

# VOLUNTEERING & DONATION GUIDE

EVERYTHING YOU NEED TO KNOW  
ABOUT SUPPORTING THE



In partnership with



Pecan | 121a Peckham High Street, London, SE15 5SE  
[www.pecan.org.uk/southwark-foodbank](http://www.pecan.org.uk/southwark-foodbank)  
[www.southwark.foodbank.org.uk](http://www.southwark.foodbank.org.uk)  
020 7732 0007  
Registered Charity Number 801819

## THANK YOU

Thank you so much for enquiring about supporting the [Southwark Foodbank](#).

The Southwark Foodbank is part of [The Trussell Trust](#)'s UK-wide foodbank network, hosted by Pecan, a local community charity in Peckham, and our partners and volunteers are an essential part of our day-to-day activity and without them we simply could not help people living in poverty in the way we do.

In this pack we will tell you everything you need to know about supporting the Southwark Foodbank, including:

1. [What we do](#)
2. [How you can help](#)
3. [About our volunteering opportunities](#)
4. [How to book your volunteering](#)
5. [Sharing online](#)

## 1. WHAT WE DO

We exist to ensure that no one in Southwark goes hungry. Our vision is for a UK without the need for foodbanks.

For people on low income, a sudden crisis - redundancy, benefit delay, illness, or even an unexpected bill - can mean going hungry. Every day parents skip meals to feed their children and people are forced to choose between paying the rent, or heating bills, and eating. Every year we give food parcels to thousands of people in the local area.

The Southwark Foodbank supported **18,978 people (7,089 children and 11,889 adults)** from **April 2020 to March 2021**, a total increase of **289%** from 2019/2020.

We are part of The Trussell Trust's UK-wide foodbank network, and together we provide food to thousands of people nationwide every year. We work with local frontline care professionals, such as schools, charities, housing associations, GPs, health visitors and churches, to identify those in need. They distribute vouchers that the client then exchanges for food at one of our Welcome centres. When clients arrive at the Foodbank welcome centre, we offer them the chance to meet with a volunteer to confirm their needs and check we have the right items in a food parcel, and so they can be signposted to organisations able to help combat the underlying reason for their need for a foodbank.

All food we give out is donated from our local community, and the Southwark Foodbank offers an opportunity for the community to contribute to, and support those in times of crisis, in a simple and practical way. We offer a **More Than Food service**, offering advice and connecting people with organisations that can help address other needs they may have that contribute to food poverty.

Our aim is to see an end to hunger in the UK and an end to the need for foodbanks. We [join with the Trussell Trust to campaign](#) for effective change that will provide better support for people facing poverty in the UK.

## 2. HOW YOU CAN HELP

### Food donations

Donations of non-perishable food, toiletries, and household items are always gratefully received. You may wish to set up regular office collections or a food drive with your team. All donations of food must be well within the best before date as we cannot hand out food that is out of date.

Get in touch to find out about our most urgently needed items. We publish a shopping list of our most urgent needs every month on our [website](#) and on [Twitter](#). You can also use [Bankuet](#), an online food donation portal, to get together with colleagues to donate food directly to the Southwark Foodbank.

### Fundraising

If you would like to arrange a pub quiz, do a sporting event with us or get the office involved in raising money for the foodbank, we welcome any suggestions and involvement. We send out a newsletter of sporting events in January and throughout the year, so if you would like to be kept up to date, please let us know.

### Match Funding

Many employers will offer to match some or all charitable funds raised by their staff. You can boost the value of your fundraising efforts by applying for any funds matching scheme your employer offers. We can also provide an estimate of the financial value of any food donation.

### Long Term Partnerships

We are always interested in talking to companies who want to build a more long-term relationship with us. This may be by making us a charity of the year or quarter, providing more regular volunteers and fundraising, as well as sharing your skills. You may also wish to support by donating a portion of profits from the sale of a product or cause-related marketing. [Get in touch](#) if you want to have a conversation about the ways your organisation can support us. We require a basic agreement to be in place to outline the partnership and give guidelines on the use of our logo and assets.

### Cause related marketing

If you would like to collaborate with the Southwark Foodbank by donating an amount/portion of the profit of sale of a product, [email](#) our team to arrange a chat about your campaign.

### Volunteering

Bring a group from your team to volunteer with the Southwark Foodbank for a day or a few hours.

## 3. ABOUT OUR VOLUNTEERING OPPORTUNITIES

We often schedule corporate volunteering when we have people approach us to arrange a day and to help replenish our food stocks when we run low. On these days we rely very heavily on our corporate volunteers to be able to succeed. You may only be volunteering for a few hours, but the help you provide is crucial in running our foodbank.

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*COVID-19 Disclaimer - we may not have the same capacity to accept larger groups due to continuing to have social distancing measures in place to protect our staff and volunteers, please speak to our Partnerships Manager about the current guidelines and precautions we are taking, as we keep up with the government guidance changes.*

### Supermarket Collections

This is a public facing role. Volunteers must be comfortable speaking with members of the public and asking for donations.

This is a whole day volunteering session (9am-6pm)- although we suggest that this is done by three separate teams of three to four people in two hours slots at the supermarket.

These sessions are held at a selection of stores in Southwark: [Asda Old Kent Road](#), [Tesco Old Kent Road](#), or [Tesco Surrey Quays](#).

During the day volunteers are positioned at the front of the store, encouraging people to take shopping lists for the foodbank and donate items as they are able. When people leave the store and donate items, the volunteers need to ensure they thank them for their donation. Donations will initially go into a trolley and then throughout the day these will be moved into crates.

Prior to the session volunteers will be sent a briefing note which will include details of the contact person for the day as well as background information to enable volunteers to answer any questions from the public.

### National Collections with Tesco

Every Summer and November/December, Tesco holds National Collections with Trussell Trust Foodbanks across the UK. This is part of our Christmas programme and helps us to bolster our winter stocks, engage with the public, and have an opportunity for corporate groups to join us. We take part every year over three days (Thursday, Friday, Saturday) from 9am-6pm, and typically need three to four volunteers per two-hour slot at the supermarket. If you would like to plan this into your year in advance, please [get in touch](#).

### Warehouse sorting

This is conducted at Southwark Foodbank's warehouse: Pecan 121a Peckham High Street, SE15 5SE. *The warehouse is due to move location (within 5 minutes' walk of 121A Peckham High Street) in the Autumn of 2021.*

This will normally take the form of a half-day morning session for 4-6 volunteers. We cannot accommodate groups larger than this due to space limitations and managing volunteers. The time will be spent weighing and recording donations as well as sorting new and existing stock by type and date.

- Wear comfortable clothing and flat, closed shoes.
- Working in the warehouse requires a certain level of physical ability. If any of the volunteers have back problems or are likely to struggle with lifting or reaching, please ensure that the foodbank staff member is aware of this at the start of the day.

Pecan has full Public Liability Insurance that will cover volunteers for these activities with us. A briefing will be conducted with volunteers in health and safety and each activity has undergone a risk assessment.

### Foodbank Friday

We hold a bucket collection called Foodbank Friday every final Friday of the month at London Bridge Station on the Upper Concourse (near the taxi exit, opposite the News building). This is a 3-hour event from 7am -10am. Corporate volunteers usually join us from 8am - 10am.

This is a fundraising activity where volunteers will have buckets to collect donation from the public, as well as card readers for contactless card donations.

## 4. HOW TO BOOK VOLUNTEERING

### Making a booking

Once you have established the date you would like to volunteer and can ensure the right number of people can attend, please complete the [Southwark Foodbank Corporate Volunteer Booking Form and Agreement](#) in order to make your booking.

You will need to complete, sign, and return the agreement and cancellation policy when submitting the online booking form in order to confirm your volunteering day. We will reserve the volunteer date you have enquired about for two weeks. If a booking form is not returned to us within this time your date will be made available to other organisations.

In the event that you move on from your current team and will no longer be attending/organising the event, please forward details of the day to the colleague that will be taking over as the volunteer day organiser; and let us know about a change in contact details as soon as possible.

### Financial Contribution

Pecan is the host charity (charity number 801819) of the Southwark Foodbank and is registered with the [Fundraising Regulator](#). All donations made to the Southwark Foodbank are **restricted** for the use of the Southwark Foodbank **only**.

We ask organisations to make a charitable contribution towards the running costs of the day for the following types of volunteering:

1. Supermarket collections
2. Warehouse Sorting

*(We do not ask for a financial contribution for Foodbank Fridays as this is already a fundraising activity)*

As a standard we ask for a contribution of £25 per volunteer per session/supermarket collection day. This is payable 7 days before your volunteering event, via bank transfer, cheque (to be made out to Pecan with “Southwark Foodbank” on the back of the cheque or included in a letter/note), or via our [Enthuse](#) giving portal.

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A full copy of our volunteering and cancellation policy will be sent to you with the booking form. We are able to issue an invoice/letter as proof of a donation.

We do understand that some staff volunteer their own time and may work for organisations who are unable to provide budget for staff volunteering. In this case please consider running a fundraiser or a food drive prior to the event as these contributions make a huge difference to the work we do. And don't let that prevent you from getting involved, get in touch with us to see how you can help.

For details on how to make a financial contribution, support with fundraising or information about running a food drive please [email](#) our Partnerships Manager.

### **Cancellation**

Should you need to cancel your volunteering day after it has been confirmed, you must put this in writing by [email](#). If the cancellation takes place within 14 days of your volunteering day, we will not be able to return your financial contribution.

We reserve the right to cancel a volunteering day without prior notice. In this eventuality we will always endeavour to rearrange your volunteering event and a full refund of your contribution will be available on request.

*\*COVID-19 disclaimer: Due to the changing nature of restrictions around group activities in public during the COVID-19 pandemic, we may have to cancel a group activity at very short notice to stay in line with changing government guidelines.*

## **5. SHARING ONLINE**

### **Social Media**

Share your time volunteering with Southwark Foodbank, follow us and share our posts. We try to share pictures where we can and will ask for your permission before posting anything.

[Twitter](#): @southwarkfoodbk

[Facebook](#): @SouthwarkFoodbank

[Instagram](#): @southwarkfoodbank

[LinkedIn \(Pecan\)](#)

**THANK YOU SO MUCH FOR GIVING YOUR TIME AND  
SUPPORT TO SOUTHWARK FOODBANK!**

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