

# Welcome

## Outreach at St Martin's Church



A joint initiative between The Hope Hub & St Martin's Church

### Notes for Welcome Volunteers

#### *You will learn...*

- What typically happens during a session,
- How you as a volunteer can help,
- and key, Where to find everything, including the bathrooms and fire exits!

#### *Who will benefit?*

- Anyone just starting out volunteering for The Hope Hub.
- Anyone looking for the latest updates.
- Anyone who needs a quick reminder!



St Martin's Church Office  
Upper College Ride  
Camberley GU15 4HE

# What happens typically...

*Drop-in sessions take place on a Thursday between 10am and 2pm where anyone can access the services offered by a case worker. There are refreshments; tea, coffee & biscuits, and an area to wait with comfy chairs, and toys for children.*



- **The welcome volunteer and the case worker** (currently Kim) arrive.

*Arrive: 9:45/10:00*

- **Put on your ID lanyard.**

*Set-up: 9:50*

- **The volunteer assists with set-up.**

- **The volunteer lays out the refreshments.** Tea & Coffee making items are collected from the kitchenette and laid out.

*Refreshments: 9:55*

*Welcome  
Visitors: 10:00 – 2:00*

- **All visitors are welcomed, their details taken.** They are offered a listening ear, refreshments and a comfy place to wait, if necessary.

- **Case worker (Kim) will help the visitor with their issue/s.**

*Case worker assists  
visitors: 10:00 – 2:00*

*Tidy-up: 1:45/2:00*

- **The welcome volunteer and the case worker put everything away.**

# What happens typically...

In more detail...



## ➤ The volunteer lays out the refreshments.

- Tea & Coffee making items are collected from the kitchenette and laid out (see picture).
- Kim brings biscuits, they go on a kitchenette plate.
- Coffee is in the white THH plastic box.
- Everything else is in the kitchenette (see kitchenette slide).



Arrive: 9:45/10:00

Set-up: 9:50

Refreshments: 9:55

Welcome  
Visitors: 10:00 – 2:00

Case worker assists  
visitors: 10:00 – 2:00

Tidy-up: 1:45/2:00

## ➤ The volunteer assists with set-up.

- Arrange the tables in an L-shape - with a few chairs
- Collect the THH Outreach white plastic box from the church office.
- Lay-out the leaflets and the small roller signs, see picture.



- Put up the large roller sign by the door, which is wedged open, see picture.



- Place the sign in sheets ready with the pens accessible on the red clipboard.  
(Check there are enough sheets and add any additional information needed; spare sheets are in the blue folder in the white box.)

# What happens typically...

...and even more detail!



## ➤ Welcome all visitors & take their details.

- **Welcome** the visitor and ask how you can help
- **Take** their details filling in the form, also ask them to sign the consent form to give the case worker permission to continue, on their behalf later if necessary. (Not necessary if its a repeat visit)
- **Offer** them refreshments; make them a hot drink or offer cold water, ask if they want a biscuit (checking dietary requirements)
- **Chat** to them, and put them at ease
- **Escort** them to the case worker, and hand over their details with explanation
- **Ask** if children want to play with the toys on the carpeted area
- **Offer** them a comfy place to sit and wait; tables & chairs or the sofa. Be mindful to leave families sufficient space.

Arrive: 9:45/10:00

Set-up: 9:50

Refreshments: 9:55

**Welcome  
Visitors: 10:00 – 2:00**

**Case worker assists  
visitors: 10:00 – 2:00**

Tidy-up: 1:45/2:00

## ➤ Case worker will help the visitor, the SU. Typical issues are:

- Housing
- Homelessness
- Universal credit
- Budgets
- Medical & Health issues
- Safety
- Family issues

## ➤ Assisting the Case worker.

- **Sometimes** the welcome volunteer will assist the case worker in dealing with the visitor or service user (SU ) (THH term for people using the services - see glossary) with simple issues.
- This is only if the volunteer feels comfortable and after sufficient training has taken place.
- The volunteer must have a DBS for this.

# Forms

**Note:** These forms may have been updated since this was written..



➤ **Assist the visitor to complete (as best they can) the forms**

- You can ask them fill it in, do it together or do it yourself, whatever works best.
- Please also ask for their email and the reason why they wish to seek help.
- Additional Forms:** These are in the blue folder in the white THH box. The current forms need the handwritten information added. New forms are under consideration.
- Subsequent visits:** Usually there is no need for these to be completed again. Check with the case worker if you are unsure.

**Initial Assessment Form**

Date of Assessment:

**Client Details**

Surname:	First Name:
Previous other name(s):	Preferred Name:
Date of Birth:	Age:
Mobile:	NI Number:
Telephone:	

Current Address: *avail 3*

Previous Address:

Postcode:

Postcode:

How long have you been living at this address?

How long were you living at this address?

GP Address: Current or Previous

Next of Kin Name & Address:

GP Telephone:

Next of Kin Telephone:

*Please tick which applies to you.*

*Housing & Private & Well beings*

*Thank you.*

Page 3 of 4

➤ **Consent form.**

- Signature request:** Please can you ask them to sign the consent form. It allows the case worker and THH to assist them and continue to do so after the meeting if necessary.
- The **typical reasons** where **permission** is sort are listed. Please go through them with the visitor. Seek help from the case worker if there is an issue.

**Consent To Share**

Client Name: \_\_\_\_\_ Date: \_\_\_\_\_

The information given by you will remain confidential to The Hope Hub and be kept in a safe and confidential place within the service.

Information given by yourself or your referrer will only be passed to other agencies, other than your referrer, outside The Hope Hub without your consent if we are required to do so for legal or statutory purposes, i.e. child protection, or for the purposes of court proceedings or police investigation.

We may seek further clarification or additional information by contacting the different agencies. Please sign below to indicate that you give permission for information about you that is relevant to this application to be divulged to us in this way. Your signature will also indicate that you can testify that all the information provided by yourself here is correct.

Housing Benefit / Other Benefit Departments  
 Housing Association / Local Council Housing Department  
 Care / Support Worker  
 Drug and Alcohol Services  
 Mental Health Services  
 Probation Officers  
 Solicitors  
 Doctor / Other Health Professionals or Services  
 Emergency Services  
 Private Landlords  
 Sheltered Housing Projects/ Hostels / Night Shelters  
 Banks / Finance Companies/ Frontline  
 Next of Kin  
 Youth Support Organisations  
 Any other organisation / department relevant to you e.g. JCP, BESOM

Client Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Page 4 of 4

# Kitchenette

*The kitchenette is straight through the door at the back, next to the prayer room opposite to the church office. Please help yourself to what is needed for refreshments. **Milk** is stored in the main kitchen fridge.*



## ➤ Kettles, Pump Hot water Flasks, Plates & Bowls.

- There's **2 kettles** to use.
- **Tall cupboard:** has hot water dispensers, twist to open and take lid off. Fill with hot water from the kettles. Poke pump back in and close. Lift the flap at the top to prime ready to pump. (Ask if stuck)
- **Plates & Bowls:** use as you need for snacks/biscuits.
- **Water jugs & Paper cups or plastic glasses** are usually on the side by the kettles. Put some cold water and offer with refreshments.



## ➤ As you enter, the sink is straight ahead.

- **Washing-up:** Washing up liquid is on the window ledge, (sometimes it's on the side in a labeled hand soap dispenser.) Use kettle if not hot water.
- **Tea towels** use to dry up. Wash everything and put away if you have time; otherwise leave to drain or in sink.
- **Trays/Cutting Boards** on the side by the sink; use if needed.
- **Bins:** Float about but usually by the sink; can be used for Outreach (ask if unsure)



## ➤ Mugs & Milk Jugs.

- **Additional** items in the wall cupboard opposite door by sink..
- Fill a milk jug with the milk brought or stored in the fridge in the large kitchen.



## ➤ Trolley by door, opposite sink.

- **Tea spoons & Baskets** Take some spoons and put in a basket. Return after.
- **Sugar:** use the sugar and return after (not shown)
- **Tea bags:** Use both caffeinated Tea bags & Decaffeinated Tea bags, put in appropriate container.
- **Mugs & sometimes trays:** Use.

# Other useful things to know

You may already know this!



**Toilets:** They are at the end of the corridor. They are shared with the day centre in the large hall opposite. Please be mindful of the day centre attendees.



**Location of Fridge:** The fridge is in the main kitchen on the other side of the hall, where the day centre is.

- Ask the day centre if it's OK to cross the hall and enter the main kitchen to collect/return milk.
- The THH fridge is the one closest to the door, well that's the one THH uses!



**Printer/Copier:** If necessary, THH can use the one in the office.



**Fire Exit:** If there is a fire the exit is through the door at the back, down the corridor and out through the prayer room which is between the office and the kitchen. The front door is used by the day centre as they need to access to wider doors for wheelchairs.



**Toys:** If necessary, put out some toys for children to play with. The toys are stored in the corner by the sofas.



**Vicar:** The current vicar is Rev. Chris Richardson.



**Car Parking:** Its *free* to park outside the church in the spaces. Please be mindful of the minibuses transporting the day centre attendees and their wheel chairs.



**Emergency Food Parcel:** A few prepackaged food parcels, kept in the office, are available to hand out. The case worker will advise or ask you to collect. Usually, visitors will be asked to go to THH during opening hours or directed to Bessom, the foodbank.

# Glossary



No:	Term:	Description:
1	Cooks	Volunteer chefs and sous chefs serving breakfast and a hot lunch in the crisis area at The Hope Hub Centre.
2	Cooks - Chef	Volunteer chief cook/chef, in The Hope Hub Kitchen, preparing breakfast (toast or eggs on toast) and a hot meal (either home-cooked or re-heating Cooks frozen meals). The one in charge!
3	Cooks - Sous Chef	Volunteer assisting the lead cook/chef with tasks such as meal preparation, meal service, cleaning the kitchen, emergency food parcels, helping in the store - anything to help!
4	COOKs	COOKs Frozen meals are a valuable donation worth around £4-5,000. Typically ~18 meals/week are donated usually on a Wednesday.
5	Food Hygiene Rating of 5	A Food Hygiene Rating of 5: Business are awarded a score between 1-5. A 5 is awarded to restaurants/kitchens with a score of less than 15/25 meaning that the standard of food hygiene is an excellent and no further action is recommended. THH is proud to be level 5. (0 is excellent, 25 is very poor)
6	Food Safety & Hygiene	Level 2 Course taken on-line covering basic food safety & hygiene legal requirement for all regular volunteer cooks. Update required every 3 years.
7	Living Well Volunteer	Volunteer welcoming and helping the people visiting The Hope Hub or Outreach to access all the services on offer. At THH tasks typically are; chatting and making them feel welcome; assisting with the living well activities; assisting with use of laundry and/or shower; helping in the store, dealing with donations and providing emergency food parcels. At St Martin's Outreach tasks typically are; chatting and making them feel welcome; offering drinks and assisting the case worker.
8	Outreach	Programmes run by The Hope Hut at other locations.
9	Service User	Any person visiting The Hope Hub to benefit from the services on offer. The Hope Hub centre is open to adults (18+ ). Outreach is for families and Old Dean residents.
10	St Martin's Church	Situated in Old Dean, location of the Outreach programme run, during term time, jointly between St Martins and The Hope Hub. Currently hosted by the crisis team case worker Kim with a welcome team living well volunteer.
11	THH	The Hope Hub registered charity number 1176452. H-olistic O-pen to all P-erson centred E-mpowering. The Hope Hub Building, Rear of Library, Knoll Road, Camberley, Surrey GU15 3SY
12	Welcome Volunteer team	A team of welcome volunteers typically consisting of chefs, sous chefs, store experts & living well volunteers. (At St Martins there is only a living well welcome volunteer)

Phrases explained

# Wishing you every success



Thank you for the generous gift of your time.



## The Hope Hub

Knoll Road, Camberley,

Surrey GU15 3SY

Tel: 01276 581174

[www.thehopehub.org.uk](http://www.thehopehub.org.uk)

[admin@thehopehub.org.uk](mailto:admin@thehopehub.org.uk)

Registered Charity No: 1176452

Document *Updated* 9/10/2024