

Team Leader info pack



Welcome to the Bristol Soup Run Trust.

As a team leader you will be responsible for covering 1 day in our 28-day rota, the day of the week will have been agreed with you in advance with us. You will be given all the dates you are expected to cover that calendar year. The rota is also available to view on our website. In time you and your team may grow in experience and confidence, and should you wish to take on more nights it can be arranged but is not an expectation.

Before you lead a night by yourself, you will have been invited to join an existing team on at least two occasions to see how different teams run their nights and to have the opportunity to ask the team leader and volunteers any questions you may have. On the first night you lead another team leader, or a trustee will be present as a spectator and are there to offer advice and reassure you should you have any questions.

Being new to leading will have its occasional challenges as you learn what it entails to lead a team and how to build and maintain your team. Ultimately it will be very rewarding, as you make friendships and great memories from helping some of the most vulnerable. Please remember that you are part of a bigger charity with over twenty teams, use our Slack general channel to ask questions and for more sensitive information email us at admin@bristolsoupruntrust.org.uk.

Whether you are joining by yourself, with a group or as part of a church. The same principles apply, put the safety of you & your volunteers first and treat your guests as you would want to be treated yourself.

You will be expected to lead a team of at least 6 volunteers on your agreed night.

Where to begin

It all starts with a team whether you have joined by yourself or as part of a group having a dependable core of a team is essential. We will help you to build a team from scratch, assign you volunteers as they apply and give advice on what type of help you will need. Please remember all volunteers must be 18 years or older to comply with our insurance.

We recommend you create a WhatsApp group to communicate to your team. Here

you can create a Poll ahead of your night and let your team know how many people you will want and what jobs you want help with.

A step-by-step guide of what a service will look like.

The first two steps are recommended to be done at least the day before if possible.

Visit the storage unit to collect disposable cups, sandwich bags, (toiletries optional) etc. Once you have a stock of items you won't need to go every time.

Go shopping

Make sandwiches

Makes Soup

Make Hot drinks

Pack snacks

(Toiletries optional)

Transport to Central

Volunteers make their way to Central church

Team briefing. Who is going to do which tasks on the night.

Setup. This may be serving from the back of a vehicle, using the wall, or bringing a table to serve from. See what works best for you and your team.

Serve guests

Pack up and tidy up (a bin is situated on the main wall just down from the gate)

Transport from Central to St Mary Redcliffe

Setup

Serve guests

Pack up and tidy up (bins are situated opposite in Emmaus housing)

Take any remaining items home

Freeze sandwiches

Bin waste

Record number of guests served to post on Slack

Go home

Clean Flasks (or at least add water to them)

Go to bed, you've earned it!

Delegate, Delegate, Delegate.

We want you to enjoy this experience and it not become another job or thing that causes you stress. The best way to ensure that this doesn't happen is to delegate out some of the jobs it takes to put on the service.

Preparation

Before you can serve your guests, you will need to have prepared the following: shopping, making sandwiches, hot drinks, hot soup, and worked out how to get these items and your volunteers to Central and on again to St Mary Redcliffe. You will need to decide what you are able to do and want to do yourself, do not be a hero and take on all the tasks. Please bear in mind there will be times you will be away or ill and your team needs to be able to and used to doing some of the jobs, so they can function without you.

If you are part of a church, are you able to use their facilities to prepare?

Are you comfortable and is your kitchen big enough to have people to prepare everything at yours?

If not which jobs, can you do yourself and then we will help you to find volunteers who can do the other jobs. For example, you may be able to make thirty sandwiches but not have time to also make another thirty sandwiches, the hot drinks and soups, we will help to find you volunteers who can not only make the soup but bring it to the Central with them.

Shopping/ Provisions

You will need to provide sandwiches, hot drinks, hot soup, and snacks.

Throughout the year you will receive emails from the Soup Run advising how many guests to prepare for. We strongly recommend you join our Slack channel to read the numbers of guests on the previous night to yours and the corresponding day the week before to get a better idea of how many to cater for.

You will need to be able to transport your provisions to Central church on to St Mary Redcliffe and then home with you.

The charity will financially reimburse you for receipts for items that make up the essential items, including milk, tea bags, coffee, sugar, soup, bread, margarine, sandwich filling, snacks of your choice.

Please be mindful of costs and where possible do not buy premium brands eg supermarket own brand crisps instead of walkers.

Transport

It is near impossible to do the service without at least one volunteer driving a vehicle. Transporting the provisions of soup, sandwiches, hot drinks, from where they have been prepared to Central and then on again to St Mary Redcliffe is no simple task.

Both drops are within the Bristol Clean Air Zone. The charity will reimburse you for entering this zone on your night. Once you have paid email your receipt to receipts@bristolsoupruntrust.org.uk

Both sites have room for vehicles to park without fear of being ticketed. If you park on a meter do not assume parking attendants are not operating at that time of night.

At Central we recommend that you park the main vehicle carrying provisions on Jacob Street and the rest on the loading bay on tower hill on the right-hand side as you come down the one-way road. There is enough room for three vehicles. Should that be unavailable or you have more vehicles park on Jacob Street. Remember there are vehicles parked in the building opposite, so it is advised to park with two wheels on the pavement.

Parking at St Mary Redcliffe is on Pump lane it is free to park after 9pm so you are all safe.

Expenses

All reasonable expenses will be refunded. A photo, screenshot of the receipt should be sent to receipts@bristolsoupruntrust.org.uk. Should the receipt contain items not used for the service please make clear which items you are claiming for. Please state your team's name, the date the items will be used and provide your bank details. Refunds are made by our treasurer once per week except for when they are ill are away on holiday.

Because we stock our own supply of toiletries, underwear at our storage unit we do not refund teams for items such as shower gel, socks, sleeping bags etc. Please use the stock already available in the storage unit purchased at discounted prices.

Storage Unit

We have a storage unit at Safe Store 78-86 Pennywell Rd, St Jude's, Bristol BS5 0TG.

Please check their website for store opening times

<https://www.safestore.co.uk/self-storage/south-west/bristol/pennywell-road/>

Ahead of your first service, you meet a trustee or our employee at the Safe Store office and a fob will be issued to you. We will show you where to park, where our

storage unit is, the code for entry, what stock is available and a book in which you will write down the date and what items you have taken for your team. Should you use the last of or the majority of items e.g. socks, please write on the Slack channel storage-unit, what needs to be replenished. If you empty a box, please take the cardboard with you as we have no access to the bins on site.

Safeguarding

Please read our safeguarding policy, where we show scenarios to keep you and your volunteers safe.

Training

Training is available for team leaders and volunteers. We recommend our team leaders attend/ complete the training once every couple of years.

Food hygiene training, email admin@bristolsoupruntrust.org.uk and a link will be sent.

First aid training course on a Saturday once a year. You will be emailed in advance of the date and available spaces.

Safeguarding training course on a weekday evening once a year, again you will be emailed in advance of the date and available spaces.

Support

Your first point of contact will be our admin/ outreach employee, they will be there to guide and support you through setting up a team and be available to answer questions as they arise. Please remember they work part time normally Monday, Tuesday and Friday 9am – 5pm.

If an emergency arises during the service call 999 and ask for the relevant emergency services. If an ambulance is called for, please organise within your team that at least two will stay with the patient and the rest of the team will continue to serve and move onto the second stop.

Should you be a first aider, offer first aid if you feel comfortable, but there is no expectation.

Should a fight occur, or you and your team experience threatening or abusive behaviour, stop the service and go home. If you are at the first drop central and you stop the service do not move on and carry on the service at the second drop St Mary Redcliffe, the issue may follow you to the second drop.

Report in the morning what has happened and our admin/ outreach employee or a trustee will be in touch with you.

Team leaders should be the last person to leave the service on the night, this may

mean telling volunteers to go home.

We hope your time volunteering with the Bristol Soup Run Trust will be long and fruitful.

Wishing you all the very best

Tony Coletto

Chair of Trustees

The Bristol Soup Run Trust