake a thorough hand wash before collecting/ handling food and before leaving home to commence their shift

8.3 Food must be collected and stored in zipped cool bags with ice blocks used (if sandwiches/ salads/ yoghurts/ chilled foods are collected)

8.4 Disposable plastic gloves should be worn to handle all unwrapped food – e.g. cakes/ pastries and these food products should be handed to the homeless person in an individual bag

8.5 Hand gel should be available on Casper during all shifts and should be used in between each person served with food or for example if moving between food and other items distribution, (for example clothing/ sleeping bags.)

8.6 Food must NOT be given to homeless people for 'the next day' as there is a risk that such food may not be properly stored at the required temperature and may therefore deteriorate and become inedible

8.7 Individual volunteers are responsible for the disposal of rubbish/ left over food at the end of each shift.

8.8 No food or food related waste must be stored in the garage at ANY time

8.9 Caitlin Ockenden is the trustee with responsibility for food hygiene and food safety

8.10 Please refer to Appendix 1 for information on the requirements of the various food companies supporting the Four Streets Project. These change over time and you must familiarise yourself with these on an ongoing basis.

Section 9 - Financial issues and The Four Streets Project

9.1 As of March 2020 - The Four Streets Project does not pay its volunteers travel or other personal expenses associated with volunteering with us. Please discuss with Peter Gray or Donna Ockenden, (both are trustees with responsibility for the day to day running of our finance and accounts.)

9.2 'Out of pocket' expenses – such as food expenses – where food runs out on a busy night will be reimbursed on presentation of a receipt. This should be provided to Peter Gray or Donna Ockenden (trustees) as soon as is possible but within 1 month of incurring the expense.

9.3 Other expenses – e.g. Christmas presents must be agreed with the trustees before purchases are made and receipts provided as above to ensure that that The Four Streets Project can account appropriately for all expenditure

9.4 On some occasions – members of the public will hand small cash donations to volunteers when they are on a Four Streets shift. These should be recorded on that night's What's App 'report' and handed to either Donna Ockenden or Peter Gray as soon as possible so that the donation can be paid into the bank. Where possible please take a name and email address so that a thank you can be sent to a donor.

9.5 If cash donations are handed into Donna Ockenden's office they must be counted and signed for by two members of staff and locked into a cash box until Donna Ockenden returns to the office and the donation can be paid into the bank.

Section 10 - The legal position of volunteers when on a Four Streets shift

All volunteers must follow the guidance within this document at all times

10.1 In following this guidance all volunteers are covered by the Four Streets Project under 'Employers Liability Insurance.'

10.2 Any volunteer who in the opinion of the Trustees fails to follow the guidance set out in this document and in doing so puts themselves, the homeless people we care for or the reputation of the Four Streets Project at risk may be asked to leave the Four Streets Project immediately.

10.3 The decision of the Trustees in such a situation as set out in section 10.3 above is final.

Section 11 - Medical Emergencies on 'The Four Streets' (*Author of Section 11 is Dr Matthew Wood*)

Overarching statement:

Should a volunteer find or be directed toward a homeless person who is either injured or unwell they should not attempt to treat them on the street. There are two recommended options:

11.1 If the person is able to walk to or make their way to hospital then they should be directed to St Richards Hospital Accident and Emergency Department, Spitalfield Lane, PO19 6SE.

11.2 Should the person be seriously injured or so unwell they cannot walk to hospital then the volunteer should ring for an emergency ambulance on 999 and wait till the ambulance arrives. The

volunteer can then tell the ambulance crew as much information as they are able to help them handover to the hospital team.

11.4 The Four Streets volunteer should fill in brief details of the 'Events log' (copies found in the clear plastic folder in 'Casper' and at Appendix 2 of this guidance) and notify the Four Streets 'WhatsApp' that this has occurred. This will then be scanned into the Four Streets 'events and incidents log' kept centrally by the Four Streets Project steering group.

11.5 The 'events and incidents log' is reviewed at every steering group meeting and helps to underpin safe and effective risk management and risk reduction for The Four Streets Project

Section 12 - Communication within the Four Streets Project

12.1 Most Four Streets communication is via WhatsApp or email.

12.2 Important information **must be** shared on the evening of an individual shift with all volunteers via WhatsApp.

12.3 Communication on WhatsApp is kept to a minimum- - no chatter/ covering of non- Four Streets issues.

12.4 There is a volunteer meeting every 2 months and a monthly trustee/ steering group meeting usually in Donna Ockenden's office, (First Floor, above Purchases Restaurant, 31 North Street) Dates are agreed in advance and details can be obtained from Sara Kempson-Hayes, assistant to Donna Ockenden. admin@donnaockenden.com

12.5 Attendance at Volunteer meetings is strongly recommended as they are the place where important news and communication is shared between volunteers, trustees and the steering group

12.6 If a volunteer pair is unsure about anything, there is always another volunteer or a trustee to act as a 'sounding board.' Therefore - always make an attempt to call one or other of the following people:

Donna Ockenden: Founder, Trustee and volunteer 07786 693348

Caiti Ockenden: Trustee and volunteer – 07557 657952

Peter Gray: Trustee and volunteer – 07747 775232

Andy Miller: Steering Group member and volunteer – 07825 444325

Ros Sims: Steering Group member and volunteer - 07734 793383

FINALLY: Everyone is provided with an up to date list of contact numbers for all existing volunteers, please ensure these numbers are stored in your phone - if in doubt – PLEASE CALL

Section 13 - Confidentiality and the Four Streets Project

13.1 As above -most Four Streets communication is via email/ WhatsApp.

13.2 In communicating with a homeless person a volunteer should always seek verbal consent from that person to share with other Four Streets team member's relevant information.

13.3 Most homeless people are happy for information to be shared within the Four Streets team. Examples may include knowledge of relevant medical issues that help the team provide assistance for that person, e.g. Diabetes and epilepsy have been recent examples. Other examples may include the length of time the person has been homeless and the agencies they are currently supported by.

13.4 It should be explained to the homeless person that all information is kept confidential within The Four Streets team UNLESS in the judgement of the volunteer they are a risk to themselves or others.

13.5 In difficult 'communication scenarios' such as in 13.4 above there is usually someone in the team that can be contacted for further discussion/ advice on that evening. (See above and ensure that you have contact numbers in your phone and your phone is fully charged)

13.6 All information that is shared between the group either at meetings or by any other means including email, WhatsApp and text are solely for the use of the volunteer in their work with the Four Streets project and supporting the homeless/ vulnerably housed on the streets of Chichester.

13.7 No information is to be forwarded to any person outside the Four Streets team excepting for 4 above. Usually this would involve a further discussion with a member of the Four Streets steering group / trustee by the volunteer.

13.8 There should be absolutely no communication regarding the people we support on any social media site.

Section 14 - Useful Numbers, other help/ advice may be available from:

14.1 If we have significant concern regarding the welfare of a person sleeping out we will, (usually with the permission of the affected person) seek emergency help for that person, e.g. Chichester Care Line (01243 778688) and if needed the Police or Ambulance services, (via 101 or 999 as required.)

14.2 Stone Pillow – Their hostel - St Josephs, is located on St Joseph's Road, Hunston, PO20 1NP (01243 213414)

St Josephs is approximately a 20 minute walk from Chichester city centre and is served by bus numbers 51 and 60 from the Chichester Bus station. A telephone referral must be made before a person can be accepted there

14.3 The Old Glassworks, (Stone Pillow day centre, in St Cyriacs), open Monday to Friday 07:45am to approx. 2pm 01243 775925 and Saturday and Sunday 0900 to 1300hrs only

E: admin@stonepillow.org W: www.stonepillow.org

14.4 Nationally you can call **Streetlink** or access www.streetlink.org.uk, tel number 0300 500 0914. This is a charity designed to help tackle homelessness by enabling members of the public to link people who are sleeping out with local services that can support them. In Chichester they are likely to link back to Careline. This is managed by St Mungo's in partnership with Homeless Link.

14.5 The Bognor Housing Trust www.bognorhousingtrust.org.uk is a useful source of information for those seeking accommodation in Bognor, although it is only 9 – 5 so there is no out of hours support. They support clients with 1:1 and workshop support, key workers, housing in flatlets and have various properties in Bognor including 25 Glamis Street. Important to note that no drugs or alcohol are allowed on the premises. Our contact is Laura on 01243 837995.

Section 15: Safeguarding responsibilities and The Four Streets Project

Safeguarding vulnerable adults is everyone's responsibility. The Four Streets Project has a 'Safeguarding Policy' which considers safeguarding in detail. It should be read in conjunction with this volunteer handbook. Donna Ockenden is the Trustee with responsibility for Safeguarding Adults within The Four Streets Project.

Author: Donna Ockenden

Version Control:

Version 1 July 2017

Updated v2 January 2019 / v3 March 2019 / v4 June 2019, v5 January 2020 and v6 March 2020, (minor)

Version 5 R-reviewed by the Trustees and approved January 2020

Next update due 31st January 2021 or before then if there are significant changes required

January 2020 version: Approved by the Trustees – date 31.1.2020

Peter Gray, Donna Ockenden and Caitlin Ockenden

Appendix 1 – Requirements of our food suppliers:

Food donations – Requirements of our food suppliers & information on terms and conditions we need to abide by:

Many of our supporters redistribute surplus food to where it is needed most in a community.

1.1 Definitions:

1.1a 'Community Donee'

For the purposes of food donations to The Four Streets Project we are referred to as a "**Community Donee**". A Community Donee such as The Four Streets Project will either be a registered charitable organisation or a community group, which has a genuine need for food.

1.1b Food Donation Company

A 'food donation' Company will be a registered food business that wishes to address food poverty within its communities and its food waste disposal requirements by donating surplus food which it no longer deems fit for sale but which is within its use by date (the "Products") to 'Community Donees' such as The Four Streets Project.

1.1c Status of donations made to The Four Streets Project

In order to assist with its food waste disposal requirements, a Company may donate Products on a voluntary and no-cost basis to Community Donees such as The Four Streets Project. Donated items are variable and driven by what is available at the end of each day.

1.2 Requirements to collect food supplies from donor companies

1.2a Community Donees are required to have a Level 2 Food Hygiene Certificate, dated within the last 2.5 years. This was provided to the companies who support us in July 2019 and is held by Caiti Ockenden who is a Trustee of the Four Streets Project

1.2b The Four Streets Project acknowledges that a company is under no obligation to donate products to us as a 'Community Donee' and any such donations from the company to the Community Donee are made on a voluntary basis.

1.2c We must only collect products which fall within the definition of "Permitted Donations" as determined by the company. This may change from time to time and it is essential that all volunteers read their Four Streets email as such information is often sent by email.

1.3 Transportation, Storage, Handling, Traceability and use of Products

1.3a The Four Streets Project is required to 'safely and properly handle' (including storage, and transportation) all products collected from a company, in full compliance with all applicable laws and regulations.

1.3b The Four Streets Project representative is obliged to check and verify that the products are of a good quality and will check for moulding, bruising, spoilage and deterioration upon collection. Any such products must be rejected by The Four Streets Project and not taken away from the shop premises.

1.3c The Four Streets Project acknowledges that products may contain allergens. The Four Streets Project is obliged to make its clients aware that if clients have allergies, clients are responsible for checking product ingredients to ensure the products will not cause them to have an allergic reaction.

1.3d Regular updates about allergens are sent to all volunteers by email. Volunteers are responsible for reading these on receipt. A paper copy is available in the information folder stored in 'Casper'

1.3e The Four Streets Project must have adequate refrigeration/ cold storage space for the service it provides including for the products it receives from the company.

1.3f All Four Streets personnel shall comply with all company policies, procedures and instructions (including but not limited to health and safety, food safety and hygiene and conduct and security policies) whilst on the Company's premises.

1.3g The Four Streets Project shall keep a record of all Products received from the Company for traceability purposes and shall comply with all instructions in relation to any product recall process.

1.3h No products provided shall be sold, exchanged or used for anything other than strictly charitable purposes by The Four Streets Project.

1.3i No products which carry the Company's logos, trade names or trademarks (e.g. "Marks") shall be distributed to the recipients supported by The Four Streets Project or any other third parties – this means all branded packaging must be removed before distribution.

1.3j The Four Streets Project will comply with legally acceptable standards of hygiene in the handling, storage, preparation and serving of Products, and in accordance with best practice and all applicable laws and regulations. This includes, but is not limited to, the following obligations:

- NO Products shall be served to the Four Streets recipients unless they are safe, fit for human consumption and:
- Products must be consumed within their use by date stated on the packaging.
- Chilled Products must be kept refrigerated at a temperature of between 0°C and 5°C.
- Chilled Products that are within their use by date and have the home-freezing logo can be frozen upon receipt. They must then be consumed within one month of their original use by date.
- The only other Products types that can be frozen are bread and non-dairy cakes
- Frozen Products must be stored in a freezer at a temperature of between -18°C and -24°C.
- Any specific conditions imposed by the Company must be met, including the condition that all of the Company's logos, trade names or trademarks must be removed from Products.
- Any Products not used must be disposed of safely, after first removing wrappers and all other packaging or marks identifying the Company.

1.3h Ownership of products by The Four Streets Project

All Products once collected by The Four Streets Project shall be the sole property and responsibility of The Four Streets Project as the Community Donee and the Four Streets Project acknowledges that

it shall bear all the risk in relation to the Products once collection has taken place, including liability of any subsequent risk of allergic reactions or foreign body hazards associated with the food.

Appendix 2

The Four Streets Project Event and incident log

1. **Date:**
2. **Time:**
3. **Location (As many details as possible – e.g.: East Street, outside shop...):**
4. **Who was present:**
 - a. **Volunteers –**
 - b. **Others –**
5. **What happened – as many details as possible:**

6. **What did you do as a result of the incident/ event? [For example – called The Police/ Ambulance etc.]**

7. Signatures of all volunteers involved

8. Informed to The Four Streets Project by at hrs

9. Actions for the Four Streets Trustees/ steering group

10. Any learning for The Four Streets Project: YES/ NO

11. Details:

12. Event/ incident added to The Four Streets risk register YES/ NO

13. By: Name Signature Date

14. Feedback to Volunteer meeting YES/ NO

15. By: Name Signature Date

Appendix 3

Main areas of responsibility for Trustees/ steering group members

Updated – June 2020

Donna Ockenden:

- Trustee duties
- Trustees Annual Report (w/Peter Gray)
- Overall supervision / leadership of The Four Streets Project
- Communication with our homeless/vulnerably housed people re-important issues (e.g. not using the Cross for food distribution / safety alerts as required)
- Leadership of and communication with our volunteers on key issues
- Communication, meetings and cooperation with St Pancras and other churches and Heart project
- Communication, meetings and co-operation with City and District council, Housing Department, Stonepillow, the Mayor and other officials, political parties, local businesses etc Grandads Front Room, VAAC.
- PR and promotion of The Four Streets Project with:
 - Schools
 - Churches
 - Local and regional newspapers
 - local and regional radio
- Twitter, and other media/ social media
- All public speaking engagements on behalf of Four Streets
- Shopping for major items for our homeless population – e.g. boots, winter survival kits etc
- Supervision of Christmas etc
- Writing and updating the Volunteers' Handbook (Operation Guidelines)
- Supervision of the new Four Streets Website
- The Coat Rack (will restart in 2021)
- Writing agendas for meetings
- Safety Guidance and safeguarding lead person
 - Keeping up-to-date with safety and safeguarding issues
 - Safety guidance issues in volunteers meetings
 - Making sure the safety guidance sections in the Volunteer Handbook co-ordinate with the Four Streets Risk Assessment statement and Safeguarding Policy

Peter Gray

- Trustee duties
- Trustees Annual Report (w/Donna)
- Trustees Annual Accounting Statement
- Setting up and maintaining financial accounts; re-money out (expenses) / money in (donations)
- Payments of bills, invoices etc

- Ordering and paying for supplies
- Banking
- Insurance for Four Streets & Volunteers
- 4 Streets charity status and Trust Deed
- Registration with Charity Commission
- Completing and dealing with Fundraising applications & producing required reports (how grant was spent etc)
- Records and filing
- Dealing with food outlets (LaFish etc)
- Four Streets Email messages
- Minutes of Trustee Meetings
- Communication, meetings and co-operation with St Pancras, Heart and churches, Stonepillow
- Macro issues with Donna
- Printing visiting cards, banners & promotional materials
- Registering for PayPal

Andy Miller:

- The entire rota, planning and checking, ensuring we have cover 365 nights a year
- Organisation and monitoring of shadow shifts
- Communication with volunteers
- Volunteer recruitment & selection – meeting & assessing possible new volunteers
- Use of new Volunteer Application form (from March 2020)
- Obtaining, recording and maintaining volunteer contact details
- Policy on confidentiality of information re-info kept by Four Streets on our volunteers and our homeless
- Showing volunteers (new and existing) where to find the Four Streets Volunteers' Handbook in the Four Streets Website and making sure they read and confirm they have read the handbook (possibly by confirming to Andy by email)
- Role in volunteer update re-Handbook
- Point of contact with Lisa Aytoun, CDC Outreach worker

Ros Sims

New steering group member as of February 2020

- Housekeeping Role;
 - Monitoring stocks, stores and tidiness of our limited storage space at St Paul's
 - Purchasing smaller items (and sending Peter the receipts to be re-imbursed)
 - letting Peter know when large volume Amazon orders need to be made (paper bags, cups, wooden spoons etc)
 - water supplies; ordering from Fenwicks and passing invoice to Peter for payment
- with Peter, helping to deal with food doner outlets; Greggs, Pret etc and helping to set up new contacts with possible food doners

Lesley Humphrey:

New steering group member as of June 2020 (role TBC)

- helping Peter with fundraising;
 - identifying possible new donors
 - communication and liaison with existing donors
 - completing grant applications
 - sending post-mortem reports to grant providers (stating how the grant was spent etc)
- Risk assessment statement;
 - Update current statement for our move to St Pauls (July 2020)
 - maintenance of document and quarterly review
- Minutes; steering group meetings

Charlotte Lidster

- Dealing with and banking cash/ cheque donations
- Emailing Peter receipts and bank statements
- Writing and sending letters and emails for Donna
- General communication on Donna's behalf
- General administration as required
- Dealing with deliveries and/or visitors to office (although this should hopefully stop after we have moved into St Paul's)
- Minutes; volunteer group meetings

Caiti Ockenden:

- Trustee duties with Donna and Peter
 - Instagram
 - Facebook
 - Maintenance of Amazon wishlist
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