



Volunteer Welcome Pack

Patchway Hub: Coniston Community Centre, The Parade, Coniston Road, Patchway, South
Glos, BS34 5LP

Kingswood Hub: Kingswood Foundation Estate, Britannia Road, Kingswood, BS15 4AR

Cranleigh Court Hub Yate: Tyndale Primary School, Tyndale Avenue, Yate

Abbotswood Hub Yate: St Nicholas Family Centre, Abbotswood, Yate

volunteering@southernbrooks.org.uk

01454 868570

www.southernbrooks.org.uk

@SouthernBrooksCP

@southernbrooks

Welcome to the team!

Volunteers are at the heart of what we do. You enable us to turn great projects into amazing projects which change people's lives.

You will have joined us for a specific role within a specific project, but you have also joined an organisation which reaches deep into the local community in many ways.

We run a huge number of different projects in Patchway, Kingswood and the surrounding areas.

Here is Sarah's story about her involvement with Southern Brooks.

Sarah first encountered Southern Brooks through attending the weekly work club at Coniston Community centre. She found out about the Grow Your Own course at Blakeney Road Community Allotment and decided to take part. Initially Sarah was very anxious about coming to a new group, but with the support of Southern Brooks staff she felt able to attend. Sarah did brilliantly on the course and says, "My confidence grew a little each week". As the course came to an end Sarah became a key part of the weekly drop in, she welcomed new people and became involved in deciding the future of the garden. Sarah's confidence boost meant she was able to get a job, and she's picked up some of her old hobbies, including pyrography, and made us a beautiful sign for our garden.



10 REASONS TO VOLUNTEER

Do any of these match your reasons?

- 1 Give something back to the community
- 2 Learn new skills
- 3 Use my expertise for a good cause
- 4 Use my time in a meaningful way
- 5 Gain work experience
- 6 Meet like-minded, motivated, positive people
- 7 Meet people from different walks of life
- 8 Gain more confidence
- 9 Do something out of the norm
- 10 Improve someone's life



Southern Brooks Community Partnerships

Our Values and Behaviours

Include and Value Everyone

Everyone should be included, valued and have opportunities to influence change.

Through working together, building long-term relationships and partnerships based on trust and respect.

We...

- Encourage conversations, listen and invite others opinions
- Support others in decisions they make
- Are approachable and available for each other
- Celebrate and acknowledge peoples contributions

We do not..

- Forget to make time to support and listen to others
- Ignore people's contributions
- Dismiss other approaches and ideas
- Place unreasonable demands on people that we would not expect from ourselves

Protect the Environment

We all need to be involved in protecting our environment for future generations.

The environment is everyone's responsibility.

We...

- Are role models in reducing our own environmental impacts
- Are resourceful with what we have and consider how to use technology to reduce our impact
- Plan in advance and purchase ethically
- Raise awareness throughout all our work

We do not..

- Ignore the environmental impact of any areas of our work
- Make rushed decisions that don't consider the environment
- Behave wastefully
- Put saving money and time ahead of the environmental impact

Reach Potential

We believe that everyone has strengths to bring to their community, as they learn and develop through their life experiences. We want to ensure everyone has the opportunities to share their strengths and develop new ones.

We...

- Celebrate strengths and assets believing that everyone adds something useful and valuable
- Enable others to develop
- Learn from our mistakes and share our experiences
- Take responsibility for self development

We do not..

- Give up on people
- See people as service users rather than active participants
- See the negatives and challenges rather than the potential
- Use a one size fits all approach

Celebrate Diversity

Challenging discrimination and promoting equality underpin everything we do. We want to support communities where everyone is welcome, safe and connected. We believe diversity brings balance, vitality and success.

We...

- Create opportunities for people from different backgrounds to come together
- Don't put people in boxes
- Think about the impact of the words we use
- Courageously challenge discrimination wherever we see it

We do not..

- Use stereotypes
- Shy away from difficult conversations
- Say nothing when we see discrimination
- Use places or language that are inaccessible

Volunteer Agreement

We value our volunteers and the work you do. We will do the best we can to make your volunteer experience with us enjoyable and rewarding. This Volunteer Agreement describes the arrangement between Southern Brooks Community Partnerships and you.

Southern Brooks Community Partnerships will:

- explain the work of Southern Brooks, its staff, your volunteering role, Southern Brooks policies and provide the training you need to do your role.
- explain the standards we expect and to support you to achieve and maintain them.
- meet with you regularly to discuss your volunteering.
- reimburse these out of pocket expenses:
 - Travel to and from home to your place of volunteering and during your role, including car journeys and public transport
 - Other expenditure, only when authorised in advance by your supervisor.
- provide adequate insurance cover for volunteers when volunteering for a role within Southern Brooks.
- Resolve fairly any problems, complaints and difficulties you may have while you volunteer with us, and in the event of an unresolved problem to offer an opportunity to discuss the issues.

We expect you to:

- perform your volunteering role to the best of your ability.
- follow the organisation's policies, procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and service-users.
- maintain the confidential information of the organisation and of its service-users.
- attend your volunteer shifts and give as much notice as possible if you are unable to.
- provide referees as agreed who may be contacted, and to agree to a Disclosure and Barring Service (DBS) check being carried out if necessary for the role.



A bit of background about Southern Brooks

Originally known as Patchway and Bradley Stoke Community Development Project, it was established in October 1988 as a result of collaboration between the Community Associations of Bradley Stoke and Patchway. In 2005 the name changed to the Southern Brooks Community Partnership, because this area used to be called Southern Brooks.

Over the past 30 years the charity has seen huge growth in its work, and now employs over 70 full and part-time workers.

The illustration below is how we see Southern Brooks Community Partnership embedded in the community. Some of the projects and services we provide are,

- Community Café in Patchway
- 3 youth centres and accredited Training courses for Youth Workers
- Health Champions programme
- Dementia Friendly Projects and Memory Cafes
- Wellbeing Drop in Sessions, peer support groups and Tai Chi sessions
- West of England works, a project supporting people into employment
- Grow Your Own courses and Gardening projects
- Work clubs and 3 Volunteer Centres



Who's who?

Leadership Team

Julie Close is the director. She can be reached on 07989 370715 and is responsible for the management of the organisation and reports to the management committee.

Katie Donovan-Adenkanmbi is the business development manager, directly managing Brooks Café and The Limes.

Ternaya Cummings is the Designated Safeguarding lead. She manages the Learning & Development team who run Youth Clubs, employment project and accredited training courses.

Alison Findlay manages the Health & Wellbeing Team and is responsible for the family support and wellbeing projects. She also leads the Kingswood Hub.

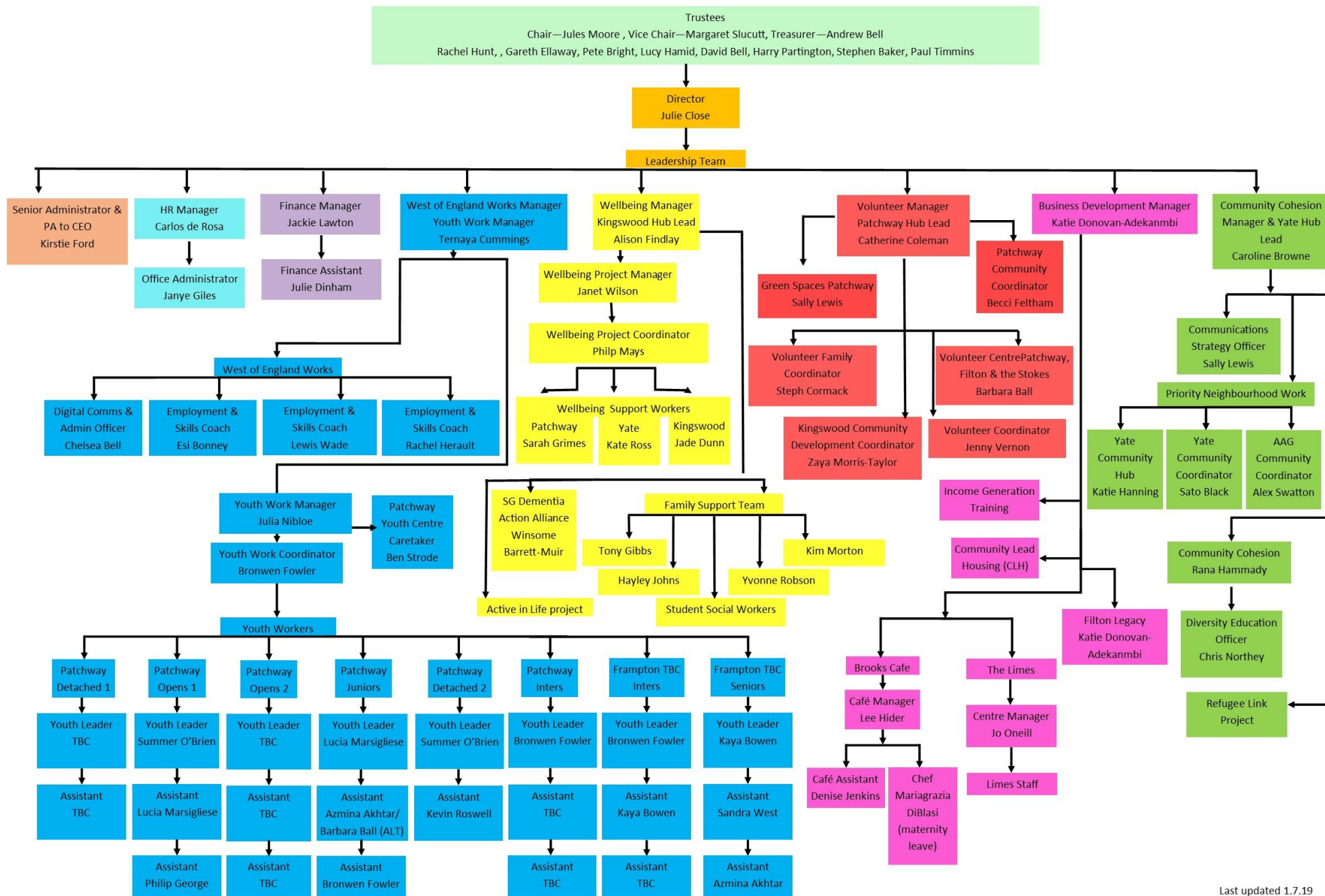
Catherine Coleman coordinates the volunteer programme across the organisation and manages the volunteer centres in Yate, Kingswood and Patchway. She is the Patchway Hub lead.

Caroline Browne manages community cohesion work and oversees various community projects, and leads the development of the Yate hub.

Jackie Lawton manages the finance for both Southern Brooks and the Brooks Cafe (Community Interest Company)



Some of the rest of the staff and volunteer team



Your Volunteering

Your Point of Contact

You will be supported and guided by the member of staff managing the project or work you're involved with. They will give you training to perform your voluntary role. This is the person you will go to with queries about your role and tasks.

The volunteering programme is managed by the Volunteer Co-ordinator Jenny Vernon and Volunteer Manager, Catherine Coleman, who are the central point of contact for all and staff and volunteers around general volunteering matters. She is responsible for recruitment, co-ordinating training, socials and any issues with your volunteering. She can be contacted on volunteering@southernbrooks.org.uk



Induction

You will have an initial induction to Southern Brooks, your place of work and volunteering tasks when you start volunteering.

Welcome Sessions are run regularly for new starters and are a chance to meet other volunteers and staff, training on being dementia friendly and other core information about the organisation and role of volunteers.

Training Sessions

We like to give opportunities for people to develop their skills and one way is through workshops and training sessions. For example if you'd like to refresh your skills on first aid, communication, customer service, wellbeing or would like to learn about living well with dementia we can sessions on these.

Supervision Meetings

Lots of people volunteer with us as part of their personal development. That might be specific skills for a future job, or a new area of interest, or general confidence and experience. You'll meet with your supervisor to plan what you'd like to achieve and how to get there.

A form to use at these meetings is at the end of this pack.



Trying out a different role

If you'd like to have a taster session of another role in the organisation, this can be arranged through Catherine. It can be a great way to get more involved with the charity, for your personal development and to explore different projects.

Monthly Email Newsletters

These keep everyone informed of what's new, events to get involved in, updates on workshops and socials. Regular training sessions and social events are organised and dates will be sent round.



Anonymous Feedback

We want to hear the good and the bad about your volunteering experience here. If you have anything to suggest or comment on that you'd like to be kept anonymous please use this online Suggestion Box.

<http://freesuggestionbox.com/pub/ynsgake>

Follow the link and submit your feedback. It will go anonymously to Catherine, Volunteer Co-ordinator who will act on the suggestions.

If you can't make your volunteer shift

If you cannot attend your volunteer shift due to any reason, please contact your supervisor as soon as possible. **You should have their work mobile.**

If you cannot get hold of your project supervisor, please call the office. **01454 868570**





Social Media

If you use facebook, twitter or instagram then please follow us and share the love for Southern Brooks.

Word of mouth and through friends is the best way people here about the projects and services. If you're happy to like and review the page, that would help us reach more people. Thank you.

Friends of Southern Brooks

A small team of volunteers support fundraising for Southern Brooks, by running a monthly quiz night and similar events. They would love some more hands to help! The money they raise goes directly back into the projects by inviting staff to apply for small amounts of money. So every penny makes a difference.

You're welcome to come along to meet the group before you decide anything. Please get in touch with Catherine who will arrange volunteering@southernbrooks.org.uk

Taking a Break from Volunteering

Sometimes volunteers need to take a break from volunteering, and this is perfectly fine. We just ask you to keep your manager informed of any decisions you make.

Providing you with a Reference

We can provide you with a reference for any volunteering you may do. This is available for up to 2 years from your last day of volunteering with us.

Leaving

When you decide to leave Southern Brooks, we would welcome your feedback and suggestions on your time with us. We will send you an email with a short survey to complete.



Expenses

Volunteers shouldn't be out of pocket because of their voluntary activity. Volunteers are entitled to reimbursement of all reasonable out of pocket expenses on production of a claim form and receipts.

Southern Brooks Community Partnership will pay out of pocket expenses for the following items, on production of receipts or bus tickets:

- A volunteer must have business use on their car insurance policy to claim mileage expenses for travel during their volunteer work. Please complete the Volunteer's Drivers Form.
- Travel expenses for car journeys and public transport. If using your own car fuel will be re-imbursed at 40p per mile. Cycling is 15p per mile.

Claims must be made at the end of each month, but they may be made more frequently.

After they are handed in to the office, claims will be passed to the finance worker for payment. Payments will usually be made within 7 days directly into your bank account.



How to claim expenses and record hours

1. Complete the bank details on the form.
2. Each month complete the expenses and hours form
3. Blank forms are in the offices or email volunteering@southernbrooks.org.uk for an online copy.
4. If **no expenses** are claimed, only hours are logged, please email the form to volunteering@southernbrooks.org.uk or pass the hard copy on to your supervisor.
5. If **expenses** are claimed, please include all receipts, **staple** them to the form and hand it to your supervisor Or the office. Who will then pass it on to our Finance Manager, Jackie Lawton to process.
6. Scan forms and email to finance@southernbrooks.org.uk for a quicker payment.

We need to record the hours all volunteers generously give to supporting the charity. All volunteer hours are logged on a central spreadsheet and are reported on regularly to the project funders, trustees and leadership team.

This is so we can:

- Log individual volunteer's contribution
- Recognise and celebrate volunteer's contribution
- Report back to funders
- Help support further funding for all the great work we all do

Please complete this form below to record you hours and claim expenses.

DATE	PROJECT budget code	DETAILS OF JOURNEY	MILES 40p per car mile 15p per cycle mile	AMOUNT CLAIMED	OTHER TRAVEL	Number of HOURS Volunteered

Volunteer Catch up Meetings

This is a time for you and your supervisor to discuss your volunteering, what's going well and what could be improved. It is an opportunity for you to give and receive constructive feedback. Please use these questions as a guide and feel free to ask other questions too. These can be done over the phone or face to face. The first will be shortly after you start volunteering and will be arranged with your supervisor.

Name	
Staff Supervisor	
Date	
On a scale of 1 – 10 how do you rate your volunteering experience? 1 = awful 10 = excellent	
What is going well in your volunteering?	
What could be improved? How could this be improved?	
Is there anything further you'd like to do in your volunteer role? What training do you need for this?	
What feedback do you have for your supervisor and/or Southern Brooks? Is there anything they should start doing or stop doing?	

What is Safeguarding?

Safeguarding is the action that is taken to promote the welfare of vulnerable adults and children and protect them from harm.

Safeguarding means:

- protecting vulnerable adults and children from abuse and maltreatment
- preventing harm to health or development
- ensuring children grow up with the provision of safe and effective care

We are committed to safeguarding and meeting the needs of children, young people and vulnerable adults.

What are my responsibilities?

All those who come into contact with children, young people and vulnerable adults through their every day work, whether it is paid or voluntary have a duty to safeguard.

Disclosure and Barring Service (DBS) Checks (formerly CRB)

Southern Brooks ensures that all tutors and volunteers working with vulnerable groups have a current DBS certificate. This is to help ensure that the people we support are safe. Your certificate will be arranged by our Human Resources Manager. You will need to complete a form and bring in the necessary documentation so your identity and address can be checked.

Our safeguarding and child protection policies can be found in the Staff and Volunteer Handbooks. Copies are available in the office.

What should I do if I am worried about a child?

If you become concerned about...

- Comments made by a child,
- Marks or bruising on a child
- Changes in a child's behaviour or demeanour

...please report these concerns to your **immediate staff supervisor**, who if they feel it is appropriate will pass the information on to the **Safeguarding Lead, Ternaya Cummings**, who is based at Coniston Community Centre and can be contacted on 01454 868570



What should I do if a child or vulnerable adult discloses that she/he is being harmed?

Although the likelihood of this is small it is important to know what to do.

- Listen to what is being said without displaying shock or disbelief - accept what is being said
- Allow the child or adult to talk freely
- Reassure them but do not make any promises as you may not be able to keep them
- Do not promise confidentiality but explain that you have to tell someone to get the right help
- Do not interrogate or ask leading questions – this could harm a police investigation
- Reassure them that it is not their fault, stressing that it was the right thing to do to tell someone
- Do not criticise the alleged perpetrator

Immediately record details of the disclosure, including wherever possible the exact words or phrases used by the person. Forms for the recording of information are available from the admin team and should be completed and returned to the Safeguarding Officer **within 24 hours** to enable the matter to be dealt with in the most appropriate way. Please ensure the records are signed and dated.

If you are concerned about a vulnerable adult

Talk to your team leader, manager or Safeguarding Lead. If possible encourage the adult you are concerned about to talk to them with you.

What should I do if the alleged abuser is a member of staff?

You should report the allegation either to the Safeguarding Lead, Ternaya Cummings or the Director, Julie Close.

How can I keep myself safe from accusations?

We work with a vulnerable client group and it is important that we also recognise the risk to ourselves.

There are some things we can do to reduce these risks:

- Avoid situations that mean you are alone with a child, young person or adult at risk. If you find yourself in this situation, ensure someone is aware, or if possible the room door is left open
- If working with parents, please do not work alone in a cross gender situation
- Children, especially when young, might seek affection and whilst it is important not to reject or alienate it is best to check in with parents before responding
- Do not take any photographs unless requested to do so by the team leader or manager and there is signed consent
- Never exchange emails, become friends on social networking sites or give out your own personal details

For further information please **read our Lone Working Policy**, which is in the Staff and Volunteer Handbooks.