



# VOLUNTEER HANDBOOK

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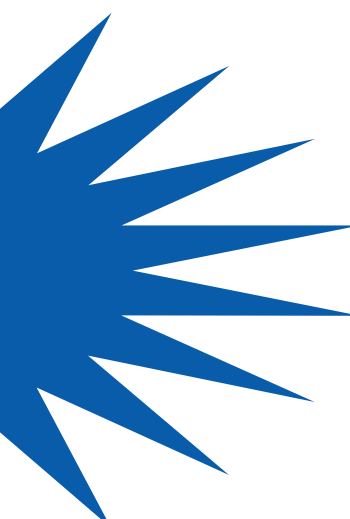
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# AIMS, VISION AND VALUES



**Volunteers are the backbone of NGCFI and are involved in all aspects of the organisation. We are always looking for new volunteers and greatly value their input. By volunteering with us you will meet a wide range of people from different cultures, learn new skills, add to your CV, get references and have fun! Thank you for taking the time to find out about us- we hope you find this handbook useful throughout your volunteer journey with us.**

**Since 2001 NGCFI has been working to promote healthy eating and lifestyle. We get people involved in practical and sustainable food related projects to inspire health and well-being and celebrate the diverse communities of North Glasgow. We run cookery courses, community events, fruit and veg barras. We also run community cafes community fridges and our also run our Royston Community Pantry. We support people to grow their own produce.**

Our Aims are:

- To raise awareness of healthy cooking and lifestyles
- To provide accessible services for people who are vulnerable or socially excluded.
- To encourage people to engage in physical activity.
- To encourage people to grow their own fruits and vegetables and consume fresh produce.
- To increase environmental awareness.
- To provide social networks to improve community harmony and cohesion.
- To provide access to information, resources and health related activity that will increase awareness of healthy living.
- To provide opportunities and support for volunteering.
- To work in a sustainable manner
- To offer training to our volunteers





# AIMS, VISION AND VALUES



## Equality

We will promote creative positive action to improve the position of people within the communities of North Glasgow and surrounding areas who are marginalised and who experience oppression.

## Collaboration

We believe the voluntary and community sector is strongest when it works together, and that our strategic goal will best be delivered through collaborative working.

## Passion

We believe voluntary action is built on the passion of individuals and communities to make a positive difference.

## Participation

We value and recognise the contribution our volunteers and members make to our service delivery, and in influencing the way we do things.

## Quality

We are committed to providing high quality services, improving our services by listening to service users and stakeholders.

## Team Working

We are committed to working in a happy and healthy organisation, in which we respect each other, offer feedback, and work to improve the experience of our staff and volunteers.

## Ethical Business

We will act in a socially responsible way, doing what is right, even if it is not required to do so by legislation or in order to maximise our income. Our business activity involve our key stakeholders including service users, staff, and suppliers to enhance our social responsibility.



# HOW DID IT ALL START?

North Glasgow Community Food Initiative (NGCFI) was established in 2001 by students from Student Action for Refugees (STAR) at Glasgow University, under the name of North Glasgow Food Co-op.

It was set up in response to research carried out by the Glasgow Asylum Rights Campaign which had identified a need for the local provision of cheap fresh fruit and vegetables, and for projects intended for use by the whole community.

In the first year the project was run entirely by volunteers. In September 2002 NGCFI received funding from Integration Resources to take on staff to support and develop the activities.

The organisation then changed its name to the 'North Glasgow Community Food Initiative' and broadened its focus to include expanded fruit and vegetable barras delivery service, an allotment project and cookery activities. It has been growing ever since!

## **WHY NORTH GLASGOW?**

North Glasgow is home to some of the poorest communities in the UK, where multiple deprivation and inequality exist side by side. This is documented in diverse sources.

Based on a "North Glasgow Healthy Baseline Study" (2005), the population of North Glasgow stands around 197,375, with the vast of residents living in the most deprived areas in Scotland. Life expectancy for both men and woman are significantly lower than the national average. Household income is substantially lower than even the city average with about two thirds of households on benefits.

Since 2001, Glasgow has been home to many refugees and asylum seekers under the UK government's dispersal policy. Our aim is to be inclusive to all asylum seekers and refugees to include them in our volunteering projects. They have been involved in many of our community projects participating in our cookery, gardening, pantry, cafes and fridges.

# Food Hub Model

Our work is divided into 'Food Hub' areas where we aim to focus on a particular community, creating a single project with access to the whole fresh food virtuous circle – growing, cooking, choosing, accessing and enjoying fresh food – a Food Hub. Our Food Hub areas are Springburn, Royston and Milton. Within each Food Hub area we have several volunteering opportunities such as in helping with cookery classes, kitchen, barras, gardening, café, social media and IT.

## WHAT IS OUR FOOD HUB MODEL?

- A joined-up approach in a specific community, a virtuous and expanding circle of activity and involvement.
- All aspects of healthy food – growing, purchasing fruit and veg, cooking skills, enjoying and choosing a healthy diet.
- Community empowerment and social/campaigning aspects of food e.g., on food poverty or health inequalities.
- With partners wherever possible
- Community involved in choosing, planning and running activities underpinned by volunteers.
- Processes supported by a Food Hub Manager



# PROJECTS AND OPPORTUNITIES

Volunteering is at the heart of what we do. We pride ourselves on providing a supportive, nurturing environment where volunteers not only help provide services to our communities but can also grow and realise their full potential. Volunteering is an opportunity to learn new skills, make friends, give back to the community, become part of a team, improve your mental and physical health, receive training and support, reduce loneliness and isolation, and develop confidence. Our opportunities are outlined below. Times and days vary depending on location:



## COOKERY VOLUNTEER

We deliver sustainable cookery classes and cooking clubs, community meals with a focus on waste reduction, cooking on a budget and healthy eating. We work with a variety of groups such as parent and children intergenerational work, youth work, seniors, young parents, recovery groups, men's groups etc.

- Cook a dish for our deli counter using food that would otherwise be wasted- ready, steady, cook style!
- Help set up and clear up after sessions. ensuring equipment is clean and tided.
- Help fill in and collect registration forms for cookery classes.
- Able to work as part of a team, have a commitment to the concept of healthy eating and food from other cultures.
- Help at our Community meals- help prepare, cook, serve, and clear up

## ROYSTON COMMUNITY PANTRY ASSISTANT

Our Pantry is a membership-led shop which provides healthy food at a subsidised cost.

- You will be helping to serve customers and dealing with any inquiries.
- Assist with a waste management and stock replacement.
- Assist in the clearing up at the end of the day.
- Work through health and safety checklist to ensure all tasks are completed for the week.

# PROJECTS AND OPPORTUNITIES

## **FRUIT AND VEG BARRA/ COMMUNITY FRIDGE ASSISTANT: MILTON AND SPRINGBURN**

Our Fruit and Veg Barra and Community Fridge provides healthy food for a low cost in several separate locations.

- You will be setting up stalls, arranging fruit and vegetable displays including prices.
- Sell fruit and vegetables to the public using a scale and handling cash.
- Answer customers questions and noting any requests/comments.
- Helping customers with our community fridge, i.e., with stock control and how to access the fridge.
- Engaging with customers, help tidy up and give cash box to food hub manager at the end of the day.

## **GARDEN AND ALLOTMENT VOLUNTEERING MILTON, SPRINGBURN, AND ROYSTON**

Get involved with growing food for our community meals and barras. The benefit to mental and physical health is immense.

- Activities include food growing, composting, recycling, joinery as well as social activities.
- Sowing, weeding, planting, watering, and harvesting.
- Work independently as well as part of a team, be mindful of people from different diverse cultures and needs.
- Work with the community gardener to learn all about crop rotation.
- Contribute your own ideas to the project, potential to become a volunteer leader and assist new volunteers.
- Some of our outdoors space might have the potential to grow your own fruit and vegetables.

## **COMMUNITY CAFÉ, KITCHEN AND COMMUNITY MEALS MILTON AND SPRINGBURN**

We run community meals and lunches at our Milton and Springburn hubs, offering hearty healthy meals to the community for a small donation. This provides our service users with somewhere they can come to make sure they have a meal, reduce social isolation and make new friends. We aim to create friendly and welcoming atmosphere that keeps people safe and want to return to every week. Everyone is welcome from all different backgrounds and cultures.

- You will be helping set up our café or community meals, this would be setting up tables, chairs making sure everything is cleaned and sanitised before use.
- Welcoming our services users with a smile and positive attitude.
- Taking their lunch orders, serving tea, coffee, lunch.
- Clearing tables, helping chef in the kitchen when needed i.e. doing washing up, chopping vegetables etc.
- Clearing up at the end, putting tables, chairs away, make sure everything is clean for the following day.





# PROJECTS AND OPPORTUNITIES

## BOARD OF DIRECTORS

The board is the backbone of our organisation. The board's role is to ensure that the organisation fulfils all its governance and legal requirements. We particularly seek individuals that have skills or experience in Income Generation, Human Resources, Health and Safety, Accountancy, Treasury and Marketing Skills.

- We require individuals to attend board meetings and participate sharing knowledge and experience every six weeks.
- Take on tasks relating to role and the work of NGCFI between board meetings.
- To liaise with staff regarding the running of NGCFI projects.
- To attend and support NGCFI events.

A more detailed description of this role can be made available from our Volunteer Coordinator.



*"Being a volunteer has been a lifeline for my mental health. It's a way for me to step outside of my head and focus on helping others. Its like one big family here."*

*"Volunteering has turned my self-doubt into self-belief. Before coming here I was so shy and had didn't know a thing about cooking. Now I've made loads of friends, built my confidence and you can see me helping to cook for people in the community!"*

# OTHER INFORMATION

## WHAT YOU CAN EXPECT FROM US

- To be treated fairly and with respect and make volunteering with us fun-We will do our best to make sure your volunteering experience is fun, hopefully make new friends and everyone will be treated with respect, create a happy environment and safe space for everyone to enjoy. Volunteers are at the heart of our organisation and our job is to help them gain confidence and support them in every way possible. We aim to have everyone to be part of our team whether staff or volunteers.
- Training and personal development-we aim to provide our volunteers with training, for example Basic First Aid, Elementary Food Hygiene Certificate and Manual Handling other in role training is provided.
- Support- you can expect regular support and guidance from your Volunteer Coordinator, one to one support meetings, volunteer meetings and outings. If you feel you need extra support or have a complaint our Volunteer Coordinator is always ready to listen to you and arrange a time to have a meeting if so requested.
- Expenses- we can refund you any reasonable expenses during your time with us e.g., travel expenses.
- Health and Safety- you should be expected to be provided with safe working conditions that do not pose a risk to health.
- Risk Assessments are undertaken and available on request.
- Insurance-volunteers are insured for the time volunteering with us through Public Liability Insurance (displayed in office)



## WHAT WE WOULD LIKE FROM YOU

- Commitment and reliability – please contact the Volunteer Coordinator if you are not able to attend.
- Honesty- we have a good deal of trust in our volunteers and expect that you are honest in how you deal with the organisation and the people who use its services.
- Work with our policies- e.g., Health and Safety, Equal Opportunities, Child and Adult Protection.
- To respect each other's needs



# SUPPORT



## WE WILL SUPPORT YOU

We really value our volunteers at NGCFI- without you we could not run our services. We have a Volunteer Coordinator who is there to support you, both formally and informally and staff members are also available in your specific projects. Please see our Volunteer Support Policy for further details.

## DEALING WITH DIFFICULTIES

We hope you enjoy your time volunteering with us, and we'll be as open and friendly as possible to make this happen. We hope to deal with any problems informally, through a chat with the Volunteer Coordinator or other staff member. However, if you do have a complaint, or if someone complains about you, we have policies in place to ensure this is dealt with quickly and appropriately. Please see Volunteer Complaints Policy and Volunteer Problem Solving Policy for more information.

## EXPENSES

We don't want you to be out of pocket as a result of volunteering with us. Therefore, we pay expenses for:

- Travel between home and the place of volunteering (excluding taxis)
- Travel undertaken while volunteering (including to training events requested/ approved by NGCFI)
- Lunch provided. Where lunch isn't available, volunteers can access £4 towards meals taken during the period of voluntary work where the volunteer is working from the morning and into the afternoon (over 4 hours volunteering).

Mileage claims can be claimed according to these rates:

- Cars and vans – 45p per mile up to the equivalent of a daily bus pass £5.40
- Motorcycles – 24p per mile
- Bicycles – 22p per mile
- Receipts, train or bus tickets should be provided as evidence of expenditure

## HOW TO CLAIM

You'll need to fill in a 'Volunteer Expenses Form' within 30 days which can be found in the office or will be provided by a member of staff. This should be submitted to the member of the staff team with whom you work most closely or the Volunteer Coordinator for approval. If under £10 this will be paid to you in cash on the day you claim (please see volunteer expenses policy for more information).



# NORTH GLASGOW COMMUNITY FOOD INITIATIVE

**To see any of our policies  
or procedures please  
contact the Volunteer  
Coordinator.**

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