
Volunteer Community Project Operations Guide



The Hygiene Bank is a registered charity in England and Wales number: 1181267 and in Scotland SC049895

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Introduction

The Hygiene Bank is a grassroots, people powered charity and social movement, grounded in community. Our network of banks exist to ensure those living in poverty and whose choices are constrained have access to the basics. We believe that everyone should have a dignified life.

Our passion stems from a sense of injustice. Feeling clean should not be a luxury or a privilege in the modern world and so we work to inspire social change.

Volunteering

Volunteers are our lifeblood and The Hygiene Bank could not exist without them. Volunteering is an empowering, social experience that gives you the opportunity to make a real and tangible difference to those struggling with the stigma of hygiene poverty in your community.

Compassion and justice are values that underpin our society – we believe in helping each other out when we're having a tough time. We need to make sure those values underpin the way we talk about poverty too.

As volunteers, you are the voice of The Hygiene Bank on the ground and it is important we speak the same language. Framing means making deliberate choices about how we communicate. It's about understanding how people think and feel, and telling stories that change hearts and minds.

To help with this challenge, we're using The Framework Toolkit from the Joseph Rowntree Foundation. The toolkit is based on the FrameWorks Institute's research into public attitudes to poverty in the UK, involving 20,000 people.

You'll find the Framing Toolkit in the On-boarding, Induction and Training Zone section of Members Area on-line.

The Volunteer Community Partnership

We want to ensure this operational model is rooted in community and grass roots efforts and so our hygiene bank projects are launched in partnership with self-organised local people, church groups and communities - who are best placed to meet local needs.

The role of the Head Office team is to assist and empower these projects to launch and run as efficiently, effectively and sustainably as possible.

Each bank is run by a team of volunteers, headed up by a Project Coordinator(s).

Setting up and running a hygiene bank is a unique opportunity to gain a whole range of skills and experience, make new friends and gain the satisfaction of leading and working in a team that makes a real difference in your community.

Projects are required to make a set up contribution of £600 and this helps towards the costs of printing and delivering all assets and on-going support from Head Office. This contribution can be raised via fundraising.

How a Hygiene Bank works

1. Products are donated...

- people donate products via publicly accessible collection bins
- collector schemes (office work places, sports clubs, schools, youth groups like Brownies/ Guides/ Scouts etc).
- brand partnerships

2. ...to a local Hygiene Bank project

Products are stored, collected, checked, sorted and prepared by you and your team of volunteers.

3. Your Project is mapped with local Charity partners

Charities, not-for-profit organisations and social enterprises such as the foodbank, women's refuge, school, social services can request or are invited to be part of your network to receive donations.

4. Requests are prepared

Products are picked and packed according to the charities' needs.

5. ...and distributed to charity partners

Goods are delivered to your charity partners by you and your team and in turn are given out free of charge to the people they support.

6. Making an impact

This allows charities to save precious funds and do more for the people they support. Donating unwanted products makes a wider, positive impact by reducing waste.

Role of the Project Coordinator

A Project Coordinator is the team leader that sets up and runs a Hygiene Bank project; managing a team of volunteers through the entire process from setting up drop off points, collecting and sorting donations to delivering them to local partners.

Becoming a Project Coordinator is a unique opportunity to gain a whole range of skills and experience, make new friends and gains the satisfaction of working in a team to lead a successful project that makes a real difference in your community.

How do I apply?

Read our policies and the Volunteer Handbook which details what we expect from you and what you can expect from us.

When you join The Hygiene Bank network, we will provide:

- Operating Guides, On-boarding and Induction
- Support from a direct line manager
- Collection Bins and branded marketing artwork
- ID badges
- DBS checks
- Access to an online Members Only area of the website
- Access to a closed Facebook online forum
- Data recording system
- Annual audits and quality assurance process
- Brand relationships – products donated by partnership schemes

Build a team

You can't do this alone. Speak to friends, colleagues and build a team of volunteers that will support you. Come as a self-organised team. We suggest a minimum of three people including you. Assign someone as your deputy and who can step in your Coordinator shoes, if required, e.g. absence or sickness.

Each of your volunteers will need to have read the Volunteer Handbook and register with us. Ongoing, Head Office will forward on any volunteer enquiries that are local to your location.

Financial contribution

Projects are asked to make a one-off set up contribution of £600. This contribution helps towards the costs of printing and delivering all assets and on-going support from Head Office. We do not expect you to self fund this . You can fundraise.

How to proceed with your application

Email: enquiries@thehygienbank.com

Subject header: 'New Project in X '

Please include:

1. The area where you would like to set up your project.
2. What you are hoping to get out of your role as a Project Coordinator (PC), any initial plans or thoughts about your project setup and confirming that you understand the commitments.
3. For each team member - a headshot photo and proof of ID with your current address. This can either be a driving license OR copy of your passport and recent utility bill showing your address.
4. Confirmation of how you will donate the £600, i.e. a donation payment (see [website](#) for options).

Get started

Registration, On-boarding and Induction

Once we have received your application you will be allocated a line manager who will be in contact to answer any questions and give you links to complete Registration Forms and access to the Members-Only area of the website and Facebook forum.

On-boarding and induction will be done via a video dial in with your line manager. Additional reminder tutorials can also be found on the Members Area of the website.

Assets

It is vitally important that all our projects look and feel consistent so you will be supplied with a comprehensive list of assets:

- collecting bins
- collecting bin label sticker
- Drop off Here' Poster
- A5 Leaflets
- charity T-shirts
- roller Banner (1 generic, 1 shopping list)
- charity collection Bucket
- Stickers
- 1 x sturdy, folding trolley device (manual handling)
- DBS check
- ID badges and lanyards

Downloadable artwork can also be found on the Members Only area of the website.

If you want to create bespoke collateral follow our Brand Guidelines and seek Head Office approval before you print.

We are often asked about creating regional logos. The Hygiene Bank is still its infancy and so we need to establish the parent brand before creating regional identities.

Setting up a THB email address

We display Project Coordinator contact email addresses on the website so advise you don't use your personal email address but create a new Hygiene Bank gmail with the format thb(project area)@gmail.com. You will be given instructions for this by your line manager.

You are responsible for ensuring this email account is checked by someone in the team and emails are responded to in a timely manner.

It's a good idea to add an automatic reply which details something like the following:

Thank you for contacting The Hygiene Bank (your area), we operate entirely on the power of volunteers so may not respond immediately but will get back to you as soon as we can. Also, you can use this to add specific details about your project, any needs you may have (such as new volunteers, new drop offs or specific donations) and a list of your drop off points.

Due to the new privacy laws, you will need to ask any contacts you make on behalf of The Hygiene Bank whether they are happy for their details to be kept on record. Add a disclaimer to your email signature sign off such as:

In line with the new GDPR regulations, please email us if you do not want The Hygiene Bank to store your name, email and location on our database. Thank you.

Setting up an Easho Wishlist

We've partnered with wholesale on-line club EASHO so it's easy for your community to donate to your project directly. #GiveLocalHelpLocal. Easho stands for easy-shopping and together we have curated a range of our most needed items from brands that you know and love, at wholesales prices. If you don't wish to feature your home address contact the account manager who can hide the details for you.

Our account manager at Easho is Georgie Pavel: georgie@easho.co.uk

<https://www.easho.org.uk>.

Keep up do date with THB news

Join our Facebook Volunteer Forum

This is where we update you on announcements and important information and host Facebook Live sessions for live Q&As and interaction with Head Office. It is also a platform for you to ask questions, share concerns and achievements with other project coordinators and Head Office. If you have a question, chances are someone has asked it too and has the answer.

In setting up your team, please ensure at least one member accesses to this page.

Volunteer Newsletter

You will receive a fortnightly newsletter - please make sure you receive this (check your junk mail) and read it.

Members Only Area of website

Important reminders, recordings of Facebook lives and dates will be posted here too.

Publicity

Use your voice and your own social media to tell everyone you exist! Join local Facebook forums, mums' groups pages etc. and promote what you are doing, drop off points and campaigns. Some pages only allow you to 'advertise' once a month so make a note in your diary of when you can do this.

Set up your own local social media Hygiene Bank pages and account. Use our Social Media Guide to assist you.

Contact local press and radio and tell them what you are doing. Tell all your friends and family to follow, share and like posts on social media @thehygienebank.

Use the hashtags: #TheHygieneBank, #EndHygienePoverty #MakeADifference #ItsNotOk #ITSINTHEBAG

Remember to always tag us.

Please repost all social media posts from the main Hygiene Bank pages to spread the word.

For specific PR queries, please email: media@thehygienebank.com

Setting up Hosts

There are two kinds of hosts - Drop offs and Collectors. What is the difference?

- Drop off - Somewhere that the general public can access such as a retail unit, café, leisure centre, gym, salon
- Collectors - Somewhere that isn't accessible to the general public such as office workplace, yoga class, Scout group, school

Approach potential hosts face to face. Take literature with you that you can leave behind. Start with the independents. These are usually owner run and so the decision maker is often on-site and can decide there and then.

Ask your School, local businesses, church, scouts etc if they will be organise collection drives and be a Collector.

Provide the host with a collection box and Drop Off or Collecting poster and ask permission to publicise the partnership on social media. If they have a social

media platform e.g. Facebook, Instagram or Twitter, ask them to promote the fact they are a Hygiene Bank Drop Off point or Collector.

Make sure all contact information is recorded on the Collector/Drop Off Form It is important we have email addresses for all contacts.

Take photos and update everyone what you are doing not only on your social media but the Volunteers Page. We want to celebrate your successes.

Collecting Donations

Establish a set pick up date at least once a fortnight – please ensure the box is NOT left to overflow at any time (it doesn't look good).

Print off the Generic Leaflet and give every drop off point a copy together with a logistics Hygiene Bank branded one pager with these details:

Drop off Location & name of the contact and number of who agreed to host (for the benefit of all staff on duty)

Contact name(s)/ telephone number of any THB volunteer involved in collection

Dates of proposed collection

Request this is put somewhere visible for all staff to see such as staff notice board or folder (hopefully minimising staff not knowing!)

If the designated pick up person can't do that week (we understand things come up) that job must be delegated to someone else or at the very least the drop off notified.

Please take ownership of collections, rather than waiting for the drop off to contact you.

Setting up Charity Partners (CPs)

The is the generic name given to the organisations that will receive your collected donations.

Please note, The Hygiene Bank does not give out products to individuals. We ONLY distribute through official partners; charities, community groups, social enterprise, Local Government Authority services and schools to ensure your donations reach the people that really need them.

Our ethos is 'give local, help local' so your collected products will support those in your community that need help.

You know your community better than we do so suggest you reach out to local organisations offering support. If you are unsure whether an organisation is eligible, please read the criteria detailed on the website.

<https://thehygienebank.com/locations/can-we-receive-donations/>

If you need help sourcing charity partners, Head Office can help you.

It is better to support fewer partners regularly than many with ad hoc deliveries. Form a relationship with your charity partner so you can understand their needs and best support them.

You can find a Working with Charity Partners Protocol document in the Members Only Area of the website.

Working with Schools

Schools can become an Official Schools Partner, either by being a charity partner i.e. they receive products to distribute to pupils and families or they act as a Collector or in a few cases they do both.

See more about the role schools can play on the website.

<https://thehygienebank.com/schools/>

You can also find a Working with Schools Protocol document in the Members Only Area of the website.

Storage, Sorting and Distribution

You will need somewhere to store the donated products before you distribute them to your local charity partners. Volunteers are using garages, living rooms, spare rooms. Barns and sheds etc. are great temporarily but ideally you want

something dry and easily accessible by all area volunteers involved. There may come a time when you need to source an external storage facility. Funding for this will need to be sought. Please speak to Head Office to get help with this. Sort products into type ready for delivering out and label using the THB delivery label.

Project House-Keeping

There are a number of forms that are critical to your project house-keeping. The links for these are on the Members Only area of the website.

Registration forms - need to be completed at the time of confirming a host or charity partner. Keep Head Office updated if details change so we can update the website and keep our records relevant.

- Register a drop off or collector
- Register a charity partner

Routine Monitoring - these track the collection and distribution of product and need to be updated on a regular basis. This data is independently audited and critical to compliance.

- Collection register and weight log
- Distribution register and weight log
- Disregard register and weight log (this is product you throw away when collected as it is not fit for purpose)

Stories of Change - this form is for recording stories of change. When you come across someone for whom we have made a difference, please use this to share their story

PC survey - from time to time will ask your views with a PC Survey. You will be notified when we need to you complete this form.

Campaigns

Although you have relative autonomy with your project, throughout the year you are expected to participate and promote any UK wide campaigns such as our annual #ITSINTHEBAG Christmas appeal and brand partnerships.

Finance and Fundraising

Fundraising is an integral part of running a project. Either initially to fund the set-up cost and on-goingly. All the information and procedures regarding Finance and Fundraising are the same for everyone and can be found on the website, including an A to Z of fundraising initiatives that are fun and are great team builders.

Hopefully everything makes sense but please contact finance@thehygienebank.com if you are unclear.

Working with neighbouring projects

Due to the nature of our charity there will sometimes be overlap with the areas of coverage of projects, drop offs and charities. We ask all volunteers to take responsibility to get to know their neighbouring teams and work collaboratively towards our common goal. You will ensure a good level of communication between all volunteers, which is especially important if both supplying the same charities and other collaborations such as shared storage or joint fundraisers/events.

In the event of two teams both applying to start a project in the same area, we ask that you amalgamate and work together as one larger team. Please ask your line manager for further support should you need it around facilitating these links.

Stepping Down

Should you need to step down from your role as PC, you will need to ensure you have a successor or deputy within your team to keep your project running as the

lead. Head office can also support you in advertising should you need support in finding replacement team members.

Volunteer with a existing project

We'll connect you with an existing Hygiene Bank project to support the local Project Coordinator with whatever is needed. Within your capacity, it could be anything from setting up additional drop offs to grow the project, collecting, sorting or delivering donations to charity partners, being the school's liaison or managing the project's social media account.

Next Steps

Read our policies and the Volunteer Handbook which details what we expect from you and what you can expect from us. It would also be useful to read the sections above, so you know the role you are supporting.

If you are happy to proceed, please email your local Project Coordinator detailed on the locations area of the website. Once you have met with your new team, your coordinator will be send you a link to complete a registration from.

Once approved you will be given a link to complete a Registration Form, be given access to the Members Only area of the website and you can request to join the Facebook Volunteers page.

If your volunteer role involves either collecting from Drop offs or delivering to Charity Partners, you will need an ID Volunteer Badge. For this we will need

1. A headshot photo and

2. Proof of ID with your current address. This can either be Driving license OR Passport and recent utility bill showing your address

Become a Regional Coordinator

For those who want to take on a larger overseeing role, this is a progression volunteer role, using the wealth of knowledge and success gained as a Project Coordinator (PC). You will be direct line manager for Project Coordinators in your area..

We will support you to be autonomous and make the role yours to suit you and the needs of your community, within the guidelines and procedures of The Hygiene Bank. We also encourage innovative ideas as we grow and expand.

We also understand that there is no 'one size fits all' with our Hygiene Projects, so we trust that you aim to get to know each of your areas well and establish close relationships with your PCs to understand their capacities, capabilities needs for support and wishes. Some PCs will be very self-sufficient straight away and some may need a little extra, so your input with the below will vary.

Regional Coordinator responsibilities relate to Volunteer/PC Support. You will be on hand to support the teams in your area coverage in any way they require. If you'd like more information please speak to your Head Office line manager.

Checklist

This checklist is a good way of keeping track of your first few weeks with us to ensure you have covered all you need to get going and running smoothly.

Tick off the tasks as you go along. Please contact your line manager if you have any questions.

Checklist

- Read the Operational Guide
- Read the Volunteer Handbook
- Read the policies
- Build a team (PCs only)
- Donate set up costs of £600 (PCs only)
- Assign yourself a project name e.g. thbsevenoaks (PCs only)
- Email your ID and cover letter
- Create a THB gmail account
- Complete Registration Form from link sent
- Join the Members Only Area of the website.
- Join the Volunteers Facebook page
- Video dial in or face-to-face induction with line manager
- Be familiar with the website and FAQ responses
- Sign up to the e-newsletter on the website

- Create an EASHO Wishlist for your project
 - Create local social media pages (PC or RC led initiative)
 - Spread the word via media, social media, friends, family and work
 - Locate and set up your first collector/drop off point
 - Fill out your first collector/drop off form
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- Identify your first Charity Partner and get to know them and their needs
 - Fill out your first Charity Partner form
 - Pick up your first collection
 - Fill in your first entry in the Collection register
 - Sort through and pack your first donations in preparation
 - Deliver your first donations to a charity partner
 - Fill out your first entry in the Distribution register
 - Apply for local charity grants/funding to cover running costs
 - Source storage as needed to fit supply & demand