



Volunteer Handbook

Name: _____

**The Old Library, Eastville - a volunteer-based community project with
Café, book swap, events, lounge, hire space, garden & playspace for
the community, by the community. Run by the South Lockleaze &
Purdown Neighbourhood Group C.I.C.**



In this Volunteer Handbook you will find:

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Welcome to The Old Library, Eastville!

Thank you for choosing to volunteer at The Old Library. We are very special here as we are all volunteers, from the Directors, to those people involved in day-to-day volunteering, to occasional volunteers.

By volunteering with us you are keeping the doors open to The Old Library and allowing us to reach more of our community. Every volunteer at The Old Library is equally important and we greatly value your contribution.

In this handbook there is more information about what we do as well as summaries of the policies which you should read and work within. If you would like any more information about your role at The Old Library, or if you have any issues that might affect your volunteering, please talk to your team co-ordinator or one of the Directors.

Once you have made the decision to volunteer we will ask you about your interests and in what role you would like to be involved, you will then you will be allocated to the appropriate team/s. Each team is co-ordinated by one of the Directors or another experienced volunteer who will be in contact with you.

Below are the current teams that cover all the different aspects involved in running the Old Library:

Volunteer Teams

- Admin and Finance
- Fundraising/Events
- Garden and outdoor play
- Buildings and Maintenance
- Indoor Services (Cafe, children's play area, books and other public facilities)
- Communication and Publicity

More teams will be created if and when they are needed.

Let's get going!

When you start at The Old Library you will have an induction, the checklist of which is included in this handbook. When you choose how you would like to volunteer, you will be talked through your role with your team co-ordinator.

As a volunteer at The Old Library you are a representative of our Group. As such it is important that you read, understand and work within all our policies and procedures, and understand the ethical principles that this organisation is based around.

During your time as a volunteer at The Old Library we are all here to help each other. The Volunteer Co-ordinator's role is to support all volunteers here and other volunteers will be able to answer any general queries you may have.

The contribution of all volunteers is valued whether on a regular or occasional basis. You can be involved in one or many roles, or, if you think a role is needed (or missing), you are encouraged to raise it and take it on as your own if possible & you'd like!

It is important that all volunteers be aware of the values of the organisation, the key policies and how to communicate concerns, information and ideas.

ALONE we can
do so LITTLE;
TOGETHER we can
do so MUCH
-HELEN KELLER

Volunteer Role Descriptions

Day-to Day volunteering

- To be the face of the Old Library; providing a friendly and welcome environment to members of the community and keep the building in a neat and tidy condition.
- If working in the cafe, to help serve and wash up, and keep the tables neat and tidy. follow procedures for stock monitoring, food hygiene (including attending training) & cash security.
- Check the kitchen for cleanliness (if working as a cafe/kitchen volunteer) and wash up, wipe surfaces, put crockery away, and keep the floor clean.
- Check and clean the toilet facilities, restock toilet paper and hand towels when necessary.
- Tidy book shelves and public space, and water plants.
- Help to set up the hire space for booked activities if on the afternoon shift.
- Answer queries from members of the public about using the space and upcoming activities and events.
- Check the outside of the building and garden area for litter and sweep for dangerous items (please don't pick up them up, see useful phone numbers on the kitchen notice board for who to contact).
- There is also a list of other jobs that can be done when the building is quiet on the kitchen whiteboard.

Use your initiative and if something looks like it needs doing please do it. The team co-ordinator will help you with any difficulties you have.

Ad hoc volunteering

Ad-hoc volunteers provide skills and support in all aspects of the Old Library. This can include:

- Organising fundraising activities and helping out at particular events
- Helping in the garden, weeding, watering, planting and attending work parties
- Being a keyholder for opening/closing up for hirers
- Joining in on make-days and helping/organising regular maintenance as required
- Leaflet drops & delivering posters
- Helping online with Social Media, updating online listings, writing blogs & contacting media outlets

Volunteer Induction Checklist

Volunteer Name.....Date.....

Person carrying out the induction.....

- ☐ Introduction and overview of The Old Library governance structure, ethics, and decision making process
- ☐ Introduction to Directors and volunteers working groups
- ☐ A summary of the organisation's expectations of volunteers and what volunteers can expect from the organisation
- ☐ Volunteer informed on how personal records will be kept and used, plus his/her access rights
- ☐ Health and Safety, and safeguarding, equal opportunities policy, health and safety policy, confidentiality, volunteer policy and complaints procedure read and discussed
- ☐ Fire procedures discussed
- ☐ Orientation tour of building completed

On first shift:

- ☐ Volunteer provided with adequate induction into task and role, including training
- ☐ Volunteer provided with copy of role description, introduced to team co-ordinators and given their contact details.
- ☐ Volunteers informed about team meetings and volunteer forums and how to contribute/bring up issues of concern
- ☐ Working pattern for volunteering established

Other issues particular to the specific volunteer role:

- ☐ How to open/lock up the building (Keyholders only)
- ☐ Cashing up procedure and book-keeping (Keyholders only)

I have completed the above induction and have read and understood The Old Library's policies and how they relate to my volunteering here.

.....(please sign and date here)

The Old Library, Eastville – Our Vision

There are three ethical principles underpinning everything we do:



These principles help us run The Old Library.

We want to see a world in which people are treated fairly and equally, where people feel safe and wanted, where we make considered choices. We want to look after our community and our green space, and the natural world as a whole. We want everyone to feel included at the Old Library.

These principles will influence the choices we make about all kinds of things including the kind of electricity provider we use, the kinds of materials we use in the building, the cleaning products, and the soft drinks we sell, our choices in the garden, our waste & surplus, and how we speak to each other and the people using the space.

They also influence the choices we have made about how we make decisions and how we operate as an organisation.

Sharing, collaborating, and helping each other

The original purpose of our building was a library, a place for sharing knowledge. We want to continue and extend that with an attitude of sharing skills, collaborating, sharing knowledge and resources, and helping each other out. This will help us build a strong community and a strong organisation. If you have skills you want to share, just let us know.

Positive action for our community

We want to inspire and educate our community to value their neighbourhood and to make a positive contribution, leading by example.

For the benefit of the community, not personal gain

The cost of the hire space is as low as possible to ensure we sustain the building's running and maintenance costs whilst ensuring the space is used to its fullest, without concern for profit. We will try to make sure we provide a wide range of activities and events to positively impact as much of the community as possible.

Respect for volunteers and taking responsibility

The challenges in a volunteer run space are pretty unique. All volunteers will have the chance to take ultimate responsibility for their work in the Group and drive projects forward. All volunteer contributions are valued and we respect each other's skills and experience. We know the value that can come from working together.

Sustainability

We aim to be as sustainable as possible, generating our own income and reducing, reusing, and recycling materials across the building to reduce our environmental impact where possible.

Openness and inclusion

We want The Old Library to be a safe space and we will work hard to make our space as accessible as possible to everyone.



The Old Library, Eastville – Governance

We are a Community Interest Company limited by guarantee with a large membership, registered in England with Companies House and the CIC Regulator, Number 10030391.

As a Community Interest Company, we are legally required to maintain an asset lock and we must ensure that any profit made by the Company is invested to create a positive impact within the communities in which it serves.



A birds eye view - The approximate area of the SL&P Neighbourhood!

South Lockleaze and Purdown Neighbourhood Group CIC currently has six Directors and one associate Director. All are volunteers and there is no legal ‘chairperson’ with a casting vote – they aim to make decisions by consensus where possible.

Being Directors means that they are legally responsible for submitting accounts on time, making sure everyone is kept safe (upholding health and safety requirements and other policies), and they have a Duty of Care to you as volunteers and to the organisation as a whole. Forgive them for getting jumpy when they see you at the top of a ladder or when they ask you for the receipt for a box of tea bags! They are just doing their Duty. Directors receive no salary or any form of payment from The Old Library or the CIC. They are volunteers, just as you are.

The Old Library - Volunteer structure and decision making

Within the CIC and The Old Library, Directors aim to provide clear and transparent leadership. The Board of Directors has monthly business meetings. Minutes of Board meetings are available to all volunteers and a newsletter is produced with highlights of current and future plans. We have regular volunteer forums which are open to everyone. Directors take turns to attend and feedback ideas and concerns to the Board. If you come along to one of these meetings your opinion will be taken into account.

We also have a wiki site for sharing information between volunteers, a designated volunteers facebook page, and email and WhatsApp groups to communicate with each other more freely.

To gain respect in our organisation you show commitment, passion, and you work hard to help us achieve our aims. In doing this you become part of a 'co-ordinator team' in an area that suits you, such as maintenance, cafe, health and safety, gardening, events, admin, and many more. These roles are always shared between two or more volunteers. Each team organises meetings when required and person co-ordinating the team will ensure that decisions are communicated as necessary.

What you can expect of The Old Library

A pleasant place to work; a friendly team. A choice of roles to fill that suit your interests (and your role is chosen by you). Regular opportunities for additional training (such as first aid, food hygiene and safeguarding). Learning on the job from very skilled and interesting people. The opportunity to meet new friends and be part of a flagship community organisation. To support you to propose projects and lead projects. Fun in-house activities and events (free to volunteers) and a non-discriminatory attitude.

What The Old Library expects of you

To turn up on time for your shift; to let us know 30 minutes before your shift if you can't turn up... but please give as much time as possible – days if you can – so it is possible for the team to find cover!

To be a kind and generous presence in The Old Library and to treat your community members and other volunteers with respect and tolerance. To follow procedures for Health and Safety, Safeguarding, and Data Protection, Equal Opportunities (and all other policies referred to in this handbook). To uphold the beliefs and ethics of our organisation. To communicate via email or in person with your team and if possible attend volunteer forums (or send items for discussion).

Volunteer Policy

Introduction

In line with South Lockleaze & Purdown Neighbourhood Group C.I.C. (The Group's) mission we seek to involve volunteers to:

- ensure our services meet the needs of our community
- provide new skills and perspectives
- increase our contact with the local community we serve
- empower individuals to be able to make positive change in their lives and surroundings.

Principles

This Volunteering Policy is underpinned by the following principles:

- The Group will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to The Group's work
- The Group recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

Practice guidelines

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including summaries of the various documents referred to, is provided in this Handbook.

Recruitment

All prospective volunteers will be interviewed in person or by email to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Induction and training

All volunteers will receive an induction into The Group and their own area of work. Training will be provided as appropriate.

Support

All volunteers will have a named person as their main point of contact. They will be provided with regular mentoring to feed back on progress, discuss future development and air any problems.

The volunteer's voice

Volunteers are encouraged to express their views about matters concerning The Group and its work. Volunteer forums meet in person and on The Group's website.

Insurance

All volunteers are covered by The Group's insurance policy whilst they are on the premises or engaged in any work on The Group's behalf.

Health and safety

Volunteers are covered by The Group's Health and Safety Policy.

Equal opportunities

The Group operates an equalities policy in respect of volunteers. Volunteers will be expected to have an understanding of and commitment to our equalities policy.

Problem solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. Please talk to the team co-ordinator in the first instance.

Confidentiality

Volunteers should respect confidentiality as discussed in the induction process.

Frequently Asked Questions

Where does the money come from?

We are generating money to pay maintenance and utilities costs through café sales, hiring the building, and running in-house events (such as quizzes and table top sales). We do not want to be reliant on grants to run - grants and funding bids are accessed on a per project basis for upgrades or kickstarting fundraising pots, and not for the general day-to-day running of the space. We believe that the building can be, and should be self-sustainable in the long run.

What do I do at lunchtime?

It is important that you take a break if you are volunteering, and if you are here for over 6 hours you are entitled to, and should have, a 1/2 hour lunch break during which you can do what you like. Some people bring in their lunch; others go home etc. Some light refreshments are available in the kitchen to volunteers (tea and coffee, and other items on the volunteer supplies shelf).

Expenses?

Anything you want to buy for The Old Library must be agreed with a team co-ordinator in advance. If the item is over £30, this must be agreed by one of the Directors.

If you purchase any pre-agreed items for The Old Library you need to keep the receipt.

To claim your money back you need to give your receipt to the team co-ordinator (or contact the Treasurer by email at hello@theoldlibrary.org.uk) who will invoice the CIC for you or advise you on preparing an invoice, for amounts over £10. Under that amount you may be reimbursed from petty cash if funds are available. For amounts over £10, the CIC will pay you via BACS.

It is essential to keep your receipt otherwise we cannot give you a refund.

I'm currently receiving benefits, will volunteering affect this, and should I let the Job Centre know?

Volunteering shouldn't affect your right to benefits, as long as the only money you receive is to cover your volunteering expenses. There are no limits on the amount of time you can volunteer for, as long as you continue to meet the conditions of the benefit or tax credit you are receiving. The basic rules are that if you get Jobseeker's Allowance, you will still need to be looking for paid work. You must be free to go to an interview if we give you 48 hours' notice. You must be able to start work within one week of us giving you notice.

If you're getting benefits, you must always talk to Jobcentre Plus before you start any volunteering.

We know that volunteering can give you a much better chance of finding paid work. So you can volunteer as many hours as you like while you're getting benefits as long as you keep to the rules for getting them.

If I volunteer at The Old Library for long enough will I get a job?

No is the simple answer! Volunteering with The Old Library does not lead to any paid employment, as we do not intend to employ staff. However if any paid jobs at The Old Library do come up you are very welcome to apply. If you are looking for a job do mention it to others; they may be able to point you in the right direction for places that will help you with your CV or applications.

Can I get a reference from you?

Yes, as a volunteer you can get a reference but please do let us know if we are going to expect one. When writing The Old Library down as a reference please use a Director's name for the reference.

What happens if things don't work out?

If you feel that something isn't working out or your volunteering isn't meeting your expectations talk to your team co-ordinator, the volunteer co-ordinator or one of the Directors and see if something can be changed.

Can I do more if I want to? And what happens if my role changes?

We want your experience to open up opportunities for you and often we will need extra help in lots of different ways. If you ever want to try something different or want to extend your role, talk to us to see if it is possible. Sometime it will be, but sometimes there may be other factors which mean that it's not. When you decide to volunteer at The Old Library you should stick within that role description until other roles are agreed. Conversely, if you don't want to, we cannot ask you to do something completely different from what we agreed with your role description.

What happens if I'm ill or can't make my shift?

Don't worry, please just let us know that you can't come in. If possible let us know at least 30 minutes before the start of your shift (preferably 48 hours if possible) so we can find someone to cover for you. There is a landline in the building if you have to cancel on the day. The number is 0117 9520839 or contact your team co-ordinator.

What happens if I need to have some time off?

If you need to miss some weeks because of exams, holidays or because of a change in your personal situation please let us know. The more advance warning that you give us the better it is. Simply make sure your name is not on the rota for the days you need off, and let your team co-ordinator know.

Procedures for lone working/volunteering

Lone volunteering at The Old Library is not preferable and should be avoided if possible.

If lone working then follow the lone working procedure at all times:

- Keep the front door locked until another volunteer arrives, but do not leave the key in the door.
- At the end of each day, all volunteers are to be vigilant re: security measures e.g. ensuring all doors, windows are locked.
- Lone volunteers are not to let anyone into the building without a prior appointment and proof of identity.
- All volunteers are to communicate work patterns with one another so that people are aware who is in the building and when.
- Lone volunteers are to always carry a mobile phone on their person at all times.

Procedure for attending alarm calls – On call Keyholders only

Key holders will be notified by the alarm company when the alarm is activated.

Attending alarm calls:

- Keyholders are to always carry mobile phone on their person.
- Preferably 2 people are to attend alarm calls.
- Prior to entering the building, the Keyholder is to look for external signs of damage or forced entry. If there are any signs of this the Keyholder is to leave the premises, contact and wait for the Police.
- If no signs of forced entry Keyholder to enter building and de-activate alarm. Keyholder to inspect inside of building before resetting alarm.

A Summary of the Health and Safety Policy

In accordance with relevant Health and Safety legislation the South Lockleaze and Purdown Neighbourhood Group is committed to ensure, as far as is reasonably practicable, the following:

- All volunteers are safeguarded fully in respect of health, safety and welfare while at work. It is important that volunteers minimise any risk to their health and safety by avoiding undertaking tasks likely to cause them harm, for example, moving heavy objects without assistance.
- Members of the public who enter our premises as contractors, hirers, or visitors are not exposed to any Health and Safety risks. If volunteers notice a possible hazard that could cause harm and are unable to make it safe, the hazard should be reported as soon as possible to one of the Directors.
- No work is carried out by the organisation or its contractors that is liable to expose volunteers, visitors, hirers to hazards to health, unless suitable and sufficient assessments of the risk are made, and necessary measures to prevent or control the risk have been introduced.

Volunteers should record any accident in the designated accident book which is stored in the locked filing cabinet in the admin area.

A Summary of the Combined Safeguarding Policy

All users of the Old Library, including hirers, are responsible for the safety and wellbeing of the children and vulnerable adults in their group. However, volunteers also have a responsibility to ensure that any safeguarding concerns they have are reported to the appropriate person.

Recognising Abuse

It is not our responsibility to diagnose abuse but it is very important that we act when we are concerned or uneasy about something. The South Lockleaze and Purdown Neighbourhood Group have safeguarding contact people who are available to offer support and advice to volunteers.

A definition of abuse

Abuse is the violation of an individual's human and civil rights by any other person or persons. Abuse might be intentional or unintentional: the important factor is whether the person is harmed or not.

Abuse – Children

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Abuse includes physical abuse, emotional abuse, sexual abuse, and neglect.

Abuse - Vulnerable adults

Any adult can be vulnerable, depending on the context in which they find themselves, and as a result is unable to protect themselves against abuse or neglect, for example, disabled people who have physical or sensory impairments or people who have learning disabilities.

Recording of concerns and confidentiality

Under no circumstances should a volunteer carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

If anyone is concerned about a child, young person or adult they should talk to the team co-ordinator in the first instance and then write an account of these concerns. The account should be factual and include the time and date of the incident and the name of the volunteer. This record should be kept in the safeguarding file in the locked filing cabinet in the building. Volunteers should also take care not to share confidential information with others in a way that could identify the people concerned unless it is necessary to do so.

The person in receipt of allegations or suspicions of abuse should report these concerns as soon as possible to a safeguarding contact person. The name and contact details of the volunteer responsible for safeguarding is:

.....

Where the concern is about a child, the safeguarding contact person will seek advice from First Response: 0117 903 6444. If the concern is about a vulnerable adult the relevant team is Bristol Care Direct: 0117 922 2700.

Outside of office hours, the referral for concerns about children should be made to the Emergency Duty Services: 01454 615 165 or the Police.

In an emergency volunteers should seek immediate assistance from the police by calling 999.

Record of Training

Date	Nature of Training	Time

Volunteer Details

Name

Start Date

Telephone Number:

Email address:

Emergency Contact Details:

1. Name

Address

Telephone Number:

2. Name

Address

Telephone Number:

Heartfelt 
THANKS
TO OUR VOLUNTEERS!