

Glastonbury Food & Regenerative Farming Centre:

A Red Brick Building Centre Project

at



Volunteer Handbook & Induction Spring/Summer 2024

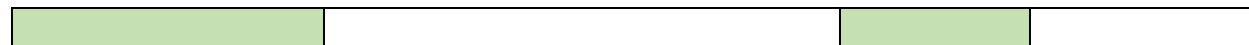


Funded by
UK Government



RED BRICK BUILDING

Location:	Bridie's Farm, Porchestall Drive, Glastonbury, BA6 9RP		
Volunteer Name:		Start Date:	



Welcome to Glastonbury Food & Regenerative Farming Centre; a Red Brick Building Centre project at Bridie’s Farm. We are very pleased to welcome you to join the farm community, it’s great to have you with us. This induction pack and handbook aims to provide you with key information, and answer some general questions that you may have about volunteering with us, but if you have any further questions then please contact the office at info@bridiesfarm.org.uk

This induction covers:

- Contact details
- Welcome to the project, our vision and mission
- Hello from the Team
- Organisational structure
- Purpose and Values
- Volunteer roles with us
- General info – volunteering with us
- Health & Safety and Insurance
- Risk Assessment
- Safeguarding Procedure
- Volunteer complaints and disciplinary procedure
- Evaluation
- How Do I Register?
- Basic Do’s and Don’t’s

Contact details:

Address: Glastonbury Food & Regenerative Farming Centre, Red Brick Building Centre LTD Morland Enterprise Park, Morland Road Glastonbury, BA6 9FT	Email: info@bridiesfarm.org.uk Tel: 07592 433158 bridiesfarm.org.uk Instagram / Facebook: @bridiesfarm Red Brick Building Centre Ltd Company Registration No. 30755
---	--

Welcome to the project:

Our Vision:

Remembering Our Place In Nature.

Our Mission:

Work sensitively with the eco-system, employing and promoting agroecological practices such as permaculture, natural agriculture and agro-forestry to restore the land and build new cultural narratives for how we should live in the world. We will provide opportunities for knowledge transfer, nature connection, improved mental wellbeing and reduction in food poverty, building a happier healthier and more connected community.

Our key objectives are:

- Create a thriving restorative carbon retaining food economy.
- Restore and create habitats for wildlife and biodiversity.
- Develop a diverse range of educational, training and job opportunities.
- Increase local social inclusion for vulnerable and marginalised groups.

We believe opportunities like these are needed everywhere if we are to shift to a society that truly values and safeguards the land and food for the benefit of everyone.

Hello from the Team:

Bonita Everson:

Project Lead

Bon is a genuine grass roots champion and proud Mother of four daughters! She has extensive experience in Permaculture practice, and a passion for community skill share and knowledge exchange. A long standing member of Feed Avalon, Bon has lived in Glastonbury for 15 years and been embedded in the Beckery community for a decade, holding space and nurturing the Red Brick Community Garden and building partnerships with local stakeholders. She is an energetic healer and lifelong student of Spiritual Ecology, putting the needs of the land at the heart of her approach to community growth. Bon is committed to providing inclusive education opportunities for those of every age, and the creation of shared learning spaces which are accessible to all.



Marie-Claire Henon:

Green Care Lead

Marie-Claire is an advocate for the value of nature in health & wellbeing. Bringing volunteer leadership experience gained in community growing projects since 2010, she has a background of study in Social Science, and is qualified in Social and Therapeutic Horticulture. Her passion is bridge building between 'alternative' and 'mainstream' approaches to Health, Social Care and Wellbeing, with a focus on holistic health promotion and nature connection opportunities, namely community growing for social inclusion. She also has a wealth of experience in team leadership and duty management. Expect to see her happily buried in structural documents and impact frameworks or wielding a Health & Safety clipboard.



Wayne Sealey:

Groundskeeper

Wayne looks after the farm grounds and facilities, taking care of the maintenance and security needs on site. As an experienced trades person, he brings a wide skillset including a talent for bespoke carpentry and joinery. Wayne has experience in coaching and a passion for helping young people explore their own skills and talents. You will see him working with groups across the site to maintain and develop our site infrastructure. He is also our resident DJ!



Project Administrator:

Polly Hall

Polly grew up on the Somerset Levels so this area is in her bones. Her background in administration extends to corporate organisations, charities and the social enterprise sector. Polly is also an award-winning horror author and infuses creativity and play into her work. A champion of inclusive community arts, Polly is involved with festivals, events and commissioned as part of interdisciplinary arts projects, often with a focus on sustainability and inclusion. When not in the office, she loves hiking, foraging for wood and buying more books than she can read!



Volunteer Co-ordinator:

Morgan Pandolfino

Morgan is a highly skilled group facilitator with over 25 years' experience supporting and empowering marginalized groups and individuals to deepen their connection to the natural world. Her passion for wildlife and practical conservation has led her to work as a ranger and leader for Explore worldwide, Travellers worldwide and Campaign for National Parks.

A firm believer that small actions can make a big impact, Morgan encourages volunteers to experience the holistic benefits of energetically investing in earth-based learning projects in their local community. She will often be found at her woodland yurt creating eco art and cultivating herbs or travelling in her camper van to ancient sites and places of natural beauty.



Purchaser:

Anthony Harvey

Anthony grew up in Somerset and studied Environmental Science in Plymouth and Chester. He worked in computing and engineering for several years before moving into the education sector. His role at Bridies Farm is a Buyer but he turns his hand to several practical aspects too. Outside of work he enjoys spending time with his family and dogs.



Purpose and values - Developing Skills for Conscious Collaboration:

“Another world is not only possible, she is on her way. On a quiet day, I can hear her breathing”

Arundhati Roy

In a time of emergence, old structures become increasingly irrelevant and drop away, leaving space for new ideas to grow and flourish. As an emergent organisation we are well positioned to set up something that we feel can adapt and flow with these changes. We are inspired by community and grass-roots level innovation and believe that remedies for a host of modern social maladies can be found if we can only draw out the genius that is dormant in the soil and soul of our local community.

We want to ensure that this community farm project matures into an organisation that enables co-workers and volunteers the space to collaborate and bring through their ideas and experience in a leaderful way. Gradually replacing the need for top-down direction with a critical mass of leaders who can respond and create far more dynamically and continue to adapt and evolve, as the physical and cultural landscape evolves.

This is our firm intention in setting out on this journey and will require us all to approach what is a relatively pioneering method of establishing self-organising systems with a degree of patience and determination and with a supportive and flexible team on the ground.

That said, here are some group agreements, designed to help us to bring through these intentions as an organisation. This is constantly evolving, so please take the opportunity to contribute at our regular forum meets:

We act in service to our vision and mission

We are committed to building a culture that is supportive and nurturing

We value inclusivity and respect different perspectives and backgrounds

We are perceptive towards the variety of characters, communication styles and skills in the group

We identify and adopt clearly defined roles

We are patient with each other and with this process

We grow in capacity and trust by honouring our differences and providing support not criticism

We seek out win-win solutions when collaborating

We invite constructive feedback and open dialogue

We encourage deep listening and make safe space in which to explore difficult feelings

We communicate with consideration and respect for each other

Volunteer roles:

We welcome you to join our dynamic community volunteering group, with flexible roles and activity, dependent on the needs of the farm and individual ability/preference. These descriptions are to give you an idea of the ways you could contribute and opportunities you can get involved in. Have a chat with the project leadership team about any roles that interest you or any specific areas of expertise you would like to bring.

Field volunteers

Typical work days vary according to season, but ways that you can get involved can include: tree planting, infrastructure development, establishing growing beds for Organic produce, propagating and planting; pruning, maintaining the site and equipment. There are also opportunities to input on plans for design and crop schedules.

Qualities you can bring

You'll need to enjoy working within a team to achieve the tasks at hand. However, the farm is also a great place for peace and tranquility so if you enjoy a bit of solitude then this is usually possible too. Most tasks require a reasonable level of fitness and you'll need to be prepared to get mucky!

Conservation and wildlife restoration volunteers

With carbon negative and food security focus, and plans to establish a forest garden; we have opportunities for volunteers to work on projects which help us support wildlife and biodiversity on our Organic site. This role may include: tree planting, establishing beds and planters, planting and maintaining wildflower areas and field margins including foraging patches; planning and developing nature friendly projects (in line with our site plan).

Apothecary volunteers

We are in the planning stages of our Community Apothecary. Opportunities during this phase include maintenance of the margins and establishing growing beds.

Qualities you can bring

An interest in the growth and usages of our indigenous plant species and a collaborative approach to development and teamwork is essential for this role.

Creative and Events volunteers

Along with the creation of sculpture and artwork across the site, there are sometimes opportunities on an ad hoc basis to assist with the Farm's communications and marketing, these may include photography and filming, content writing, illustration and event support.

Qualities you can bring

A flair for creativity and a keen eye for detail are a must. If required, you will also need to be able to provide your own specialist equipment such as cameras and lenses. Whether you're social media savvy, a great sign writer, or a whizz at setting up gazebos, there's a range of ways to get involved.

General information about volunteering with us:

When does the farm need your help?

From early Summer, we will be running weekly community volunteering days on Tuesdays. Please sign up each date you wish to attend by contacting us so that we can manage numbers of people on the site. If you have additional care and support needs, please contact our Volunteer Co-ordinator at morgan@bridiesfarm.org.uk before signing up for your first session so we can discuss how we can support you.

What do I need to bring for the day?

- Work gloves to protect your hands - please bring your own if you can. We have a small amount of donated work gloves if this is not possible.
- Wear strong boots or shoes, steel-toe caps are needed if you are working with anything heavy.
- Wear clothes which you don't mind getting dirty.
- Waterproofs and wellies. Make sure you come with plenty of warm clothes as our indoor space is not yet fully established.
- Bring a drinks flask and water bottle. Lunch (vegan soup & bread) and refreshments will be provided on volunteering days. Please bring any snacks you need to keep you going throughout the day.

Transport

Please be aware there is no parking on site at this time. We actively encourage people to walk or cycle here where possible. We have space for dropping off and collecting, and very limited space for disabled parking. Please book in advance by contacting morgan@bridiesfarm.org.uk or 07950 788791.

Training, Learning and skills development

We aim to foster an environment for learning, knowledge transfer and skill sharing in our way of working. Most training will be 'on the job' working alongside fellow volunteers and staff to learn the systems and processes that we use here at Bridie's Farm. We will keep volunteers updated about specific training, education or development opportunities as they arise. Occasionally, key volunteer roles may become available. These may be subject to application, references and DBS disclosure and will be linked to a specific project area or group.

Checking that you are settling in

We will ensure that during your time with us, you have access to a member of the staff team who will check in with volunteers on a regular basis to ensure that you feel included and happy with your experience on the farm, and to identify any areas of support needed.

Valuing your time

Our community volunteers are the backbone of the project, and your time and contribution is highly valued by us. It is our intention that food eventually produced by the project will go firstly to community volunteers, then fresh food banks and partner community organisations, and finally retail, in that order. We are in the process of implementing a volunteer appreciation / time banking scheme where time given

can be exchanged for fresh veg and training opportunities. As with many of our systems, this initiative is in development and will come together as we grow.

How we communicate

Volunteer and staff meetings, forums, e-mail newsletter, socials, volunteer WhatsApp group (comms systems and rhythms in development).

Health & Safety and Insurance:

We will provide you with a safe working environment, suitable protective clothing and training where required. Please make sure you use tools and personal protective equipment as advised, listen to H&S advice and tell us when you are concerned about any problems. We try to make sure tasks aren't too strenuous, but please be aware that you might be doing activities that your body is not used to. Work at a pace which suits you, take regular breaks and drink plenty of water. If you're unsure about how to do a task, or would like some tips please just ask. If you are finding a job too difficult, we can try to find you other things to do. Please read through the additional H&S Information and Risk Assessment in this induction pack. We have insurance in place which covers volunteers. More details of our insurance is available on request. Our H&S declaration and insurance certificate are displayed in the office.

We need to make sure that all our volunteers have had the right information so that you can start volunteering safely and with confidence: **Please make sure you read the Risk Assessment below and sign the Volunteer Induction Form to acknowledge that you have read it.**

Risk Assessment:

Title of Risk Assessment:		Volunteer Risk Assessment		
Location:		Bridie's Farm, Porchestall Drove, Glastonbury, BA6 9RP		
Written by:		Marie-Claire Henon	Date:	10/04/2023
Approved By:		Bonita Everson	Review Date:	10/10/2023
Nature of hazard	Groups at risk	Current precautions	Estimation of risk	Potential additional precautions
General				(Internal Use Only)
Lone working	Staff and volunteers	Volunteers are not permitted on-site outside of volunteer days without an accompanying member of staff. Individuals operating machinery must never work alone.	Severity of hazard: Moderate Likelihood of event: Remote Adequacy of controls: Good	
Exposure to extreme weather	Staff and volunteers	Weather appropriate clothes to be worn; Hats and sun cream should be worn and frequent drink breaks should be taken in extreme hot or sunny weather. This guidance also applies to working inside the polytunnels which can reach extreme temperatures. Warm and waterproof clothing should be worn in cold or wet weather.	Severity of hazard: Moderate Likelihood of event: Remote Adequacy of controls: Good	
Slips, trips and falls	Staff and volunteers	Check site before commencing work for obvious slip and trip hazards and remove or mitigate as necessary. Keep the work area tidy of tools and debris. Stack tools neatly to one side when not in use and return to the tool shed upon completion of the task. Take extra care when wet or with the presence of leaves.	Severity of hazard: Moderate Likelihood of event: Remote Adequacy of controls: Good	
Injury caused by manual handling	Staff and volunteers	Consider alternative methods of lifting if possible (e.g. get help or use a machine). Heavy items are stored at waist height where practicable. Do not lift beyond individual capability.	Severity of hazard: Moderate Likelihood of event: Remote Adequacy of controls: Good	

Fuel	Staff and volunteers	<p>Fuels should be stored in appropriate containers within a locked fuel store.</p> <p>Appropriate fire extinguishers should be within the vicinity.</p> <p>Refuelling to take place outdoors and not in a confined areas.</p> <p>Wear suitable gloves if there is a risk of coming into contact with oils.</p> <p>Use a funnel to limit spillage.</p> <p>Spillages must be cleaned up appropriately.</p>	<p>Severity of hazard: Moderate</p> <p>Likelihood of event: Remote</p> <p>Adequacy of controls: Good</p>	
Tools and machinery				
Injury from vehicles	Staff and volunteers	Only approved users should drive Bridie's Farm vehicles.	<p>Severity of hazard: Moderate</p> <p>Likelihood of event: Remote</p> <p>Adequacy of controls: Good</p>	
Injury from petrol-driven machinery (hedgecutters, strimmers, rotavator etc)	Staff and volunteers	All users must be trained in use of machine. Correct PPE should be worn (according to the manufacturer's specification). Others should be made aware that petrol-driven machinery is in operation. A member of staff must be present if volunteers are using petrol-driven machinery.	<p>Severity of hazard: Serious</p> <p>Likelihood of event: Remote</p> <p>Adequacy of controls: Good</p>	
Injury from heavy objects or from using heavy tools	Staff and volunteers	<p>Hard hat worn if tool is lifted above the head when in use.</p> <p>User must wear steel toe capped boots.</p> <p>Maintain a safe working distance when using the tool.</p> <p>Store and transport tools so that they cannot fall off and cause injury.</p> <p>Roll heavy objects instead of lifting.</p>	<p>Severity of hazard: Moderate</p> <p>Likelihood of event: Remote</p> <p>Adequacy of controls: Good</p>	
Injury from using sharp or pointed tools (e.g. pruning saw or secateurs)	Staff and volunteers	<p>Staff and volunteers must be in-house trained in the use of all hand tools. Gloves should be worn when using sharp tools.</p> <p>Gloves not to be worn when using swinging hand tools on</p>	<p>Severity of hazard: Serious</p> <p>Likelihood of event: Remote</p> <p>Adequacy of controls: Good</p>	

		the hand holding the tool. Hold the gloved hand away from area to be struck. Store and transport tools with protective cover. Maintain a safe working distance when using the tool.		
Noise	Staff and volunteers	Ensure any machinery is within the recommended noise limits (stated in the manufacturer's handbook) and is checked annually. Wear ear defenders (to specification stated in description) when working with or near noisy machinery. Record individual user hours if using machinery regularly.	Severity of hazard: Moderate Likelihood of event: Remote Adequacy of controls: Good	
Electric shock	Staff and volunteers	All equipment must be PAT tested annually. Electrical equipment and plug sockets should be kept dry. Staff must be aware of position of mains off switch.	Severity of hazard: Extreme Likelihood of event: Remote Adequacy of controls: Good	
Vegetation and animals				
Insect bites and stings	Staff and volunteers	Staff to have full list of volunteers and staff that are susceptible to stings. Staff and volunteers to carry medication on person where required (e.g. epi-pen).	Severity of hazard: Extreme Likelihood of event: Remote Adequacy of controls: Good	
Vegetation scratches or cuts	Staff and volunteers	Ensure that correct PPE (including gloves) is worn and skin is covered. First aid kit available.	Severity of hazard: Moderate Likelihood of event: Remote Adequacy of controls: Good	
Damage to eyes from twigs/canes etc (for example when hedge planting)	Staff and volunteers	Protective glasses should be worn if appropriate. Care to be taken when working with whippy branches /material and in close proximity to others.	Severity of hazard: Moderate Likelihood of event: Remote Adequacy of controls: Good	
Exposure to irritant plants	Staff and volunteers	Ensure that staff and volunteers are aware of irritant plants in the garden (Giant hogweed, blackthorn, etc). Gloves should be worn when handling these plants.	Severity of hazard: Serious Likelihood of event: Remote Adequacy of controls: Good	

Diseases				
Legionella	Staff and volunteers	Taps must be labelled as non-drinkable where appropriate.	Severity of hazard: Extreme Likelihood of event: Remote Adequacy of controls: Good	
Weil's disease (Leptospirosis)	Staff and volunteers	Gloves should be worn during all activities and protect any skin wounds with a waterproof dressing. Hands should be washed before eating or drinking.	Severity of hazard: Serious Likelihood of event: Remote Adequacy of controls: Good	
Tetanus	Staff and volunteers	Gloves should be worn during all activities and protect any skin wounds with a waterproof dressing. Advised that all staff and volunteers should have up-to-date tetanus inoculations.	Severity of hazard: Extreme Likelihood of event: Remote Adequacy of controls: Good	
Salmonella – fatality/ill health	Staff and volunteers	All staff to be aware of the risks when working in areas with cat/dog faeces could be present; Suitable PPE is worn; Wash hands before eating.	Severity of hazard: Serious Likelihood of event: Remote Adequacy of controls: Good	
Zoonotic infections (inc. avian flu, salmonella, & others) Ill health through infectious disease/fatality	Staff and volunteers (especially if you come into contact with wild birds)	Protective clothing worn where appropriate; Cover all cuts and broken skin with waterproof plasters before and during work; Wash hands after handling contaminated clothing and other materials before eating or drinking; Consult your doctor if symptoms of leptospirosis occur	Severity of hazard: Serious Likelihood of event: Remote Adequacy of controls: Good	

Litter	Staff and volunteers	<p>Wear PPE (Latex gloves). Use litter picker. Do not eat, drink or smoke while handling waste. Wash hands as soon as possible. Hypodermic syringes should only be handled by an appropriately protected member of staff to remove to a sharps container. Clearance of hazardous waste should be left to specialist contractors.</p>	<p>Severity of hazard: Serious Likelihood of event: Remote Adequacy of controls: Good</p>	
--------	----------------------	---	---	--

Safeguarding Procedure:

We will have a trained designated Safeguarding Lead on site who can be contacted in the event of an incident or concern, along with the necessary incident reporting procedures. This is currently Anthony Harvey facilities@redbrickbuilding.co.uk. In the event of an incident or concern, please inform a member of project management in the first instance.

Volunteer complaints and disciplinary procedure:

We want to make sure everyone feels included and happy in their volunteering roles. In the unlikely event of a complaint by, or about, a volunteer we have some procedures for dealing with the situation in a fair manner. If you have a complaint against a member of staff or another volunteer, speak to one of the Project Leads. Our preferred approach is always one of facilitated mediation where possible. If the issue can't be resolved, we have a volunteer complaints procedure which can be referred to. This can be found in the office. If someone (volunteer, staff member, client or member of the public) has a complaint about a volunteer or their work, they should discuss it with the volunteer and Volunteer Coordinator (and/or one of the Project Leads). This discussion might highlight training needs, extra support or supervision, or a change of role. If the problem can't be resolved, we have a disciplinary procedure which can be referred to.

Evaluation:

In order to offer the best volunteering experience, improve how we work together and operate as a project and to measure our social impact; we will periodically invite you to fill out an evaluation questionnaire. We really appreciate your feedback on these occasions as it also supports us when applying for essential grants and funding.

Our overall approach to behaviour is one of trust and individual responsibility, aligned with the group agreements set out in the Values section earlier on in this handbook. However, with an eye on safeguarding there are a few basic do's and don'ts we have outlined here:

Please Do:

Join us for an induction and refreshments when you arrive for your first volunteer session

Wear weather appropriate clothing and protective shoes when working on the land

Drink plenty of water and keep hydrated

Respect other people's opinions – even though they may not sit with your own values

Speak to a member of staff if you're uncomfortable in a situation and feel unable to voice this

Join us for a shared lunch on volunteer days

Follow our safeguarding procedure

Feel free to bring your own drink and snack, taking any litter away with you

Make us aware if you're feeling unwell at any point

You're best to stick to the session hours of 10-4

Try to avoid smoking breaks outside of session breaks & use the sand bucket located () for cigarette ends

Enjoy your time working alongside volunteers from the wider community

Talk to staff if you have any queries – or if anything is unclear

Please Don't:

Bring alcohol or drugs onto site or arrive under the influence or such

Use offensive language

Work in the garden without a top

Smoke or vape on the land outside of the designated smoking area.

Enter the office without clearing it with a member of staff

Offer/accept money, electrical household goods, food parcels to/from each other, even if offered

Arrive before 10am or stay after 4pm, this is time dedicated for the staff team for focused work, planning, meetings and appointments.

Intervene if there is a dispute on the land – (alert a member of staff)

How do I register?

If you have read through this handbook, and would like to register, please contact the office on info@bridiesfarm.org.uk and request a volunteer registration form. Alternatively, we look forward to meeting you at one of our events!