



STAFF & VOLUNTEER HANDBOOK

Ystradgynlais Volunteer Centre

16 Station Road,
Ystradgynlais,
Swansea Valley,
Powys, SA9 1NT

Tel/Fax: 01639 849192

Email: Ystradgynlais@btconnect.com

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Ystrad Recycling

Antur Ystradgynlais,
Old Remploy Factory,
Wind Street, Glanrhyd,
Ystradgynlais,
Swansea Valley,
Powys, SA9 1AF
Tel: 01639 845475

I _____ agree to do my best for the benefit of the project, to work reliably to the best of my ability and to undertake all reasonable precautions regarding my own and others Health and Safety whilst working. I will be honest, trustworthy and keep any confidences I may come across. I will also give as much warning as possible whenever I cannot attend as arranged and expected, and will work to the rules that are set out.

Signed Dated:

NAME:.....
(IN CAPITALS PLEASE)

Dear Staff & Volunteers

Welcome to the Ystradgynlais Volunteer Centre (YVC). We hope you will find working/volunteering here an enjoyable experience and will feel part of a team that is working hard to help the community.

The YVC was established in 1984 and is a Charity based voluntary organisation. Our registered charity number is 515094 and we are run by a Management Board.

In February 2010 we also incorporated a trading arm as a not for profit social enterprise and became a limited company run by directors, called Antur Ystradgynlais Enterprises Ltd (company number 7157972). The registered office for this is c/o the Volunteer Centre.

Funding for the Centre comes from grant aid secured through a variety of sources each year. Some core funding is renewed annually, but most fundraising is an ongoing part of the organisation, together with improving the local community for the benefit of all involved.

We hope this handbook sets out information which will be useful to you as an employee/volunteer at the Centre or within one of our projects.

Caroline Bull,
Manager

Issued Apr2011/
reviewed: Jan13

USUAL OPENING HOURS

Ystradgynlais Volunteer Centre:

Monday closed to the public

Tuesday - Friday 9.00am-3.00pm

Appointments outside these hours or
premises by arrangement only

Antur Ystrad - Ystrad Recycling (At the Old Remploy site):

Monday - Friday 9am-4.30pm

Saturday 9am-12 noon

Volunteer Agreement

Volunteers are an important and valued part of the YVC and its associated projects. We hope that you enjoy volunteering with us and will feel a part of our team.

This agreement tells you what you can expect from us and what we hope from you. We aim to be flexible, so please let us know if you have ideas for future changes.

We, Ystradgynlais Volunteer Centre will do our best:

- To introduce you to how the organisation works and the role you will be playing.
- To discuss any training that you may need and organise the training arrangements.
- To provide regular meetings with the team and manager.
- To consult with you and keep you informed of possible changes.
- To insure you against any injury you may suffer whilst working with us at appointed tasks.
- To provide a safer working environment.
- To comply with our equal opportunities policy at all times.
- To listen and take note of any complaints, and resolve them or improve the situation where possible.

Environmental and Recycling Policy

The YVC and Antur Ystrad are committed to promoting the need to recycle. As two separate buildings, both recycle their own specific items. Both sides of paper are used in printing, and rubbish is fully segregated for regular Council collections.

The YVC recycles old, unwanted or used mobile phones, ink cartridges, postage stamps, jewellery, and spectacles. We also try to minimise the volume of waste products by reusing/recycling, and we have a charity shop sales area too.

Antur Ystrad reuses, recycles, refurbishes and repairs old timber, tools and furniture for resale or to make new products which are then sold, further promoting our project. We have recently instigated a collection facility for unwanted books and textiles.

YVC is committed to ensure that all activities increase, conserve or promote awareness and use of:

- Bio-diversity
- Natural resources
- The philosophy and ethics of reduce, reuse, repair, refurbish and recycle
- The environment and sustainable development
- The qualities of both the natural and built environments.

Current Paid Staff

YVC Manager	Caroline Bull
Recycling Projects Manager	Simon Busby
Admin Officer	Zoe Sztuba
Volunteer / Client Coordinator	Liz Davies
Driver	Peter Jenkins

YVC Management Committee (2012/13):

Chairperson	Geoff Ready
Other Trustees	Steve Hopkins, Margaret Thomas, Glyn Davies, Carol Jones, Deb Tester, Euryl Thomas, Tracey Facer, Tim Barrell
Representatives:	Town Cncllr. Aneurin Davies County Cncllr. Huw Williams

Independent Observer Adele Evans

Represented Groups include: Ystradgynlais Town Council, local Social Services, Powys County Council, Local Hospital

Antur Directors - Judy Webb, Suzy Davies,
Pam King

Company Secretary- Caroline Bull



Mission Statement

"To assist and benefit the local communities of Ystradgynlais and district. We recruit, train, place and support volunteers to match with clients, appropriate projects and organisations. We also promote and advertise local opportunities, activities and events, whilst offering community facilities for use by all. "

The Organisation

The Ystradgynlais Volunteer Centre is a not-for-profit based unincorporated organisation with charitable status. The Centre has been established since March 1984 and has developed and grown consistently over the last few years. The registered charity number is 515094.

Aims of the YVC -

Ystradgynlais Volunteer Centre (YVC) aims to offer services to the local community by:-

- Recruiting, training, placing and supporting volunteers in the local community and matching their skills to clients' needs where possible
- Providing a convenient and local place for groups and individuals to use practical resources (Fax/Photocopier/ Room Hire/Internet etc)
- Promoting activities, events, and volunteering opportunities locally and further afield
- Assisting with the initiation of new projects as wanted or needed within the local community.

Financial Procedures

Records of ALL financial transactions - income and expenditure - are kept as evidence of costs and are available for the Management Board each month. Separate (restricted) records are held for most individual projects, as are separate bank accounts held for the Ystradgynlais Volunteer Centre and the Recycling Project.

All money should be kept securely in specified places and out of sight of customers and clients. Trust is placed on all members who handle funds for the YVC and associated projects. All mail should be recorded IN and OUT of the YVC to assist with the audit trail and proof of postage costs.

YVC will reimburse Volunteers and Staff for relative and agreed costs incurred, on production of a completed claim form and receipt for trips undertaken on a monthly basis. Volunteer expenses will only be entertained on completion of a set minimum number of hours or tasks per day and with prior agreement from the Manager. There are also limits as to the maximum amounts claimable. This budget is set according to income raised annually.

Lone Worker Policy

No staff member should be left by themselves to work alone for long periods, but if the situation is unavoidable then there are a number of things that can be done. You are entitled to lock the main door and bar entry if you would feel safer. Staff and Volunteers are encouraged to use your own common sense when looking at a situation. If the situation becomes dangerous or the Staff/Volunteer is at risk then you must remove yourself from that situation as soon as is practicably possible.

No volunteer is permitted to work alone and must be accompanied at all times.

Pre Arranged times of Communication by phone can be adhered to if organised in advance and if needed to assist with possibly reducing vulnerability.

In the YVC a personal alarm is fixed under the reception desk so if a volunteer/Staff member feels threatened, they can use this as a deterrent.

Within the Antur premises it is also important to work with no less than two persons at any time due to the possible hazards, equipment in use, and the size of the building.

Our social enterprise, Antur Ystradgynlais Enterprises Limited, through the Ystrad Recycling project aims to:

- raise awareness and promotion of local recycling options within the community
- reduce, reuse, recycle and repair recyclates into new and refurbished items for promotion and sale - working mainly and presently with timber, tools and suitable furniture
- offer opportunities for volunteers, work experience, training placements, and other groups to improve their skills and employability.

Services to the Community/Facilities

The Volunteer Centre is always looking for more people to help out within the local community. We can offer volunteering placements with/at the: -

- Tools Recycling Store
- Wood Recycling Project
- Furniture Recycling Project
- Online applications, ebay and IT support
- Trustees for Committee Work
- Fund-Raising
- Office Support
- Helping local Individuals with their needs by:
 - o Befriending
 - o Shopping
 - o Driving
 - o Practical Work, etc

Volunteers can either work as a one off placement or to particular or regular time commitments.

Whatever suits you!

Enhanced CRB checks will be carried out if the volunteers are working with either vulnerable adults or children, or if they will be working in a client's home environment. The CRB check will be carried out by Ystradgynlais Volunteer Centre through the WCVA at no cost to our volunteer.

Data Protection Policy

The eight principles of the Data Protection Act (1998) state that personal data must be:-

1. Fairly and lawfully processed.
2. Processed for specified and lawful purposes and not in any other way which would be incompatible with those purposes.
3. Adequate, relevant and not excessive.
4. Accurate and kept up to date
5. Not kept for longer than necessary
6. Processed in line with the Data Subject's rights.
7. Kept secure.
8. Not transferred to a country which does not have adequate Data Protection Laws.

We fully endorse and adhere to these eight principles. We will not disclose information to any third parties without your permission, unless we believe that it is lawful to do so.

Further information on The Data Protection Act (1998) can be found at:

www.opsi.gov.uk/acts1998/ukpga_19980029_en_1

This policy is reviewed as we become aware of any relevant changes or new legislation coming into force.

The following steps are taken from the YVC 'Complaints and Grievance Procedure Policy' :-

Step 1- We suggest that, if you are unhappy about a situation, you should contact the individual involved to try to resolve any problem or situation. If the matter is not resolved after this step then you can make a formal complaint, in writing, direct to the Manager or the Management Board.

Step 2- If you are not happy with the response, of step 1, you can write to the Chair of the Management Board who will then investigate the issue raised and will respond to the complaint within 28 working days.

*If a complaint is made against a Staff Member or Volunteer, a written report should be made with regards to the allegation containing as much **relevant** and detailed information as possible to allow a full investigation to occur.*

Confidentiality:

Volunteers and staff are reminded that any confidences (personal, financial or otherwise) they may come across in the course of their work should be kept, however insignificant they may seem. A confidentiality statement is signed as part of the application process. If non compliance comes to light, action may be taken.

We also offer:-

- Colour Photocopying
- Faxing
- Laminating
- Room Hire
- Printing/Computer use
- Online access
- Key Cutting
- eBay shop use
- Portable Appliance Testing
- Promotion of activities and events

And much more

Staff and Volunteer Development

Staff and Volunteers will have access to support and supervision. This will enable both the volunteers and supervisor to identify, monitor and evaluate the work, recognise achievement, and identify relevant training needs (management will apply for funding, where possible, to provide free training). Volunteers may also be invited to attend team meetings where their views and opinions can be expressed. Volunteers and Staff are encouraged to attend the AGM with the chance to meet other volunteers and staff. Other events and activities will be organised where volunteers' contribution can also be recognised. Some health and safety related training will be mandatory as part of the induction process for all volunteers to assist in their wellbeing and general safety.

Social Programme

There are some opportunities that involve not only our volunteers and staff but also the general public. We organise and share some different classes where individuals can attend and learn new skills. Eg: we work in partnership with a Wood and Stone carving Group, the South Wales Stickmakers, Antur Ystrad IT suite. We have encouraged upholstery, rag rugging, and other art and craft activities. If you have any other ideas for an activity that could fall within our remit please let us know.

We hold and support a number of activities and events throughout the year including a Christmas Arts and Crafts Fayre, Volunteers Week events and attend a number of different summer fetes/fairs. We have also held a social Quiz, Training days and other social events to enable our staff and volunteers to socialise outside of the working environment.

There is an accident book held in each main office in which all accidents and near misses should be reported and recorded by the most senior staff member on site.

At each site managed by YVC there are a number of First Aid Kits and suitably qualified First Aiders as well as other clearly marked Emergency Equipment in strategic places. You can find First Aiders listed on appropriate notice boards.

Ad hoc Safety checks are ongoing and inspections are carried out regularly by an appropriate member of the Building/Maintenance Sub Committee of YVC to ensure the safety of the premises and the people working in them.

Harassment and Bullying Policy

The YVC and associated projects will not tolerate any type or form of harassment or bullying. The YVC is committed to ensuring that the workplace is free of such behaviour and encourages anyone who feels they are experiencing such behaviour to report this to the YVC Manager, who can investigate, liaise with the Management Board and try to resolve it as necessary.

Resolving Disputes/Grievance Procedure

If you have any grievances or you are involved in a dispute, disciplinary or dismissal then there are certain steps that you can/should take. The first thing you should do is to talk to the YVC Manager, or to a responsible person at the project you volunteer with.

Health and Safety

All staff and volunteers should sign in and out via the book at the entrance to each building, keeping a record of who is in the building in case of an emergency. In the event of a fire everyone should proceed immediately to the nearest fire exit (which are clearly marked) and meet at allocated muster stations. The book should be picked up on the way out by the Most Senior Responsible Person of the building to ensure that everyone listed as present is out of the building safely.

All staff and volunteers working with machinery will be given instruction on each relevant piece and shown the necessary Personal Protective Equipment. You should be made aware that it is your responsibility to use the appropriate PPE in the workshops. No volunteer should use any equipment without the proper training and initial supervision.

In accordance with the law, there is a no smoking policy, which states that smoking is not allowed inside the buildings but designated external areas have been allocated for use by those who wish to smoke. For further information visit www.smokingbanwales.co.uk

Inductions and Exit Strategies

Prior to Working or Volunteering you will be taken through an induction to introduce you to all the information needed whilst you are here. During this time you will be asked to complete a registration and induction form to prove that you have been given and shown all the required information.

For the recycling project there is an additional checklist to be completed in order to show your competence and experience, if any, in the use of certain tools and also to note any training so that other types of machinery use can be assessed and used properly. Both you and the person offering the induction will need to sign the checklist as proof of completion.

When a Staff Member or Volunteer decides to leave the YVC or any related projects, an Exit Strategy is implemented where possible. As part of this procedure the Staff/Volunteer should be offered a departure interview. There is also an Exit Checklist to be completed.

If appropriate, and where possible, help and advice will be given with regards to job search, interview technique and the updating of your CV.

Our Policies -

Copies of all our policies are available to all members of the YVC - Staff and Volunteers on request. These are reviewed and updated at least annually, and all members should make themselves aware of each of these policies. The most important areas covered are as listed below:

Equal Opportunities

The Centre will strive to provide equal opportunities to all members of the community. The policy ensures that discrimination against colour, religion, gender, age, race, nationality, ethnic origin, language, sexual orientation, political belief, physical or mental disabilities, socio-economic status, marital or parental status or any illness is not acceptable and will not be tolerated by any Member of Staff or Volunteer.

In accordance with our Recruitment of People with a Criminal Record Policy and in accordance with The Recruitment of Offenders Act (ROA) 1974, we will not turn away an applicant just because they have a Criminal Record unless the nature of the position and the circumstance and background of the offence are serious, and/or could affect other staff, clients and/or volunteers. This decision is only made after an informed consultation with an appropriate Senior Member of Staff/Management in confidence.

Disability Statement

The YVC and its associated projects are committed to helping those in need locally, and so the buildings are designed with everyone in mind.

The YVC has a wide front door, an accessible toilet for disabled use on the ground floor along with a user friendly kitchen area, and an electric stair lift to ensure everyone can access the rooms upstairs, which can be hired out and used by the public or a group. We also have a Scootabout project where we have two 4 wheel mobility scooters and two manual wheelchairs for loan in variable time periods by arrangement.

At the Antur Ystrad site the doors and passage ways are kept clear for wheelchair users, and there are also purpose built accessible toilets for use.

In the YVC we sell a number of disability aids including Disabled Badge Covers, disabled toilet RADAR keys and more recently (through local supporters) we have a number of different disability aids for sale to the public including Folding Walking Sticks, Long/Short Reachers grab and handrails, as well as many more everyday disability aids.

