

Staff and Volunteer Handbook

Welcome to Sunshine Sunflower Foundation, we hope that your time with us will be a happy and rewarding one.

This handbook is to help you find your way around the organisation and understand our policies, procedures, guidelines and a million and one other things.

If you have any queries, please speak to the Director in the first instance.

An induction will be planned for you during which you will learn more about how the charity operates, what is expected of you, and how to do your role.

We take a lot of pride in making sure our services are really responsive to the needs of our young people, and that everything we do is high quality and protects the health and wellbeing of the young people we come into contact with.

To do this, we need excellent staff, like you! In return, we do our best to be supportive of all our people, staff and our volunteers. Your wellbeing and enjoyment of your role is also very important to us.

This handbook aims to act as an aide memoire about the things discussed with you during your induction. If you would like clarification on any point, please don't hesitate to ask.

We wish you every success in your new role.

Les Mettrick
Chair of Trustees





How we started

Covid-19 saw self-employed Landscape Gardener, Ian Lumb, take a struggling, disadvantaged youngster 'under his wing' to help him in local gardens. The young man thrived on horticultural activity and particularly on Ian's patient, 1:1 championing. An impressed client helped Ian set up a foundation locally (in and around HD8) to establish a similar pathway combined with college attendance, over time, for hundreds more marginalised youngsters.

Registered charity, Sunshine Sunflower Foundation is run by husband and wife team, Ian and Debbie. Debbie, a former teacher, has hitherto worked as unpaid Director.

We have five dedicated Trustees who live locally who have a festered interest in supporting young people and many also have a passion for gardening!

What we offer young people

We recruit disadvantaged youngsters (16-24), offering a 12-month work placement with on-the-job training in landscape gardening.

Participants attend at least two days weekly and be remunerated at age-related minimum wage. Remaining time is spent volunteering 'hands-on' in gardens, with one of two experienced Trainers, or attend college.

Participants are DBS-checked and risk-assessed (by our Safeguarding Trustee and Trainer). All will benefit from induction, health and safety training and careers coaching and placements will culminate in an e-portfolio, proudly showcasing garden transformations and new skills.

Our Equality and Diversity Policy designates that we 'treat every young person equally, regardless of age, disability, gender or gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation'.

We have successfully supported youngsters recovering from COVID isolation, targeting mental health issues such as depression and anxiety. Hard gardening work in the fresh air helps establish routine and regulates sleep.

Multiple and complex needs are met and early intervention provided for those at risk of disengagement and drop-out. The project operates a preventative NEET strategy (Not in Education, Employment or Training) and we welcome the opportunity to work with Social Services and dependency partners.



Sunshine Sunflower Foundation targets reduction in neighbourhood antisocial behaviour, (e.g. youngsters feel less tempted to steal, given their receipt of a wage). It introduces them to gardening clients and champions employment opportunities in own area, thereby collectively, promoting community cohesion.

Behaviours will be challenged if necessary and, over time, appropriate communication, confidence and healthy relationships should develop, encouraging growth into employable citizens. Local gardening employers will, as a minimum, interview our students and Sunshine Sunflower Foundation will offer transitional support for individuals establishing own gardening businesses, nestled in own communities.

Our project aims to unlock personality, giving youngsters the freedom to safely express themselves and grow. We will work with partners to support alcohol and drug dependencies and maintain close contact with participants' families, thereby fostering healthier relationships for all concerned, including those community-wide. Improved choices will steer students away from drug and alcohol-related crime.

Recruitment of NEET, 16+ youngsters will impact regional unemployment statistics. Student e-portfolios will provide a strong evidence base at their guaranteed interview and personal pride in garden makeovers will increase confidence. They will be encouraged to adopt a strong work ethic and build resilience, beneficial to themselves and community.

In conclusion, our work strengthens community bonds, breaks down barriers and fosters mutual respect. It helps reduce actual crime and the fear of criminality and obviates the need for high-cost, crisis interventions.

Boundaries

During your induction you will have been given clear guidance on professional boundaries. These boundaries should be respected and adhered to at all times for the safety and protection of yourself, young people, other staff and volunteers and of Sunshine Sunflower Foundation. If you are unclear on the boundaries expected of you please speak to the Director.

Communication

In addition to the usual methods of communication such as phone calls, emails and text messages, there are various other ways in which communication is made throughout the organisation:

Trustee meetings which you are welcome to attend to tell the Trustees about your time with Sunshine Sunflower Foundation. These take place every quarter, please contact the Director if you would like to contribute to a meeting.



Concerns about young people

If at any point you have concerns about the safety, health or wellbeing of one of our young people, please don't ignore them. Speak to your line manager or another colleague so that you can decide how to act on those concerns. Please make sure you read our Safeguarding Child Protection Policy.

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Safeguarding%20Child%20Protection%20Policy.docx>

Safer Recruitment

Sunshine Sunflower Foundation has adopted Kirklees Safer Recruitment which is set out in our Safeguarding Child Protection Policy.

Confidentiality

Our Data Protection Policy sets out Sunshine Sunflower Foundation's practices and procedures on the disclosure of personal information relating to our young people. This policy is there to protect the interests of our young people and to ensure that they can have trust and confidence in the Charity and that their dignity is respected. It also protects the Charity, its trustees, staff and volunteers and complies with data protection law.

All aspects of a young person's affairs are strictly confidential, and no member of staff should disclose any detail to a third party. This does not prohibit a member of staff from appropriately raising any concern or query. Breaches of confidentiality will be dealt with through the staff disciplinary procedures.

Please bear in mind that confidentiality also applies to staff and volunteers, not just young people. Please do not pass on a volunteer or staff member's private phone numbers without their permission. Sunshine Sunflower Foundation Data Protection Policy sets out how we, as an organisation, implement the requirements of the General Data Protection Regulations and which ensures the security of personal data.

Please make sure you read our Data Protection Policy.

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Data%20Protection%20Policy.docx>



Pregnancy and Confidentiality

Our policy protects the confidentiality during pregnancy.

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Confidentiality%20Policy%20for%20Pregnancy.docx>

Environment

The Environment Policy outlines the various ways we do this which includes reusing and recycling as well as efficient use of energy.

Simple strategies include:

- switch off lights in empty rooms to conserve energy
- think twice before you print to conserve resources

Please refer to the Environment Policy for more ways to help.

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Environment%20Policy.docx>

Equality, Diversity and Inclusion

Sunshine Sunflower Foundation aims to achieve genuine equality of opportunity in all aspects of our activities as an employer and applicants, staff and volunteers will not be excluded from working with us because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.

Please make sure you read our Equality and Diversity Policy

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Equality%20and%20Diversity%20Policy.docx>

Equipment

Any equipment issued to you to help you in the course of your work remains the property of Sunshine Sunflower Foundation and should be returned when you cease employment with us. You should advise the Director if it is in any way faulty and requires repair or replacement.

Expenses

Mileage expenses should be claimed on the expenses claim form which should be authorised by the Director.



<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Travel%20Expenses.xls>

Please indicate clearly at the top of the form if you wish to receive payment by BACs or cheque. If this is not filled in, payment will be issued by cheque. Expenses claims should be submitted regularly e.g. monthly. Mileage is paid at agreed rates (45p per mile).

Lone Working

Our lone working guidelines set out good practice and health and safety practices if you are working in a large garden on a task on your own. The general rules for if you find yourself in a situation that you are uncomfortable with are:

- put your own safety first
- call the Horticulture Trainer/ or emergency services

If you are working in any of our gardens, please refer to the Horticulture Risk Assessment for lone working.

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Horticulture%20Risk%20Assessment.docx>

Fundraising

Sunshine Sunflower Foundation is responsible for all its own funding and our fundraising events form an important part of our income generation.

We ask all staff, trustees and volunteers, wherever possible, to:

- volunteer time to help with at least one event per year
- display flyers/posters in their local communities
- spread the word on social media by sharing our posts
- act as ambassadors, encouraging people to choose us as the charity they Support through just giving or easy fundraising.com
- let us know about friends and family who work in local businesses or who have connections that could be approached for support (we promise not to do this without discussing it with you first!)
- letting us know your fundraising ideas.

By working together we can make a real difference to the long term sustainability of Sunshine Sunflower Foundation. We really value everyone's contributions.



Easyfundraising

Our charity uses easy fundraising. An opportunity to raise FREE donations for Sunshine Sunflower Foundation every time you shop online.

You can download the app – Easy fundraising or go to www.easyfundraising.or.uk

We also use JustGiving too. If you scan the QR code people can donate direct to the charity.



We would welcome all volunteers and staff to share these two online opportunities to raise money.

Health and Safety

Health & Safety is everyone's responsibility. If you see something which you consider to be unsafe, e.g. a trip hazard, lack of PPE or poor manual handling technique please do your best to rectify the situation if appropriate and safe to do so (i.e. remove the trip hazard, wear appropriate PPE, give a reminder about manual handling training). If it is not something which you can deal with there and then please inform the Horticulture Trainer or Director.

Please refer to the Health & Safety Policy.

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Health%20and%20Safety%20Policy.pdf>

Induction

When you start working as a Gardening Assistant (young person), member of staff or volunteer for Sunshine Sunflower Foundation an induction programme will be arranged for you which will vary depending upon your role. You will be given an Induction Booklet which will detail the different aspects of your induction.

The Director will arrange an end of induction meeting to sign off the process and records will be kept inline with the Data Protection Policy.

Manual Handling



During your induction a manual handling training and assessment will be carried out by the Horticulture Trainer. The on-the-job training session will be mandatory, as are regular updates.

Please read the Health and Safety Policy for information on how to lift safely.

Work Placement Visits

Sunshine Sunflower Foundation routinely monitor young people at work as part of the placement to ensure safe working practices are adhered to. Staff are not routinely monitored although there may be occasions when the Director or Trustee would like to visit to celebrate achievements, check progress or take photos/video footage.

Policies and Guidelines

During your induction you will have received a copy of our Handbook with all our policies and procedures.

Please take the time to read this as this gives you information about the way that Sunshine Sunflower Foundation operates and its expectations of its young people staff and volunteers.

Please make sure that you have signed and returned the slip to say that you have read and understood the booklet.

Your induction can't be signed off until that has happened.

Our policies are reviewed on a two year rolling programme and you will be kept informed of any changes made. All our policies and guidelines can be found on our website.

Risk Assessments

A risk assessment will have been carried out for the area and/or activity you are working in. This will be talked through with you during your first and subsequent visits as a reminder of the hazards and control measures which have been put in place. As a Gardening Assistant (young person) staff or volunteer you are encouraged to do a dynamic risk assessment periodically especially if circumstances change quickly e.g. weather, delivery of materials.

Each Gardening Assistant (young person) will have a personal risk assessment completed at the start of their placement based on information provided such as in their EHCP, or disabilities/conditions disclosed. This will be completed in conjunction



with the Horticultural Trainer and Safeguarding Trustee and discussed with the young person to ensure all health and safety is in place as reasonably practicable.

If a young person, staff or volunteer is pregnant or has given birth within the last six months, or has an injury, they should let the Horticulture Trainer know so that the personal risk assessment can be updated and further steps taken to look after their wellbeing.

Safeguarding

Sunshine Sunflower Foundation is committed to safeguarding the people we work with. If appropriate to the tasks that you will be undertaking, you will be asked to apply for a DBS (Disclosure and Barring Service) check before you start work. The cost of this is covered by the Charity.

Sadly, the abuse or neglect of young people does occur, and it is essential that you are aware of the signs and symptoms of the various kinds of abuse, and that you know how to respond. This is detailed in our Safeguarding Policy, but the key message is as a member of staff/volunteer - do not keep concerns to yourself, discuss them with the Horticulture Trainer or Director who is the Designated Safeguarding Lead. Do not discuss them with anyone else.

Each volunteer and member of staff will be invited to attend a basic 'Safeguarding Awareness' session after you have started. This is mandatory and you must attend.

It is essential that you read and understand our Safeguarding Child Protection Policy.

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Safeguarding%20Child%20Protection%20Policy.docx>

Prevent

Sunshine Sunflower Foundation take the threat of terrorism and extremism very seriously.

All staff, volunteers and young people will be required to access Prevent training on the Prevent duty, the threat from terrorism and extremism in the UK and how to support people susceptible to radicalisation.

The aim of Prevent is to:

- tackle the ideological causes of terrorism;
- intervene early to support people susceptible to radicalisation;



- enable those who have already engaged in terrorism to disengage and rehabilitate.

In the training course, you will learn about:

- the Prevent duty;
- different forms of extremism and terrorism;
- the risk around radicalisation and your supportive role;
- making a Prevent referral that is both informed and made with good intention the interventions and support available.

To access the course go to:

https://r.search.yahoo.com/_ylt=Awr.nwh0vFxlomMJBQV3Bwx.;_ylu=Y29sbwMEcG9zAzEEdnRpZAMEc2VjA3Ny/RV=2/RE=1700605173/RO=10/RU=https%3a%2f%2fwww.gov.uk%2fguidance%2fprevent-duty-training/RK=2/RS=2z40ITgyBj2pESIRbFfFSq2Hrh4-

Social Media

Sunshine Sunflower Foundation encourages employees to make reasonable and appropriate use of social media websites as part of their work, and it is recognised that it is an important part of how we communicate with our audience and allows communication and networking between staff and organisations, supporters and the local community.

Staff, volunteers and young people will be advised at their induction by the Director. Before you undertake communication via social media on behalf of or about Sunshine Sunflower Foundation, it is really important that you have a good look at our Social Media policy and follow the guidance it contains; so that the good reputation of the organisation and the confidentiality of the people we work with is respected at all times. Care should be taken to not express your personal opinions which may not reflect the position of the Charity.

Even if your role does not formally include social media communications, please be very alert to potential 'content' that the organisation could use. Ensure you have consent before taking any photos.

Please refer to the Social Media Policy and consent for photos/video footage

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Social%20Media%20Policy%20and%20Consent%20for%20photos.doc>
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Stress

Sunshine Sunflower Foundation is committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

The Health & Safety Executive define stress as 'the adverse reaction people have to excessive pressure or other types of demand placed on them'. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

The key to managing stress is to identify it early, before it becomes a full blown problem. At Sunshine Sunflower Foundation stress levels are monitored through supervision of young people. We also have an 'open door' policy, (including by telephone, email or text) whereby staff can talk to the Director, or another Horticulture Trainer if more appropriate, about issues that concern them.

Other indicators of stress may be sickness absence data, staff turnover rates and other interactions with staff. If you have any concerns about stress please discuss them.

If stress is identified as a potential cause for concern, the Director will work through a Stress Risk Assessment with you to identify the stressors and control measures to tackle them.

Training

Training, some of which is mandatory, will be provided to help you carry out your job role. All new staff and volunteers attend the 'Introduction to Sunshine Sunflower Foundation' session with the Director and our founder. Other training could include:

- first aid
- safeguarding
- manual handling

Other training sessions are provided on an ad-hoc basis

If there are other aspects of training which you feel would be useful to you in your job please discuss it with the Director.

Volunteer

Our self-employed gardeners are all volunteers willing to impart their knowledge and skills for the benefit of our young people. We have a specific policy relating to our valuable volunteers.



<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Volunteer%20Policy.docx>

Complaints

Sunshine Sunflower Foundation welcomes opportunities to improve, if we get it wrong we need to know. Our complaints policy set out the procedures for anyone wants to make an official complaint.

<https://d.docs.live.net/60c68bd875fcf29b/SSF/GAP%20Information%20for%20Grant%20Funding/Complaints%20Policy.docx>

Trustees

We have a strong and committed board of trustees who as well as providing good governance, work closely with the Director and our founder on matters of strategy and direction.

Our trustees are currently:

Leslie Mettrick (Chair)

Les is a retired engineer with a keen interest in sharing his knowledge of growing vegetables as an allotment owner for 45 years!

Lee Paxton Parent Trustee

Lee is keen to support the charity since her son gained valuable work experience with the charity and is now actively seeking a fulltime position.

Hayley Sykes Trustee

Hayley is a teacher with extensive experience of working with young people with additional needs.

Jacky McGregor

Jacky has extensive experience of working with young people with additional needs.

Please visit our website for more information www.sunshinesunflower.org.uk



Sunshine Sunflower
FOUNDATION

Thank you for taking the time to read out our special little charity.

Director Debbie Lumb

Founder Ian Lumb

A handwritten signature in black ink, appearing to read 'Ian Lumb', with a decorative flourish at the end.

