

Welcome to STONEBRIDGE CITY FARM



VOLUNTEERING HANDBOOK

Welcome to Stonebridge City Farm & Gardens!

This handbook will tell you everything you need to know about your volunteering journey.

My Name is:	
My Line manager/ supervisor's name is:	
I can contact them by:	
Stonebridge City Farm's safeguarding officer is:	

Welcome to Stonebridge City Farm!

Volunteers are the heartbeat of Stonebridge City Farm—each and every volunteer has an important role to play—we couldn't run the farm without you!

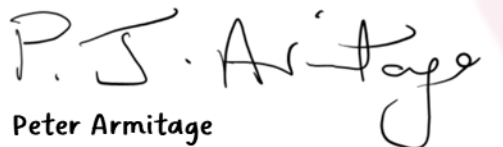
We recognise that every volunteer is unique and we value the different skills and experiences that each volunteer will bring. Volunteering brings people together and gives you a chance to be an important part of the Stonebridge family.

We recognise that **everyone** has the right to be valued, respected and work in a safe and supportive environment. We will do all we can to make your volunteering experience enjoyable and fulfilling. This booklet contains useful information for you. If you have any questions or do not understand any part of this booklet, then please speak to your manager or supervisor.

OUR PROMISE TO YOU:

We will listen to you. If you ever have any concerns or worries, or if there's something you're unsure of, then please speak to one of the team and we will do all we can to support you.

Thank you and good luck!



Peter Armitage
Chief Executive

Stonebridge City Farm
Registered Charity Number 1125245

ABOUT STONEBRIDGE CITY FARM & OUR POLICIES

OUR PURPOSE:

Enhancing the lives of people in our community using our passion for nature to encourage learning, wellbeing and happiness.

Today, Stonebridge City Farm is a registered charity that focuses on three main activities:

- ⇒ A free to enter visitor centre for local families
- ⇒ An education centre working with local schools, colleges and universities.
- ⇒ A volunteer support centre

Stonebridge City Farm is very much at the heart of the community. We collaborate closely with other community groups, schools, colleges, universities and local businesses.

OUR VALUES:

We will always strive to be:

ENABLING—We look for ways for people to grow

TOLERANT—We respect different people's circumstances

POSITIVE—We look to overcome problems and find solutions

ACCESSIBLE—We are always available and willing to listen

INCLUSIVE—We work with all people in the community

FORWARD LOOKING—We look for better ways of doing things

HISTORY OF THE FARM:

Stonebridge City Farm (SCF) has been in existence since the late 1970s. Following the demolition of old housing in St. Ann's, a piece of land was left undeveloped.

Local people then began to come up with ideas. They wanted to use the land to create an inner-city farm, to give local families the chance to experience the countryside and be involved with farm life and the natural environment.

The lease was signed in August 1978 and the barn was later added in 1980. When the Council proposed selling off the land in the Autumn of 1981, there was a petition from local residents to make sure this didn't happen! By the summer of 1982 the animal numbers had increased to 5 goats, 2 lambs, 22 ducks, 40 rabbits and 60 chickens!

Farm facilities and activities have grown and developed so much over the years. The farm is now a registered charity that welcomes around 100,000 visitors a year. The founding values still remain; supporting and encouraging people and providing local families with a safe, free facility that welcomes **everyone!**

PRINCIPLES:

The Volunteering Policy is underpinned by the following:

- ⇒ SCF will ensure that volunteers are properly integrated into the organisation, to enable them to contribute to the effectiveness of the farm
- ⇒ The sustainability of SCF is dependent on volunteers, but volunteers are not a substitute for paid staff. They play a valuable role in assisting the delivery of services to people in need and offer a legitimate and complimentary resource, to that of paid staff
- ⇒ SCF expects that staff at all levels will work with volunteers and, where appropriate, actively seek to involve them in their work
- ⇒ SCF recognises that volunteers require satisfying work and personal development. We will seek to help volunteers meet those needs, as well as providing the training and support to enable them to do their work safely and effectively

HEALTH AND SAFETY:

Under the Health and Safety Act 1974, as a volunteer, you have legal responsibilities, which include:

- ⇒ You should know your limitations and take reasonable care for your own and other's health and safety; particularly in respect of manual handling and ladder safety
- ⇒ You should co-operate with the organisation on health and safety
- ⇒ You should not interfere with or mis-use anything provided for your health and safety or welfare
- ⇒ You should be aware of your own responsibilities when dealing with emergencies—you should know how to get help
- ⇒ If you have an accident whilst volunteering at the farm, you must report to your supervisor or manager and/or make your way to the staff office
- ⇒ A list of qualified first aiders can be found in your work area- please familiarise yourself with this list

All volunteers are covered by SCF's Health & Safety Policy. This can be found in the staff office. There is a Health & Safety notice board on the Janitor's cupboard door in the café. This has the Statement of Intent from our Health & Safety Policy and a summary of Health & Safety Legal guidelines.

SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY/VULNERABLE ADULTS POLICY:

As a volunteer, it is important that you are aware of your role in safeguarding children, young people and vulnerable adults. Abuse can take many forms- emotional, physical, sexual, financial or institutional. Any concerns should be reported to your supervisor and/or the Safeguarding Officer, details of whom can be found at the front of this booklet.

You must also keep yourself safe by adhering to the following:

- ⇒ If ever you are upset by, or concerned by anything, talk to the staff member who you most trust. They will make sure you are safe and support you
- ⇒ Do not give your personal details, including your phone number, name and/or address, or social media contacts to any farm visitors or other volunteers unless you are a responsible adult
- ⇒ Do not provide personal information about yourself to farm visitors or other volunteers
- ⇒ Do not take farm visitors to your home
- ⇒ Do not give or receive money or gifts from farm visitors
- ⇒ Do not take photos of other volunteers on site or have photos taken of you, without your consent
- ⇒ Discuss all requests for any of the above with your supervisor or manager

EQUAL OPPORTUNITIES AND DIVERSITY POLICY:

SCF operates an Equal Opportunities Policy in recruitment and promotion and is fully committed to staff development, recruitment and training. A Diversity Policy is operated in conjunction with the Equal Opportunities Policy, with the main emphasis being placed on inclusive and positive actions. You can read this in our staff office.

PHOTOGRAPH ID:

To improve our safeguarding at SCF, we do request a recent photograph to be taken by ourselves and retained on our system. This will only be used for identification purposes and will not be shared with other users. Should you not wish for your photograph to be taken, please advise the staff member at your induction. Our confidentiality rules will be followed at all times.

GRIEVANCES AND COMPLAINTS:

Our SCF grievance procedure exists to ensure that any concerns, problems or complaints raised by a volunteer or employee, are dealt with as quickly and effectively as possible.

If you are interested in SCF's grievance and complaints procedure you can find it in full in our staff office or on the farm's group Facebook page.

VOLUNTEERING AT STONEBRIDGE

INDUCTION:

When you start with Stonebridge you will be given an induction tour from a member of staff. This will cover important volunteer health & safety information and show you the layout of the farm site. You will then be shown to your work area and introduced to your manager or supervisor. This will be in the café, gardens, barn, maintenance or site support. **A lot of the information you will be told in the induction can be found in this handbook.**

FIRE SAFETY:

From your induction, it is important that you familiarise yourself with fire procedures.

Fire exits are indicated around the farm, and you should be aware of your closest Fire Exit whilst volunteering with us. Fire signage is green. On hearing the fire alarm, you should make your way quickly through the nearest Fire Exit and to the Fire Assembly Point. This is located next to the car park. **You should not stop to collect your belongings or tend to any persons or animals.** The Barn supervisor/manager will organise any animal evacuation as necessary.

SIGNING IN/OUT:

When you arrive at the farm for your volunteering, you must sign in using the volunteer register. This is located in the main entrance opposite the staff office. Should you wish to use a locker, a key should be taken and the locker number filled in on the register.

As you leave the farm, you **must return the locker key** and complete your leaving time on the register. Make sure you always advise your manager or supervisor as to where you are, either on break or if you are leaving our site.

TIMES OF WORK:

The farm is open to the public from 10am to 4:15pm in the summer (April to Sept) and 10am to 3:15pm in the winter (October to March).

Volunteers are asked to arrive for work by 9:30am, to allow us time to prepare for the public. Your usual finish time will be 4:15pm in the summer and 3:15pm in the winter. Finish times can vary depending on the weather and visitor numbers.

On some event days the farm might stay open later. You might be asked if you can change your hours to start and finish later. There is no obligation to do this.

TIMES OF WORK (continued):

Should you need to start/finish earlier than usual please talk to your manager or supervisor to allow cover to be arranged.

If you cannot come in for your day/shift for any reason, please contact the Farm on:

0115 950 5113

Or

volunteer@stonebridgecityfarm.com

Or contact your area manager directly as soon as possible.

This will enable us to contact other volunteers to help cover your duties.

DRESS CODE:

Please arrive in comfortable clothes for your volunteering at the farm. You will be provided with a volunteer T-shirt once you have completed a satisfactory probationary period with Stonebridge City Farm.

Should you be volunteering in the Barn, sensible boots must be worn at all times due to health and safety regulations.

Stonebridge City Farm will provide you with the correct PPE for any jobs deemed to require it, like gloves, hi-vis jackets or steel toe capped boots.

If you are located in the café, please follow the uniform, cleanliness and hair guidelines—these are outlined in the café volunteer handbook.

If you are not wearing appropriate clothing and footwear you will be unable to work in your chosen area.

LUNCH TIMES/BREAK:

You will have a lunch time break during your shift and short breaks if required. Any lunch break will be taken during quiet times at the farm or when advised by your supervisor or manager.

Food and drink are not to be consumed in the barn area. **Should you wish to leave the farm site during your lunch break, or at any time, you must advise your supervisor or manager.**

PHONES/PHOTOS ON SITE:

Mobile phones are **NOT** to be used during your volunteering time at the farm. They can be retained, in case of an emergency. However we do not expect to see volunteers using their phones during work times. **If you are found on your phone while working you will be asked to put it in a locker.**

No photographs can be taken of any volunteers, staff members or visitors of the farm without consent. However, you are free to take photographs of our animals or the farm site.

Individuals are not permitted to communicate with the media unless authorised by the CEO.

Please do not exchange contact details with any young person (under 18 years old) or vulnerable adult whether you are a child or not.

SMOKING/VAPING:

Stonebridge City Farm has a strict no smoking or vaping policy. This will not be tolerated on the farm site. Stonebridge City Farm has a designated smoking area which will be identified on your first day, adjacent to the car park.

DRUG AND ALCOHOL POLICY:

The consumption of alcohol or non-prescribed drugs while volunteering or immediately prior to you undertaking your role, is forbidden. This will be a serious disciplinary offence which could lead to you being de-registered as a volunteer.

CHALLENGING BEHAVIOUR:

Violence or challenging behaviour includes a whole range of behaviour from verbal insults to physical violence. Volunteers are not expected to get involved or deal with violent, abusive or threatening situations. **Please make staff aware of any such events.**

It is SCF's responsibility to ensure that volunteers are safe and not put at unacceptable risk in any way. As such we will assess individuals before placing volunteers. If you ever feel threatened or unsafe please seek support from a trusted member of staff.

QUERIES/CONCERNS:

Should you have any questions or concerns whilst volunteering at SCF please contact your immediate supervisor or manager first, or if it is about them another trusted member of staff. If you do not know who to talk to or wish to talk to someone else, please visit a member of staff in the staff office who will help you.

OPEN DOOR CULTURE:

All staff at SCF should endeavour to be approachable at all times, making it easy for volunteers, visitors and indeed other staff to:

- ⇒ Ask for support or feedback
- ⇒ Ask questions about a subject
- ⇒ Express a complaint or concern
- ⇒ Raise awareness of a problem
- ⇒ Ask for a resolution to an inside dispute or conflict
- ⇒ Make suggestions or change
- ⇒ Discuss other personal topics

Staff should ensure that confidentiality is maintained where appropriate, that we make the farm a safe haven and that we listen in a non-judgemental and supportive manner.

FIRST AID:

First Aid boxes can be found in the office. Should you require first aid please alert a member of staff and they will be able to help you. You can find a list of trained first aiders on the office door.

CONFIDENTIALITY:

All staff at SCF follow the data protection principles of the Data Protection Act 2018, ensuring personal data is:

- ⇒ Used fairly, lawfully and transparently
- ⇒ Used for specified, explicit purposes
- ⇒ Used in a way that is adequate, relevant and limited to only what is necessary
- ⇒ Accurate and, where necessary, kept up to date
- ⇒ Kept for no longer than is necessary
- ⇒ Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

STONEBRIDGE CITY FARM CODE OF CONDUCT:

- ⇒ Respect everyone, the environment, the animals and farm property
- ⇒ Smoking and/or vaping is not permitted on site
- ⇒ Alcohol and/or illicit drugs are not allowed on site
- ⇒ Nobody under the influence of alcohol or illicit drugs are allowed on site
- ⇒ No dogs, except support dogs on site
- ⇒ No photos of people on site, without responsible consent
- ⇒ Abuse of staff, volunteers or visitors will not be tolerated
- ⇒ No food or drink to be consumed in the animal areas
- ⇒ No one who has been in the animal areas or gardens is allowed into the kitchen
- ⇒ No animals to be fed except with the grass nuts sold at the farm. The grass nuts can only be given to sheep, goats, cows and pigs

FUN GROUPS AND ACTIVITIES:

We run a variety of groups for volunteers, which you can participate in even if it is not your day of volunteering.

Our new Stonebridge Curriculum will include a variety of different workshops, including Stonebridge Singers, Animal Care, Cooking & Nutrition.

We also hold external training courses such as improving Maths and IT skills with Futures and Equipped2Succeed.

You can find these sessions advertised on the volunteer noticeboard outside the office or in the volunteer room.

VOLUNTEER VOICES:

This group is a safe place to express ideas and thoughts about how volunteering at Stonebridge City Farm is for you and how you are getting on.

This group runs each quarter, everyday for a week. This means that we can include every single volunteer and discuss their journey. It is also a chance for the staff to tell you about our plans for the future and all the different work that goes on at the farm. **These dates will be advertised on the volunteer noticeboard and social media.**

Our contact number is:

0115 950 5113

The volunteering team email
is:

volunteer@stonebridgecityfarm.com