



COMMUNITY KITCHEN GLOUCESTER

Fully-automated, luxury volunteering

How can a tiny charity with very little money and no paid staff make volunteer leadership and management roles more attractive with automation?



WHAT DO WE DO?

- We offer a free, nutritious three-course 'sit-down' evening meal for anyone, every Monday in Gloucester.
- Serve around 70-90 guests per evening.
- Never skip a Monday.





RUN BY VOLUNTEERS



- We think volunteering for an organisation where everyone is a volunteer can be a uniquely rewarding experience.
- We can offer exceptional impact for donors and we've got the data to prove it.
- We have very little difficulty recruiting regular volunteers – we've had times where we've struggled to meet the demand for volunteering.



LED BY VOLUNTEERS

- Volunteer leadership roles can be less fun...
- Rotas, admin, data collection and input, recordkeeping.
- AGM, Charity Commission submissions – not insignificant, especially if you want to do a good job.

COMMUNITY KITCHEN GLOS CIO

Charity number: 1207428

View charity on public register

Charity reporting is up to date (on time)

Administration

Add, remove or edit a trustee or contact

Invite a trustee to set up a My Charity Commission Account

Add, remove or edit trustee/contact

Invite trustees to set up their own account.

All locations

Oliver Ali

Emily Stewart

Leonardo Erwin

Meal No	Date	In	Out	TOTAL	NOTES
01	05-Jan-20	62	23	85	
02	12-Jan-20	44	29	73	
03	19-Jan-20	63	25	88	
04	26-Jan-20	45	34	79	
05	02-Feb-20	43	39	82	
06	09-Feb-20	57	24	81	
07	16-Feb-20	45	38	83	
08	23-Feb-20	39	30	69	
09	02-Mar-20	56	34	90	
10	09-Mar-20	44	37	81	
11	16-Mar-20	48	29	77	
12	23-Mar-20	48	40	88	
13	30-Mar-20	49	39	88	
14	06-Apr-20	58	38	96	Leaver: Sarah Hilday
15	13-Apr-20	46	20	66	**Clear Smash
16	20-Apr-20	67	23	90	Take Away Only - 'Eat in' before 19:30
17	27-Apr-20	45	29	74	
18	04-May-20	56	20	76	
19	11-May-20	52	17	69	
20	18-May-20	55	25	80	
21	25-May-20	38	24	62	6th Shilling - Take Away Only - 'Eat in'
22	01-Jun-20				
23	08-Jun-20				
24	15-Jun-20				
25	22-Jun-20				
26	29-Jun-20				
27	06-Jul-20				
28	13-Jul-20				
29	20-Jul-20				
30	27-Jul-20				
31	03-Aug-20				

Month	Total	Take Away	Take Away %
JANUARY	46.0	64.5	81.3
FEBRUARY	40.3	65.8	78.8
MARCH	51.5	72.2	84.8
APRIL	68.8	72.5	81.0
MAY	79.5	82.0	71.8
JUNE	59.3	84.0	46.0
JULY	73.6	75.3	48.0
AUGUST	77.0	78.0	48.0
SEPTEMBER	75.0	88.0	48.8
OCTOBER	68.8	80.3	48.0
NOVEMBER	70.0	82.5	48.0
DECEMBER	59.2	70.8	48.0

Month	Total	Take Away	Take Away %
JAN	37.8	47.8	53.5
FEB	31.0	46.3	46.0
MAR	45.5	50.0	49.0
APR	48.4	48.5	54.0
MAY	62.5	61.3	50.3
JUN	46.0	56.6	48.0
JUL	58.5	51.0	48.0
AUG	57.0	52.3	48.0
SEP	60.8	54.4	48.0
OCT	54.5	51.5	48.0
NOV	51.3	48.4	48.0
DEC	33.8	49.0	48.0

Records...

	2026	2025	2024
MEALS	04	95	87
SIT IN MEALS	67	67	68
TAKE AWAYS	40	50	26

AVERAGE TOTAL MEALS SERVED PER WEEK



AUTOMATE – BUT HOW?

- Money is tight (turnover £9k p/a)
- Many solutions are priced per user and we've got 60 active volunteers at any one time. Even a small monthly fee, per user, quickly adds up to an unjustifiable overhead.
- Even free 'deals' are really a "bait & switch" sales approach, often missing essential functionality so you will eventually need to pay.
- Conclusion: per-user pricing for SaaS products doesn't work for us.



MORE THAN A CRM...

- Volunteer database, including details of DBS, individual adjustments, skill levels.
- Automated rotas and sign ups and reports showing a balanced rota.
- New volunteer sign ups and induction scheduling.
- Safeguarding reporting
- Food Hygiene records linked to Expenses.
- Regular CRM stuff (e.g. donor management)

hotplate.ckglos.org.uk/civcrm/slots/inductions

Induction Slots

List of available induction slots

Induction Slot (1 spaces available)
– Start date/time: 1 June 2026 17:15
– End date/time: 1 June 2026 20:30
[View Details](#)

Induction Slot (2 spaces available)
– Start date/time: 15 June 2026 17:15

EXPENSE LINE

Description *

e.g. Ingredients for cobbler

Expenses Line - Community Meals: Food Item
Is this food?

Yes No

If it is something else (like washing up liquid), select No

[+](#) [Add](#)

CiviMail Report: April Newsletter

Delivery Summary

Intended Recipients	63		
Mailings Sent	63	Report	Advanced Search
Successful Deliveries	63 (100.00%)	Report	Advanced Search
Unique Opens	33 (52.38%)	Report	Advanced Search
Total Opens	68	Report	Advanced Search



WHAT DOES IT COST?



- As little as £4 per annum *:
 - Website and volunteer 'intranet' hosted with Krystal - free for charities.
 - Office 365 - free for charities.
 - CiviCRM hosted in Microsoft Azure Cloud – free £1400 annual usage credit for charities (it's not *that* generous).
 - Domain registration for ckglos.org.uk was \$16 for three years with Cloudflare and app firewall is free.

* you still need tech support from someone.



QUESTIONS

Ask now, email me
dave@ckglos.org.uk

Come to the bar and ask me there.