

# Store

## Welcome Team at The Hope Hub



### Notes for Welcome Team Volunteers

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

- How you as a volunteer can help,
- Where to find everything,
- Current routines for storing & labeling donations and providing emergency parcels.  
...plus what to do when the shelves are bare!

#### *Who will benefit?*

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

### Come in...



# Store: Reception

**SU arrives.**

The duty case worker answers the intercom to let them in.

SUs go directly to reception, sign-in and discuss with duty case worker the purpose of their visit, including the need for emergency supplies.



## ➤ Reception Desk:

- Where **duty case worker** sits.
- Desk maned between 10am-2pm.
- They are responsible for approving entry and emergency supplies.

## ➤ Reception SU sign-in sheet

## ➤ Intercom & Entry Buzzer



## ➤ Always Ask for Advice on...

- what **items SUs** can receive,
- their current **housing** status &
- current **circumstances** before giving them **emergency supplies**, (food parcels, clothes, toiletries etc)

**\*\*Don't be hoodwinked!\*\***

## ▪Sometimes...

- Sus ask **multiple times** in a week; an indication they need help! They may be now be sadly homeless or incomeless.
- SUs **avoid the case workers** preying on the kindness of the volunteers!

## ➤ Blankets & sleeping bags:

- There are two chests, this one and one in the meeting room where they are stored.
- Always ask the duty case worker.
- Reserve for Homeless**, or Sus with **no heating**.
- Only **good quality or new items** accepted. Please **wash** used items before storage, and **recycle** unsuitable ones (Bins in the knoll road )carpark)



## ➤ Help-yourself!

- SUs encouraged** to help themselves to useful items.
- Sometimes the boxes are in the crisis area.
- Typical **items** are:
  - Almost out of date food items, rice, pasta
  - Hats, gloves, hand-warmers, socks in winter.
  - Sun hats, suncream in summer
  - Smaller/travel toiletries or those close to expiry date.

# Store: Food

**\*\*Don't forget to record that SUs have received clothes.**  
(see recording slide)  
Always **ask first**.  
Don't be hoodwinked!

**The Store is on the left by the kitchen. It is used by everyone, staff & volunteers.**

Please help put away donations.  
Please help SUs to an emergency parcel.  
SUs should not enter the store; keep the door closed & light off when not helping someone.



## ➤ Donations: Please help sort, date & put them away.

- Shelves are labeled & dated. Packets/Tins/items are stored according to use by date. Harvest & Christmas are when donors are most generous.
- Mark the use by date, (9/26 month/year) on the top with a marker pen.
- Periodically rotate the stock, (earliest date / most perishable at the front.)

## ➤ Biscuits/Crisps & Snacks:

- Separate wrapped multi-boxed items, so they can be offered individually.
- Reserve for Homeless, or SUs with no access to cooking facilities; don't give them to housed people or from the THH house.
- Offer sparingly.

## ➤ Herbs/Spices

- Portions of spices can be given out. They are on the top shelf.

## ➤ Tins: Soup/Meat/Fish/Beans/Veg etc.

- Most donations are tins. Check if they have a can opener, reserve ring pull for those without.
- There is **never** enough meat/fish!
- Put closest use by date at the front, leave a gap for easy rotation.

## ➤ Tea/Coffee/Sugar

- Its OK to give a small portion in a zipped bag if supplies are low. (Bags are in the kitchen)

## ➤ Unsorted Donations:

- Bags/Crates are placed on the counter or in the corridor, or on the floor.
- Trolleys from the local Sainsburys are behind the screen in the back office
- If you **have time please help sort, date and put them away.**

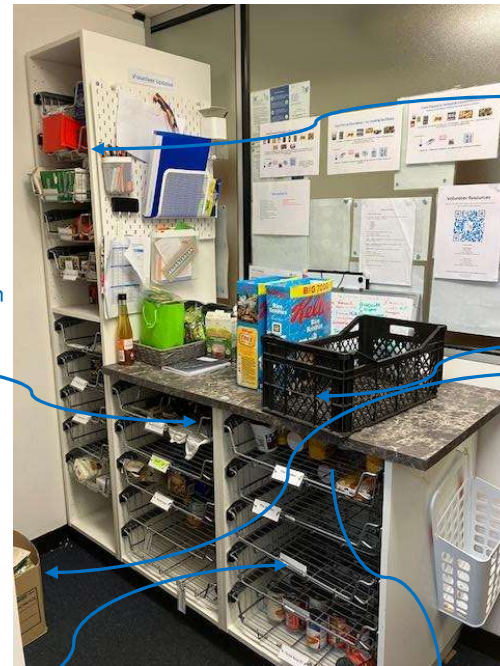
## ➤ Cuppa Soups/Pot noodles

- Reserve for Homeless, or Sus with no access to cooking facilities; don't give them to housed people or from the THH house.



## ➤ Dry goods: Pasta, Rice including gluten free.

- There's no need for shout-outs; people always donate staples.



# Food Parcels

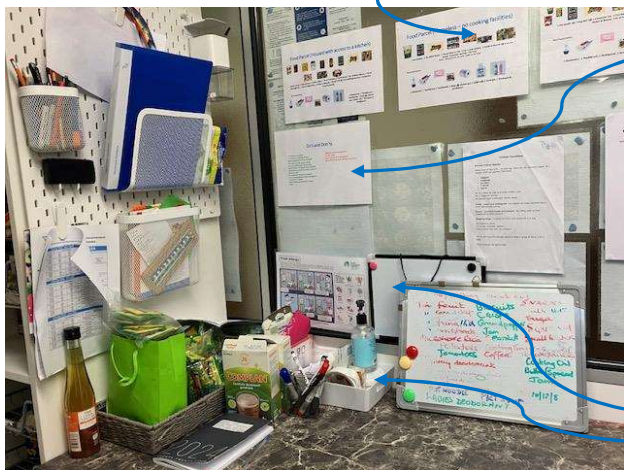
**\*\*Don't forget to record that SUs have received clothes.**(see recording slide)  
Always **ask first**.  
Don't be hoodwinked!

SUs should not enter the store; keep the door closed when not helping someone.  
...Posters to follow



## ➤ Emergency Food Parcels:

- Please **always ask the duty case worker** whether the SU can have a parcel and an idea of what type; SUs circumstances frequently change.
- **Ask** them what Cooking facilities they have access to, and if appropriate where they live.
- **Refer to the posters** created, for **guidance** on the window.
- **Don't be generous**; aim is to share the donations across as many Sus as possible! This is important when stocks are low.
- Don't forget to **record** who has received (*services accessed sheet & diary*) **an emergency parcel**



## Do's and Don'ts

- Ask about any allergies
- Ask if there's anything not liked
- Ask if a substitution can be included
- Only allow number of items listed
- Issue tea/coffee/milk if stocks allow
- Decant coffee into bags if stock is limited
- Check dates on stock and issue in order of BB/use by date
- Issue feminine products on request
- Issue washing powder/tablets (enough for 2 washes) on request
- Issue washing up liquid (only if stocks allow)

## ➤ Toiletries & Toilet Roll

- **Offer toiletries & a loo roll**, to everyone requesting an emergency parcel.

## ➤ White Board for Communication & Useful Stuff!

- **Some Sus** are deaf, or heavily accented, you can use the whiteboard to help.
- Other useful items are on the board/desk; pens/blue tack/sellotape/labels for clothes/labels for shelves etc.

- Allow SUs into the storeroom
- Let SUs 'shop'
- Issue multi packs to one person
- Be afraid to push back and say no (nicely!)

## ➤ Chatting

- **This is a good opportunity to chat**, to help put SUs at ease; some find it hard to receive help.

## ➤ Bottled Water

- There is cold water in the little fridge in the laundry. More bottles are stored in the boxes under the refreshments table. (*The affordable cookery kit is also stored there.*)



- **Plastic Bags/Cloth bags** donated are at the back of the store; please use for putting emergency parcels in. Re-use any suitable received with donations.

## ➤ Step Stool

- There is a **collapsible step** stool to help you reach up high. Sometime its in the laundry or kitchen.

# Food Parcels

**\*\*Don't forget to record that SUs have received clothes..(see recording slide) Always ask first. Don't be hoodwinked!**

Posters; these are examples, periodically they are updated, so yours may look different.



➤ **Emergency Food Parcels:** To temporarily tide them over until their next paycheck perhaps.

## Food Parcel (Housed with access to a kitchen)



1 box of cereal, 2 Tins of Soup, 1 Pasta, 1 Rice, 1 Tin of Tomatoes, 1 Pasta Sauce, 1 tin of Baked Beans, 1 Tin of Meat OR Fish, 2 Tins of Vegetables, 1 Packet of Biscuits, 1 tin of fruit OR rice pudding/custard, 1 tin/packet of pulses/lentils

Non Food Items:



1 Deodorant, 1 Toothbrush, 1 Toothpaste, 1 Soap OR shower gel, 1 toilet roll, 1 Shampoo & conditioner

# Food Parcels

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- **Emergency Food Parcels:** Often this is at Christmas or when its below zero; when THH helps SUs stay in local hotels.

## Food Parcel (In temporary accommodation)

(Access to a can opener, a kettle for hot water and/or microwave)



1 Pot Noodle OR 1 mug shot OR 1 microwave rice, 2 Tins Baked Beans , 1 Tinned Meat or Fish, 2 Cup a Soup sachets, 1 Packet of Biscuits, 1 tin of fruit OR rice pudding/custard

Non Food Items:



1 Deodorant, 1 Toothbrush, 1 Toothpaste, 1 Soap OR shower gel, 1 Shampoo & conditioner

# Food Parcels

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➤ **Emergency Food Parcels:** Homeless; those living in the carparks & woods etc.

## Food Parcel (Homeless – no cooking facilities)



2 Pot Noodles, 2 Tins Baked Beans , 1 Tinned Meat or Fish, 2 Cup a Soup sachets, 1 Packet of Biscuits OR 3 Snacks (Crisps, Cereal Bar, Sweets), 1 Tin Fruit

Need – Ring pull tins, no cook, ready to eat food

Non Food Items:



1 Deodorant, 1 Toothbrush, 1 Toothpaste, 1 Soap OR shower gel, 1 toilet roll, 1 hand gel, 1 Shampoo & conditioner

# Store: Toiletries

**\*\*Don't forget to record that SUs have & received toiletries\*\***  
(see recording slide)

**Toiletries** are at the back, opposite the clothes.

**Loo rolls** are on the top of the shelves.  
Use the step stool if you can't reach.



## ➤ Emergency Toiletries (& Clothes)

- Please offer to **homeless** especially when taking a shower
- **Don't be too generous**, make sure they are **warm & clean**; do be kind.
- Check with the duty case worker if unsure.



### ➤ Toilet Rolls

- Are on the top of the shelving unit.
- Please open large packets, giving one roll (or two if loads) with each emergency parcel.

### ➤ Feminine products – in the SU Ladies Loo & By the wall.

- Please offer to any Lady and give us much as they need.

### ➤ Donations:

- Please check **"use by date"** then sort into the correct labeled boxes.
- Make more boxes/new labels if needed.
- Mostly men's & ladies' toiletries are separate, but not always!
- Shampoo Conditioner is often stored as uni-sex together.

## ➤ Toiletries: Typically are...

- Tooth brush & paste
- Loo roll (*on top of shelving units*)
- Deo
- Shampoo/ body wash/conditioner
- Moisturizer;
- Sun cream (*in Summer this is often out with a "help yourself sign"*)
- Razors are not available.



## ➤ Slow Days:

- On a slow day, **please** can you **sort** and remove, **dispose/throw-away** any **out-of-date toiletries**.
- Put items **close to expiry** out in the "help-your-self boxes."

# Store: Clothes

**\*\*Don't forget to record that SUs have received clothes.** (see recording slide)  
Always ask first.  
Don't be hoodwinked!

Clothes are stored at the back.  
Coats & Jackets hung up, drawers with T-shirts, Tops, Sweatshirts, joggers/jeans & underwear for both men & women.  
Use the step stool if you can't reach.



## ➤ Emergency Toiletries (& Clothes)

- Please do offer to *homeless* especially when taking a shower
- Don't be too generous, make sure they are **warm, dry & clean**; do be **kind**. In winter offer; coats, hats, scarfs, socks, handwarmers etc.
- Please ask duty case worker if they can have a sleeping bag/blanket/coat.



## ➤ Donations

- **Thank you** for sorting, labeling and putting away.
- **THH; typically take:** Underwear (new pants & vests), new socks, thermals, T-shirts, tops, sweatshirts & jumpers, jeans & joggers/leggings, coats, rain wear, caps, hats, gloves & scarves.
- **Shelves are labelled** with items & male/female. SUs are predominantly slim & male, although all sizes visit THH and some wear XL, plus ladies do use the service!
- **New items, or obviously clean used items** in good condition, label & put away.
- **Used items**, please **assess and wash** before labelling and putting away.
- **The local Sports Centre** donate their unclaimed lost property: Please **wash** before putting away.
- Anything **unsuitable** (soiled/old/bras) please place in the **clothing/shoe banks** in the carpark. Ask please if you are unsure.
- **Shoes** shouldn't be stored with food; ask/check for current location, and if they are suitable.
- **Vouchers** (Greggs/Sainsbury's/Primark) are available too. Please ask centre manager.

## ➤ Labeling: T-shirts, Tops & Jeans Joggers etc.

- **Mark and label** size: s m l xl & male/female using the small sticky labels on the counter.
- **If you have time please sort out the piles ... its always the last task to be done.**



- **Disposable cups/cutlery** are stored on top in green crates. Use them in the crisis area or for takeaways; there's more in the kitchen.



## ➤ Winter & Warm Hub:

- **Warm socks, warm hats, gloves, scarves & handwarmers** are often placed in a box in the crisis area with a **"help yourself sign"**
- **Please check** with the duty case worker if a SU can have a **coat** and other warm items, or if **homeless** a **sleeping bag**.
- Warm Items are labeled and stored separately for men and women; coats on hangers
- Any new donations suitable for a Christmas gift, please save. Ask the centre manager where to put them. (*New items & Chocolates/Biscuit boxes/Toiletry sets*)

# When the cupboard is bare!

People are..  
very generous around Harvest,  
Christmas & Easter  
donations are **less frequent** in the  
winter & summer  
Cost-of-living crisis affects everyone!



- **Please Tell Someone: the centre manager and the communications manager** . If they are not around, please tell the **duty case worker** or a member of staff.



## ➤ From time to time, donations are infrequent.

- Its **worse** at the moment with the **cost-of-living crisis**.
- Please** limit donations to ensure THH can help as many as possible. Use the posters for reference.
- Please double check with the duty case worker** that an SU can receive a parcel; they will know their current status & needs.
- Only offer 1 item**, and only offer additional items (*non-poster*) if they are requested and are plentiful & available.
- Be frugal with biscuits/snacks**; **reserve** for **homeless** or those with no access to cooking facilities.
- Don't let anyone in the store**; help those SUs to manage sticky fingers by avoiding temptation.



## ➤ Harvest & Christmas



- This is when **donors** are most **generous**. Supplies received boost stock needing to last all year.
- Usually a **stock take/inventory** occurs as well.
- Items are **reserved** to provide **Christmas gifts for SUs** and as **care packages** for those housed in **travel lodges/hotels** during the Christmas period.
- Please do ask the day centre Manager** for the **current plan** for that **day/year!**

### For organising the store; where to put...

- popular items
- overflow items
- Those reserved for later in the year
- those for Christmas gifts
- those for Christmas emergency parcels for those in hotels
- out of date items, etc.



## ➤ When Donations Appear



- If you **have time please** help sort, date and put them away.
- Bags/Crates** are placed on the counter or in the corridor, or on the floor.
- Trolleys** from the local Sainsburys are behind the screen in the back office
- Try **not to block the aisles**; there is a disabled member of staff. Please avoid **tripping hazards**.
- **Thank you** for always dealing with donations as they arrive and completing the donations sheet in the store or letting the communications officer know when individuals need thanking for their generosity





# Wishing you every success



Thank you for the generous gift of your time.



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