



# HARC

Homeless & Rootless at Christmas  
SHEFFIELD

PROJECT INFORMATION

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## HARC's MISSION STATEMENT

**To meet the needs of men and women who are homeless, rootless, isolated or lonely over the Christmas and New Year period by providing a day centre offering meals, companionship, entertainment, access to services such as hairdressing and support for organisations who offer similar schemes through the year.**

# HARC Project Structure for 2019/20

## Dates for this year's project:

Wednesday 25th December 2019 to Wednesday 1st January 2020

## HARC Opening times for guests:

9am-5.30pm daily from Wednesday 25th December to Tuesday 31st December 2019  
9am-12noon on Wednesday 1st January 2020

### GENERAL SHIFTS

#### Shift times:

Shift 1: Briefing 8.30am-8.45am  
Shift 8.45am-2.00pm  
Debrief 2.00pm-2.15pm

Shift 2: Briefing 1.30pm-1.45pm  
Shift 1.45pm-5.30pm  
Debrief 5.30pm-5.45pm

#### Shift make up:

Project lead x2  
Shift leader x1  
Deputy shift leader x1  
Experienced general volunteers x8  
New general volunteers x8

#### Entertainment shifts:

11.00am-12.00pm  
2.30pm- 4.00pm

#### Activity shifts:

2.30pm- 4.00pm

### KITCHEN SHIFTS

#### Shift times:

Shift 1: 8.30am-2.00pm Breakfast  
and Lunch  
Handover 1.30pm-2.00pm  
Shift 2: 1.30pm-5.30pm Clear up  
from Lunch, Tea and prep  
for Breakfast

#### Shift make up:

Breakfast: 1 cook + 6 volunteers  
Lunch: 1 cook + 6 volunteers  
Supper: 1 cook + 6 volunteers

#### Meal times:

Breakfast: 9.30am-10.00am  
Lunch: 1.00pm-1.30pm  
Tea: 4.30pm-5.00pm

Please take  
a look at our  
website FAQ's about  
volunteering at  
HARC

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## Key Information

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### What to do if you cannot make your shift

Please call the HARC Mobile and let the project lead know. Leave a message if no one answers.

### THE HARC MOBILE IS: 07523 927318

If you are unable to make your shift it is essential to the project that you let us know. If we don't know you are not coming we will not know to contact volunteers in reserve to cover the shift and this could result in us not having enough cover to be able to open the project.

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### Arriving at the Project

Please arrive in good time and go to the briefing room. Wait until you have had your shift briefing before starting work. Please don't bring any valuables with you to the project. You will be able to leave coats in the briefing room. Remember to wear your badge at all times when you are on duty. Please identify yourself by FIRST NAME ONLY.

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### Shift Briefing

At the shift briefing you will meet the shift leader, deputy shift leader and the project lead. You can identify these by the **red HARC armband** they will be wearing which means if you need them it will be easier to find them.

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### Children

We cannot accept children as volunteers or as guests on the HARC project, (you must be 18 years or over to volunteer at HARC).

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### Animals

Only guide dogs are allowed on the premises.

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### Smoking, Alcohol and Drugs

Over 18's project and is smoke, alcohol and drug free and the Archer Project requires there is no drinking or use of drugs on the street outside the Centre - any guest seen doing this will not be admitted on that day or will be asked to leave. If you think someone is under the influence please discuss this with your shift/deputy shift lead. If guests wish to smoke they should leave the project temporarily.

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### Food parcels

If someone would like a food parcel, please refer this to the Shift or Deputy Shift Leader who will talk to the Cook.

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### Donations

If someone comes in with a donation for HARC, please pass this onto either the shift, deputy shift leader or project lead. Please take contact details for the person making the donation so that we can send a thank you to them.

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### Bag storage for guests

Guests will keep their belongings on them at the project. If a guest wants to store a bag, please refer this to the project lead.

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### Accommodation

If a guest comes in asking for accommodation, please refer this to the project lead.

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## Introduction

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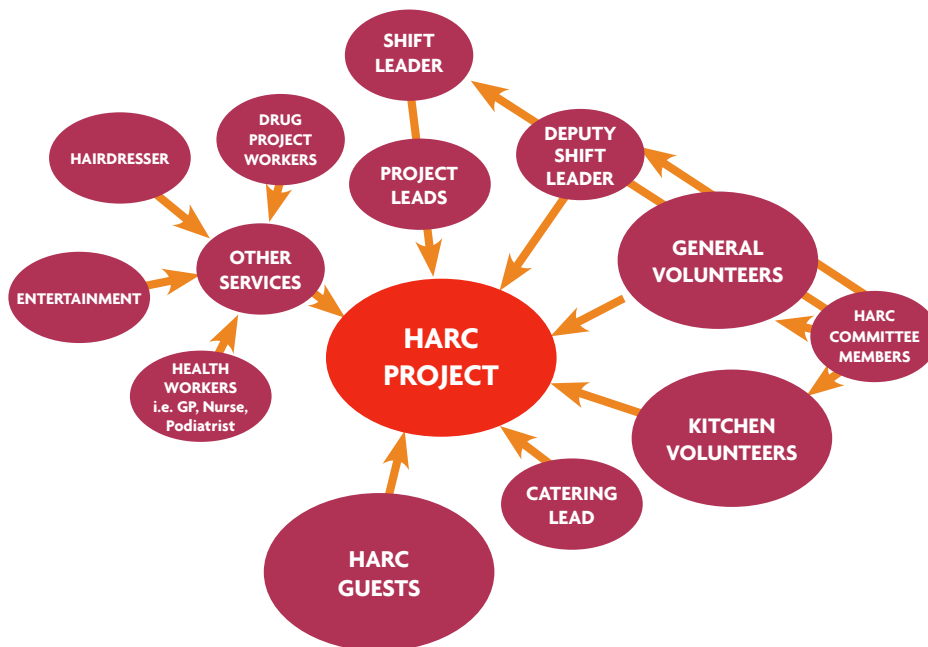
The HARC project operates with various roles. These are -

- Project lead
- Shift leader
- Deputy shift leader
- Catering lead/cook
- Kitchen volunteers
- General volunteers
- Clothing store lead
- Entertainment/activities volunteers
- Guest services volunteers

The main roles and responsibilities of each of the roles are listed below.

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## Who will I meet on a HARC shift?



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## About Our Guests

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Guests at HARC come from a background of being homeless or rootless and are some of the most vulnerable people in our city. They include rough sleepers, people in supported accommodation and hostels and those who are socially isolated and vulnerable.

Many of our guests experience a variety of issues and complex needs including drug and alcohol addictions and mental health issues. It is important to be mindful of this, remain non-judgemental and respect each individual. If you have concerns at any point about the wellbeing of a guest then please speak to the project or shift lead.

For more information in relation to these needs see useful links below:

### **Homelessness Awareness**

What is it like to be homeless and what causes homelessness:

[www.homeless.org.uk/facts/understanding-homelessness](http://www.homeless.org.uk/facts/understanding-homelessness)

[www.crisis.org.uk/ending-homelessness/about-homelessness](http://www.crisis.org.uk/ending-homelessness/about-homelessness)

[www.helpushelp.uk](http://www.helpushelp.uk)

### **Homelessness and health**

[www.homeless.org.uk/facts/homelessness-in-numbers](http://www.homeless.org.uk/facts/homelessness-in-numbers)

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**Mind** – their website provides access to a wealth of information on many different mental health issues, including how to help someone with a mental health condition. Many of our guests may have experienced or be experiencing mental health problems such as depression, anxiety, bipolar disorder so you may find it helpful to have a look at this information. The site also includes case studies and blogs which are an interesting read.

[www.mind.org.uk/information-support](http://www.mind.org.uk/information-support)

### **Housing and mental health**

[www.mind.org.uk/information-support/guides-to-support-and-services/housing](http://www.mind.org.uk/information-support/guides-to-support-and-services/housing)

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### **Drug and Alcohol Abuse**

**Talk to Frank** – this website provides information on a variety of drugs that people may choose to use and the effects they have including stories from people who have used them. Some of our guests will have a history of drug use or be a current user.

[www.talktofrank.com](http://www.talktofrank.com)

**Drink Aware** – this website provides information on alcohol usage and alcohol abuse which may be helpful. Some of our guests will have had alcohol addiction issues or be currently addicted to alcohol.

[www.drinkaware.co.uk](http://www.drinkaware.co.uk)

**Alcohol Concern** – further information on alcohol and its effects.

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

We have noticed a particular increase in Spice use amongst our guests. Sheffield City Council have produced a simple guide to the effects of Spice use, and this can be found on our website, or please email us for a hard copy.

## Project Lead Role

- Acts as the main key holder for the duration of the project - opening at 8.15am and locking up approx. 6.00pm.
- Hold the HARC mobile during the project hours of work and responding to any calls.
- Provide leadership and support to the shift leaders.
- Liaise with shift leader to call volunteers from the reserve list on the Three Rings website in the event of 'no shows' if the shift is at risk i.e. numbers too low to run a safe shift.
- Manage any building issues through to resolution e.g. flood, heating or cooking equipment breakdown, or damage to the building.
- To help secure emergency accommodation for guests if needed.
- Booking and paying for taxis for guests where necessary.
- Manage petty cash as per HARC's guidelines- to include parking, taxis and other expenses.
- Contact the police in the event of issues requiring this action.

## Shift Leader

Please arrive at the project in time to consult the previous shift leader and project lead before the start of your shift. You will be given charge of the Shift Log; this should be handed over to the next Shift Leader at the end of your shift. The shift leader can be identified by their red HARC armband.

### Shift log contents:

- Stop press notes/last minute changes
- HARC Diary (entertainment and services)
- Shift and meal times
- Emergency telephone numbers

### Handover checklist for each shift:

- Shift personnel
- Shift log
- Debriefing sheet
- List of reserve volunteers

### Shift Leader responsibilities:

- To have responsibility for the practical operations and the smooth running of the shift
- Liaise with previous and/or following shift leader.
- Read shift log of previous shifts.
- Responsible for the volunteer briefing at the start and end of your shift.
- Ensure all volunteers understand what is expected of them & that they report to you.
- Ensure all volunteers wear their badges when on duty and remove them at the end of the shift.
- Ensure that volunteers' travel receipts are collected and reimbursed from petty cash.
- Allocate jobs/activities and make sure they are done.
- Co-ordinate information and activities, including closing down all activities during mealtimes.
- Refer to project lead for guest welfare issues and emergency accommodation provision.
- Document any incident relating to the building via the shift log
- Ensure that sharps bins are used and replaced when full.
- In the event of a fire, with the deputy/project lead, ensure building is cleared.
- Ensure games and activities have enough people to run them.
- Deal with any conflict that may arise and manage guest exclusions.

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## Deputy Shift Leader

### Deputy Shift Leader responsibilities:

- Deputise for the Shift Leader.
- Organise rota and sign-up sheet for clients to access (showers, haircuts, chiropodist, computers, etc.) and ensure the smooth running of this aspect. As part of this responsibility you should ensure that you have the 2nd set of keys to allow you access to certain rooms and the toiletries locker.
- Oversee the running of the breakfast bar and TV/computer area.
- Meet and brief the entertainers and activity volunteers. Ensure that they are shown to the space where they need to set up and help with any requirements they have.
- Delegate the washing and drying of guests' wet coats – at all times adhere to Archer Project policy for using the laundry (wearing Sharps gloves).
- Ensure that towels are put in to be washed overnight and in the dryer first thing in the morning – at all times adhere to Archer Project policy for using the laundry.
- Liaise with shift leader about emergency clothing.
- To oversee the outside area to ensure that it is kept tidy, and that bottles, cans, needles, rubbish etc., is disposed of appropriately.
- In the event of a fire, clears people out of the toilets, showers, briefing room, medical room and reception.

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## The Catering Lead/Cook

### The catering lead's responsibilities

If you are the catering lead/cook you are in charge of the kitchen and responsible for all food preparation. Please introduce yourself and your team to one another at the start of the shift. Ensure that you and the team leave all possessions that you do not need during the shift in the briefing room (which will be locked during your shift).

There will be a cook's log book near the toaster on the front serving bar, please consult this before you start your shift. Please leave any notes or comments on the left hand page.

If you feel there are too many people, or not enough, in the kitchen then please speak to the shift leader, who will endeavour to find people things to do.

- Breakfast is from 9.30-10.00am, with some discretion. If you still have food at 10.30am please carry on, but try and bring things to a halt by 11.00am.
- Lunch is at 1.00pm. Please try and get it as near as possible to avoid disruption to the Shift.
- Tea is at 4.30pm.
- Seconds are at the cook's discretion - if there's enough to go around then please give it out. Food that we serve should only be consumed on the premises.
- Allocate the kitchen tasks between the kitchen volunteers so all are involved.
- Organise the kitchen volunteers and ensures that there are adequate kitchen volunteers for the shift liaising with Project Lead if needed.
- Ensure that only kitchen volunteers come into the kitchen.
- Ensure that the kitchen is clean and tidy at the end of the shift.
- Hand out packaged food for guests to take away (at the cook's discretion in exceptional circumstances only).



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## Kitchen Volunteer

- Food preparation and cooking
- Cleaning kitchen and other kitchen duties
- Help with maintaining the food store
- Serving food quickly but attractively onto plates

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## General Volunteer

This role is split into two – experienced general volunteer, and new general volunteer. Each shift is allocated 8 experienced and 8 new volunteers.

As a general volunteer you may be supporting guests in the following areas: domino hall, snack/breakfast bar, welcome area, computer area, clothing store, shower area

You can find out more about each of these areas in the volunteer induction when you attend.

### **Your responsibilities during the shift:**

- Socialising with our guests.
- Working in the welcome area
- Working in the clothing store
- Assisting with activities (games, bingo etc.)
- Providing table service to guests at mealtimes
- Serving hot and cold drinks to guests
- Inform Shift Leader if any needs, problems, issues arise.
- Be supportive of your shift leader, deputy and other members of your team.

NOTE: please inform the **Shift Leader** if there is a reason why you cannot undertake a task on the tasks rota.

### **General Volunteers on welcome area:**

#### **Most important job of all – make the guest feel welcome in a warm and friendly manner**

- Welcome area to be staffed by 2 volunteers at all times.
- Volunteers to request that guests abide by the rules of the project and to read Code of Conduct. Please be prepared to explain to them, if necessary.
- The policies on children, animals drugs and alcohol must be maintained by volunteers in the welcome area.

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## Clothes Store Lead

- The clothes store Lead will provide the clothes store volunteers with support, help with resourcing and management of the clothes store.
- The clothes store will be open from 11.00am-3.00pm every day, in 3 one hour shifts (11-12, 1-2 and 2-3). It will be closed from 12.00-1.00pm for the lunch break. .
- The Store will be closed on New Year's Eve, allowing for unused clothing to be bagged up and removed on New Year's Day during Project Breakdown.

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## Entertainment/Activities/Guest Services Volunteers

- Providing entertainment, activities and services for our guests over three shifts per day.

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## Health and Safety

- **Do not** give guests your surname or details of where you live
- **Do not** lend/give guests money
- **Do not** lend guests your mobile phone
- **Avoid** being alone with one or more guests
- Fire – deputy, shift leader and project lead will clear the building. See fire procedure below
- Kitchen safety – to be overseen by the cook
- Serving food safety – to be overseen by the cook and the shift Leader
- Needle stick injuries – inform shift leader/lead and attend Walk In Centre on Broad Lane.  
Do not place unprotected hands inside pockets of guests' coats and/or belongings.
- Using the laundry – always use sharps gloves (deputy to manage the safe use of the laundry)
- Spillage – clear the area up straight away
- Physical accident – inform shift leader and attend Walk In Centre on Broad Lane
- Handling heavy objects and furniture – move in pairs (or more if required)
- Physical and/or verbal abuse – avoid confrontation
- Theft – please do not bring personal belongings unless you absolutely have to
- When serving food, serve from the hatch, and only bring back dirty plates to the trolley at the side of the hatch, after you've finished serving (to prevent cross contamination).

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## Fire Procedure

- When the fire alarm sounds or there is a suspicion of fire then the building must be evacuated.
- If there is a suspicion of fire, but the fire alarm has not gone off, the person on reception will need to dial 999 for the fire service to attend.
- On hearing the fire alarm or suspicion of fire, the project lead, shift leader and deputy shift leader will clear the building.
- The deputy shift leader will clear the toilets, showers, education room, medical room and reception.
- The cook will turn off all gas appliances by pressing the red stop button, and make sure fire doors are shut. The cook will then clear the kitchen.
- The project lead and deputy shift leader will clear all other areas.
- The project lead, shift leader and deputy shift leader will direct guests and volunteers to the nearest safe exits – either the front door, side gate, Domino Hall, Cathedral.  
Do not delay unduly for people who will not evacuate.
- The fire assembly point is the Cathedral forecourt.
- The project lead will remain at the front of the project to make sure no one re-enters and also to liaise with fire service personnel.
- No one may re-enter the building until the fire service says it is safe to do so.

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### **Data Protection**

As a volunteer, HARC will store information about you, on paper and on computer. You can rightly expect high standards in how we look after your personal information.

All volunteers can expect HARC to abide by the Data Protection Act 1998, which requires all your personal data to be handled according to the government's statement of the principles of good information handling.

We will not sell your information to third parties; we will only use it in connection with your agreed volunteer role and to keep in contact with you.

You have a legal right to request access to the data we hold about you. If you'd like to do this, please contact us.

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# HARC Safeguarding Adult Policy

HARC is committed to promoting the welfare of those who are vulnerable or at risk, and to supporting their right to be protected from harm or abuse. **Safeguarding is Everybody's Business** and HARC staff and volunteers will work together to prevent and minimise abuse and act promptly when there are allegations, suspicions or concerns relating to possible abuse.

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## What is adult abuse?

**Abuse** is about the misuse of the power and control that one person has over another. It may be a single or a repeated act. A precise definition is difficult, but it most commonly involves an intentional, reckless, or dishonest act by a person or group, who is trusted by the adult.

**Safeguarding** means protecting a person's right to live in safety, free from harm and abuse

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## Types of abuse include;

- **Physical** e.g. hitting, slapping, pushing, kicking, inappropriate use of restraint, .
  - **Sexual** e.g. forcing a person to take part in sexual acts that they don't want to or can't appropriately consent to.
  - **Emotional** e.g. threatening, humiliation, controlling, harassment, bullying, verbal abuse.
  - **Financial/Material** e.g. taking money or anything of value.
  - **Domestic Violence** – threatening, violent, controlling or coercive behaviour
  - **Organisational** – occurs when adults don't receive the expected level of care from a service provider e.g supported accommodation provider and includes neglecting their needs, poor level of care, being bullied or mistreated.
  - **Neglect** e.g. ignoring medical or care needs, withholding medication, inadequate nutrition, lack of heating.
  - **Discriminatory/ Hate incidents** e.g. racist, sexist, anti-disabled & other forms of harassment, slurs or similar treatment.
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## What to do if abuse is alleged or suspected?

Abuse can happen to anyone, but some adults are more at risk of abuse or harm because their situation makes them more vulnerable e.g isolated, homeless, poor mental health, alcohol/drug dependency. Therefore it is important that all HARC staff and volunteers understands what constitutes abuse or harm and know what to do if they have concerns.

**DOING NOTHING IS NOT AN OPTION** - If you think abuse has, or may have, occurred you **must** act on your concerns, and follow these three steps;

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1. **MAKE SAFE** - Deal with the immediate needs of the person as appropriate. This may mean taking reasonable steps to ensure the adult is in no immediate danger and seeking urgent medical treatment if required. If someone is in immediate danger call 999
  2. **INFORM** – Tell the HARC Safeguarding Lead (project lead) immediately about your concerns. If they cannot be located tell the HARC shift leader or deputy shift leader
  3. **RECORD** – record details of the allegation or concern as soon as possible, including date, what was said/ observed, appearance and behaviour of the victim, any other information you consider relevant.

**NB; You do not have to be 'sure' that abuse has taken place before acting and reporting your concerns.** If a person discloses abuse or tells you something concerning explain that you need to share the information and seek their consent to do so. However, failure to obtain consent must not stop you sharing the information, as the welfare of the individual is paramount. Explain that issues around abuse cannot be ignored, but that the information will be dealt with as sensitively as possible.

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### What happens next?

The safeguarding lead will listen to your concerns, take them seriously and then act accordingly. This may include;

- Gathering more information
- Refer/ seek advice from Adult Social Cares Access team- tel; 0114 273 4908 (24hrs)

A referral or discussion with Adult Social Care should always take place if;

- A crime has, or could have been, committed
- The allegation involves a member of staff or volunteer
- There has been a clear disclosure of abuse or reasonable grounds to suspect that abuse has taken place
- Other vulnerable adults are at risk

Where a decision is made NOT to refer, the concern must be recorded with the reason for the decision.

**Finally, remember, *Safeguarding is Everybody's Business*, and we must all listen to adults, be alert to any signs of abuse, harm or neglect and always act on any concerns.**

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# Dealing with difficult behaviour

## Definition

Difficult behaviour is a function of the interaction between the person and their current environment. It is behaviour which:

- Causes harm to the person or others
- Causes stress to others
- Is contrary to social/project norms

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## Dealing with an angry guest

- Try to remove the person from an audience or vice versa. This may allow the person to back down without the need of feeling under pressure or humiliated.
- Make it clear you are listening to them- summarise what they are saying to show that you understand
- Ask questions that require thought out answers - “why?” is a good one
- Try to distract them from their main issue
- Don't promise or suggest outcomes which will not be achievable in the situation
- Don't raise your voice, talk over them or tell them to “calm down”
- Display non-threatening body language - DO get on their level-sit or stand, hands down, palms open; maintain personal space 3-4 feet. Don't stand face on, point or shake your fists, purse your lips (expresses anger), frown (indicates unhappiness)
- Be the first to clear the air
- Use HARC's policy & procedures to depersonalise the situation
- Seek support from other volunteers, shift leaders or project lead. If the situation becomes unsafe for staff and guests evacuate the area and call the police on 999.

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## 5 DON'TS when dealing with difficult behaviour

1. Don't take the difficult person's behaviour personally- a difficult person's behaviour is habitual and they behave this way with most people.
2. Don't make excuses for the difficult person's behaviour- think of other people who have had problems and have not become difficult.
3. Don't fight back- don't try to beat them at their own game. They have been practicing their skills for ages, and you are a beginner by comparison.
4. Don't try to appease them- it won't work because people have an insatiable appetite for more.
5. Don't try to change the difficult person's behaviour- you can't change other people, you can only change your responses. By changing your responses, they may change theirs (they may not!) However, you will feel better.

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## Listening Wheel (SAMARITANS TRAINING TOOL)



**Open questions:** How? What? Where? Who? Why?

**Summarising:** A summary helps to show the individual that you have listened and understood their circumstances and their feelings.

**Reflecting:** Repeating back a word or phrase encourages the individual to carry on and expand.

**Clarifying:** Sometimes an individual may gloss over an important point. By exploring these areas further we can help them clarify these points for themselves.

**Short words of encouragement:** The person may need help to go on with their story – use words like 'yes' or 'go on'.

**Reacting:** We need to show that we have understood the situation by reacting to it – *"That must have been difficult"*.



# HARC

Homeless & Rootless at Christmas  
SHEFFIELD

**LOCATION:**

**The Archer Project, Campo Lane, Sheffield S1 2EG**

**PROJECT DATES:**

**Wednesday 25th December 2019 to Wednesday 1st January 2020**

OPENING TIMES FOR GUESTS: 9.00am to 5.30pm

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