

TALKING SHOP

Run for the community
by the community



Volunteer Handbook

with policies and forms

Welcome...

... to Talking Shop – thank you so much for getting involved. We hope the project will become as important to you as it is to us.

When you start volunteering, the other volunteers will welcome you into the team, will talk with you about Talking Shop and will explain how we do things. As you go along there may be extra training that you can attend if you'd like to.

The aim of this *Volunteer Handbook* is to share some of the ideas behind the project and equip you with the basics so that you can volunteer in a way that is safe and supported and that works for you. It also includes our policies, our procedures for doing some things (others are in the 'How to...' information sheets that each volunteering team uses to help them with what they are doing) and some forms that you may need.

You won't need the handbook all the time but we hope it will be useful when you need more detailed information or when you need to understand more about how we work together and why we do things the way we do. There will always be a copy at Talking Shop that you can refer to, kept in a folder under the counter, and if you'd like a copy of all or part of it for yourself, please ask.

You can always talk to your Team Leader, your volunteer supporter, other volunteers or members of the Board about anything you need to.

All Talking Shop services are delivered in line with Talking Shop policies and procedures which are in this handbook:

- Safer Space Policy
- Volunteer Policy & Procedures
- Confidentiality and Data Protection Policy
- Health and Safety Policy
- Environmental Policy
- Equal Opportunities/Diversity Policy
- Young People Policy
- Safeguarding Policy and Procedures

This Handbook is not written in stone; it is a living document that reflects what we do at Talking Shop. It is reviewed once a year and the date of the last review is on each page. You may suggest changes to the Handbook at any time – tell your Team Leader and they will take the suggestions to Clare Oxenbury-Palmer, the Board member with responsibility for the handbook. Any changes to policy will need to be considered and approved by the Board. Other changes may be updated more quickly.

**Most importantly, enjoy
being part of Talking Shop!**

Key contact

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The Talking Shop Story

Who We Are

Talking Shop is a group of local volunteers, aged from 9 to 80, working to provide opportunities for our community to get together and to bring valuable resources back to the village. We won Best Community Project in the 2013 OCVA awards.

After four years of hard work, we were able to create our own space, The Talking Shop, in a new extension to the Village Hall, Sandford-on-Thames. We run a community hub from here: a drop-in space where everyone is welcome, with a café and local produce shop, workshops and community education programmes, pop-up restaurants and lots of other ways to get people together.



Our Story So Far

Over time Sandford lost many of the things that bring people together: shop, post office, school, local pub... In 2010 a small group of us started exploring the possibility of setting up a community shop, as much for the social opportunities it would bring as for the shopping. Going door-to-door we discovered people were hugely supportive and with 21 volunteers we started the Saturday café and market in April 2011. We have run a market almost every Saturday since and five years on we have about 80 volunteers involved.

The café and market generated the seed funding that enabled the redevelopment and extension of the hall. Over the years we've also added a bike mechanic team, a lunch club and table tennis sessions.

With our new home we can continue to grow: to provide the networks, services and resources that people feel are missing locally; to create opportunities for our wider community to learn as we start up new ventures; to build a structured volunteering programme with tangible skills development and the provision of references for those who want that and, most importantly, to make sure we all have a lot of fun in the process.

**We hope you would like to
get involved and help shape
the future of Talking Shop!**

Our Mission

Sandford Talking Shop Ltd ('Talking Shop') aims to

- create a space where everyone is welcome
- provide a range of activities and services that meet local needs
- offer a rewarding and constructive volunteer programme
- build local skills particularly in growing, cooking and eating healthy food
- provide the community with a source of quality, fresh, local produce
- support independent local producers
- run a community-owned, economically viable project with all surplus fed back into community benefit

Our Values

Talking Shop is a project that brings people together. As a group we have defined how we look after each other and how we work together.

Open to everyone...

Everyone is welcome just as they are. Everyone has something to offer. Everyone has a say and a right to be listened to. We ensure it is easy to get involved.

Support each other...

We respect difference and embrace diversity. We avoid judgment. We encourage, support and take care of each other. We make time for people. We allow everyone to give what they can, when they can. We recognise every effort and contribution.

Create opportunities to learn...

We create a safe space to build confidence and skills. We enable people to share skills, knowledge and experience, in particular across generations. We build local partnerships and networks.

For the community for the long term...

We are committed to health, good food, fair prices and environmental sustainability. We support local producers. We actively encourage growth and fresh starts for individuals and for our local economy.

Proud to do the best we can...

We provide top quality customer service, products and resources. We are valuable, relevant and meaningful for our community. We achieve the most when we work together and have fun!

To make sure we can all play our part

Talking Shop is committed to:

- providing a safe, secure environment
- respecting confidentiality
- honesty and integrity
- being responsible and reliable
- clear structures and processes, with plenty of support
- transparency in decision-making and inclusion through information-sharing
- high standards and professionalism.

How to introduce & welcome new volunteers

At interview

by Talking Shop Chair or one of the Volunteer Supporters

Welcome!

INTRODUCE...	Where to find more info...
What Talking Shop is	Handbook – inside front cover & p3-4
The different volunteering teams and roles	Team roles folder
The Volunteer Understanding - what Talking Shop offers and expects from volunteers, including absences	Volunteer understanding Handbook p 27 Volunteer policy Handbook p 11
Talking Shop mission, values and plans	Handbook p 3-4
The basics of the Safer Space Policy	Handbook p 10
The basics of the Confidentiality and Data Protection Policy	Handbook p 15
Relevant training that might be available	Handbook p 14
The <i>Volunteering and Learning Record</i>	Handbook p 14

IF THE INTERVIEWEE IS GOING TO VOLUNTEER...

Agree the role	
Complete Personnel Record and Equal Opportunities form	Handbook pp 28 & 29
Explain how Talking Shop Safer Space, Health & Safety, Equal Opportunities and Safeguarding policies affect how volunteers must care for others	Handbook pp 10, 16, 21, 23
If wanted, create and name <i>Volunteering and Learning Record</i>	copies in filing cabinet upstairs
Agree date and time of first shift (or say that this will be arranged with the Team Leader and we'll get back to you on [decide date])	
Talk about taking breaks from volunteering	Handbook p 13
Explain who volunteers can talk to	Handbook p 7
Sign up to Talking Shop communications	Paper newsletter, email newsletter, website,
Sign up to Three Rings [and sign up to next shifts]	'How to...' info sheet
Explain role of Volunteer Supporter and who it will be if not interviewer	Volunteer Supporter Role description
<i>Thank you for volunteering. We hope you will enjoy being part of Talking Shop. Gradually, as you are working with us, we will tell you more about Talking Shop and how we work together. We'll aim to go through everything that's relevant to your role in your first few shifts with us. If you have any questions, please just ask.</i>	

2 About volunteering

How to introduce & welcome new volunteers

During the first shift

by Team Leader/Co-ordinator and team members

Welcome!	Where to find more info...
Introduce the people on the team	
For volunteers in the hub: Show where to store belongings and hang up coat	
Show/explain the working area (e.g. kitchen, serving area, store room & clipboards, route for leaflet delivery...)	
Explain more about the role	'Team roles' folder, 'How to...' folder Handbook pp 28-34 for forms
For volunteers in the hub: Agree shift breaks	
Explain relevant parts of health and safety policy, e.g. lone working	Handbook p 16
<i>For volunteers in the hub:</i> Show where first aid kit, accident book, near miss forms, fire exits, fire extinguishers & blanket, are	Handbook p 17
If wanted, help with <i>Volunteering and Learning Record</i>	Handbook p 14 & copies in filing cabinet upstairs
Inform of next team meeting, if relevant	
Note date of next shift	

Over the next few shifts

by Team Leader/Co-ordinator and team members

	Where to find more info...
<i>For volunteers in the hub:</i> Explain environmental practices, recycling, food waste	Handbook p 19
Talk about assessing and managing risks and recording near misses	Handbook p 17
Remind the new volunteer that they can access folders upstairs: <ul style="list-style-type: none"> • Team roles • How to • This handbook - with policies pp 10-26 • Key information 	
Pass on any information about training opportunities	Handbook p 14
Complete forms as relevant	Handbook pp 27-33

After 3-4 weeks or as agreed

catch-up with your Volunteer Supporter

Who You Can Talk To

You can talk with other volunteers, your Team Leader and, for those working in the hub, the Duty Manager, Talking Shop customers, and anyone else who comes into Talking Shop. Try to welcome and include everyone, not just the people you know and are friends with.

If...

- ... something is affecting the running of your part of the work, for example when to have a break or if the shop has run out of a product ➡ talk to your Team Leader or the Duty Manager for the day
- ... there is something that is beyond the day-to-day, for example if you need to change a regular shift, are going on holiday and we need to find cover, or if you want to stop volunteering ➡ contact your Team Leader or your Volunteer Supporter
- ... you have any questions (no matter how small) about your role description or about volunteering in general ➡ contact your Team Leader or your Volunteer Supporter
- ... you have a complaint or a suggestion ➡ talk to the Duty Manager for the day, or if you would be more comfortable to, then talk to your Volunteer Supporter. Depending on the nature of the complaint or suggestion, they will then let the relevant Board member or the whole Board know.

You can always talk to individual Board members about things. See page 8.

NB: If you have any concerns or problems about volunteering or in the unlikely event a complaint is made against you, then help is at hand – please refer to the Problem-Solving Procedure to see how this will be supported and managed.

It's vital to the success of Talking Shop that we all enjoy our involvement and share problems so that we don't feel out of our depth – we're all learning!

What titles mean

Team Leader/Team Co-ordinator the person leading and co-ordinating your team and its work. They liaise with the Board about your team's work

Talking Shop Manager the person in overall charge of the hub at any time.

Volunteer Supporter a person who makes sure that all volunteers get the support and help they need

Saturday market & café roles

Rota Manager co-ordinates the rotas

Duty (or Shift) Manager the person to go to if there is an accident or complaint or for money issues or any other problems

2 About volunteering

Talking Shop Board

Talking Shop is run overall by a Board with different people, who are all also volunteers, taking different responsibilities. The Board oversees the strategy of the whole project. There are up to eight places on the Board and members are elected at the Annual General Meeting (AGM) held every year in September. The Board always includes the three roles below and adds others depending on Talking Shop's needs at any time.

Chair	contacts.talkingshop@gmail.com or 07989 503657.
Treasurer	finance.talkingshop@gmail.com – for attention of Dawn
Secretary	secretary.talkingshop@gmail.com

At present (June 2016) board members are:

Abi Johnson – Chair, involved from the outset, former civil barrister, co-founder Oxford's first community car club.

Dawn McGinness – Treasurer, Assistant College Accountant at Christ Church. Previously, Management Accountant with financial and management reporting responsibilities.

Clare Oxenbury-Palmer – Board member with particular interest in volunteers (support, recruitment) and communications. Administrator at the Oxford Law Faculty.

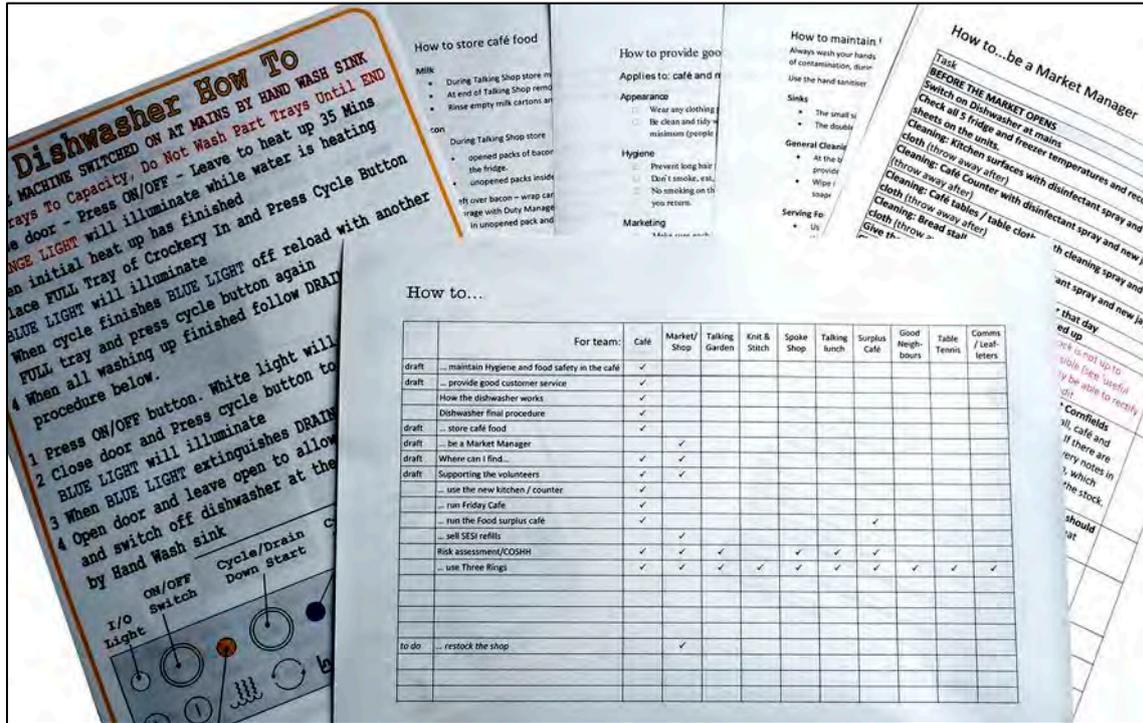
Gina Ashburner - Board member since 2011. Previously initiated fund raising to buy the land and build the existing village hall, Parish Councillor and Sandford's youth club leader.

Kurt Moxley – Board member with professional experience in mental health and, as a producer of artisan ales, the local food market.

Al Bell – Newest Board member with extensive professional experience of the third sector, including community development projects, business planning and grant funding.

How to... information sheets

To make sure Talking Shop runs well and is a safe and enjoyable place to work we have 'How To...' sheets which help volunteers do various tasks efficiently and safely. Your Team Leader will show you any that you need for your role and individual copies are available when and where you need them. There is also a folder upstairs that contains all of them.



If you notice that any need improving, please tell your Team Leader what is wrong or missing.

If you think a task that doesn't have a 'How to...' sheet should have one please also tell your team leader. They will probably ask you to help create it!

Safer Space Policy

In brief

So that everyone can feel welcome and safe everyone is expected to offer and expect respect – for each other and for our space.

We want Talking Shop to be a community where everyone – volunteers and people using our services – can feel welcome and safe. So we have a Safer Space Policy, which applies to everyone when they are volunteering for Talking Shop and everyone who uses the hub. It is based on an expectation of respect – respect for each other (including our backgrounds, identities and ideas) and respect for the space we've created together.

- Everyone has an equal right to be heard and an equal responsibility to listen.
- Everyone's confidentiality and safety should be valued, and everyone's wellbeing supported.
- Any behaviour – physical or verbal – that is disrespectful, judgmental, intimidating or discriminatory is not welcome.
- Inappropriate behaviour should be challenged and in a way that is constructive rather than demeaning.
- If you feel uncomfortable, please raise this, or ask someone else to raise it on your behalf.
- We respect and look after the building as a physical space and a resource for all.
- People who are not willing to abide by this Safer Space Policy are excluding themselves from Talking Shop and will be asked to leave. This decision will be taken by the Board (see the Problem-Solving Procedure).
- This list is not exhaustive and it is up to all of us to help everyone feel safe and included.

Inclusion, wellbeing and health

Talking Shop and all of our activities aim to improve individual and community wellbeing, promote social engagement and contribute to personal fulfilment. The project will seek to help all volunteers to reach their potential. We actively promote volunteering opportunities for everyone in our community and believe that the project can offer people positive roles which contribute to their wellbeing.

Mental health

Sandford, like any other community in the country, has people with mental health problems across all ages – in the UK one person in four experiences some kind of mental health issue each year. We welcome the involvement of people experiencing mental health problems in every aspect of our project. We believe that people with mental health issues have knowledge and skills they can usefully share and have a right to lead an active and valued life in the community.

The project offers training in mental health awareness for volunteers and trustees, so that we can identify when someone may be at risk and sympathetically help them access appropriate support.

The project has a Mental Health Champion to ensure that our policies, procedures and practice are mental health friendly.

Volunteer Policy & Procedures

In brief

Volunteers and the Board have the right and the responsibility to ensure the wellbeing of all.

Some, but not all roles need references and DBS checks.

You may have someone to support your volunteering and help with recording learning if you like.

Breaks on shift are arranged by your team leader.

Keep everyone informed of any absences or if you want to stop volunteering.

You can claim previously-agreed expenditure on behalf of Talking Shop.

You are covered by our insurance.

Rights and responsibilities

As a volunteer you have the right

- to be actively involved in the project
- to have a description of your role and what is expected of you
- to be given appropriate training including a Welcome when you start volunteering
- to work shadow someone in the role if you want to do so before starting
- to learn your role at your own pace
- to have your role adapted to your needs and abilities wherever the role allows this
- to be safe in your workplace
- to have all previously approved out-of-pocket expenses reimbursed
- to have all concerns or questions dealt with promptly
- to stop or change your involvement with the project at any time
- to have your personal information kept in a secure and responsible manner in accordance with the Confidentiality and Data Protection Policy
- to have open access to the personal information kept on you by Talking Shop
- to be recognised as an individual and respected in accordance with the Equal Opportunities/Diversity Policy and to be able to raise issues/concerns in regards to policy and diversity
- to receive up-to-date information about Talking Shop's activities
- to have fun volunteering in Talking Shop!

As a volunteer you have the responsibility:

- to act in accordance with Talking Shop's policies
- to ensure all necessary paperwork is completed
- to attend training where appropriate
- to maintain your agreed level of commitment or discuss any changes with the relevant member of the Talking Shop Board
- to keep activities safe
- to respect confidences
- to respect the property of Talking Shop and its volunteers
- to be reliable and honest

3 Policies & procedures

- to act appropriately and set a good example to others
- to inform your Team Leader, your Volunteer Supporter or a member of Talking Shop Board if you have a problem (see also the Problem-Solving Procedure, page 24)
- to inform your Team Leader or your Volunteer Supporter if you want to leave (see 'Stopping volunteering at Talking Shop', page 13)

References/recommendations

We do not ask for a reference (or recommendation) for every volunteer role. However, if your role involves handling money, holding keys, managing others, working with vulnerable adults or working alongside children or young people, then you will be asked for the names of two responsible people who would recommend you.

There are additional safeguarding steps if you will be volunteering with vulnerable adults or young people (see Safeguarding Policy, page 22, and Young People Policy, page 21).

Disclosure & Barring Service (DBS) checks

DBS checks are a way to check whether people have a criminal record, and are part of Talking Shop's responsibility to everyone who is involved to create a safe and supportive environment.

Having a criminal record does not stop you from volunteering with Talking Shop, although it may limit the kinds of roles you can do. Please talk to your Team Leader or your Volunteer Supporter or a member of the Board if you have or get a criminal record, and you can arrange together the best way for you to be involved with Talking Shop.

We do not run criminal record checks for all volunteers as standard. However, if you may be working unsupervised with vulnerable adults or young people, then you will need to talk to the Team Leader, and in agreement with you the Talking Shop Board (led by the Chair) will run a DBS check. This will be paid for by Talking Shop.

If you want to, you can register for the 'DBS update service' which means that your check is transferable to other roles you have – if you want to do this, you will need to apply within DBS's time limit and pay yourself just for this element.

If the Board has decided you need a DBS check for certain activities, and you decline to have one, you will not be able to carry on those activities but you may be able to continue volunteering for Talking Shop in other roles.

Support

Talking Shop will offer you a Volunteer Supporter who will provide regular one-to-one support where you can raise any concerns, and who can help you with your *Volunteering and Learning Record* (see Training, page 14) if you are making one. Your Supporter could be your Team Leader or it could be someone else. You do not have to have a Supporter if you don't want to.

Lone working

See the Health and Safety Policy for Talking Shop's procedures on lone working.

Responsibility for money

All money should be counted in front of one other member of the Talking Shop team.

Taking breaks during a shift

For those working in the hub, the Duty Manager for the day will discuss with everyone when you can take breaks that day, so that no one is left alone and no one is solely in charge of any money.

Taking holidays

You are welcome to take holidays and there is no limit to your holidays, although if you are away a lot it may be more difficult to keep you up to date with what is happening. When you have a holiday planned, please let the Team Leader know. Please give as much notice as you can, a month if possible.

Illness

If you are unable to carry out your role because you are ill, please let your Team Leader know as soon as possible so that we can arrange to cover any shifts. When you feel you are ready to re-engage with the project please contact your Volunteer Supporter so we can manage your return with any support you may need.

If you feel unwell during a shift or feel unable to continue your shift for any reason, talk to your Team Leader or the Duty Manager straight away. They will arrange for you to stop working straight away and the rest of the team will cover the work or try to get another volunteer in.

Stopping Volunteering at Talking Shop

Every volunteer has the right to leave the project at any time but also has the responsibility to inform the Team Leader of this decision. Please give as much notice as you can, a month if possible, so that cover can be arranged.

You will be asked if you are willing to help with the handover to a new person, if needed.

We hope you will be willing to give feedback to your Volunteer Supporter, which will help us as we develop. Before you leave your Volunteer Supporter will ask if you are willing to have a chat about the role and how you have found your volunteering.

Expenses

We do not pay your travel expenses to get to and from Talking Shop as standard. Please contact a member of the Talking Shop Board if this is a problem for you.

To claim other expenses, you need to:

- get approval for any expense from a member of the Talking Shop Board ***before you spend***
- keep all receipts/tickets relating to any expenses incurred
- fill in an expenses form and return it, with receipts, to your Team Leader or Duty Manager who will pass it to the finance team.

3 Policies & procedures

Insurance

Volunteers are covered by the Talking Shop Employer's Liability Insurance. The certificate of insurance is displayed in a prominent position within Talking Shop.

Training & Reviews

The purpose of training and reviews is to help you feel comfortable in your role and develop as you want to, and ensure a safe, effective, engaging and fun working environment.

Welcome training

On your first day, you will meet your Team Leader and any other volunteers you will be working with. If you don't already have it, you will be given a role description. Your Team Leader will explain what you will be doing and they and other team members will be happy to answer any questions you have about the role and how to carry it out.

Over the next few weeks we'll go through the Welcome information with you (pages 5-6 of the Handbook). Some of this is general to Talking Shop, and some is specific to individual roles. After about four weeks, you will have a chat with your Volunteer Supporter to see how the role is working out for you and for Talking Shop.

Volunteering and Learning Record

Volunteers who would like to build up a portfolio of volunteering experience and training can use Talking Shop's *Volunteering and Learning Record*. This will help you build up your work skills, keep track of your experience and learning and help you do a CV and apply for paid jobs.

Food Hygiene Training

You may be able to attend a free Food Hygiene training day, leading to a Food Hygiene Certificate. This is a one day qualification with a short test at the end of the day which will be useful for your Talking Shop volunteering, and also if you want to do food handling in other places.

First Aid Training

We need a certain number of trained first aiders. Being a first aider is a rewarding and valuable role and also very useful elsewhere. If you would like to do a free basic first aid course, please let your Team Leader or Volunteer Supporter know.

One-to-one regular catch-ups

You will have regular one-to-one catch-ups with your Volunteer Supporter. This is to help you get what you want out of your volunteering, to support you to do your role effectively for Talking Shop, and to help you develop as you want to from being part of Talking Shop. You can use the catch-ups to address anything about your role and the project, share your ideas, any issues, and as a chance simply to have a chat. You will agree with Volunteer Supporter how often these meetings will be, with a minimum of once every three months.

Annual review

Once a year you will have an opportunity for a longer chat with your Volunteer Supporter to help to focus on the past year, decide what you'd like to do next, and offer you a chance to give feedback on the project.

Confidentiality and Data Protection Policy

In brief

Talking Shop respects volunteer confidentiality and protects personal information. It will be shared only where there is a serious risk of harm.

Confidentiality

Talking Shop encourages a culture of respect for confidentiality by restricting personal information shared by a volunteer to the least number of people necessary. The Board will not discuss or share any information given to them by any individual with any other individual, agency or organisation without the person concerned agreeing beforehand **unless**

- there is an immediate risk of serious harm to the individual concerned or anyone else, or
- disclosure of information is a legal requirement.

The Board will take steps to inform the person involved, in advance if possible, that they have decided to share information and will explain the reasons for the decision to disclose. If this happens you will have a right to see any written information the Board shares.

Volunteers should not discuss nor share personal information given to them by other volunteers, paid staff or members or the Board. But if you believe the safety of the individual or other people is at serious risk you should, as soon as you can, tell your Team Leader or Volunteer Supporter or a member of the Board. They will take responsibility for acting to keep everyone safe.

Statistical data passed on to outside agencies for fundraising or evaluation purposes will not contain personal information that would enable an individual to be identified.

Data Protection

All personal written information about volunteers kept by the organisation will be held in a secure place. Any information stored on a computer will be password protected.

Volunteers may ask to see the information held about them. Ask your Team Leader or Volunteer Supporter who will then contact the Board member with access to the information.

Storing Information – paper copies

Information about volunteers and other team members is kept in a locked filing cabinet by the Talking Shop Manager. Keys are kept by the Talking Shop Manager and Chair. Personnel records are kept for the length of time required by law and then disposed of by shredding.

Storing Information – electronic

Information about volunteers, potential volunteers and other team members is held on the Talking Shop email and Dropbox accounts, which are password protected and accessible only to the Board and the Talking Shop Manager as necessary. Email addresses are also accessible to staff members, team leaders/co-ordinators and rota administrators as necessary. They are password protected and messages to multiple addressees are sent only on a bcc basis.

Health and Safety Policy

In brief

Talking Shop aims to keep everyone using its premises safe from accidents and fire.

You are also responsible for staying alert to health and safety issues and caring for those you are with.

Read this policy so you know where the safety equipment is and what to do in an emergency.

Talking Shop is committed to providing and maintaining a healthy and safe environment for all its volunteers, and any other people who may be affected by its activities.

In order to achieve this, Talking Shop has the following key objectives:

- to provide adequate control of the health and safety risks arising from our work activities
- to consult with volunteers on health and safety matters
- to provide and maintain safe equipment
- to ensure safe handling and use of substances
- to identify hazards (the potential for harm), assess risks (the likelihood of that harm being realised) and manage those risks
- to ensure that volunteers, paid staff and Board members are adequately informed of the risks identified and, where appropriate, receive instruction, training and supervision
- to ensure that the demands of activities do not exceed the capabilities of volunteers, paid staff and Board members to carry out their work without risk to themselves or others
- to prevent accidents and cases of work-related ill health
- to monitor and review the effectiveness of the policy and, where appropriate, to implement improvements

Talking Shop undertakes risk assessments for its activities. The Health & Safety Officer is Abi Johnson.



While Talking Shop accepts the main responsibility for the implementation of this policy, individuals have an important role in co-operating with those responsible in order to ensure a healthy and safe working environment. It is the responsibility of all individual Talking Shop Board members and volunteers to

- acquaint themselves with the Risk Assessment and all relevant Safety Notices.
- maintain a healthy and safe working environment. If you see a potential problem you are responsible for alerting someone to it.

Lone working

Talking Shop café and market volunteers should never work alone when the building is open to the public. If one volunteer taking a break means that another volunteer would otherwise be alone, they should take their break within the building.

New volunteers who haven't yet completed their first eight shifts, and young people under the age of 18, should always work with *two* other members of the Talking Shop Team.

Some volunteer roles, such as delivering leaflets, taking in stock and checking stock, do require working alone. These roles should be taken on only by volunteers who feel confident about assessing and managing the risks involved. The Team Leader must also feel confident that the volunteer can assess and manage the risks involved.

Volunteers who are working alone should never do anything they would not feel safe and comfortable doing if they were not doing it for Talking Shop and should report anything they are concerned about for themselves or for other volunteers to the Team Leader as soon as possible.

Emergencies

There are contact numbers for Littlemore Mental Health Centre and local people who can come over in an emergency, if you need some back up. This is kept in the Key Information folder under the counter. And you can always call 999 in an emergency.

First Aid

Some team members are trained as First Aiders.

If you, a fellow volunteer or a member of the public has a health problem, report it to a First Aider and call 999 if needed. If in doubt, call 999.

The first aid kit is in the kitchen to the left of the hatch.

If you would like to train as a First Aider, let your Team Leader or your Volunteer Supporter, and we will see if that can be accommodated.

Accident Reporting

Talking Shop has an accident book which is located in the First Aid Kit, inside the kitchen to the left of the hatch.

The Duty Manager must fill it in if you have an accident whilst at Talking Shop. An accident is any incident which causes pain.

Some kinds of incidents need to be reported to the Health & Safety Executive (HSE) under RIDDOR (2013) regulations. If you have an accident, the Duty Manager should investigate whether it is reportable to the HSE.

Near-miss forms

A near-miss is an unplanned event that could have resulted in injury, illness, or damage but did not. If you have a near miss, there are near-miss forms next to the accident book. Please complete one with the Duty Manager who will take necessary steps to remove the potential risk or who will raise issue with the relevant Board member. This helps to avoid potential future accidents and keep Talking Shop as safe as possible.

Vigilance

It is important that we make sure that everything at Talking Shop is fit for purpose, to avoid accidents.

3 Policies & procedures

If something is not working properly, do not use it. Remove anything around it, move it away if possible, and put up notices so that other people don't use it.

If there is a maintenance issue, you can report it in the Managers Handover Book and assign a level of urgency:

HIGH = dangerous to health & safety

MEDIUM = needed soon

LOW = nice to have

Fire Safety in the hub

Talking Shop seeks to minimise fire hazards by reducing sources of fuel, oxygen and ignition occurring together. The Talking Shop Manager is responsible for making sure that:

- cardboard and other flammable materials are cleared regularly
- sources of fuel are stored in a locked metal cupboard
- fire doors are kept shut.

Fire extinguishers are

- just inside the kitchen door (CO2 – for flammable liquids and live electrical equipment)
- by the back door (foam - for wood, paper, textiles and flammable liquids)

The fire blanket is just inside the kitchen door.

The fire alarms are tested monthly, and fire extinguishers and fire blankets yearly. There is a yearly fire evacuation test.

All volunteers are responsible for raising issues of fire safety with the Fire Officer, who is Abi Johnson – email contacts.talkingshop@gmail.com or call 07989 503657.

In the event of a fire, all volunteers and customers should leave the building through the front fire exit. If that is not possible use the back fire exit. The emergency fire services should be called for advice or attendance. The Talking Shop Manager must check upstairs, in the kitchen and storeroom, and in the toilet. Everyone must gather on the grassy overflow carpark outside the front of the building until they are told it is safe to go back in. The Talking Shop Manager must confirm that the building is safe before allowing anyone back in.

Portable Appliance (PAT) Testing

The Electricity at Work Regulations 1989 require that any electrical equipment that has the potential to cause injury is maintained in a safe condition.

Talking Shop believes that the most effective way to ensure safe equipment is yearly PAT testing done by a trained volunteer through the Community Action Groups. Please let the Talking Shop Manager know immediately if any electrical equipment appears to be unsafe.

Non-prescribed drugs and alcohol

If your ability to work appears to be affected by alcohol or illegal drugs, you will be asked to leave immediately. You are welcome to continue to volunteer with Talking Shop as long as you are not under the influence of alcohol or illegal drugs but if we have to ask you to leave three times for this reason you will no longer be permitted to volunteer with Talking Shop.

Environmental Policy

In brief

We take our responsibility to the environment seriously and expect you to do the same.



Talking Shop is committed to the community, for the long term. Fundamental to this is caring for our space and our environment. We:

- minimise waste, reuse and recycle
- reduce local food miles by sourcing locally wherever possible
- build rural skills including growing, foraging and nature conservation
- provide an environment for wildlife in our garden
- reduce our energy consumption by turning off appliances and lights
- use our insulated building with solar PV, air source heat pump, underfloor heating, movement sensor lighting, and smart windows to minimise the energy we use
- share this space to reduce our individual environmental impacts.

Equal Opportunities/Diversity Policy

In brief

We want Talking Shop to be a diverse organisation where any and every member of our community feels their contribution is valued. We will check our progress towards this.

Talking Shop is a community project firmly committed to diversity. We believe that we can all learn from different perspectives and cultures and that our flexibility will make our project more effective in meeting the needs of the whole community.



We are therefore committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds, ethnicities, faiths and needs are fostered and valued and where everyone is able to participate and contribute.

We ask all volunteers to complete an anonymous equal opportunities monitoring form so that we can regularly check and evaluate whether some groups appear to be excluded from Talking Shop's activities. We are committed to addressing any issues that arise.

We understand that there may be times when people who have differing outlooks

disagree and we will try to encourage a process of listening, understanding and discussion to bring about a resolution.

We will encourage open, honest and respectful dialogue as a means of helping both the people and the organisation to develop and grow.

We know that growth can come from being challenged in a safe, supportive and respectful environment; it is this environment that we hope to sustain as a fundamental part of Talking Shop, and therefore we have designated Talking Shop as a Safer Space (see Safer Space Policy, page 10).

Young People Policy

In brief

Those under 18 are welcome to volunteer as long as supervision is age-appropriate.

Volunteering

Children aged under 14



are welcome to volunteer in the shop and café serving customers, as long as they are accompanied by a parent or carer who has a legal responsibility for them. They will be allocated roles considered suitable for their age, experience and abilities. They may handle money with supervision. They should always work alongside a supervising member of staff, and should never be left on the premises by their parent or carer.

Children aged 14 to 16

may volunteer for Talking Shop as long as they have permission from their parent or guardian, and they are volunteering alongside a DBS-checked volunteer who has been authorised by the Board to support them. They will be allocated roles considered suitable for their age, experience and abilities. There should always be at least two adults volunteering with them.

Young people aged 17 to 18

may volunteer for Talking Shop as long as they are volunteering alongside at least two other adults over 18 at least one of whom has been DBS-checked.

Participating in Talking shop activities

Practice will depend on the activity.



Children aged under 14

may participate as long as they are accompanied by a parent or carer who has a legal responsibility for them. However, those under 14 are welcome at the Table Tennis Club as long as they have permission from their parent or guardian.

Children aged 14 to 16

may participate as long as they have permission from their parent or guardian, and the activity is run by someone who has been DBS-checked.

Young people aged 17 to 18

may participate as long as the activity is run by someone who has been DBS-checked.

Safeguarding Policy and Procedures

In brief

Talking Shop takes its responsibility for safeguarding very seriously and the Board will respond swiftly and appropriately to all suspicions or allegations of abuse or mistreatment. Those volunteering with vulnerable people will be DBS-checked.

Talking Shop values everybody. We recognise our legal and moral duty to create and maintain the safest possible environment and to be alert to the circumstances and needs of children and vulnerable adults as volunteers and as service users, knowing that any person can be vulnerable in certain circumstances.

Definitions

Vulnerable Adults are people over 18 who, for whatever reason, are or may be unable to take care of themselves or to protect themselves against significant harm or exploitation.

Children are people under the age of 18.

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. Abuse can happen anywhere and can be carried out by anyone. Types of abuse include physical, sexual, psychological/ emotional, neglect, financial or material and discrimination.

No abuse is acceptable and some abuse is a criminal offence and must be reported to the police as soon as possible. Anyone making a complaint or allegation or expressing concern will be taken seriously. Every effort will be made to ensure that volunteers are supported if they wish to make a complaint, referring them if necessary to an external agency to advocate on their behalf.

All volunteers will have access to a copy of the Talking Shop Problem-Solving Procedure and in the case of vulnerable adults, this will also be made available to their carer or other responsible person.

The policy covers users and providers of Talking Shop services including volunteers, Board members, staff, trainers, service users and customers.

Talking Shop aims

- in all its activities to play as full a part as it can in preventing the abuse of individuals, whether the result of deliberate intent and targeting of vulnerable people, negligence or ignorance
- to treat the welfare of vulnerable people as of paramount importance, regardless of age, gender, ability or race, when planning, organising, advising on and delivering services and activities
- to ensure that all volunteers and staff working with vulnerable people are carefully selected and understand and accept their responsibility for the safety of those in their care
- to ensure that those working with vulnerable people are trained and supported to deal with issues arising from, for example, illness or disability and to identify and report safeguarding issues
- to respond swiftly and appropriately to all suspicions or allegations of abuse or mistreatment, and to ensure confidential information is restricted to the appropriate external agencies
- to ensure that all volunteers are aware of this Safeguarding Policy.

Disclosure (DBS) checks during recruitment

- A disclosure check is a document containing information held by the police and government departments. It is obtained from the Disclosure Service of the Criminal Records Bureau and helps employers and voluntary organisations make safer recruitment decisions. All staff working with children and vulnerable adults will have references checked and be required to hold a Disclosure Certificate at the relevant level (see Health and Safety Policy).
- Team leaders working with children and vulnerable adults will also have references checked.
- The chair is responsible for carrying out the vetting procedure.

see also Volunteer Policy and Procedures, page 12.

Safeguarding procedures



If a member of Talking Shop staff or a volunteer suspects that a vulnerable person who they are in contact with may be being abused or exploited, or if they receive an allegation or report of abuse or exploitation, they must report this to their Team Leader or a member of the Board.

The responsibility of a volunteer or Team Leader is only to report allegations, not to investigate them.

The Board will address any complaint, allegation, report or concern expressed about possible abuse and will take responsibility for referring the matter to the appropriate authorities. An individual's comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk.

Confidential information relating to specific safeguarding issues will be kept securely for as long as deemed necessary, in line with the Data Protection and Confidentiality policy.

Problem-Solving Procedure

In brief

How to sort things out if

- a volunteer experiences any problems or issues
- someone complains about a volunteer
- things need to be taken further



1 – If a volunteer experiences any problems or issues related to their volunteering with Talking Shop it is their responsibility to raise these at the earliest opportunity, in the first instance with the Duty Manager on that day. Any such issues will be treated as confidential.

The Duty Manager will try to resolve the issue by:

- meeting with the volunteer at the earliest reasonable opportunity
- agreeing with the volunteer any action to be taken and the timetable for it
- meeting with appropriate board members and volunteers to try and resolve the issue in order to find out from the people involved what their issues/concerns are and what they feel is required to resolve the situation
- agreeing with the volunteer a support monitoring process
- meeting with the volunteer subsequently to report any action taken and to offer any necessary support.

Note: Any written information regarding the issue or problem will be regarded as confidential and kept securely in Talking Shop

If the Duty Manager is unable to resolve the issue in this way, if the volunteer is unhappy with the resolution, or if the issue is in connection with the Duty Manager, necessary action will be taken in accordance with Part 3 of Talking Shop's Problem-Solving Procedure.

2 – If a complaint is made against a volunteer

by a customer, another volunteer or a member of the Talking Shop Board, or if a volunteer is found to be in breach of the volunteer responsibilities as set out in the Volunteer Policy, section 'As a volunteer you have the responsibility', the complaint will be referred, in the first instance, to the Duty Manager. Any such issues will be treated as confidential.

In the first instance, the Duty Manager will try to resolve the issue by:

- meeting with other appropriate customers, board members and volunteers to try and resolve the issue and to find out from the people involved what their issues/concerns are and what they feel they need is required to resolve the situation
- agreeing with the volunteer any action that may be taken and the timetable for it
- meeting with the volunteer subsequently to assess any action taken and to offer any necessary support.

Note: Any written information regarding the issue or problem will be regarded as confidential and kept securely in the office of the Talking Shop chair.

If the Duty Manager is unable to resolve the issue in this way, necessary action will be taken in accordance with Part 3 of Talking Shop's Problem-Solving Procedure.

If the breach of responsibilities is of a highly serious nature, such as misappropriation of funds, stock or other property belonging to Talking Shop, other volunteers, Talking Shop members or customers, the volunteer will be asked to cease immediately their involvement with the project and legal action may be taken.

3 – If the Duty Manager has been unable to resolve an issue



raised in either Part 1 or Part 2, above, or if the issue concerns the Duty Manager directly, then a Board member will attempt to resolve it by following the same procedures as outlined in Parts 1 and 2, above, involving other members of the Board where appropriate. Unless there are specific legal issues that have to be addressed by outside parties, the decision of the Board will be final and could include the volunteer being asked to stop volunteering for Talking Shop. Complaints about or issues concerning a Board member will be referred to the Chair of the Talking Shop Board.

Internet provision and entertainment



Talking Shop has free Wifi. Customers and volunteers can use this provided they do not use it to watch live television. Talking Shop does not have a television licence.

Talking Shop Wifi may not be used to access inappropriate content.

Customers may be asked to decrease their usage if the Wifi connection seems to be overstretched, and may be asked to move to make room for others if they are on their own at a table using their laptop.

Volunteers are asked to use discretion and not check phones or other devices regularly in a way which is unsafe or which disrupts the way we interact with each other.

Talking Shop Volunteer Understanding

Thank you for deciding to get involved as a volunteer for Talking Shop!

This document is meant to help us work well together but is not legally binding.

Name of volunteer:

Voluntary role:

Responsible to:

Days / hours of work:

Place of work:

Talking Shop will provide a safe and supportive environment where we hope you will have fun volunteering.

We ask you to

- arrive in good time for any shift you have agreed to do.
- contact the Team Leader or in their absence the Duty Manager (contact details provided on your rota/contact list) if an emergency arises or you fall ill and you can't cover your agreed shift so that they can try and arrange emergency cover.

We will behave in accordance with our agreed policies and procedures and we ask you to do the same. The volunteers working with you can tell you more and you can find them in the Volunteer Handbook. You may have personal copies of any of these at any time if you would like them:

- Talking Shop values
- Safer Space Policy
- Volunteer Policy & Procedures
- Confidentiality and Data Protection Policy
- Health and Safety Policy
- Environmental Policy
- Equal Opportunities/Diversity Policy
- Young People Policy
- Safeguarding Policy and Procedures
- How to... information sheets

By starting to volunteer with us you are agreeing to follow these policies and procedures but this does not constitute a contract of employment and other employment policies do not apply.

We want your volunteering experience to be a positive one, so tell us if there is anything you need in order to get the most out of it.

Thank you once again for becoming part of Talking Shop.

Personnel Record

Name:

Address

.....

Phone:

Email:

Birthday:

Relevant health information:

.....

.....

Any other information that you'd like us to have that will help us to support you:

.....

.....

.....

Who to contact in an emergency

Name:

Address

.....

Phone:

Talking Shop equal opportunities monitoring

Please complete and return this form with your Personnel Record.

The information is confidential, will be detached from your registration form when it is received, and be kept anonymous. It is not part of any selection process.

We ask for this information because one of our fundamental aims is to be inclusive and celebrate diversity. It enables Talking Shop to see how well we are engaging the whole of our community.

This information also enables us to evaluate how successful we are as an Equal Opportunities organisation and to report to funders.

Volunteer Role:

1. Are you? (please tick all that apply)

- Employed Self-employed Unemployed
 Retired in education A carer?

2. Do you consider yourself to have a disability? Yes No

3. I need help with volunteering because of issues to do with:

- Sight Emotions/behaviour Dyslexia
 Hearing Mental health Dyscalculia
 Mobility Autism/Aspergers Other learning difficulty
 Something else _____

4. Please select your age group

- under 16 16 to 17 18 to 25 26 to 50 51 to 65 66 & over

5. Sex Male Female Other Prefer not to say

6. What is your ethnic origin? Please tick the appropriate box below.

- White Mixed Heritage or Mixed Heritage British
 Asian or Asian British Black or Black British
 Arab or Arab British Any other ethnic group
 prefer not to say

Talking Shop keys, equipment and car registration

a) I acknowledge receipt of the following keys:

- Front door
- Kitchen door
- Back gate
- Filing cabinet (specify _____)
- Locker
- Safe
- Petty cash
- Other

b) I acknowledge receipt of

- mobile phone (to be used exclusively for Talking Shop-related calls)
- laptop computer number

c) I confirm that I will be using my car registration no
on Talking Shop business and that I have the appropriate insurance to cover volunteer use.

Signed

Print

Date

Talking Shop image release

I consent for my image to be used for publicity purposes.

Signed

Print

Date

This information will be kept in a central record.

Talking Shop – Handling Money

If you are responsible for serving for the shop or café, you may be responsible for taking money from customers in exchange for goods, products or food.

You should

- Always ring the item through the till.
- Ask for the correct total amount.
- Say out loud the actual amount you are given (e.g. “a twenty pound note”)
- Ring the amount you are given through the till.
- Give the correct change.

Please do everything you can to make sure you are accurate – mistakes do happen, but the clearer you can be, the easier it is to sort out.

Please do not leave money unattended.

A small number of volunteers will be authorised to count the money at the end of the day. If so, you will be asked to sign to say that you understand these protocols:

- Always count money in the presence of at least one other volunteer or the Duty Manager.
- Tell that person that you are counting the money.
- Before opening the till, make sure you have the form you need, a calculator, small plastic money bags and the green cashing up bag.
- Open the till, take the money tray out, and close it.
- Count the money next to the till, in public.
- Count the coins into separate piles by denomination, and turn all the notes round the same way.
- Count at least twice until you get the same amount twice.
- Enter it into the sheet.
- Put all the coins into separate small plastic money bags by denomination (in line with the maximum indicated on each bag), and all the notes the same way round into separate small plastic money bags by denomination.
- Put all the money and the form into the green cashing up bag.
- Put the green cashing up bag in the safe.
- Reset the till – run the end of day procedures.
- Let the other volunteer or Duty Manager know that you’ve finished cashing up.

If you are going to be responsible for cashing up at the end of the day, please sign below to say you’ve read and understood this procedure.

Name of volunteer:

Signature:

Date:

Talking Shop volunteer expenses claim form

Unfortunately, Talking Shop cannot pay travel expenses to get to and from Talking Shop for your volunteering, as standard. Please contact the Board if this is a problem for you.

This expenses form is for use by volunteers who have had prior authorisation by the Board chair or treasurer to make a purchase, using their own finances, for the shop or to undertake a journey on behalf of the shop in their own vehicle.

Name of volunteer

Address

.....

Expenditure authorised by (insert name)

Details of Expenditure

All items purchased must be accompanied by a receipt or for reimbursement of e.g. a bus journey (face value) the ticket must accompany this expenses claim form.

Date item bought	Description of item	Reason bought	How Many	Cost per item	TOTAL
				£	£
				£	£
				£	£
				Total Claim	£

Mileage claimed at 45p a mile

Date of journey	From	To	Reason for journey	Total Mileage	@45p	TOTAL
						£
						£
						£
				Total Claim		£

Total amount claimed

£

Signed

Print

Date