

St Ives Community Orchard CIC

Volunteer Policy and Code of Conduct



Statement of intent

St Ives Orchard CIC defines volunteering as the commitment of time and energy for the benefit of society and the community. It is unpaid, undertaken freely, and by choice.

The CIC comprises various roles: Directors, Members, a management committee with a Chair, Secretary, and Treasurer, along with Project Managers, Work Party Team Leads, and Work Party Participants. All these roles are undertaken voluntarily.

This Volunteer Policy recognises the significant contribution made by volunteers and provides a framework for supporting them.

How we will try to do this

To achieve this, we commit to the following actions:

Operating with clear values

- The St Ives Community Orchard and Penbeagle Nature Reserve have been entirely created and maintained by volunteers since its inception in 2013. The formation of St Ives Orchard CIC in 2021 aimed to provide structured support for the land and the dedicated volunteers who work hard to create this wonderful space for the community and wildlife to enjoy.
- St Ives Orchard CIC, a Community Interest Company limited by guarantee, operates as a not-for-profit entity. Any generated profits are reinvested to further its mission, vision, and aims, such as funding new projects, educational initiatives, events, and staffing for the benefit of the project and the community at large.
- St Ives Orchard CIC deeply values the hard work of volunteers in creating and maintaining this remarkable space. Volunteers reflect the interests and needs of our community, bringing unique perspectives, skills, experiences, and enthusiasm.

Creating a safe and supportive environment

- The organisation aims to provide a volunteering experience where volunteers feel safe, valued, and supported. Volunteers are expected to conduct themselves with common decency, honesty, integrity, and in good faith.
- We promote and strive to follow the RESPECT Code of Conduct - adapted from Greenpeace UK¹

Respect

We show respect for the environment and for each other. This includes valuing each other's time, privacy, opinions and personal space. Individuals take personal responsibility for their actions in their St Ives Orchard role.

Environment

Protecting the environment is one of our core values – we lead by example. This involves avoiding waste (including food waste), using ethical and sustainable products, minimal use of fossil fuels, leaving no trace, not littering, recycling, reusing.

Safe

We nurture a space where every member feels part of the team and feels safe in the St Ives Orchard environment, both in terms of safe working practices and not feeling intimidated, bullied, victimised, sexually pressured or harassed – whether through word or action.

Peace

As part of the St Ives Orchard community we demonstrate a positive non-violent, non-aggressive attitude. There is no place for anger or violence in St Ives Orchard, including in our online presence. Temporary conflicts are dealt with calmly and quickly.

Equality

We actively work for every community member to feel included and not discriminated against due to age, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour,

¹ <https://docs.google.com/document/d/1rjt0vzbq6OMgxtcgQA60gMeXdgBRDdXr9l3-13fdB8/edit>
St Ives Community Orchard Volunteer Policy and Code of Conduct / Pg 2 / Version date: April 2024

nationality, ethnic or national origin, religion or belief, sex, sexual orientation - 'protected characteristics' as outlined in the Equality Act 2010 - or any other aspect that could result in their being discriminated against purely because they have such characteristics.

Care

Being part of the St Ives Orchard community means ensuring the well-being of others. This means taking care of each other, supporting each other, being honest with each other and being open to others' needs. It also means taking care of St Ives Orchard property, finances, images, messages and reputation.

Trust

Members of St Ives Orchard community are able to trust one another. They can also trust St Ives Orchard to provide relevant, timely and appropriate support, resourcing and training.

- Sensitive information disclosed by other volunteers during volunteering sessions should be treated confidentially.
- Social media should be used cautiously, and abusive comments about other volunteers or the organisation on social media will not be tolerated and may result in disciplinary procedures.

Promoting volunteer involvement, supporting and protecting volunteers

- St Ives Orchard CIC is committed to involving all sections of the community as volunteers and promotes opportunities widely throughout St Ives and neighbouring areas.
- The organisation implements a fair, effective, and transparent recruitment and selection process, treating all collected information confidentially.
- The organisation is committed to creating a diverse and inclusive environment, ensuring equality of access to a variety of volunteer opportunities and equality of treatment for all volunteers in its policies and practices.
- St Ives Orchard CIC identifies meaningful roles for volunteers that complement the organisation's work.

- St Ives Orchard CIC endeavours to provide adequate and appropriate facilities, equipment, and resources to enable volunteers to fulfil their roles effectively.
- St Ives Orchard CIC reimburses volunteers' out-of-pocket expenses if agreed beforehand and supported by proof of expenditure.
- A comprehensive risk assessment is conducted to identify potential risks to volunteers. Strategies are then implemented to mitigate these risks, and formal risk assessments are prepared for all activities.
- Volunteers with St Ives Orchard CIC are fully covered by the organisation's public liability and personal accident insurance. However, if they use their cars in connection with their voluntary work, they must inform their insurance company to ensure adequate and continued cover.

Providing supervision and training

- St Ives Orchard CIC is committed to supporting and enhancing the effectiveness of volunteers. They are provided with relevant training to perform their roles safely and may be offered additional training courses relevant to their responsibilities.
- At each work party, the Work Party Team Lead is responsible for overall management and support of the Work Party Participants. They have experience in managing, supervising, supporting, and training volunteers.
- Volunteers are properly briefed about the activities to be undertaken and provided with all necessary information to perform them confidently.
- Access to organisational policies is outlined, and volunteers are given the opportunity to discuss any issues with the Work Party Team Lead and Project Managers.
- All volunteers are provided with contact details of Emergency Contacts, First Aiders, Safeguarding Officers, and Directors to address any volunteering issues.

Encouraging volunteer communication, feedback and recognition

- St Ives Orchard CIC recognises the fundamental role volunteers play at every level of the organisation and endeavours to seek their ideas and opinions.

- Open communication is encouraged through various channels, including a WhatsApp group, regular email updates, social media platforms, and meetings open to all volunteers.
- An annual volunteer survey is conducted via email and an online form to gather feedback. St Ives Orchard CIC values volunteers' feedback, concerns, or grievances, which can be submitted at any time through the feedback form on the website: <https://www.stivesorchard.co.uk/feedback/>
- Records are maintained of the work carried out, detailing volunteers' attendance and participation in each work party, event, or activity.
- Time credits are issued for hours worked as a volunteer to those registered with Tempo Time Credits. This scheme rewards volunteers for their contributions with credits that can be redeemed for various community, cultural, and leisure activities.
- St Ives Orchard CIC actively seeks opportunities to recognize volunteers' contributions and express appreciation for their work, both formally and informally.
- Both volunteers and the organisation agree that the intellectual property rights of original work produced by volunteers automatically transfers to the organisation.

Adhering to this Policy

This policy is relevant to anyone who volunteers or works with St Ives Orchard CIC, or is involved in events and activities.

The policy is available either on request or on our website.

Please email admin@stivesorchard.co.uk with suggestions as to any interventions/actions that could help us to implement this policy as effectively as possible, or to report any activities that may cause concern.

St Ives Orchard CIC will then endeavour to address and resolve any issues raised within 30 days.

Date Policy Updated: April 2024

All St Ives Orchard CIC policies will be reviewed at least every two years and updated when necessary to reflect changes in statutory requirements and best practice guidance.

Please note - the following terms are used in St Ives Orchard CIC policies

St Ives Community Orchard Volunteer Policy and Code of Conduct / Pg 5 / Version date: April 2024

St Ives Community Orchard CIC: also sometimes referred to as St Ives Orchard CIC or the organisation.

Volunteers: Directors, Committee Members, Project Managers, Work Party Team Leaders and Participants, and various other roles.

Partners: those with whom we work.

Contractors and suppliers: those who may work for us or provide services to us.

Participants: anyone participating in activities and events.