



# WELCOME TO VOLUNTEERING WITH CHAIN BRIDGE FORGE

## Induction pack

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## **CHAIN BRIDGE FORGE**

A 19<sup>th</sup> Century Blacksmith's Forge, is situated on the east bank of the River Welland about one mile from the town centre, only 3 metres away from the river itself. The earliest Blacksmith we have discovered to date is a Joseph Rose who owned the Forge in the late 1700's. Footings of an earlier Forge have been discovered with the building which dates the origins of Forge to the mid 1700's. The current building was completed by the early 1800's. In 1826 it appeared in White's Directory and it shows that the Blacksmith was a Francis South. It then appears to have been sold to Edward Fisher who was general town Blacksmith and from his 1850-60 day books it showed his trade also included servicing the boats that used the port of Spalding. In 1898 the Dodd family took ownership of the Forge and were recorded as Spalding's last Harbour Master. Three generations of the Dodd family worked the forge. George Robert Dodd originally from Heckington in Lincolnshire where he did an apprenticeship and learnt to shoe horses at Newmarket and presumably it paid well enough for him to get married and purchase the forge for £280. The forge had to adapt with the times and in the 1950's Geoffrey Dodd's business almost ended but he turned his hand to making carnival floats for the Spalding Flower parade and this continued for another 30 years. In 1989 the building was sold to the local Council and work was done to preserve its structure but sadly was not developed as a museum. Today we are fulfilling this vision and The Friends of Chain Bridge has been formed to conserve the buildings and its contents, tell the story of this historic building and Blacksmith and the community that used it. There will also be a full educational programme which will involve schools and the community.

### **WHAT VOLUNTEERING AT CHAIN BRIDGE MUSEUM COULD MEAN FOR YOU**

Sharing amazing stories with visitors. Talk to people in your community about Chain Bridge Museum.

Asking questions of others to increase your, our and visitors understanding from our Museum.

### **WHAT CAN YOU EXPECT FROM CHAIN BRIDGE MUSEUM**

We will support you to do your role to the best of ability by:-

Understanding your motivations for volunteering and what skills and experience you want to bring to your role.

Listening to your comments, ideas and feedback

Ensuring that the work you undertake meets both the needs of the Museum and yourself

Setting high standards and improving levels of best practice

## **HEALTH AND SAFETY**

We are committed to giving you a safe and healthy environment in which you can volunteer.

Health and Safety is a shared obligation and we ask you to please take responsibility for your own and others health and safety when volunteering with us.

Please ensure you understand the health and safety responsibilities of your role. For example you should be aware of the evacuation procedures at the Museum and, if required in your role, how to use tools safely and wear correct protective equipment which is supplied. It is important that you report and accidents or incidents however slight they may seem

## **SMOKING**

We have a no smoking policy within the Museum

## **LIABILITY**

If anything you do as a volunteer damages property or a person this may then trigger a legal liability claim. Provided the activity you doing was approved by the Curator or Directors of the Museum we will deal with the claim on your behalf.

## **PERSONAL ACCIDENT**

Hopefully you will always leave the Museum in one piece, but if you are ever injured while volunteering in the Museum you are covered by our personal accident insurance. Claims can be made at the discretion of the Museum Directors if financial hardship has been experienced as a result of the accident. The nature of this insurance means that this policy only applies to volunteers aged 10-80 (up to 80<sup>th</sup> birthday). If you are outside these ages then this be explained in more detail.

## **CLAIM EXPENSES**

Volunteers can claim agreed expenses as detailed in the Expense Procedure. The expenses will be approved by a Forge Director.

## **EQUAL OPPORTUNITY AND SAFEGUARDING**

The Forge offers equal opportunities and maintains Safeguarding as detailed in relevant procedures.

## **PERSONAL BELONGINGS**

Unfortunately your personal belongs (including money) are not insured by the Museum. You should be able to extend your home contents insurance to cover items you have with you when volunteering.

## **ACCESS FOR ALL**

We have tried to make the Museum a place which can be enjoyed everyone and hope the welcome you provide as a volunteer can make a real difference in helping all our visitors feel at home.

## **UNDER 18'S AND VULNERABLE ADULTS**

We have a responsibility to make sure we do all we can to keep children and vulnerable adults safe when they use the Museum. If you have any concerns, no matter how small about the welfare of child or vulnerable adult you should tell the Curator or Duty Director immediately.

## **BENEFITS**

Volunteering can be a really great way of getting into work. Volunteering should not affect your benefits but we would encourage you to let the Job Centre know that you are volunteering with the Museum.

# **PROBLEM SOLVING PROCEDURE**

## **Introduction**

Relationships within the organisation are valued and are founded on trust, co-operation. The purpose of a problem solving procedure is to resolve problems or concerns that may arise during the volunteer's working hours.

## **Informal Procedure**

It is expected that problems or concerns will be raised with the person whom the volunteer is responsible. The matter of concern will be identified and discussed at an early opportunity enabling matters to be resolved without difficulty. As this is an informal procedure there will be no records kept. Any matters that cannot be resolved should be referred to the Directors within one month of lack of agreement in which case records should be kept by both parties – see formal procedures below. Should the concern or problem be with the person to whom the volunteer is responsible the volunteer will be given the name of another designated person with who they can discuss their concerns.

## **Formal Procedure**

If the problem cannot be resolved on an informal basis then a formal complaints procedure should be followed and should include written notes to be kept by both parties.

After a full investigation of the facts has been made, by someone other than the immediate line manager, a disciplinary hearing conducted by the volunteer's duty manager will be held. At least 7 calendar days before the hearing the volunteer will be advised of any rights under the disciplinary procedure including the right to be accompanied by a colleague, who will be permitted to confer with the volunteer and to address the hearing but will not be allowed to answer questions on their behalf. The volunteer should be given a copy of this procedure.

The volunteer will be informed in advance of the nature of the potential complaint and such facts as may exist. In the hearing the volunteer will be invited to state his or her case and to answer the allegations made.

If it is decided that disciplinary action should be taken, the volunteer will be told of the decision and within 2 days given a letter of confirmation.

## VOLUNTEERING - BEST PRACTICE GUIDE

- There will be no unexplained delay between a volunteer offering their services and the volunteer actually starting their role. Where a delay is incurred the volunteer will be informed of the reason.
- Volunteers will receive an organised induction programme when they start volunteer work to enable them to contribute fully to the organisation. This will include information on the organisation and the role of the volunteer.
- Information about volunteers requested at the selection process will be kept confidential to the organisation.
- Volunteers will not be discriminated against on the grounds of sex, race, sexuality, age, class, disability, or history of illness. In turn volunteers will follow the Equal Opportunities Policy of the organisation.
- Volunteers will be given a clear description in writing of the role they will be asked to carry out and details of how the work will be evaluated. Volunteers will not be given only tedious and repetitive tasks. A volunteer's hours of work will be agreed and put in writing.
- A volunteer will be told to whom they are responsible. The person holding that responsibility will provide them with feedback on progress and discuss future development. Volunteers will also have access to a problem solving procedure for dealing with issues as quickly as possible.
- Volunteers will not work in unsafe or unhealthy conditions. There will be a Health and Safety policy, which meets legal requirements.
- Volunteers will be adequately insured by the organisation.
- Volunteers will not be asked to do work which someone has previously been paid to do (unless this has been agreed with the union concerned).
- Volunteers will be entitled to time off for holidays or emergencies.
- Volunteers will be given the chance to train in order to enhance and develop their skills.
- Volunteers will be consulted over any changes in their work. They will also be involved in the general life of the organisation.
- Volunteers will be reimbursed for any agreed expenses incurred in the course of their work subject to providing necessary receipts.
- A volunteer's work will be reviewed after an agreed amount of time and again at regular agreed intervals, making changes as necessary.
- Volunteers are entitled to receive a reference for the voluntary work they have undertaken.

## VOLUNTEER AGREEMENT

I, \_\_\_\_\_, agree to the following while volunteering at:  
CHAIN BRIDGE FORGE.

My volunteer role will be: \_\_\_\_\_.

I will volunteer on the following day/s: \_\_\_\_\_.

The times I have agreed to are: \_\_\_\_\_.

My start date will be: \_\_\_\_\_.

My supervisor will be: \_\_\_\_\_.

I agree to abide by the Confidentiality Statement of Chain Bridge Forge

I understand that I will be entitled to breaks as and when appropriate.

I understand that any work done or artwork created for the Chain Bridge Forge is the property of Chain Bridge Forge and agree to assign copyright to the Museum.

I understand the problem solving procedure and the Volunteering Best Practice Guide given to me in my Induction Pack.

I understand that I shall complete an initial training and assessment period of \_\_\_\_\_ weeks. During this time my supervisor and I will decide whether I suit this volunteer role.

I agree to notify my supervisor of any absence, to give reasonable notice of my intention to leave and to participate in an Exit Interview.

### **WHAT I CAN EXPECT FROM CHAIN BRIDGE FORGE**

A Formal Induction.

Appropriate training for my role (with reviews as necessary).

Signed (Volunteer): \_\_\_\_\_

Signed on behalf of Directors & Friends of Chain Bridge \_\_\_\_\_

Date .....

**Note:** This agreement does not constitute a contract of employment and is not legally binding.

## **Confidential Medical Information**

Any details on this form are strictly confidential and will be used for emergencies only.

Name: .....

Address: .....

..... Postcode: .....

Telephone No.: .....

E-Mail: .....

Next of Kin Name .....

Address: .....

.....Postcode:

Telephone No.: .....

E-Mail : .....

Doctor Name: .....

Address: .....

.....Postcode: .....

Telephone No.: .....

### **Medical Declaration**

Here is a list of any illness or disabilities which may be relevant to my position at Chain Bridge Forge, e.g. diabetes, heart conditions, etc.

I believe that to the best of my knowledge the above information is correct. I agree that the details of this form are confidential.

Volunteer's signature .....

Co-ordinator's signature: .....



## INDUCTION CHECKLIST

Name of Volunteer: .....

Workplace: .....

Role: .....

Start Date: .....

Tour of the workplace	
Entrance/Exits	
Security	
Introduction to staff	
Office equipment	
Events & Exhibitions details	
Handbook given out	
Volunteer agreement signed	
Medical declaration signed	
First aid procedures	
Fire drill & location of equipment	
Accident report	

**Date:**

**Signed:**