

Home-Start Wirral Charity Shop Handbook



Home-Start offers friendship and informal support to parents with young children, in local communities throughout the UK, so that every child can have a good start in life.

What is Home-Start?

Home-Start is a family support charity. Volunteers offer regular support, friendship and practical help to families under stress in their own homes to prevent family crisis and breakdown.

Home-Start Wirral has grown and developed over the years, securing the funding to provide family support to parents and children throughout Wirral, and providing additional services such as Breastfeeding Peer Support and Group Support, including specialist support for children with complex needs.

In 2013 we opened our Charity Shop in Claughton Village, a first step into trading to generate income for Home-Start Wirral. Our volunteers play an important role and are an integral part of all aspects of our Home-start services. Thank you for choosing to volunteer for Home-Start; your support in the charity shop helps to raise the profile of Home-Start Wirral, and all money raised in the charity shop goes towards supporting families in the local area.

This Handbook forms part of the Volunteer Handbook which is available in the shop.

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Home-Start Wirral Contacts

Sara Forfar Charity Shop Manager - 0151 652 0020
Mandy Edwards Charity Shop Assistant - 0151 652 0020

Bev Morgan Chief Executive Officer - 07810 340097
Michelle Walsh Operations Manager - 0151 608 8288

Contact Information

Office Address: Home-Start Wirral Hub, Woodchurch Lane, Prenton, Wirral, CH42 9PH

Office Telephone Number: 0151 608 8288

Office Email Address: admin@homestartwirral.co.uk

Shop Address: 48 Upton Road, Claughton Village, Wirral, CH41 0DF

Shop Telephone Number: 0151 652 0020

Shop Email Address: charityshop@homestartwirral.co.uk

Follow us on Facebook: <https://www.facebook.com/Home-Start-Wirral>
or Twitter: <https://twitter.com/homestartwirral>



Code of Conduct

Home-Start Wirral expects all staff and volunteers to comply with the Code of Conduct for the Charity Shop. If the Code is disregarded Home-Start Wirral may instigate disciplinary action including a verbal warning, written warning, final warning, and dismissal or in the case of gross misconduct, summary dismissal.

- Staff and volunteers must adhere to the policies and procedures of the Charity Shop and those of Home-Start Wirral.
- There must be proper and authorised use of the Charity Shop's equipment, time and property.
- Staff and volunteers should satisfactorily perform the instructions given for carrying out the duties of their role in the shop.
- All absences should be notified to the Charity Shop Manager; please ring the Charity Manager or Assistant on 0151 652 0020 if you are going to be absent that day.
- All health & safety rules should be adhered to at all times.
- Staff and volunteer's conduct, while in the shop, should be of an acceptable and professional standard.
- Staff and volunteers are not permitted to use, possess, or be under the influence of alcohol or illegal drugs at any time while on the shop premises.
- Staff and volunteers should at all times treat customers and others working in the shop with respect and should in no way jeopardise their safety and wellbeing.

Daily Operations

- Help and serve customers
- Ring sales into the till
- Receive donations
- Encourage new customers to sign up to Gift Aid
- Sort donations into stock, items to rag and high value items to list on ebay
- Prepare items for the shop, steam clothes and wash bric-a-brac if required
- Price goods
- Remove old stock following stock rotation guidelines.

Health & Safety

We all have a duty of care to ensure that health and safety is maintained in the shop and specific areas to be highlighted are:

- Fire safety – in the event of a fire, evacuate customers and other staff from the shop, raise the alarm and call 999. Do not stop to collect personal effects. Move away from the premises to a place of safety.
- First aid – There is a first aid box and accident book in the in the office above the Charity Shop Manager's desk. If a customer or member of staff is taken ill or has an accident, call either the office or 999 depending on the severity of the illness or injury. Record the incident in the accident book which will be in the shop.

- Sorting goods – Anything could be in a black bin liner. Do not delve into it with bare hands. A work surface is available and goods should be emptied out of the bag onto the table and sorted carefully with gloves on. Any hazardous items such as syringes should be carefully wrapped in newspaper and safely disposed of. Wash your hands after sorting
- Lifting – Black bin liners when filled can be very heavy. Don't over fill them in the shop. When they are delivered full ensure two people lift them together. If you have a back problem don't lift at all. When lifting bend at the knees not with your back. Do not twist when you are lifting. Do not lift heavy items above your head.

Opening and Closing the Shop

Things to do before customers arrive:

- Turn on lights
- Move donations from front door to sorting area
- Check floor is clear from hazards
- Fire exits are clear
- Till is on and ready for action
- Float is in till and correct
- Check with Charity Shop Manager or Assistant, or for notes in the diary, for the day's plan of action, or any new information before you start a shift.

Things to do at the end of the day:

- Clean / Hoover floor
- Tidy kitchen area, wash up cups etc
- Tidy rails
- All hangers and pricing equipment to be returned to the work room.
- Leave all areas as you would like to find them at the end of a shift/day.
- Run daily reports and take the days taking to the Post Office to bank
- Turn off lights.

Staff and Volunter Purchase Policy

Staff and volunteers are welcome to buy items from the shop floor. All staff and all volunteers must pay the same price as customers. No discounts are offered. All staff and all volunteer purchases are to be witnessed by another member of staff and volunteer. All staff and volunteer purchases are to be logged on daily sheet. Taking items from the shop without paying or failure to adhere to this policy will lead to dismissal.

High Value items

Please be aware that we have some high value items donated to the Charity Shop. It is our duty to make as much money as possible for the charity. Any high value items, antiques, collectibles, designer clothes, new items should be shown to a member of staff or put in the office so that we can research and price accordingly. Please do not take items from the office without checking as many of them are listed online, or potentially valuable. All books, dvds and games are to be scanned before they are put on the shop floor as we have an online book shop where valuable items are sold.

Gift Aid

Gift Aid is a valuable source of income for the Charity Shop. It can boost our income by 25%! You will be trained on how it works, who can sign up and how to accurately process and sell Gift Aid items.

Dealing with Customers

Customer Care Matters! It encourages customer loyalty and long term customers spend more. The more they visit the more they trust us and we become their preferred shop. Make customers feel valued; listen, smile and respond.

Angry Customers

Steps to diffusing anger:

- Keep calm and listen to the customers concerns
- Allow the customer to speak without interruption
- Don't react emotionally
- Try to resolve the problem if you can
- If the Shop Charity Manager or Assistant is not available contact the office for support.

Important Information

Shoplifting

- Be vigilant – keep your eyes and ears open. Watch out for people coming in with big bags. The most vulnerable time is when the shop is busy. Keep a note of suspected shoplifting and a description of the person in the shop diary.
- Do not challenge – even if you are confident that someone has taken something.
- Never chase – if someone runs out of the shop when you have spotted them shoplifting, let them go. Make a note of the incident and description in log book.

Opening times, shifts and access

The opening times of the shop are 9.30am to 4.30pm Monday to Friday, and 10.00am to 3.00pm Saturday.

- To sign up for a shift please write your name on the rota. If you are then unable to do this shift you must let the Charity Shop Manager or Assistant know
- The kitchen, toilet and sorting areas of the shop should only be accessed by Home-Start Staff and volunteers only.

Induction Checklist

I have completed an application form	
I have signed a Code of Conduct	
I have been given the Volunteer Handbook which contains information about Home-Start Wirral and know where it is kept in the shop	
I know who to talk to if I am concerned about anything	
I have been shown around the shop and I know where the toilet and kitchen are	
I know how to use the shop telephone	
I know where the fire exits are and how to evacuate the shop in an emergency	
I know where the first aid kit is	
I understand the rota system and how to put my name up to volunteer for a shift	
I know who to contact if I am unable to volunteer my shift	
I have been shown how to sort donations safely	
I have been shown how to manage the shop floor	
I have been shown how to use the till	
I have been shown how to process a new Gift Aid donor	
I have been shown how to open up the shop	
I have been shown how to cash up and close the shop	
I have been shown how to use the steamer	

Training Log

Date	Training Description	Signed

Reporting Concerns

Home-Start Wirral are committed to the safety and wellbeing of everyone who either works or visits the shop.

If you are concerned about anything in the shop please tell us about it!

The Home-Start office have an 'open door' policy which means you can speak to a member of Home-Staff at any time about your concerns.

If there is a problem when the office is closed please contact Bev Morgan, CEO on 07810 340097.

All concerns will be treated in confidence. Please see Home-Starts whistle blowing policy for further information.

