



Welcome to Gavin's Mill

And congratulations on selecting one of the best volunteering opportunities in Milngavie! We are delighted that you have chosen us and will do everything we can to ensure that your volunteering experience is interesting and enjoyable. You will make new friends, learn new skills and find out lots more about what we do at Gavin's Mill and why. Volunteers are at the very heart of our organisation and it's our ambition to make sure that anyone who gives their time to us feels valued, understood and proud of the contribution they make. This handbook will explain the things you need to know about volunteering with us and will give you information which will support your volunteering role. We hope you find it helpful.

A bit of background information

Gavin's Mill is a very old building - with parts of it dating back to the 1700s when it was a corn mill. It has had many lives since then, but was opened as a Fair Trade shop and café in 2017. It's owned by the **Gavin's Mill Community Project** which is a charity, and the day to day business is run by **At Gavin's Mill**, a subsidiary trading company. If you want to know more about the history of Gavin's Mill there is more information displayed in the lobby entrance to the café and on our web site.

What do we actually do at the Mill?

Gavin's Mill started life as a Fair Trade shop and café, however over the years it has become much more than that.

In our shop we do our very best to encourage people to reduce the amount of plastic they use - our planet and our environment are very important to us.

Customers can now refill their own containers with laundry products, cleaning stuff and personal care items, thus cutting down on the use of plastic. We also

help people to reduce food waste by selling many items by weight only, which means reducing the amount of packaging people have to deal with. We encourage people to bring their own bags and containers, but if they forget, we also keep a stock of brown paper bags which they can use!

We stock many environmentally friendly household products which are not easy to find in mainstream shops.

Fair trade remains a major focus of the shop and we are very proud of our fairly traded food and crafts from suppliers in many countries. If this is of interest to you, we will be happy to give you more information - just ask!

Our café is vegetarian with vegan and gluten free options, in keeping with people's requirements today. We have non-dairy milk for people who need (or simply prefer) it. If you are working in the café you will be shown how to prepare the different coffees from our barista machine- something everyone wants to learn! As well as our vegetarian meals and snacks we also sell delicious scones and cakes, all made by volunteers in the Mill Kitchen, using locally sourced and fair trade ingredients where possible.

Here's a list of our activities:

Fair Trade and Climate Justice

- Events and producer visits
- Fair trade foods and crafts in the shop and café
- Shop priorities: fair trade, sustainable, local
- Speakers from *Gavin's Mill* visit and talk to schools, churches and community organisations and we can supply fair trade stalls on a sale or return basis.

Heritage

- In 2020 we purchased *Gavin's Mill* and grounds - raised £187K in donations, grants and legacies and £150K mortgage
- Mill renovation: refurbished the building (£60K), gardens and outdoor spaces (£25K)
- Collecting people's memories of the Mill
- Holding local history exhibitions and events

Community

- Collaborating with: Milngavie Community Development Trust, Milngavie Heritage Centre, Baldernock Garden Club, Bearsden Men's Shed, Milngavie in Bloom, Milngavie BID
- Volunteering opportunities: shop, café, events, office, kitchen, maintenance
- Charitable community events: music, art, literature, crafts, heritage and environmental issues
- Established a popular café and thriving shop - fair trade, sustainability and local products

Environmental protection

- Collaborate with local flood prevention group, Scottish Flood Forum, The Conservation Volunteers
- Watertight doors and barriers fitted to ground floor (£9.5K)
- Flood prevention
- Sustainability at the Mill
- Zero Waste refill stations in the shop

Education

- Talks and discussion events
- How-to events
- Gardening courses
- Hospitality and catering courses

Gavin's Mill Gifts

- Gavin's Mill Community Project has collected funds through Gavin's Mill Gifts for more than 20 charities and projects in Scotland and around the world.

Why do we offer volunteering opportunities at Gavin's Mill?

Volunteers are at the heart of running our business and we simply could not manage without you.

We are also keen to offer work experience to people who may need it. Some of our volunteers are still at school and keen to gain practical experience which will help them in their career choice or university application. Other volunteers may be temporarily unemployed, returning to work after a long period of absence or may have retired from work but seeking ways to put their newfound freedom to good use.

All are welcome and we have found that our volunteers bring a range of diverse skills and experience. We learn as much from them as they do from us and are constantly surprised and impressed by their enthusiasm and creativity. So don't be modest! Let us know what special skills you have and, if we can, we'll find a use for them.

What you can expect from us as a Volunteer at Gavin's Mill

- You will be a valued member of our team.
- You will be given an appropriate orientation for your role when you start with us.
- You will have all the training you need to fulfil the role you have chosen within Gavin's Mill, and the support of duty managers and other volunteers.
- You will be encouraged to try volunteering in different parts of the business if you want to try something new.
- You will have the opportunity to develop and practise your new skills.
- Your opinions and suggestions will be listened to and taken into consideration.
- Any data about you will be held securely and not transferred to a third party without your permission.

What we expect from you as a Volunteer at Gavin's Mill

- You will treat our customers, employees and other volunteers with kindness and courtesy.
- You will be a team player and helpful to others as necessary.
- You will arrive on time for your volunteer shift, in consideration for those who are finishing theirs.
- You will use our on-line Sign Up system so we know when to expect you.
- You will advise us promptly if you are unable to come in for a shift you have arranged to do, so that we can make alternative arrangements.
- You will respect our confidentiality when asked to do so.
- You will dress appropriately for the work you are doing.
- You will not take drugs or alcohol while working at Gavin's Mill or be under the influence of drugs or alcohol while on our premises.

HERE ARE SOME OTHER THINGS YOU NEED TO KNOW

Will volunteering affect my benefits?

People are allowed to volunteer while claiming benefits, but, there are some guidelines and rules which claimants should be aware of. Some of these rules are general and others relate specifically to a certain type of benefit. We recommend that you check with your Job Centre Advisor.

Claiming expenses

Travel to and from Gavin's Mill will not be reimbursed. However if a volunteer is asked to work away from the Mill for some reason, any out of pocket expenses (such as train and bus fares) will be reimbursed on the production of receipts and completion of the expenses form..

PVG Checks

From time to time there will be opportunities to take part in projects that involve vulnerable people, especially children. Volunteers who wish to be involved in these projects may require a Disclosure Scotland (or a PVG check). PVG's aim is to help organisations in the public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society. Details of the process will be provided if required.

Health and Safety

Gavin's Mill is committed to volunteering taking place in safe and healthy work conditions. It considers volunteers' health and safety to be of prime importance.

We will:

- Carry out risk assessments where necessary.
- Ensure projects have a health and safety policy, insurance policies including public liability, which covers (employees and) volunteers in all work locations.
- Volunteers are given an induction about health and safety and the necessary information, instruction and training by the host organisation to ensure the safe performance of work activities.

What to do if a volunteer has an accident

- Any accident (however minor) must be reported to the shift supervisor immediately. They will file a report in the accident/injury form record book.

Equal Opportunities

- Gavin's Mill is committed to Equal Opportunities and therefore opposes discrimination on the grounds of age, race, gender, religion, sexual orientation, disability or health problems, marital status, employment status, class, education, social environment or physical location.
- Gavin's Mill is committed to take action to ensure this equal opportunities policy is effective. Any person involved with Gavin's Mill is expected to respect and adhere to this policy in every aspect of their work.

There are a number of other policy documents relating to work and volunteering at Gavin's Mill. These are available to read in the Gavins Mill office.

A word about Safeguarding

Safeguarding is different from Health and Safety. It's about ensuring that everyone at Gavin's Mill is kept safe from abuse, and always treated fairly, especially those who may be vulnerable because of their age (old or young!) or the fact that they need special support of some kind. We believe that Gavin's Mill is a caring community but we need to be on our guard to ensure that this continues to be the case for the sake of everyone who comes into contact with us. So, if you experience, see or hear any behaviour towards a vulnerable person which makes you feel uncomfortable, you need to tell us. There are notices around the building with contact details of the people you can speak to. And don't worry - if your suspicions prove groundless, we won't blame you at all. After all, it's much better to be safe than sorry!

And finally

At the start of this booklet, we said that we want you to enjoy volunteering with us and that is our number one objective. However, we know that things don't always go to plan, sometimes stuff happens that we didn't expect, and molehills can develop into mountains very quickly. If this happens to you, talk to us and we'll do our best to sort things out. You can email the Volunteer Team on volunteer@gavinsmill.org and we'll arrange to have a private chat with you to see what needs to happen to make things right.