SADAKA

A helping hand for those in need

VOLUNTEER INDUCTION 2020

By Dr. Sunila Lobo
Chair (Registered Charity No. 1171075)

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WELCOME!

- We are a charity for those in need based in Reading, with an ethos of giving without judgement or bias.

HISTORY

2017 - Inception

- Charity Commission (No. 1171075)
- 20+ service users
- 2 Founder Trustees

2018 - Policies developed; 2 sessions/week, reduced to one a week; 3 Trustees; 30+ service users

2019 - Service User numbers doubled to nearly 60!!!; 4 Trustees; New Logo

2020 - 6 Trustees, 15 members, about 60 service users; adapted service delivery during pandemic and service expansion with 2 new projects!

SADAKA

Every act of goodness is charity

SADAKA

A helping hand for the homeless

From original Logo (2017-2018) to brand new blue logo with clear message about Sadaka's objective!

SADAKA

A helping hand for those in need

Late 2020: Change to logo to reflect strategy to help wider groups of those in need.

MISSION

Alleviate:

- Poverty & Financial Hardship

NOTE: Sadaka supports the homeless/at risk of homelessness & people living in poverty, deprivation and isolation.

Promote:

- Equality & Diversity
- Community Cohesion

ORG STRUCTURE

- 6 **Trustees**:
  - Sunila Lobo - Chair (& Training Programme lead);
  - Zobia Kalim - Treasurer (& Fundraising Lead);
  - Wahid Issa - Interim Secretary (& IT Lead);
  - Fatima Alla-Saouiki— Service Operations Lead;
  - Shajna Rehan- Business & Supplies Lead, Refugee Project co-lead;
  - Abid Khalid - Refugee Project co-lead;
- **Members** - 15 volunteers with voting rights, involved in decisions about the direction of the charity.
- **Social Media Leads** - Sabine is tasked with Sadaka's Facebook and Twitter; Hafsa, with Instagram.
- **Volunteer Committee** - About 30 volunteers. Committee Lead is Sabine Mayeux; Gina and Marta as members.

OUR CULTURE

We have a collaborative culture, which includes :

- Respect for others
  - Making a request politely rather than ordering others about,
  - Being open to others' views and suggestions, and
  - Finding a way to work together towards the common goal of serving our service users
- Being Adaptable, yet confident and assertive when the situation warrants it.
- Constructive feedback is encouraged; with freedom to speak up
- Dealing with issues as soon as possible, rather than allowing it to fester

OUR REGULAR WEEKLY SERVICE (PRIOR TO COVID-19)

We provide a sit-down meal, comprising:

- Fresh, hot meals and soft & hot drinks; with
- Donated toiletries from Clean Conscience
- Donated groceries from Tesco, Waitrose
- Donated clothes, books, tinned food, etc

Service Location: Fairview Community Centre, 90b Great Knollys Street, Reading.

OUR ADAPTED WEEKLY SERVICE (DURING THE PANDEMIC)

We provide takeaway bags with:

- Fresh hot meals, dessert, fruit and water; with
- Long life, nutritious items including cereal, oats, baked beans and
- Donated items including toiletries from Clean Conscience, etc

Service Location: During the pandemic, the adapted service has been delivered outside the Fairview Community Centre.

Since 26 Sept., the service has moved to Queen's Arms in Great Knollys Street, Reading.

FOOD AT SADAKA

ACHIEVEMENTS

- Pride of Reading’s Charity of the Year nomination 2018; Thames Valley Business & Community Awards Charity of the Year nomination 2019
- £15k+ Funds raised to continue the food service during the pandemic - including from Crisis, Charities Aid Foundation, MCKS, Morrisons’ Fund (for PPE & related) etc

We have won more and so, can do more!!!

With partners like FoodCloud, OpenText, Clean Conscience, UK Halal Meat, Tesco, Istanbul Store, University of Reading students, Quakers, Reading Red Kitchen etc.

SERVICE EXPANSION

- **Refugee Meals project** (since end June 2020) - hot meals on Sundays, provided to 40+ newly arrived refugees in Reading.
- **Project Step Up with Sadaka** (Sept. 2020 till Sept. 2021) - training programme which will contribute to building confidence and preparing interested service users for employment or further training/education (*funded by ESFA and the European Social Fund*).

OUR VOLUNTEERS

- Diversity of ‘jobs’ (weather scientists, engineers, social work, nutritionist, students, housewives etc), cultures and food
- Aged above 18 (unless with a parent for Duke of Edinburgh scheme students)
- Get to know each other, make new friends

OUR SERVICE IMPACT

- **Impact**:

"You people save lives"

(from a service user)

WHAT YOU CAN DO FOR THE REGULAR SAT. SERVICE: TEAM ROLES & TASKS

- Doors open for service users at 11.30am (earlier, in bad weather)
- 1 **Session Leader**, 13-15 Volunteers per session, 3 Supervisors ideally:
  - **Hall (4-6)** - Set-up hall from 11am, serve hot/soft drinks, snacks and desserts; chat with service users/help with distributing books & clothes, clear and clean hall from 1.15pm
  - **Kitchen (4)** - Set up crockery/cutlery, serve food, wash up, clean, etc
  - **Store-room (3)** - bagging of groceries, tidying the cupboard
  - **Security/Welcomer at door (2)** - take down names & numbers (in order of arrival)
- **Closing** - binning, putting away tables & chairs, cleaning/clearing/locking up

WHAT YOU CAN DO FOR THE ADAPTED SAT. SERVICE: TEAM ROLES & TASKS

- Service set-up begins from 10.30am and ends at about 1pm.
- 1 **Session Leader**, at least 6 Volunteers per session, wearing gloves and masks.
  - **Coffee/tea station (2) -** Make and serve tea, coffee, biscuits in covered area outside Queen's Arms
  - **Food Bag Distribution (2) -** Set-up outside from 11.30am, distribute bags with snacks and desserts; chat with service users, clear and clean from 12.40-1pm
  - **Social Distancing (2) -** Chalk up the pavement so service users queue at an appropriate distance from each other
  - **Cooking** at home - Vegan option for 5 pax, main meal (if not purchased from local restaurants) and desserts for 60 pax (task can be shared between 2 or more volunteers).
- **Closing** - binning, cleaning, putting away tables, and clearing up.

THE SERVICE USER:

An "Adult at Risk" is defined as:

Any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

OUR SERVICE USERS

Vulnerable adults:

- Why they use our service: variety of backgrounds, issues
- Many love a friendly chat
- If needed, you should signpost/direct them to relevant Support Services - do not give advice

NOTE: Do not take their photos nor share them, unless permission is given.

Be Observant, Sensitive & Welcoming

MANDATORY TRAINING FOR VOLUNTEERS

- Level 2 Food Safety (if cooking, handling food & drink)
- Safeguarding ‘Vulnerable Adults at Risk’
- Professional Boundaries (PB)

SAFEGUARDING

Safeguarding is a term used in the UK which enables measures be put in place to protect the health, well-being, and human rights of individuals. It allows people, especially children, young people and vulnerable adults to live free from abuse, harm and neglect.

The UK government has enacted legislation and published guidance to protect children and adults from maltreatment.

The responsibility for these aims is deemed to lie with everyone who comes into contact with children and adults at risk, therefore '***Safeguarding is everyone's business***'.

TYPES OF ABUSE & NEGLECT

With Adults:

Abuse can happen in many different forms and people often suffer multiple types of abuse at once. It is crucial to be able to identify what type of abuse someone is suffering in order to get the appropriate help as quickly as possible.

Categories of Abuse:

- Domestic violence,
- Neglect and acts of omission
- Physical abuse
- Financial or material abuse
- Organisational abuse
- Psychological abuse

Additional Categories more recently included in legislation:

- Modern slavery
- Discriminatory abuse
- Self-neglect
- Sexual abuse

VOLUNTEER BOUNDARIES

Professional Boundaries (PB):

Volunteers’ attire, and

Interaction with the service users

Example - dependency

A common example would be allowing a service user to feel that they have a ‘special’ relationship which could lead to them becoming overly dependent on you. If you then move jobs/stop volunteering, any positive steps forward could fall apart for the service user as a result of the difficulty they have in ‘separating’ from you.

HANDLING CHALLENGING BEHAVIOUR

Arguments, loud exchanges, disruptive or aggressive behaviour:

- Defuse the situation in a calm, courteous & professional way **if** you are confident to do so
- Report to the Supervisor and/or Session Leader
- If the situation requires further assistance, the Community Police and/or TVP will be called.

- Introduced ‘De-escalation’ training for the first time - 15 volunteers trained in Nov. 2019

SUPPORT FOR VOLUNTEERS

- 1 to 1 meetings with Sadaka trustees,
- Volunteer and member general meetings,
- Assigned trustee for Safeguarding (Neelam Ahmed)

WALK-THROUGH OF QUEENS ARMS

- Fire safety inside Queens Arms - location of alarms, fire extinguishers, exits, evacuation process (Fire safety marshal - Sairah)
- Kitchen
- Front room
- Toilets (only for volunteers' use)

BUILD SADAKA'S FUTURE TOGETHER

We hope you will:

Feel good about giving your time and effort to a worthy cause;

Gain good experience/skills for the future, while making new friends; and

Integrate better into the local and wider community

Important to have fun, and enjoy being a part of our future!

- Help us fundraise and publicise our work
  - Tweet about your experience, @SadakaGives
  - Share your pics on Instagram, www.instagram.com/SadakaGives!
  - Post on https://www.facebook.com/SadakaGives/

Sadaka nominated for Charity of the Year in 2019:

http://youtu.be/KH4tmQuqkNU?a

WHAT YOU CAN DO FOR SADAKA: ROLES

Open roles: Sadaka needs help with

- **Mentors** for the Training Project Step Up with Sadaka - selection/interview process
- **Session Leaders** (& Supervisors inside Fairview, when it re-opens)
- **Marketing & Comms.** - e.g. to publish leaflets, e-newsletters, videos, annual report glossy
- **Fundraising** - e.g. apply for grants, increase regular donations, seek corporate donors and develop fundraising campaigns (e.g. on Sadaka's JustGiving site)
- **Trustees** - 1 more at least; with 11 Trustees in total allowed.
- **Fire Safety Marshals** (when we return to using Fairview) and **First Aiders**

QUESTIONS?

We are a charity based in Reading with an ethos of giving without judgement or bias.

https://beta.charitycommission.gov.uk/charity-details/?regid=1171075&subid=0