

Greenfield Valley Trust

VOLUNTEER POLICY



This policy presents the commitment of the Greenfield Valley Trust to working with volunteers and is applicable to all roles. The main aims of this policy are:

- To describe the role of volunteers within outline expectations for both staff and volunteers
- To ensure staff appreciate the value of volunteers
- To ensure volunteers feel valued and supported

The policy will be available to all Greenfield Valley volunteers and staff and can be found at the Greenfield Valley office. Our Policy on Volunteering is in a process of continual development through consultation with volunteers, staff and our Service Level Partners. It sets out our vision, commitment and values for volunteering.

About the Greenfield Valley Trust (GVT)

Greenfield Valley is a 70 acre heritage park open to the public who enjoy access to the recreational and educational facilities and experience the wildlife and historical monuments and sites. GVT is a charitable organisation that provides certain services at Greenfield Valley under a formal agreement with Flintshire County Council.

How volunteers are integral to helping GVT's achieve its aims

Volunteers are an integral part of GVT's activity, with many projects sustained predominantly by volunteers. The time, experience, knowledge and skills that volunteers offer is highly valued by staff and Flintshire County Council. It is GVT's aim that volunteers gain satisfaction from their time working with us and that the relationship is one of mutual benefit.

The Trust's commitment to volunteers

Our aim is that volunteers:

- are offered choices for how to get involved and how much time is given;
- are welcomed as part of the team and providing an induction to the services offered;
- gift of time, skills and experience is carefully matched to a need of the Greenfield Valley Trust;
- are provided with a nominated member of staff or volunteer to serve as a main point of contact and support and know to with who to talk to if there are problems;
- clearly understand their volunteering role and how it fits in;
- are given information about the Trust's work;
- volunteer in an environment with safe volunteering conditions, reasonable insurance protection and confidentiality of personal data;

- are provided with appropriate training and encouraged to learn and develop within their role;
- are offered a wide range of benefits for volunteering
- are consulted with opportunities to feedback and pass their experiences on to others;
- receive constructive feedback and have opportunities for regular reviews;
- be part of an organisation that is seeking to be diverse and inclusive;
- are valued, acknowledged and well supported;
- are free to stop volunteering and can say 'no' at any time!

What the GVT expects from volunteers

As a volunteer we ask that people:

- take an interest in their role, and the Trust's aims and objectives;
- maintain good relations with other volunteers, staff and visitors;
- let us know if you cannot make your volunteer day/activity in advance whatever the reason;
- help care for the Trust's assets, be they objects, the natural environment, or its reputation for welcoming visitors;
- to behave in a responsible and professional manner and adhere to GVT's policies and procedures whilst volunteering on behalf of GVT and its sponsors;
- take part in recommended training and meetings;
- uphold relevant policies and practices, including those on volunteering health and safety, volunteering with children and young people, and equal opportunities;
- respect decisions taken by members of staff;
- act as an ambassador for the Greenfield Valley Trust and respect the need for confidentiality: to give honest feedback, ask for help if it is needed and contribute ideas for improvement;
- to never undertake a task that they are uncomfortable doing or are not trained or capable of doing;
- to be accountable and accept constructive comments
- to undertake volunteering safely and report any concerns immediately.

Becoming a volunteer

Volunteers need to complete an application form including a reference which will be followed by an informal meeting to discuss volunteering possibilities. At this meeting we will discuss suitable role/s and the frequency of volunteering. If our roles do not match the volunteer's requirements we will try to find something that suits but this may not always be the case. Volunteers will receive an induction that is appropriate to their role. We will keep in touch regularly to see how volunteers are getting on and if they are happy with their experience.

On the rare occasion that it is decided that we are unable to offer a volunteering opportunity, other organisations may be suggested that are deemed more appropriate.

Volunteers will be asked to supply any relevant personal information such as related experience or any medical conditions which may impact upon the type of work offered.

Voluntary roles

There are a range of voluntary opportunities available with GVT, the details of which can be found in Appendix 1. These cover the activities undertaken, and the support and benefits available. They can be found on the GVT's website, from the office, or on request. Volunteers are welcome to take on one or a combination of these roles or suggest other potential roles.

A gift relationship

Our staff/volunteer partnership is one of mutual support and benefit. Our staff provide the framework, organisation and forward planning; volunteers offer skills and experience, time and support needed to enable the Trust to function on a daily basis.

Volunteers enjoy a 'gift relationship' only and are not obliged to attend or do the tasks provided. Likewise, the Trust does not provide regular work or payment for any voluntary activity. Our arrangements with volunteers are binding in honour only and not intended to create a legally binding contract.

Volunteers can become involved at any level of the Trust's work in many different ways: from those requiring specialist skills to others where energy and enthusiasm are the only qualifications. Volunteers decide and agree their commitment with us.

GVT wishes to avoid any risk that our relationship with our volunteers is perceived as contractual. For GVT our volunteers do not have 'a contract' or 'a job' with us with 'requirements' but they have 'an agreement' and 'a role' with us which comes with 'expectations' of them.

Reimbursement of travel costs

GVT recognises that volunteers are making a great contribution to the Greenfield Valley by donating their time. We also recognise that, although many of our volunteers live close to the Valley and that some volunteer roles can be carried out from home, for others there is a further cost – that of travelling to the Valley to undertake their volunteering. This can be particularly challenging for those on low incomes.

In the past GVT has not reimbursed travel costs to volunteers but, as part of our review of volunteering under our new 10-year strategy, we have decided that we will do so as this may be a barrier to volunteering. The GVT will reimbursing travel expenses to volunteers that are Flintshire residence for the cost of public transport to volunteer. The frequency of volunteering must be agreed with Greenfield Valley Staff in advance. Costs for other volunteers who reside outside of Flintshire will be determined on a case by case basis. An expenses claim form must be completed together with the proof of travel costs and handed in to the Visitor Centre. The policy to reimburse expenses will be reviewed on an annual basis.

We know that some volunteers may wish to donate these expenses back to the Valley but, we are glad to offer support to access our volunteering opportunities to everyone. Facilities for making free

hot drinks are available. Any particular barriers to volunteering faced by individuals due to their health or circumstances will be considered by the Trust on a one-off basis. Costs incurred in trips in a volunteer's own car on agreed duties will be reimbursed in accordance with HMRC's Approved Mileage Allowance Payment (AMAP).

Volunteers receiving state benefits

People are allowed to volunteer while claiming state benefits, including means-tested benefits such as jobseeker's allowance (JSA), incapacity benefit, income support, employment and support allowance (ESA), and Universal Credit without their state benefits being affected. GVT welcomes volunteers who are receiving state benefits.

GVT is happy to provide a written statement verifying the volunteer nature of roles and clarifying that paid employment is not being provided. (This may be particularly relevant to those on disability benefits.)

National regulations allow a person to volunteer as many hours as they like while they are in receipt of benefits, as long as any payments they receive are only to cover verifiable costs incurred in travelling to, or carrying out, the volunteer activity.

Welsh Language

GVT is committed to ensuring that the Welsh language is as visible as the English language to customers and Valley users so that first language Welsh and English speakers have the same welcoming experience. The aim is to develop our approach to recruiting Welsh speakers across all our volunteering roles, as well as to specific roles to help us improve our Welsh language culture as an organisation. In doing this we will use the steps identified in the Mentrau Iaith Cymru publication - Welsh Language Volunteering Framework ([Welsh Language Volunteering Framework - Third Sector Support Wales](#)).

Equalities and Diversity

'Equality' is about treating people fairly, ensuring that they have equal access to opportunities and resources, 'Diversity' is about celebrating difference and creating an ethos which values and welcomes the uniqueness of individuals and counteracts prejudice. 'Inclusion' ensures that people feel welcome gaining a sense of belonging and support.

At GVT we believe that no one should be treated less favourably than anyone else because of their gender, marital status, age, race, ethnic or national origin, religion or belief, disability or sexual orientation. We respect and value diversity and will do everything we reasonably can to make sure volunteering opportunities are available to all. We want our customers to see that our organisation actively embraces the variety that exists across society.

In this regard we will consider our methods of advertising, interviewing, communication, training and supporting volunteers to try to ensure that we are genuinely an organisation open to all.

In the interests of their own care and safety volunteers under the age of 16 must be accompanied by a responsible adult. Those aged between 16 and 18 can volunteer unaccompanied with the consent of their parent or guardian.

The care and support needs of vulnerable people over the age of 16 who wish to volunteer will be considered and agreed on a case-by-case basis. This may require vulnerable people to be accompanied by a carer. Following discussion the agreed approach will be confirmed in writing.

We will do all we reasonably can within the restraints of our historic site and budgets to provide the aids and facilities required to enable anyone to volunteer with us. We will work with the potential volunteer, and their carer or guardian where appropriate, to facilitate the volunteering they are interested in.

Asylum Seekers

GVT recognises that, for asylum seekers, volunteering can provide an opportunity to meet new people and undertake meaningful activity whilst being unable to work (The vast majority of asylum seekers in the UK are prohibited from seeking employment, but they are legally allowed to volunteer.)

Volunteering also provides asylum seekers with the opportunity to learn more about their new community, practise their English, use their existing skills or develop new ones and to secure an up to date and UK-based reference, which may be useful when trying to secure a job. It is Home Office policy to support asylum seekers volunteering for charities or public sector organisations and the Trust welcomes asylum seekers to consider our volunteer roles. GVT's commitment in respect of asylum seekers becoming volunteers is consistent with Holywell's, and Flintshire's, support for the 'City of Sanctuary' vision that 'the UK will be a welcoming place of safety for all and proud to offer sanctuary to people fleeing violence and persecution.'

The Trust is aware that the difficult life that has led asylum seekers to flee their homeland means that extra care must be taken in asking about their past and supporting them in their new life. It is acknowledged that it may not be possible for the potential volunteer to be able to provide references from previous roles.

Recording volunteer hours

The Trust wishes to keep an account of the hours donated to the site by volunteers. This adds to their value by demonstrating the volunteer contribution both to the Valley and to the individual. The Trust can use this information to support applications for grant funding whilst for individual volunteers the information will support the provision of references from the Trust and serve as a reminder of their contribution for use in job applications or other similar situations.

Insurance

Insurance in the Greenfield Valley Heritage Park is delivered through Flintshire County Council which owns the site and employs the staff. Whilst engaged on agreed voluntary activities for GVT, volunteers are insured in exactly the same way as a normal, full time, paid Flintshire County Council employee for the purposes of both Employers and Public Liability Insurance. As such, the standard Employers and Public Liability policies give the same protection to volunteers as they would to any other employee.

Flintshire County Council also holds Public Liability cover, which applies whilst volunteers are participating in agreed activities. This Public Liability policy affords an indemnity to individual volunteers in respect of their legal liability for third party injury or third party property damage.

Flintshire County Council's insurance policies do not give any cover in respect of loss of or damage to personal property belonging to such volunteers. These items are the responsibility of the individual volunteer.

Where the volunteer is using their own motor vehicle to deliver the agreed voluntary activities, it will be the responsibility of the volunteer to ensure that all relevant motor insurance is in place and that this covers the particular activities involved. It is the responsibility of all volunteers to check that their own Motor Policy covers them for the volunteering activities concerned. Costs incurred in trips in a volunteer's own car on agreed duties will be reimbursed in accordance with HMRC's Approved Mileage Allowance Payment (AMAP).

Health and safety

GVT recognises our duty of care towards our volunteers, and it is of paramount importance to us to keep them safe. The fact that we have an obligation to protect them under legislation (section 3 of the Health and Safety at Work etc Act 1974) does not increase the obligation we already feel to ensure their safety.

Analysis of the risks to the safety of our volunteers is a two-stage risk assessment process:

1. An overall risk assessment for our volunteer programme
2. Smaller individual risk assessments for the particular volunteer roles

GVT take all reasonable steps to ensure the health and safety of all our volunteers. We are committed to providing and maintaining a safe and healthy working environment and to giving volunteers appropriate induction, training and supervision to maintain everyone's health and safety.

As part of the induction, volunteers will receive health and safety information and training specific to the role. Volunteers will be asked to confirm that they have undertaken and understood this training and that they are therefore aware of, and will adhere to, the health and safety measures that are required for their volunteering role.

Health and safety awareness is imperative and adhering to the following basic rules can assist this:

- Do wear suitable clothing and footwear for the role. Staff may not be prepared to allow you to do some tasks if you are not dressed safely for the task.
- Do keep all volunteering areas tidy for your own safety and the safety of others
- Do take particular care when lifting – use both hands and make sure to bend at the knees. If it is thought that an item is going to be too heavy or awkward stop and ask another member of staff for assistance.
- Do take frequent short breaks if volunteering in front of a computer screen
- Do ensure good ventilation when using any chemicals
- Do not use stepladders if working alone
- Do not leave filing cabinet drawers or cupboard doors open
- Do not allow cables to trail across the floor

- Do not block doorways or aisles
- Do not wedge open fire doors

Tasks that should not be completed unless trained:

- Working at Heights
- Pesticides
- Abrasive Wheels
- Chainsaw work
- Use of a Chipper
- Chop saw
- Nail Gun
- Driving of Vehicles
- Braker Dill

Only Flintshire Council Staff are permitted to drive the vehicles.

Care of the museum collections

Volunteers must also be aware of the needs of the museum collections. Each object in the museum is important and valuable in its own way and we have promised to care for it in perpetuity. Volunteers must follow the guidelines given below to help us adhere to this promise:

- Do not enter the museum stores without a Museum Keeper (unless given permission by one of them.)
- Never handle a museum object unless told to do so
- Always handle objects with clean hands. Some objects need to be handled with gloves so please wear these if instructed to do so
- Always use both hands when lifting objects
- Never pick up an object by its handle or any other protruding part
- Always support an object by its base
- Remove sharp-edge jewellery before handling objects
- Ask for help if ever uncertain about handling an object

Medical conditions

If a volunteer has or have had any medical conditions, illness or injury that may affect them or others while volunteering with us, or if there are any changes to their health that we should know about, please let us know. The information provided is strictly confidential.

Problems or complaints

If a volunteer has a problem or concerns they should, in the first instance, speak to their staff contact, who will make every effort to settle the issue fairly and amicably. However, if they do not feel the matter is resolved satisfactorily, they should contact a member of the management team who will take the issue further. As part of the problem solving procedure we ask that volunteers provide feedback to help us improve the way we manage and support our volunteers.

On the rare occasion that there is a problem with a volunteer's behaviour or contribution, we will discuss the issues with the volunteer, and agree steps to address them. These could include additional role training or increased mentoring. However, if concerns cannot be resolved, we may have to end that person's volunteering relationship with us.

In the case of a serious act of misconduct (violence, theft, drug or alcohol abuse, harassment, safeguarding issue, non-compliance with a safety plan or risk assessments, etc.) they will be asked to leave immediately.

Security

General:

Volunteers should not

- leave personal possessions in an unsecured place
- touch any suspicious packages. Inform a member of the front of house team.
- approach anyone behaving suspiciously. Inform a member of the front of house team.

Smoking

Please note that there is a 'No Smoking' Policy throughout the site. The designated outdoor area for smoking is by the back door of Abbey Farm.

Confidentiality

As part of their role volunteers may come into contact with information that is confidential. This should not be disclosed to, or discussed with, anyone not directly connected to our work.

We will ensure that any personal information supplied to us is treated in confidence and is handled in accordance with the General Data Protection Regulations 2018. Please see our separate Privacy Policy.

Moving on

We understand that personal circumstances change. If a volunteer no longer wishes to continue in their role at any point, they are not obliged to do so. On leaving GVT, volunteers are welcome to ask for a reference or statement of their achievements. To help us continue to improve our services we will ask volunteers for feedback on their experience.

LAST REVIEWED: March 2025

If you have any questions about our volunteer opportunities or volunteer policy or you are ready to get started as a volunteer, please get in touch:

Email: info@greenfieldvalley.com

Phone: 01352 714172

www.greenfieldvalley.com

<https://www.facebook.com/HeritageHolywell/>

APPENDIX 1

GREENFIELD VALLEY MUSEUM AND HERITAGE PARK VOLUNTEER ROLES



Current Volunteer Role Summaries

1. Grounds Maintenance	
Time Commitment	To be agreed with the Ranger, corresponding to the events calendar
Assumed hours per month	Flexible
Role Summary	To assist wardens with outdoor work including assisting with fencing and pathway maintenance, project work and keeping the park clean and tidy.
Skills/Knowledge needed	Good level of physical fitness and mobility Enthusiasm for varied outdoor work in all weather Enthusiasm for conservation and habitat management A practical and logical approach to tasks

2. Litter Champion	
Time Commitment	Flexible. As and when – can be completed independently Ideal family volunteering opportunity.
Assumed hours per month	Flexible
Role Summary	To assist in keeping the Valley clean and tidy through undertaking litter picks. Material collected can be left at agreed locations.
Skills/Knowledge needed	A reasonable level of physical fitness and mobility

3. Animal Care	
Time Commitment	Usually mornings between April and October. Potential family volunteering opportunity.
Assumed hours per month	Variable
Role Summary	To assist staff with the care of the animals kept on site. Tasks including feeding and watering the animals and the cleaning of the sheds. The site usually have pigs, hens, ducks and sometimes goats.
Skills/Knowledge needed	Good level of physical fitness and mobility Enthusiasm for animals. A practical and logical approach to tasks

4. Heritage Research	
Time Commitment	Flexible - As agreed for specific research projects. Attendance at site not always required.
Assumed hours per month	Variable
Role Summary	To carry out ongoing research into the history of Greenfield Valley and the local areas to increase our knowledge of the site and assist in the planning and development of interpretation, events and school sessions.
Skills/Knowledge needed	Interest in the subject. No specialist skills needed. All volunteers will be fully trained.

5. Valley Tour Guide	
Time Commitment	Tours are provided twice a month during the summer season. Additional group booking tours will also take place.
Assumed hours per month	4 (as part of a group of individuals)
Role Summary	To lead heritage guided walks around the Valley.
Skills/Knowledge needed	Tours guide training is provided. People are requested to register their interest and will be enrolled on the next available training sessions. It is possible to also shadow existing Valley Tour Guides .

6. Heritage Railway and Steam Museum	
Time Commitment	Steam Working Sessions; once a month Museum Open Days: Once a month, Sundays, 12noon-3pm Maintaining and developing the museum and preparing for open days at times to be agreed.
Assumed hours per month	Variable
Role Summary	Maintain the Museum, its artefacts, and displays. Interest in Local Railways, and, Industrial Archaeology, desirable, full training available.
Skills/Knowledge needed	. Engineering skills and interest in the subject useful We are looking for someone with specialist knowledge of Roby Mill Engines for a forthcoming project. Support also welcome from interested people with No specialist skills, full information and training given.

7. Historic Machinery – Steam Boiler	
Time Commitment	To be agreed with the lead Steam Boiler volunteer, corresponding to the events calendar and projects.
Assumed hours per month	Variable
Role Summary	This role can include a number of different tasks. Helping to run the historic machinery, greeting visitors and talking about the machinery and general up keep of the areas.
Skills/Knowledge needed	No specialist skills needed. All volunteers will be fully trained.

8. Historic Gardens	
Time Commitment	Every Thursday Morning 10:00 – 12:30
Assumed hours per month	8
Role Summary	Working with other Garden volunteers to create and maintain the historic gardens linked to the site
Skills/Knowledge needed	No specialist skills needed although reasonable physical fitness as some lifting and moving is required. Interest in plants and Historical gardens useful. All volunteers will be fully trained.

9. Family Activities / Events	
Time Commitment	To be agreed with Lead Co-ordinator, corresponding to the events calendar
Assumed hours per month	Variable
Role Summary	Helping with family activities at Greenfield Valley, including preparing resources, assisting with the delivery of activities and engaging with families.
Skills/Knowledge needed	No specialist skills are needed. Experience of working with children is preferred but not necessary. All volunteers will be fully trained.

10. Historic Machinery – Forge	
Time Commitment	To be agreed with the lead Blacksmith volunteer, normally Tuesdays 10am – 3pm.
Assumed hours per month	Variable
Role Summary	This role can include a number of different tasks. Helping at the forge, greeting visitors and talking about the process and general up keep of the areas.
Skills/Knowledge needed	GVT aspires to develop a full blacksmith training programme in the future.

11. Schools Learning Assistant	
Time Commitment	To be agreed with Co-ordinators, corresponding to the events calendar
Assumed hours per month	Variable
Role Summary	To assist the main staff member delivering the learning sessions to prepare for the session, set up and tidy after the session and to help small groups with different tasks and activities.
Skills/Knowledge needed	It would be an advantage if you have worked with children before

12. Trustee	
Time Commitment	Board meetings every two months with papers to be read in advance Variable additional time commitment in attending partnership and working groups and promoting and delivering activities to secure delivery of the 10-year strategy
Assumed hours per month	6
Role Summary	Strategic role planning for and securing delivery of activities and projects to maintain and improve the Heritage Park.
Skills/Knowledge needed	Familiarity with strategic working Specific skills as identified by the Board and detailed in adverts

13. Museum Care Team	
Time Commitment	Once a month (usually the 2 nd Wednesday of a month)
Assumed hours per month	2.5
Role Summary	A volunteer team to help clean, monitor the condition and care for museum objects, training session provided.
Skills/Knowledge needed	Training will be given – but a careful approach is needed to deal with museum objects.

14. Fishing	
Time Commitment	Variable
Assumed hours per month	2.5
Role Summary	A volunteer group to assist with the development of community fishing at the Valley and take care of the fishing peg area.
Skills/Knowledge needed	Knowledge about fishing would be advantageous. Training will be given in some circumstances.

Appendix 2 Other Matters

Flintshire Staff as volunteers

GVT will only accept Flintshire county council paid staff in voluntary roles where these roles are substantially and clearly different to the paid work that the employee carries out for the authority, This avoids any possibility of confusion as to whether the voluntary work is an extension of their paid role with consequent potential implications for National Minimum Wage and Working Time Regulations.

Data Protection and Volunteers

Details of volunteers will be kept in order to manage their volunteering. This will constitute personal data which will be stored on a computer and so it will be treated in accordance with the principles of the Data Protection Act, that is all personal data will be:

- used in a fair and lawful way
- collected for a lawful reason and not be used for anything that is not part of this reason
- adequate, relevant and not excessive for the reason for which it was collected
- accurate and kept up to date
- not kept longer than needed
- collected and stored in ways that respect the data subjects' rights
- kept with appropriate security measures.

Volunteers are asked to consent to the storing of their data as part of their sign-up and induction to their volunteering roles. At this stage they are informed about what information is stored, for what purpose and who can access it. They will be able to see any information that is stored about them as individuals.

Particular care is taken to comply with the requirements of the Data Protection Act in the case of vulnerable volunteers or those with a sensitive background (e.g. medical history of vulnerable people, criminal records)

Information about volunteers will be reviewed on an annual basis and records no longer required will be removed.