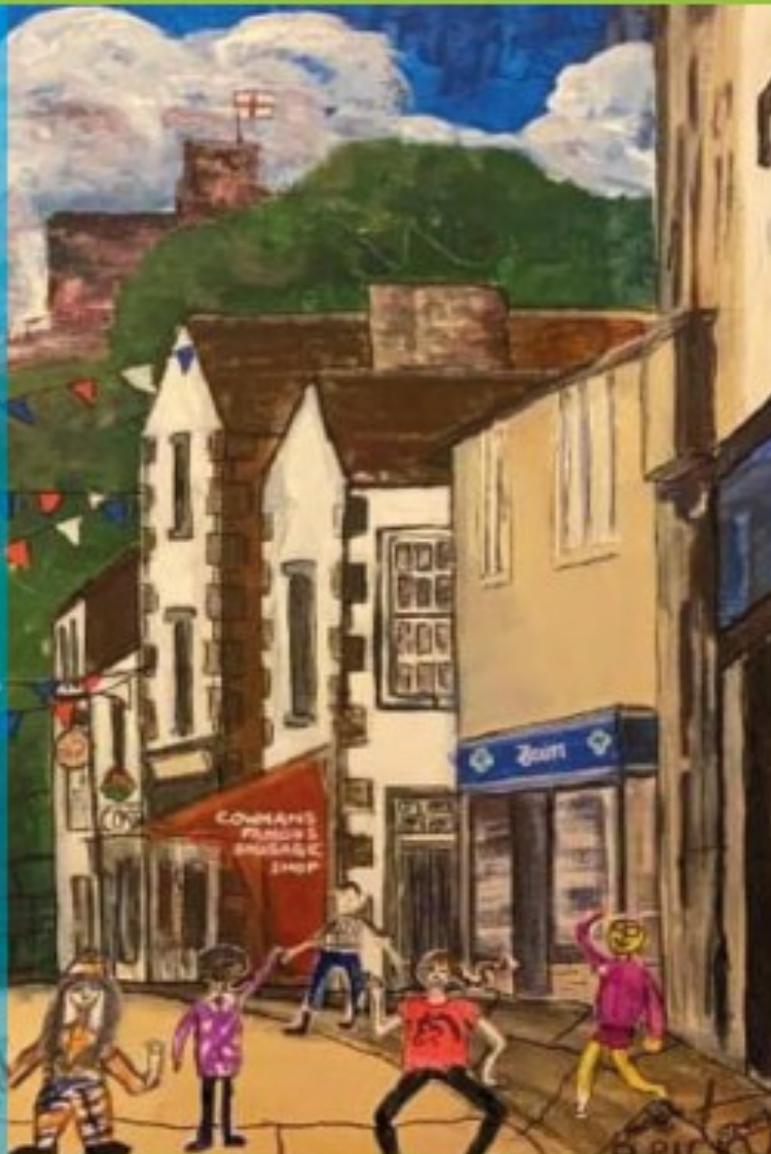


ART4ALL

VOLUNTEER HANDBOOK

2024



Contents

WELCOME TO RIBBLE VALLEY GATEWAY TRUST 4

1: ABOUT RIBBLE VALLEY GATEWAY TRUST 5-11

Introduction	6
Art4All	7
Ribble Valley Foodbank	8-9
Gateway Trust Counselling	10-11
Meet our Project Managers	12
Meet our Trustees	13

2: BEING A VOLUNTEER WITH ART4ALL 14-22

Making a difference	15
Why volunteer?	16
What is a volunteer?	16
Expectations	17
Recruitment and selection	18
Induction and probation	18
Training	19
Support and recognition	19
Expenses	20
Confidentiality	20
Insurance	20
Data protection	20
Health and safety	21
Equal opportunities	21
Problem solving	22
Ceasing to volunteer	22
Monitoring and evaluation	22



Contents, cont.

3: OTHER ART4ALL POLICIES	23-26
Equality, Diversity, and Inclusion Policy	24-25
Kitchen Use Policy	26
<hr/>	
4: APPENDICES AND SAMPLE FORMS	27-35
Volunteer Application Form	28-30
Reference form	31
Volunteer Agreement	32-33
Sample task descriptions	34

Updated November 2024

To be reviewed October 2025.

This handbook has been prepared for the exclusive use of Ribble Valley Gateway Trust and is not to be made available for use within any other organisation.



Welcome

Welcome to Ribble Valley Gateway Trust!

Thank you for donating your time and support to our organisation. The work of Ribble Valley Gateway Trust (RVGT) would not be possible without the help of our volunteers.

This Volunteer Handbook is yours to keep as a reference to help you during your time as a volunteer with RVGT. Our aim in producing this document is to create a one-stop information point where you should be able to access all the information you are likely to need in relation to your volunteering with us, your role as a volunteer, and the necessary guidelines you need to be aware of. We know there is a lot to take in all at once and hope this makes it easier for you!

You may find that some of this document sounds a bit formal and official. On a day-to-day basis we're not like that at all. We are proud of the strong, friendly relationships that exist across volunteers and staff at RVGT.

Nevertheless, volunteering for any organisation comes with responsibilities underpinned by clear processes, so that in the unlikely event of things going wrong, both you and RVGT have a clear arrangement that both have signed up to.

As a volunteer, you are joining a team of people from all walks of life, who contribute not only a great deal of time, but bring skills, knowledge, and individuality. If you have any problems or queries, the staff are more than happy to help so please feel free to approach us. We look forward to a long and happy working partnership with you.

With very best wishes,

Ruth Haldane
Chair of Trustees



**ABOUT
RIBBLE VALLEY
GATEWAY TRUST**



Introduction

The Ribble Valley Gateway Trust was constituted as a Charitable Incorporated Organisation (CIO) on 13th May 2016.

The objects of the CIO are for the benefit of people in the area, currently administered by the Ribble Valley Borough Council:-

- To prevent or relieve poverty, including, but not exclusively by the provision of food parcels, guidance, and support;
- To relieve those in need by reason of youth, age, ill health, disability, financial hardship, or other disadvantage;
- To advance Christian faith and practice including, but not exclusively, to promote collective and personal training, outreach services, and ecumenical worship and mission.

The Trust has established an inclusive organisational structure based on active and enduring links with Christian churches in Clitheroe and Longridge. This is reflected in strong levels of volunteering, donations of food and finance, and promotion of the Trust's services within the Ribble Valley communities.

The Trust has practical links with around 40 referral agencies and two local authorities.

The Trust has adopted formal policies regarding safeguarding, risk management, and health and safety and keeps broader policies including staff and volunteer handbooks under regular review.

Projects

Ribble Valley Art4All – weekly art classes led by a retired art teacher and volunteers for students with learning difficulties and other special needs.

Ribble Valley Foodbank and Olive Branch Advice café – providing food parcels and offering guidance and encouragement through the Olive Branch Advice café. Individuals and families experiencing financial constraints are helped through teams of volunteers in Clitheroe and Longridge, led by a manager accountable to the trustees.

Gateway Trust Counselling – weekly or fortnightly one-hour counselling sessions offered by professionally qualified persons to individuals who are referred by doctors, churches, and other care agencies.

Each service is provided to the public-at-large, subject to the recipient's need for the specific service being clarified on referral in line with Charity Commission guidance.



Projects

Art4All

Art4All delivers art classes free-of-charge to adults from the local area who are disadvantaged or have special needs.

The classes help the students develop their confidence and social connections, give them a sense of achievement, and increase their general well-being. The classes promote the use of art as a means of therapy.

Art4All was started by Frankie Freeman-Ruddock in September 2018 after securing initial grants and donations. It operates within the Ribble Valley Gateway Trust.

Frankie runs the group with the support of a team of volunteers. The classes provide instruction and inspiration to the students who are disadvantaged or have special needs.

Projects are varied and focus on learning one or more techniques (e.g. use of watercolour, drawing, printing, clay modelling, etc.) They may be inspired by a particular artist (e.g. Kat Button, Georgia O'Keeffe, Andy Warhol) or seasonal events (e.g. Remembrance Sunday, Autumn Leaves). Examples of the work that we've done can be seen on our Facebook page - Ribble Valley Art4All.



The group is funded via donations and grants from a range of organisations.

Classes take place at the Salvation Army building in Lowergate, Clitheroe on Fridays during regular school term times. There are two classes each Friday, one in the morning from 10am until 12 noon and one in the afternoon from 1pm until 3pm.



We have a positive impact on the students, their families, support workers and our volunteers

One happy girl..thankyou.x

Projects

Ribble Valley Foodbank

Ribble Valley Foodbank is part of a national network of Foodbanks across the UK run by Trussell (formerly The Trussell Trust). Trussell was started in 1997 by Paddy and Carol Henderson using money willed by Carol's mother, Mrs Trussell, to help children living rough on the streets of Sofia, Bulgaria's capital city.

In 1999, Paddy and Carol were promoting their Bulgaria work in Salisbury when they were challenged by a local mum who was struggling to afford food for her children. While helping this family it became clear that there were many other people living in the same way, with just enough money to cover the bills but vulnerable to any crisis such as job loss, long-term illness, or family break-up.

Trussell then developed the Salisbury Foodbank to meet this need.

The first Foodbank was in the summer house in their garden. In 2004, the UK Foodbank Network was launched, teaching churches and communities nationwide how to start their own Foodbank. Paddy and Carol now live in New Zealand having retired in 2007.

Today, there is a rapidly expanding network of Foodbanks throughout the UK, and Trussell continues to work with vulnerable young people in Bulgaria.

To find out more about Trussell and the expanding network of Foodbanks across the UK, please visit their website: www.trussell.org.uk



Projects



Every day people in the Ribble Valley go hungry for reasons ranging from redundancy to receiving an unexpected bill on a low income. Ribble Valley Foodbank provides a minimum of three days-worth of emergency food and support to people experiencing crisis in our local community.

Ribble Valley Foodbank relies on the support of the local community through volunteering, food donations, and fundraising. Almost all food is donated by the community through churches, schools, businesses, and supermarket collection days. Our clients are referred to us by over 50 front-line care agencies, who identify people in need and give them a voucher they can exchange for a food parcel containing three days-worth of nutritionally-balanced food at our Foodbank centre. We can also provide toiletries and items such as baby food and nappies.

Volunteer drivers also deliver parcels, if required, and some agencies hold emergency boxes for us in the local area making sure that people can still access emergency food even if they can't get to our Foodbank centre.

Our volunteers help in the Foodbank warehouse sorting food donations as well as at the Foodbank centre where they chat with clients, pack food parcels, and prepare refreshments. They also help signpost clients on to other agencies who can help with their specific problems in the hope of helping them find their way out of their current emergency.

Our goal is to make the Foodbank centre an informal and friendly place, where clients feel welcome. More information about the Ribble Valley foodbank can be found at www.ribblevalley.foodbank.org.uk.



Projects

Gateway Trust Counselling

Mission Statement:

To spread the love of Jesus by serving the people of Clitheroe and the surrounding area through the provision of a quality and affordable counselling service in a God-centred environment.



Defining Principles

Our Christian Faith:

- That an overt Christian ethos will be demonstrated within the centre.
- That anyone working in the centre will either be a Christian or be sympathetic to the Christian faith.
- That all people, of all faiths and none, will be treated with respect and non-judgmental acceptance.
- Meetings may include prayer.
- Our organisation will be managed in an ethical and caring way.
- We maintain close links with the churches of Clitheroe.

Professional expectations:

- A high standard of counsellors will be ensured by only using students or qualified counsellors of Level 4 and above being accepted to work at the centre. There will also be a requirement that they are members of a professional body, e.g. Association of Christian Counsellors or British Association of Counsellors and Psychotherapists.
- Gateway Trust Counselling will be a member of a professional body as an organisation and adhere our practice to those standards.
- All welcoming staff will be trained to a high standard, to interact with the clients and fulfil administration tasks effectively.
- All staff will be DBS-checked and receive regular safeguarding training where required.
- Gateway Trust Counselling will support this high standard through mentoring, training, and supervision.
- We are an affiliated member organisation of BACP (British Association of Counsellors and Psychotherapists).
- All necessary policies and insurances will be in place and kept up-to-date.



Projects

Care for the Community:

- We offer counselling without discrimination.
- We seek to work co-operatively and sympathetically with other helping agencies.

Working as a team:

- Respecting, supporting, and encouraging one another is non-negotiable.
- Team meetings will happen regularly where the building of the team is of great importance, so attendance is important.
- A happy and positive team attitude which supports the team and our ethos through care, humour, flexibility, and dependability are appreciated.
- We seek to work co-operatively and sympathetically with other helping agencies.



Meet our Project Managers



ALI GROVES: Gateway Trust Counselling Manager

My role is to manage Gateway Trust Counselling. That means I report to the Trustees, manage the finances, co-ordinate our wonderful counsellors and welcomers, and generally organise and take responsibility for the day-to-day running of our service. I also manage the website and try to liaise with services who might make use of us. Being a counsellor first, I respond to initial client enquiries and try to match them up with a counsellor who I think they will work well with.



FRANKIE FREEMAN-RUDDOCK: Art4All Manager

I am an independent Artist living in Clitheroe, having worked for 15 years at Broadfield Specialist School in Oswaldtwistle as an Art Teacher working with students with special needs. My passion is to make art accessible for everyone, not just those that can afford classes: it gives pleasure, develops confidence, builds self-esteem, and helps with mental health. I started Art4All in 2018 after gaining a grant from The Ribble Valley Arts Development Council. I provide an Art experience for adults who are disadvantaged or with special needs and who normally would not have the opportunity due to cost or accessibility.

AWAITING APPOINTMENT: Foodbank Manager

Meet our Trustees

Trustees are the group of people (also called the Board of Trustees) are appointed to oversee the running of a charity. They are responsible for the governance and general oversight of the organisation to ensure it operates effectively, is adequately resourced, financially sustainable, and legally compliant. As such, governance is not necessarily about doing the work or carrying out the day-to-day running of the charity – it is about making sure that things are done. For example, it is about ensuring that an organisation is well managed, but not necessarily about managing it, or making sure that the organisation has clear aims and priorities, policies, and procedures, but not necessarily about forming them.

The Charity Commission outlines the six key duties of a trustee as follows:

- Ensure your charity is carrying out its purposes for the public benefit
- Comply with your charity's governing document and the law
- Act in your charity's best interests
- Manage your charity's resources responsibly
- Act with reasonable care and skill
- Ensure your charity is accountable

Each RVGT project has a link trustee who you will hopefully meet soon after you begin volunteering. The trustees can be contacted at contact@rvgt.org.uk

Sue Dugdale



Sue is a lifelong member of All Hallows' Church, Mitton, where she is currently the treasurer.

She has always lived in the Ribble Valley and has two grown up children and six grandchildren.

She loves music and choral singing, and has been a volunteer at the Food Bank.

Ruth Haldane (Chair and Foodbank link trustee)



Ruth was the first manager of the Ribble Valley Foodbank, setting it up in Clitheroe in 2013. She left her role as Warden of Lay Ministry in the Diocese of Blackburn in Spring 2024, and is a Licensed Lay Minister in the Church of England. She also chairs the Board of Whalley Abbey.

Norman Ivison (Communications)



Norman was ordained in 1982 and worked as a BBC religious producer for 20 years. In 2005 he joined *Fresh Expressions*, which encourages churches to engage with people often on the margins of society.

Now a retired Anglican minister, he is passionate about working alongside those in need and has had links with RVGT since its inception.

Alan Meyer (Health and Safety)



Alan has lived in Clitheroe for 20-plus years and worships at Clitheroe Community Church.

Since he retired from the Health and Safety Executive, he has been keeping himself busy studying theology and chairing Clitheroe Christians in Partnership. He loves to see the churches in the community joining together in gospel mission.

Nick Shelley (Gateway Trust Counselling Link Trustee)



Nick has worshipped at St James' Church for the past 10 years, where he serves on the PCC and is the Parish Safeguarding Officer.

As a Child Clinical Psychologist, he specialises in working with children exposed to early-life trauma. He lives with his wife and three children in Wiltshire.

Diane Steer (Company Secretary and Art4All link trustee)



Born and bred in Clitheroe, Diane is married to Terry and has two grown up children. With 40 years' experience as an Insurance Broker, she now owns Diane Steer Training Solutions, specialising in lecturing in Insurance and Law. She is Church Warden at St Paul's, Low Moor, and a volunteer at the Foodbank. Her interests are Pilates, walking her dog, and baking.

BEING A
VOLUNTEER
WITH
ART4ALL

2



Being a volunteer

Making a difference

The aims of RVGT, as previously stated, can only be fully accomplished through the work of volunteers. We are committed to involve volunteers in the day-to-day life of the organisation, and we value the contribution of their time, energy, and skills, without payment.

We acknowledge that volunteers make a positive and valuable contribution to our organisation and the community we serve and they are vital to our work. Volunteer help is greatly appreciated and really does make a difference. We aim to recognise, value, and celebrate our volunteers.

Volunteering is not intended to be a substitute for paid employment. The role of volunteer complements but does not replace the role of paid staff, and volunteers will not be considered to be employees of RVGT. Any arrangement with a volunteer is binding in honour only. No enforceable obligation can be imposed on volunteers to attend or give a minimum

time commitment; nor is the organisation under any duty or obligation to provide regular tasks, payment, or other benefit for any volunteering activity undertaken. However, there is a presumption of mutual support and reliability which underpins the arrangement.

We recognise that people may have one or several motivations for volunteering, including philanthropy, personal development, or career development.

Volunteers will be treated fairly and consistently.

RVGT welcomes volunteers to a wide range of roles within the organisation, from delivery driving to professional counselling. We recognise the fantastic contribution volunteers make in helping us fulfil our aims.

In line with our charitable aims, RVGT seeks to involve volunteers to:

- ensure our services meet the needs of our community
- provide new skills and perspectives
- increase our contact with those we serve



Being a volunteer



Why volunteer?

There are a number of reasons why people choose to become a volunteer and these include:

- Using talents and experience to help others
- Learning new skills
- Trying something different
- Being a valued member of a team and making a real difference by helping others
- Having a sense of personal achievement
- Having the satisfaction of seeing results
- Meeting new people, making new and lasting friendships, and sharing experiences with others

Our hope is that some, if not all of these reasons for you becoming a volunteer with us will be fulfilled.

What is a volunteer?

Volunteers are people who are unpaid, and of their own free-will contribute their time, energy, and skills to benefit others. At RVGT, we work to the following definition of volunteering:

- Volunteering is an activity that someone does freely, by choice
- Volunteering is unpaid (except for reimbursement of expenses incurred whilst volunteering, e.g. food, drink, travel, or any equipment you need to buy)
- Volunteering is not contractual (volunteers can have a volunteering agreement and a role/task description to clarify expectations on both sides, but not a contract of employment and a job description)
- Volunteers can receive training and development appropriate to their role



Being a volunteer

Expectations

RVGT expects its volunteers to be realistic in their commitment and volunteers are expected to give as much or as little as they consider is appropriate to them. Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Once a commitment is made, RVGT expects its volunteers to fulfil this unless negotiated otherwise.

There will be a specified range of tasks that volunteers can undertake. All volunteers will be given clear guidelines and task descriptions. Volunteers will be required to work within the boundaries described in these guidelines. Each volunteer will be given an individual 'Volunteer Agreement' and 'Volunteer Task Description' (see appendices section) which outlines

and formalises the commitment made. However, this is in no way intended to be seen as a 'contract' or a binding obligation.

Some volunteers give a set amount of time per week. Others offer small periods of time, perhaps in the run-up to an event. It is completely up to you! Either way, all that we ask from you is that you are able to honour the time that you offer. However, we do realise that everyone's circumstances can change, and so, if you find that you can no longer make a longer-term commitment, or you cannot make an agreed time, we just ask that you keep us informed. And if you're planning to go on holiday, please just let your supervisor know that you'll be unavailable for certain dates and when you plan to return.

What you can expect from us

We want to make sure that you enjoy your role and get the most out of it.

RVGT seeks to offer all its volunteers a worthwhile volunteering experience and you can expect the following from us:

- to be treated with respect, consideration, and appreciation
- to know what is (and what is not) expected of you
- to have adequate support in your volunteering
- to volunteer in a safe environment
- to be insured
- to know your rights and responsibilities if something goes wrong
- to receive relevant out-of-pocket expenses
- to receive appropriate training
- to be free from discrimination
- to be consulted with, and kept informed of possible changes

What we can expect from you

RVGT expects volunteers to be realistic in their commitment and they are free to give as much or as little time as they wish. Although volunteers offer time freely and willingly without obligation, once a commitment has been made there is a presumption of mutual support and reliability.

To ensure you get the most out of your role, RVGT asks you:

- to be reliable (providing as much notice as possible if you are unable to fulfil your volunteering commitments, or if you wish to finish)
- to be honest
- to respect confidentiality
- to make the most of training and support opportunities
- to carry out tasks in a way that reflects the aims and values of RVGT
- to carry out tasks within agreed guidelines
- to respect the work of RVGT and not bring it into disrepute
- to comply with appropriate RVGT's policies and procedures



Being a volunteer

Recruitment and selection

Volunteers are recruited in accordance with RVGT's Equal Opportunities Policy. We believe that volunteering should be open to all regardless of gender, race, disability, religion, or belief, sexual orientation, or age.

Volunteering opportunities will be promoted using publicity methods suitable for the roles that need to be filled, whilst ensuring that they are accessible to all members of the community. Potential volunteers may also apply speculatively.

All prospective volunteers will be asked to complete an application form and provide the names of two referees. Once these have been received, the prospective volunteer will be invited to attend an informal interview. This will help identify how best their skills, suitability, and potential may be matched to appropriate volunteering opportunities.

If the volunteer will be carrying out activities with vulnerable groups (children and/or adults) there may be other safer recruitment procedures carried out including asking a volunteer to undergo an enhanced Disclosure and Barring Services (DBS) check. More detailed information will be made available specific to legislative requirements and to the particular volunteer position. All volunteers will be asked to provide two references, which will be taken up.

RVGT will develop a role/task description for each voluntary opportunity – an example can be found in the appendices section of this handbook. Prospective volunteers will be offered a trial period, after which they will be confirmed as an established volunteer.

Volunteers may be required to undergo other checks relevant to their prospective role (e.g. health OR eligibility to volunteer.) If permission for such checks to be carried out is not given by a volunteer, that volunteer will not be placed.

Induction and probation

RVGT recognises that joining a new workplace, whatever the size and whatever the role to be undertaken, can be daunting. All volunteers will receive an induction when they begin voluntary work with us. An induction will include:

- information about our vision, mission, and future plans
- information on our aims and principles
- the role of the volunteer

- introduction to other volunteers and staff
- tour of the facilities/premises
- copies of other relevant policies, e.g [*this Volunteer Policy, Health and Safety Policy, Expenses Policy, Equal Opportunities Policy, Safeguarding, Data Protection Policy*]
- clear information on what is expected of volunteers and what training, support, and ongoing learning opportunities are available
- essential procedures, including timekeeping and documentation requirements



Being a volunteer

Training

Training in the supervision and support of volunteers will be provided for all those who have direct responsibility for volunteers. All volunteers will have a named person to whom they can take their volunteering concerns and seek guidance and support.

- Training will be offered to help volunteers develop in their role.
- Volunteers are actively encouraged to undertake any training courses, or to attend any seminars or conferences, which will help them to better perform their roles.
- A volunteer may request reimbursement of the cost of such a training course (by seeking approval OR via RVGT's Expenses Policy).
- Only training specific to your volunteering role will be paid for, for example, supervision/Continuous Professional Development of our counsellors.

Support and recognition

RVGT recognises the important contribution volunteers make to our organisation. We believe we should invest in our volunteers, and so will provide regular and ongoing support, supervision, and training to enable volunteers to develop their skills. We want to ensure that all volunteers benefit from their voluntary work. Volunteer support will be provided through:

- formal training opportunities
- informal advice and information sharing
- work reviews
- one-to-one supervision
- peer mentoring

Volunteers will be assigned a named contact who will provide regular support throughout their time volunteering with us. Regular support sessions will provide the opportunity for ongoing dialogue about the development of the role and any advice and guidance as needed.



Being a volunteer

Expenses

Volunteers give their time and skills free-of-charge. The cost of volunteering should never discourage those on low incomes. We acknowledge this and offer to reimburse all reasonable out-of-pocket expenses incurred whilst undertaking voluntary work. It remains the decision of the volunteer as to whether they wish to reclaim expenses or not.

What can be reclaimed from RVGT and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses. Normally, expenses should be claimed on a monthly basis on the 'volunteer expenses form' which is then paid by cheque/BACS.

Expense claims must be supported by original receipts or other evidence of payment and should be claimed in accordance with RVGT's Expenses Policy.

Insurance

Insurance is provided by RVGT to cover all volunteers under the age of 90 working on behalf of, and at the direction of the organisation.

RVGT does not insure a volunteer's personal possessions against loss or damage.

Any volunteer using their own vehicle whilst undertaking their volunteering role must ensure that the vehicle is appropriately covered by insurance. Any volunteer who is required to drive as part of their volunteering role must hold a current driving licence.

Confidentiality

During your volunteering role with us you may have access to confidential information in relation to the organisation or our clients. Volunteers are responsible for maintaining the confidentiality of such information.

- We expect all volunteers to adhere to a duty of confidentiality. This duty continues even after you cease to be a volunteer with us.
- You will be provided with a copy of the RVGT's Confidentiality Policy.
- Our guidelines, including those relating to volunteers' personal information held by the organisation, will be explained to you during induction.

Data protection

RVGT will handle personal information relating to volunteers in accordance with its Data Protection Policy.

Volunteers are also expected to comply with the obligations set out in our Data Protection Policy and other relevant policies, including in relation to internet, email, and communications, information security, bringing your own device (BYOD), to help us meet our data protection responsibilities to other individuals. (Please see the additional policies section).



Being a volunteer

Health and safety

Volunteers will be given a copy of the RVGT Health and Safety Policy.

RVGT will take all reasonably practicable steps to ensure volunteers' health, safety, and welfare while at work in accordance with our Health and Safety Policy.

Volunteers will receive training to ensure that your health and safety is protected. We will ensure you are aware of our procedures for accidents and emergencies. The relevant First Aiders will be made known to you.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by employees. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to

provide a safe working environment for all. It is important that you:

- Carry out your own duties without endangering either your own health and safety, or that of colleagues, third parties and/or the general public
- Comply with all relevant instructions and procedures relating to safety and follow RVGT guidance
- Inform your supervisor of any personal health and safety requirements that you have.

If you have any doubts regarding your health and safety role or responsibility, please speak to your supervisor as soon as possible.

All volunteers are asked to read and familiarise themselves with the RVGT Health and Safety Policy (Please see the additional policies section).

Equal opportunities

All our volunteers are entitled to be treated with dignity and respect, regardless of gender, race, disability, religion or belief, sexual orientation, or age.

We are committed to promoting diversity and equality. Everyone has an opportunity to be considered for the role of volunteer. As a volunteer, the RVGT Equal Opportunities Policy applies to you as much as to members of staff.

Volunteers are treated as equally and fairly as paid staff. We will consider everyone as a potential volunteer. Individuals must, however, demonstrate a commitment to the aims of the organisation and will only be placed if the needs of the volunteer match the

needs of the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer.

When representing us as a volunteer, we expect you to support our commitment to promoting equality and to follow our Equal Opportunities Policy.



Being a volunteer



Problem solving

RVGT aims to treat all volunteers fairly, objectively, and consistently. We seek to ensure that volunteers' views are heard and acted upon. We aim for positive and amicable solutions.

We hope that you will have an enjoyable and rewarding experience volunteering with us. If you find that your role as a volunteer with us does not meet your expectations or if you feel we have not fulfilled our commitments to you, you are encouraged to let us know by speaking to your named supervisor. If there is an issue with your named supervisor, please contact the link trustee or Chair of Trustees. Many problems can be sorted out through discussion. We will do our very best to try to resolve any issues or concerns and to remedy any shortfall.

Ceasing to volunteer

Deciding to finish volunteering will depend on a number of factors. Volunteers may wish to leave volunteering to take up paid work, to retire, to step down from volunteering with us, or to move on to a different volunteering opportunity. Volunteers are obviously free to leave RVGT at any time.

However, if at all possible, volunteers are encouraged to give their supervisor reasonable notice of their intention to finish. Volunteers are not subject to any set notice period if they wish to cease volunteering. However, when volunteers move on from their role, we encourage reasonable advance notice so that we can plan and make alternative arrangements accordingly.

When a volunteer moves on from their role, they will be asked to provide feedback. This may be by way of an exit questionnaire. Volunteers may also ask for a reference.

If a volunteer is found to have done anything that would be grounds for immediate dismissal for a member of staff (see our Disciplinary Policy), for example, theft, or being under the influence of drink or drugs, we will ask the volunteer to cease volunteering with immediate effect.

Monitoring and evaluation

We will systematically monitor and evaluate our use of volunteers with reference to this Volunteer Policy which will be reviewed on an annual basis to ensure that it is still appropriate to RVGT.



OTHER
ART4ALL
POLICIES

3



Equality, diversity and inclusion policy

Art4All is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

The organisation, in providing a service is also committed against unlawful discrimination of customers or the public.

The policy's purpose is to:

- provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
- not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

The organisation commits to:

- Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the

contributions of all staff are recognised and valued.

- This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.
- All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public



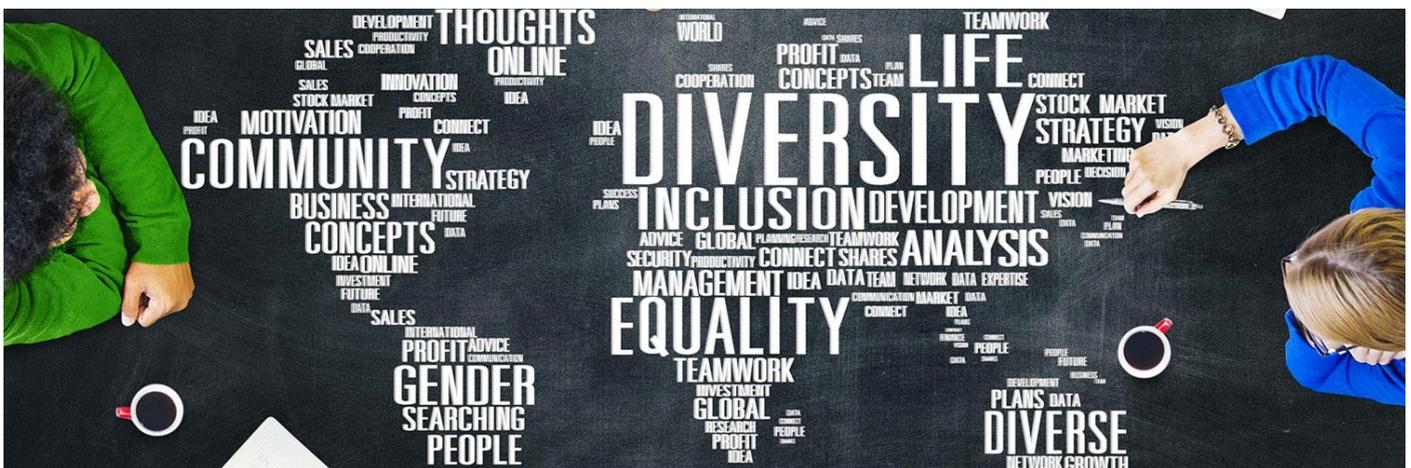
Equality, diversity and inclusion policy

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.
- Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.
- Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.
- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity, and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.
- Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

The equality, diversity and inclusion policy is fully supported by senior management and has been agreed with The Gateway Trustees.

Details of the organisation's grievance and disciplinary policies and procedures can be found with Frankie Freeman-Ruddock.

Use of the organisation's grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.



Kitchen use policy

The Kitchen Policy provides guidelines for its use, which will serve to keep the kitchen a healthy environment for all. Information is available for all users.

TO REDUCE THE RISK OF A FOOD-BORNE ILLNESS:

Please do not allow any children or adults in the kitchen if they are not working. Please do not allow anyone with infected wounds or skin infections, or suffering from gastro-enteritis into the kitchen.

Preparation and Serving

- Coats and personal property should not be stored in the kitchen. Storage area for ground floor kitchen is in the adjacent room.
- If it has been some time since the kitchen was last used, it is advisable to wash the counter tops and sink with the sanitizer spray and a fresh J-cloth, located in named cupboard.
- There are separate sinks for food preparation and hand washing. All persons handling food and working in the kitchen must first wash hands with soap and hot water in the hand-washing sink. Paper towels are provided for drying.
- The wearing of plastic gloves is recommended when handling food.
- Please provide your own clean aprons.
- Please provide your own tea towels.
- Food should be stored at the correct temperature and kept covered.
- Food should be fully cooked and served at the required temperature, e.g. soup 78-80°C . (Thermometer in drawer in the kitchen). Please clean before and after use.
- Wooden boards are available for cutting bread, cakes, etc and glass chopping boards for cheese, cold meats, salads, etc.
- Don't serve hot drinks in flimsy plastic cups.

Before leaving, please:

- Wash, dry and return all dishes, pans, utensils and supplies to their storage positions.
- Wipe clean of spills and splatters the cooker hob, microwave, fridge and oven (if used).
- Wash the counter tops and sinks
- Wash tables and chairs
- Sweep kitchen floor
- Vacuum the carpets in area used.
- Dispose of J-cloths in the kitchen rubbish bin.
- Turn off the water heater.

Disposal of Waste

- Left over foods should be properly disposed of and removed from the premises.
- Bins for non recyclable and recyclable rubbish are located outside the building.
- Kitchen rubbish bins should be relined with proper sized bags, located in kitchen drawer.

Water Heating

The water heater switch is located on the wall to the right of the heater. Please switch on when starting classes and remember to turn this off when you leave.

Compliance with Food Legislation

Withdrawal, Recall & Notification of Non-complying Food and Traceability.

See Ribble Valley Borough Council regulations contained in their letter dated 13 July 2012.

KITCHEN MINISTRY SUPPORT TEAM

Frankie, Dermod, Elizabeth and Brenda.

Please report any shortages of supplies, equipment or any problems to one of the above people.



APPENDICES
AND
SAMPLE FORMS

4



VOLUNTEER APPLICATION (Art4All)

Thank you for your interest in volunteering with us. In order for us to process your application please answer the following questions:



(If you have any questions about your application or would like help to complete this document please contact Frankie Freeman.)

Vacancy Applied for:			
Your Surname:		Your First Name:	
Contact Address:			
		Postcode:	
Telephone No.:		Mobile No. (if we can use this):	
Email Address:			

How did you hear about the volunteer opportunity at Art4All?

REFEREES:

Please give the names and addresses of two people who have agreed to be approached on your behalf for a reference. (They do not have to be professional people, but they should be people you have known for at least two years).

First Referee:	Second Referee:
Name:	Name:
Address:	Address:
Postcode:	Postcode:
Phone No:	Phone No:
Email address:	Email address:
How do they know you?	How do they know you?
For how long?	For how long?

Next of Kin:	Contact in case of emergency:
Name:	Name:
Phone No:	Phone No:
Relationship:	Relationship:

ABOUT YOU

Work Experience (paid or voluntary):

Please give us brief details of your work experience:

Personal data:

Do you have any health issues relevant to the role? Yes No

Details:

Do you have any criminal convictions (except those 'spent' under the Rehabilitation Offenders Act)? Yes No

Details:

Do you have any additional needs you feel we should know about? (Access etc)

Your availability:

I would be interested in helping in the following area(s):

- Volunteering to support Art classes
- Assisting in administration
- Fundraising

I am available for:

- Friday morning classes 9.45am to 12:00pm
- Friday afternoon classes 1:00pm to 3.15pm
- Either class

Reasons for applying:

Please give us a brief account of your reasons for offering your help as a volunteer and what you hope to gain from this:

Work and Skills Development

Special skills or qualifications (if relevant):

Skills that you would like to offer to Art4All:

Skills you would like to gain during your time with us:

[If you are applying for a role that involves driving:
you must have a full UK driving license with no more than 6 points, have held a driving license for more than 4 years, and have no driving disqualifications within the last ten years.
Please circle: Yes / No

How long do you expect to volunteer for? Please tick

Up to 1 month	Up to 3 months	Up to 6 months	Up to 12 months	More than 12 months	Not sure

Any other information you think may be useful to us

Thank you for taking the time to fill in this form.

Please sign below:

I certify that the information given on this form is accurate to the best of my knowledge. I understand that Ribble Valley Gateway Trust/Art4All will store this information confidentially in line with the EU General Data Protection Regulation ('GDPR').

Signed:

Date:

Please return this form by email or post it to Frankie Freeman at the address below.

Thank you.

Art4All, 24 Waddington Rd, Clitheroe, Lancashire, BB7 2HJ

ribblevalleyartforall@gmail.com

Charity No. 1167261



Reference Form: CONFIDENTIAL



Name of applicant:	
Volunteer opportunity applied for:	

The above-named person has expressed an interest in becoming a volunteer with us, and has given your name as a referee. We would be grateful if you could complete this reference form and return it as soon as possible to the email address below, marked 'Private and Confidential' using the contact details below.

How long have you known this person and in what capacity?

What do you believe to be their main strengths and weaknesses?

How suitable do you think they are for the task for which they are applying?

Is there any further information of which we should be aware?

NAME	
ADDRESS (Incl. Postcode)	
Tel	
Mob:	
Email	

To the best of my knowledge, the information I have given on this form is current and accurate.

Signed:

Date:

Please return this form to:

Art4All, 24 Waddington Rd, Clitheroe, Lancashire, BB7 2HJ

ribblevalleyartforall@gmail.com

Charity No. 1167261

Volunteer Agreement

We appreciate your commitment to us and we will do our best to make your volunteer experience with us positive and rewarding. To make sure you have the best possible experience, we have created this agreement which sets out our commitment to you and what we hope you can contribute.



Commitments to volunteers

We will:

- ensure you are valued part of Ribble Valley Gateway Trust
- be responsive to your requirements and do our best to help you develop your volunteering role with us
- be flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments
- honour the time commitment you have agreed to give us and not expect more from you unless offered and agreed
- provide you with an induction explaining how we operate and how your volunteering role fits in and provide appropriate training
- provide support throughout your volunteer experience
- explain the appropriate standards we expect and encourage and support you to achieve and maintain them
- provide a named contact/supervisor during your volunteering with whom you will have regular meetings to discuss your volunteering and any concerns you may have or any problems you may be experiencing
- reimburse reasonable out-of-pocket expenses incurred in connection with your volunteering for us following the procedure set out in our Expenses Policy
- ensure your health and safety and provide adequate training under our Health and Safety Policy
- provide adequate insurance cover for volunteers whilst undertaking volunteering approved and authorised by us
- ensure that all volunteers are treated in accordance with our Equality Policy
- handle your personal information in accordance with our Data Protection Policy
- listen to any concerns, and endeavour to resolve fairly any problems or difficulties you may have whilst volunteering with us
- follow up on any feedback or questions you may have regarding your involvement as a volunteer



Volunteer Agreement

Expectations of volunteers

We ask you to:

- perform your volunteering role to the best of your ability
- work as agreed in your volunteer role/task description
- follow, where applicable, the organisation's policies and procedures, including in relation to health and safety, equal opportunities, and anti-bribery and corruption
- familiarise yourself with what to do to stay safe whilst volunteering
- although not committed to any set or minimum working hours, volunteer with us for at least the time agreed with your supervisor so that both of us will get the most out of the experience
- give as much notice as possible if, due to illness or other reason, you are unable to attend to volunteer at a time you are expected, so that alternative arrangements can be made
- give as much notice as possible if you intend to stop volunteering
- provide references and agree where necessary to criminal records checks and immigration checks
- comply with the data protection principles and obligations as a data processor
- consent to the processing of your personal data including sensitive personal data
- maintain the confidential information of the organisation and its clients and agree not to use or disclose such information whilst you are volunteering for us and at any time in the future
- return any loaned equipment when ending your volunteering

This agreement is binding in honour only and is not intended to be a legally-binding contract between us. It may be cancelled at any time by either party.

SIGNED:

.....

[Volunteer name]

.....

[Volunteer manager name]

.....

[Volunteer signature]

.....

[Volunteer manager signature]

Art4All, 24 Waddington Rd, Clitheroe, Lancashire, BB7 2HJ
ribblevalleyartforall@gmail.com

Charity No. 1167261

Task description

Art4All volunteer

Classes take place at the Salvation Army building in Lowergate, Clitheroe on Fridays during regular school term times. There are two classes each Friday, one in the morning from 10am until 12 noon and one in the afternoon from 1pm until 3pm.

Volunteers are generally asked to arrive approximately 20-30 minutes before the class begins and stay for 20-30 minutes afterwards to help with set up and clearing down.

Volunteers work on a rota basis, generally helping out a few times each term. The rota is prepared shortly before the start of the term and tries to take everyone's availability and preferences into account.

To volunteer with us is very rewarding.

The volunteers help to ensure that all students get the most out of attending class by:

- Making sure that students have the material and equipment that they need
- Making sure that the students have understood the instructions from the teacher
- Offering help or guidance if the student doesn't have a support worker or family member with them
- Helping with making and distributing refreshments
- Helping with setting up before a session
- Helping with cleaning and tidying up after a session





Ribble Valley Gateway Trust

St James' Church

St James' Street

Clitheroe

BB7 1HH

contact@rvgt.org.uk

www.rvgt.org.uk

Registered Charity No. 1167261