

Edible York. Volunteer policy and other documents. August 2020

Edible York is small charity which is run by volunteers with occasional paid input commissioned when specialist skills are required. We welcome volunteers who are motivated to make a contribution. All volunteers are adults, aged 18 or over. We have a range of opportunities. Some volunteers take part in one-off sessions, and others are involved more frequently at regular or irregular sessions. Edible York is best known for the public gardens and for fruit harvesting and distribution where volunteers are physically active. Other volunteer roles are less visible such as administration and fundraising.

Volunteers come to Edible York to help make a difference in the city when it comes to growing and eating more edibles. We value the time and skills which volunteers give, and are committed to supporting volunteers while they are with us.

Equality and Diversity

Edible York is committed to equality and diversity, removing barriers to volunteering as far as possible. We are pleased to welcome volunteers from a range of backgrounds and with differing life experiences. We set out to treat all volunteers with respect and dignity.

The structure of Edible York.

There are currently five trustees, and they have responsibility for running the charity. Collectively the trustees raise money to run activities and cover basic costs such as insurance.

One of the trustees has the task of leading on Volunteering. This is to ensure that volunteering with Edible York is a positive experience for volunteers.

All trustees and specialist commissioned staff at various times lead Edible York activities to which volunteers contribute, such as gardening at city-centre beds, or fruit harvesting. We refer here to Supervisors. The supervisor is the person who interacts with particular volunteers on a day to day basis. S/he provides support and guidance so that volunteers can fulfil their role. Volunteers are given the contact details of the Supervisor to use in case of absence, incident etc.

Health and Safety.

Edible York has a Health and Safety policy which covers volunteers while they are engaged in volunteering. This is a separate document which volunteers can ask to see in full. Public Liability insurance covers volunteers while volunteering with Edible York.

For each volunteer role there are health and safety instructions for carrying out their particular tasks. Induction and informal training sessions are held so volunteers have the correct skills and knowledge.

Abiding by the Health and Safety policy protects everyone's wellbeing.

Confidentiality, personal information and data protection.

Edible York asks volunteers to provide a minimum amount of personal information, sufficient to co-ordinate volunteering at EY. We keep records of the name, telephone number, postcode and email address. These records are under the control of the trustee for volunteering who keeps them on a computer with a password. An Edible York person – the supervisor – who is leading the sessions with volunteers present has the names of the volunteers and their phone or email to use in organising each session. The supervisor keeps these details confidential.

Edible York's data protection policy sets out in greater detail the principles and practice.

Specialist freelance staff and trustees handle confidential business information and personal information about members and volunteers. Other volunteers are unlikely to handle such information when they are volunteering.

At volunteering sessions the supervisor does not mention information that is personal to a volunteer. Volunteers should consider carefully before giving personal details to a colleague volunteer.

An exception is made to the confidentiality requirement if there are legal reasons why Edible York must pass on personal details.

For some of Edible York's activities we receive a grant to cover the costs. We usually report back to the funders about how the activities have gone. We never need to mention names or personal details of volunteers.

Concerns and complaints

Edible York recognises that occasionally there are difficulties which need to be sorted out. Ideally these will be resolved quickly through discussion. Where this is not possible a more formal approach is in place.

If a volunteer has a concern arising from volunteering they have these options for addressing the concern:

- On the spot with the supervisor at the session,
- By telephone or email with that person afterwards,
- If the concern is about the Supervisor the volunteer can email the Trustee for volunteering, via Edible York's email address.

Handling concerns and complaints about a volunteer..

If the supervisor has a concern about a volunteer's behaviour during a volunteering session this will be raised privately with the volunteer as soon as possible after it happens. If this does not resolve the issue the leader will arrange for a phone call or face to face meeting to attempt resolution.

If there is a complaint about a volunteer from another person (eg another volunteer, a householder) the supervisor will discuss the concern by phone or face to face.

In all three situations - the volunteer raising a concern, the third party making a complaint, or the supervisor concerned about an instance of behaviour - the matter can be referred for final

scrutiny to the Trustee for Volunteering. If there is a complaint about the supervisor the Chair of Trustees will have the final scrutiny.

The Supervisor has the authority to ask a volunteer to leave a session immediately if s/he witnesses dangerous and / or illegal behaviour by a volunteer.

Recruitment of Volunteers.

Volunteers are recruited through online advertising (website, fb), and through face to face contact at events or other activities.

The trustees identify specific roles or tasks that volunteers could undertake .The details of each are written up as a 'Volunteer Role' .

Volunteering Roles.

Edible York wants potential volunteers to understand what being a volunteer will entail, We want to match the right volunteer to the right role. Knowing about the role will give a potential volunteer an idea of whether it will suit them.

There are no formal interviews to fill the roles. Occasionally informal discussions take place to explore in more depth how a volunteer can contribute.

From August 2020 onwards:

Role 1. Fruit harvester.

Supervised by: the Abundance Supervisor

Objective, To increase the amount of surplus fruit that is available to benefit local residents who would not otherwise eat fruit.

Tasks.

Travel to the site of the trees at the appointed time.

Take part in a short induction session about use of tools, safety procedures, arrangements for infection control during the pandemic, details of the trees.

Pick fruit and place in the appropriate container trays

Assist with moving trays of fruit into vehicle or bike trailer, appropriate to physical ability.

Time and hours of volunteering.

A fruit harvester may take part in the number of sessions that is best for them.

The minimum is one picking session which is two hours on average.

Dress requirements.

Volunteers wear their own clothes, which are suitable for fruit picking (allow free movement of the body), outdoor activity according to weather (sun hat, light jacket) uneven ground and undergrowth (footwear).

Edible York provides gardening gloves or use own.

Behaviour.

Respect for other people who are picking, the householder, passersby.

Skills, knowledge and experience.

Basic instruction is provided while on site. No existing skills, knowledge or experience is required.

The fruit that is picked is donated to agencies that can use them in their activities (community cafes, drop-ins), or for distribution to residents through food banks, free shops etc. Edible York has been organising this strand of work, called Abundance, for nearly ten years.

Volunteer Role 2. Fruit distributor.

Supervised by: the Abundance Supervisor

Objective: to ensure that the fruit which is harvested is used for the benefit of local residents who would not normally eat fruit.

Tasks.

Transport fruit as requested (destination, date) by the Supervisor.

Use method of transport as agreed with the Supervisor.

Take part in an induction session about manual handling, infection control procedures re covid-19.

At the destination handover the fruit to the relevant person. Interact with that person to receive feedback and to pass on any information from Edible York / Abundance.

Time and hours.

Irregular, as agreed with the Supervisor.

Person specification

Able to lift containers of fruit,

Face to face communication skills.

Able to use chosen mode of transport.

Policy on expenses.

Edible York covers travel expenses for volunteers to and from a volunteering session. This covers bus fares, car use @ 45p per mile and bicycle @ 20p per mile.

Any other expenses will be agreed between the volunteer and the managing trustee.

Everything that volunteers need for volunteering sessions will be provided by Edible York.

To contact Edible York: info@edibleyork.org.uk.