



BATH WELCOMES REFUGEES

Social Group – BWR Standard Operating Procedure

Purpose

To ensure that the Bath Welcomes Refugees (BWR) Social Group operates safely and in accordance with all relevant BWR policies and guidelines.

Introduction

The BWR Social Group currently meets monthly. The aims are to offer friendship and support within the Bath and North East Somerset Community (BATHNES), the opportunity for people to come together, and to signpost people to services and activities. Sessions are open to refugees living within BATHNES and occasional visitors (e.g. friends, refugees living in neighbouring areas). Sessions are run by BWR volunteers with occasional input from others (e.g. to provide particular activities). The intention is to provide a welcoming, relaxed atmosphere, with the provision of drinks and snacks. The sessions provide an opportunity for people who are potentially isolated to meet and support one another, whilst interaction with volunteers can support wider community integration (e.g. through language development, cultural exchange, local knowledge). The facilities also provide a safe play space for children, with the opportunity for different activities. Over time it is hoped that the people who come will shape the nature of the sessions.

Scope

This document refers to activities relating to the BWR Social Group sessions, whether they occur within the premises where the group is based or within the community. It only refers to activities arranged in connection with the BWR Social Group.

Responsibilities

The co-ordinator is responsible for:

- Liaising with volunteers and planning the volunteer rota for sessions.
- Liaising with visitors who may attend for specific activities or purposes.
- Liaising with the management of the premises, in conjunction with members of the BWR committee.
- Overseeing the provision of drinks, snacks, and materials which may be required (e.g. for games or crafts).
- Allocating volunteers to specific roles or tasks if required.
- Maintaining a register of attendance at sessions.
- Overseeing the safe operation of the session.



All volunteers for the Social Group are responsible for:

- Being aware of, and following, BWR policies and guidelines.
- Engaging with families in accordance with the aims of the Social Group.
- Helping set up sessions and clearing up at the end and being willing to help with other activities as appropriate.

Specific Procedure

Before Social Group sessions

Co-ordinator to:

- Confirm availability of volunteers for the session.
- Liaise with visitors and volunteers to help with the smooth running of the session (also to avoid overload of sessions whilst encouraging variety).
- Ensure adequate drinks and snacks will be available (may also be provided by volunteers and/or families)
- Provide clean tea towel and paper towel (cleaning materials are provided in the premises).
- Ensure materials for the session will be available (toys, crafts).

Start of sessions

Co-ordinator and some volunteers need to arrive before the session starts to:

- Arrange furniture and furnishings as required (e.g. open blinds, take chairs off tables, put aside materials relating to the café or inappropriate items).
- Ensure water heater is switched on to provide boiling water for drinks.
- Set out register near entrance.
- Get out crockery and plastic cups and plates for children.
- Set out food and drinks (tea, coffee, milk, sugar and Cardoman; jugs of squash and water).
- Set out toys and games, indoors and/or outside, according to the weather.

During sessions

All volunteers to:

- Welcome families and visitors.
- Ensure everyone signs in the register (including volunteers).
- Offer drinks and food.
- Encourage people to join in activities.
- Offer information or support as may be needed or requested by the co-ordinator.
- Act in accordance with BWR policies and guidelines to ensure the safety of all involved.



End of sessions

All volunteers to help as required to:

- Tidy away toys and books, checking particularly in the garden. BWR toys and books are put in plastic boxes and taken away for storage. Some larger toys are left on the premises. Most of the BWR toys and books can be taken home by families if they wish (but check they do not belong on the premises).
- Wash, dry and put away all crockery etc.
- Re-pack tea, coffee, etc for future use.
- Clean surfaces and floors as necessary (kitchen and other rooms).
- Re-arrange furniture and other items as they had been, close blinds, lock garden door.

In addition, the co-ordinator will be responsible for organising regular reviews to evaluate the sessions, in conjunction with other BWR committee members, managers of the premises and funders. There may also be the need to liaise with the managers of the premises over other issues which may arise.

Approved by the Management Committee of BWR – June 2020