

2019



Handbook

The Treneere Community Space (WAC HQ)

m: 01736 369772

e: info@wholeagaincommunities.co.uk

w: www.wholeagaincommunities.co.uk

Personal Information

Your Name:

Your Role:

Working Hours:

Supervisor:

Office Manager: Helen Kestle (wages/timecredits)

hkestle@wholeagaincommunities.co.uk

WAC Landline: (01736)369772

What to do if you are unable to attend:

Please let your supervisor know by posting a message on the WAC Chat or by calling your supervisor on the above number.

Introduction

Thank you for your interest in Whole Again Communities.

*Everyone is a valued and vital part of our organisation and we are only as good as the people who share their time and skills with us. We hope being involved with **Whole Again Communities (WAC)** will bring you many rewarding and challenging experiences personally and professionally. Most importantly, you will be making a valuable contribution to your community and improving the quality of life of everyone touched by the organisation.*

WAC will provide you with training so that you are confident in your particular role. We will also access extra training through other training providers so that we can maintain a well-trained team.

Whole Again Communities - Aims

- To be a leading provider of activity-based practical, community activities.
- To organise friendly and welcoming opportunities for the people in our community which will attract and motivate people to achieve their potential.
- To be open, honest, fair and transparent in all that we do and to integrate these values into every aspect of our operation for the mutual benefit of people in our community and our stakeholders.
- To provide friendly, fun opportunities and support to improve their own health, help alleviate food poverty and manage on a limited budget whilst progressing to training, employment and self-employment.
- To respect the confidentiality of all participants.

Our Commitment to everyone

We will do our best to:

- Introduce you to how **WAC** works and **your role** with us and to provide regular support, encouragement and opportunities so that you can become involved with us and have your say about how **WAC** develops
- Provide opportunities for you to tell us if you are happy in your role.
- Respect your skills, dignity and individual wishes and to do our best to meet them.
- Provide relevant resources so that you are confident and able to carry out your role with **WAC**.

- Consult with you and keep you informed of all developments within the project that may affect you.
- Apply all relevant policies and procedures.

Our team runs our **Souperfoods Open House, Repasir Cafe, Gardening**, and other activities, including excess food distribution, from our **centre** at:

- **The Treneere Community Space, Colinsey Road, Penzance TR18 3NZ**

Whole Again Communities – Overview

We have many years experience in supporting people in communities, training and the delivery of volunteer led community initiatives. Our professional experience includes working as a training and employment provider.

- **Whole Again Communities CIC** was established in Sept 2013 and secured initial funding from **Unltd** and the **Community Chest Fund**.
- Since then we have gained funding from various grant awarders to run Soup, Socialising and Self-care workshops for people who want to improve their health and may want to volunteer for **WAC**.

WAC aims to deliver friendly services that help people in communities who are unemployed, providing social contact and general support through companionship, self-care and ideas about living on a budget.

Our Activities

1. **We run Soup Socialising and Self Care Sessions** at our centre on the **Treneere Estate** – We are developing partnerships with local projects and organisations to use surplus food and spare community kitchen spaces to run **Stone Soup** events
2. **WAC** volunteers run a weekly **Superfoods Open House** every week on the Treneere Estate where we make and serve FREE soup and other superfoods to people in the community.
3. **Healthy eating and Growing Food on a budget workshops** - We run workshops to support people in our community to eat more healthily on a shoe string budget.
4. **Distribution of excess produce** from our base at the Treneere Community Space.

5. **The development of an ethical sustainable healthy food company** – We will harness the work skills and professional knowledge of staff and volunteers to enhance and support the delivery of local projects.
6. **The Repair Cafe** – A weekly open house where we support people to repair and reuse any items they bring along. We also teach new skills such as basic carpentry, painting and refurbishment.

Public Liability Insurance

All WAC participants are covered by a comprehensive policy. To view the policy, or ask any questions relating to insurance and personal liability, please check online.

Policies and Procedures

The cost of producing all the policy and procedure documents is quite prohibitive and so all relevant documents can be accessed from our website or downloaded via email:

- ***Health and Safety***
- ***Confidentiality***
- ***Lone Working***
- ***Equality and Diversity***
- ***Grievance and Complaints procedures***
- ***Safeguarding of Vulnerable Adults***
- ***Child Protection***
- ***Environmental***
- ***Data Protection***

Monitoring and Evaluation

As we source most of our funding from grant providers we need to provide evidence of **WAC** activities and effectiveness for them. It is important that we document what we do in a variety of ways. The most effective way of illustrating what we do, and the need for it, is by capturing the participants' voices. We will do this with monitoring forms, evaluations of activity, questionnaires, photographs, audio, video, case studies etc. All participants will need to support WAC with filling in attendance sheets, evaluation forms and all other relevant forms that capture project evidence.

Participants are only covered by liability insurance when project business has been documented. This applies to attendees, staff and volunteers

Public and Social Events

From time to time we are involved in community events such as festivals, fairs, school activities, faith and other group activities. These are fantastic opportunities to raise our profile to other support agencies and to attract local interest. We will be holding fundraising events too.

We publicise our calendar of events and other information via our website which is:

www.wholeagaincommunities.co.uk

WAC can be contacted at info@wholeagaincommunities.co.uk

or by phone on 01736 369772



Health and Safety Induction

Everybody has a duty to take care of your own Health and Safety, and that of others who may be affected by your actions and work.

- This includes listening carefully, using any safety equipment that has been provided and following any relevant instructions.
- If you have any concerns about your Health and Safety, raise them with your trainer or course supervisor.
- During your induction you will be shown where the toilets are, what to do in the event of an accident and how to evacuate the building safely in the event of a fire.

Fire Procedure

Your workshop lead will show you before the start of the course where the fire exits are and where the fire alarms are situated. If you hear a long continuous bell it is the fire alarm. You **must leave the premises** by the nearest safe exit and gather at the fire assembly point with your workshop lead. A register will then be taken to ensure that everyone is present.

Everyone's responsibilities are

- To know where the fire exits are
- To know where the fire alarms are and how to use them
- To know where the assembly point is

Do not

- Delay departure to collect your personal belongings
- Shout or run when leaving the building
- Re-enter the building unless instructed to do so

Accident Reporting

In the event of an accident occurring, it must be reported to a member of staff on the premises. Where required, an accident report will be completed and forwarded to the relevant authorities.

A First Aid Kit is available if necessary. Each course will have at least one trained first aider in attendance who is qualified to administer first aid. The location of the first aid box will be shown to you as part of your induction.

Personal Property

Please keep your belongings with you as **WAC** cannot be responsible for any personal property brought with you to the workshops. Please keep bags etc. in a safe place so that nobody, including yourself, can trip over them.

Smoking Policy

WAC operates a no smoking policy at all times both in the building and outside.

Please complete this form by signing at the bottom

I have been shown where these are located in my training venue:

- Toilets and hand washing facilities
- First Aid box
- Fire alarm location and assembly point
- I know how to leave the centre in case of an emergency
- I know who to ask for first aid

Name (please print).....

Signed.....

Date.....

