



# Trainee Handbook





# YOUR DETAILS

**Name:**

**Start date:**

**The services you attend at Sunnyside Rural Trust:**

Northchurch

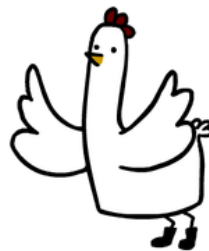
Hemel Food Garden, Hemel Hempstead

The Activity Centre, Berkhamsted

The Orchard Nursery, Bedmond

**Transport agreement:**

**Your Link worker at Sunnyside:**



# USEFUL CONTACT DETAILS

**SUNNYSIDE NORTHCHURCH:** 01442 872114 NORTHCHURCH ALLOTMENTS, Upper Allotments, New Road, Northchurch, Herts HP4 1NJ  
Matt Felix: [Mattf@sunnysideruraltrust.org.uk](mailto:Mattf@sunnysideruraltrust.org.uk)

**SUNNYSIDE BERKHAMSTED:** THE ACTIVITY CENTRE: 01442 877414 Ivy House Lane, Berkhamsted, Herts HP4 2PP  
Ann Kerr: [Ann@sunnysideruraltrust.org.uk](mailto:Ann@sunnysideruraltrust.org.uk)

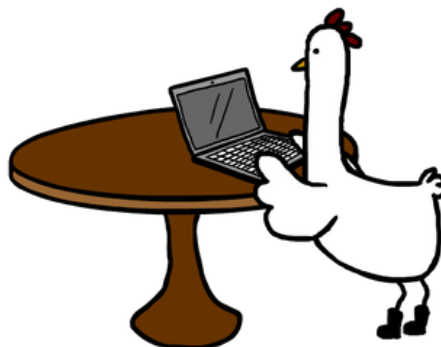
**SUNNYSIDE HEMEL HEMPSTEAD:** 01442 255977 HEMEL FOOD GARDEN: Central Nursery, Two Waters Road, Hemel Hempstead Herts HP3 9BY  
Jane Mills: [Jane@sunnysideruraltrust.org.uk](mailto:Jane@sunnysideruraltrust.org.uk)

**THE ORCHARD NURSERY:** The Orchard Nursery, Serge Hill Lane, Bedmond, Hertfordshire, WD5 0RZ  
Sophie McIntyre-Peters: [Sophie@sunnysideruraltrust.org.uk](mailto:Sophie@sunnysideruraltrust.org.uk)

## HEAD of SYSTEMS & ADMINISTRATION

Lynn Adams: [Lynn@sunnysideruraltrust.org.uk](mailto:Lynn@sunnysideruraltrust.org.uk)

This Handbook is for people who attend Sunnyside Rural Trust & we hope you find it useful. It has useful information about the training and working experiences we can offer you, what support you will get and where to go for help. The Handbook also talks about your rights and your responsibilities. You can ask your link worker if you would like more information.





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# WORKING AT SUNNYSIDE RURAL TRUST

Working at Sunnyside is good fun and there are many opportunities to learn new skills in areas such as:



Growing bedding plants.



Growing fruit & vegetables.



Outside gardening contracts.



Selling produce at the farm shops or market stall.

# WORKING AT SUNNYSIDE RURAL TRUST



Woodwork.



Cooking, café work and more.



Animal care.

**You will have help to work out what you would like to do at Sunnyside and what your support needs are.**

# SUNNYSIDE RURAL TRUST

## RULES

### (Code of Conduct)

1. You must wear protective clothing & equipment as needed while you are working, in line with Health & Safety requirements. e.g., steel toe capped boots and gloves for outside work, helmet and visor for strimming etc.
2. You must look after Sunnyside equipment by using it responsibly, cleaning it after use and putting it away in the appropriate place.
3. You need to dress appropriately and tie long hair back. Remove jewellery as needed. Clean your boots when needed.
4. Tidy up after yourself at break and lunch times.
5. Only use your mobile phone at break times.
6. Only smoke in the designated smoking area and only during break times.
7. Try to get along with others, be polite and raise any concerns with a team member.
8. Respect the team and other trainees by:
  - a. Being on time
  - b. Letting us know in advance if you are unable to attend
  - c. Listening to and following instructions
  - d. Staying focused on the task given
  - e. Returning to the group as soon as possible
  - f. Respecting the privacy of others and their belongings by not going into their bags or lockers



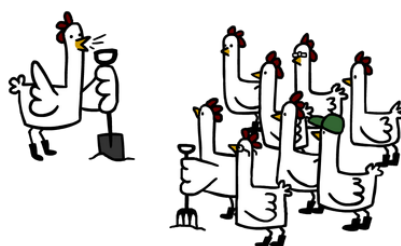
## 9. Prohibited items

Sunnyside Rural Trust does not permit anyone to bring alcohol, illicit substances or other prohibited items such as weapons onto any of their grounds or to activities. Sunnyside may ask to see in a participants' bag for the purpose of a search. Prohibited items will be confiscated. Any participant who is considered to be under the influence of alcohol or illicit substances will not be permitted to join in the activities.



# OUR 10 POINT PROMISE TO YOU

1. We will ensure you have a suitable transition into Sunnyside.
2. We will carry out a full induction to your site.
3. We will tailor our service to meet your needs and inform you of any changes that we need to make. Communication with you will be in a format most suited to your needs.
4. We will complete our care plans with you so you can be fully involved, and tell us how you would like to be supported. We will involve other people such as your family/carers if you would like us to.
5. We will allocate you a linkworker and support you to learn new skills by setting seasonal objectives with your linkworker.
6. We will get to know you to understand, how you best learn new skills and how you best like to be communicated with.
7. We will listen to you when you tell us about what you like and dislike about Sunnyside.
8. We will hold regular meetings with you to give you a chance to discuss things either in groups, or 1:1 if you prefer.
9. We will hold an annual review with you, and whoever you choose to invite.
10. We will keep you safe and follow safeguarding processes if we need to.



# SUNNYSIDE RURAL TRUST

## DAILY ROUTINE

**9.00am - 9.30am** Arrive at site. Find out what groups & tasks there are for the day & have a drink.

**9.45am - 10.00am** Put on work boots & protective clothing & start morning session.

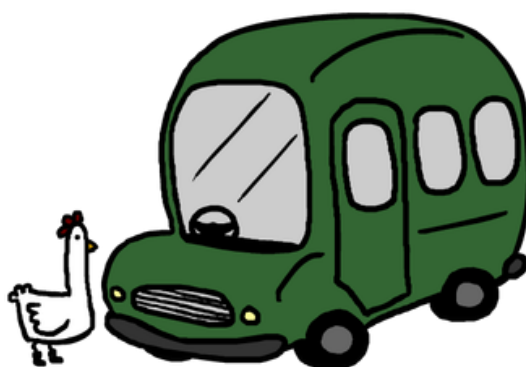
**10.00am - 12.00pm** Morning session.

**12.00pm - 1.00pm** Lunchtime.

**1.00pm - 2.45pm** Join work group for afternoon session.

**2.45pm - 3.00pm** Clean boots & put away tools & equipment, write daily logs.

**3.00pm** Get belongings together. Transport home.



## SERVICE CONTRACT AGREEMENT

As a trainee at Sunnyside Rural Trust, you will have signed a Service Contract Agreement. It is an agreement between you and Sunnyside Rural Trust. This explains what you are responsible for and what Sunnyside Rural Trust is responsible for. It also states what days you will be attending. If there is an increase or decrease in your hours, then you will receive an updated contract.

## YOUR LINK WORKER

A link worker is a member of the team who will support you with setting objectives (things to work towards) in order to increase your knowledge and skills. Your link worker will have regular chats with you to see how things are going and help you to deal with any issues that may arise.



## SUPPORT PLANS AND OBJECTIVES

Your support plan will show what your support needs are and how the support will be given. Your link worker will help you to make and update your support plan objectives at the start of each season. Your objectives will be based on what jobs are needed for a particular season e.g. lawn mowing in summer, harvesting and clearing leaves in autumn. The objectives may also be personal skills that are needed for work e.g. good timekeeping, getting on with others or better understanding of Health & Safety issues. The meeting can just be with your link worker or you may have a social worker who would like to attend. You can invite others too, perhaps a guardian, carer or family member.

## REVIEWS

Once a year you will have an annual review meeting. This is a chance to look back at all the things you have done and achieved over the year. The meeting can be with your link worker or you may have a social worker who would like to attend. You can invite others too; perhaps a guardian, carer or family member.

## RECEIVING SUPPORT

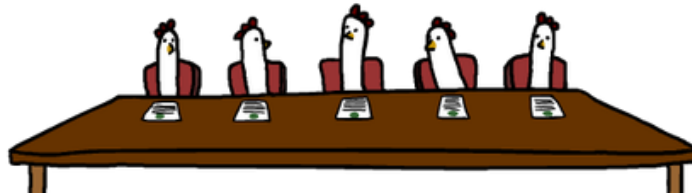
As a trainee attending Sunnyside Rural Trust you will need to accept support from the team to make the most of the opportunities we have to offer. Your link worker will help you to work out what support you need and how that support will be provided. If you are not happy with the way you are supported you should let your link worker or a manager know.



## HAVING YOUR SAY (CONSULTATION)

It's very important to us that you feel able to tell us your ideas for improving things at Sunnyside Rural Trust. Each service has trainee meetings where you can tell us your ideas, things you are happy with, anything you want to share, things you would like to change or develop.

Each year we send out a satisfaction survey to all trainees and their families / carers. This gives an opportunity for people to give us valuable feedback about how we work as an organisation. The team will support you to speak up if you need it.



## MAKING A COMPLAINT

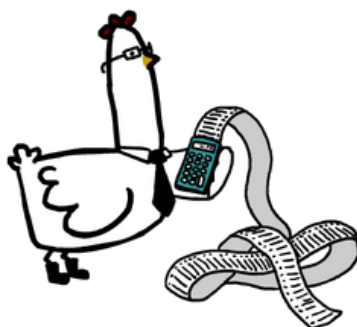
If you are not happy about something you should let us know as soon as possible. You may want to make a complaint. You will have been given a copy of Sunnyside's Complaints Procedure with your contract. You can talk to your link worker or someone else from the team. They will support you to make a complaint to the right people and then something can be done about it.

## EQUAL OPPORTUNITIES, HARASSMENT AND ABUSE

You have the right to be always treated equally and fairly. Discrimination is when you are being treated differently for no good reason. This is unfair and very wrong. Harassment is when someone keeps upsetting you on purpose. Nobody should ever be made to feel intentionally hurt or upset by another person. If you ever feel hurt or upset by someone, please don't keep it to yourself - tell someone about it straight away. Talk to someone from the team or one of the managers.

## YOUR MONEY

For each day you attend Sunnyside Rural Trust you will receive £2. You will not be paid money for the days you do not attend. The money is paid in arrears. The site manager will let you know when this will be.



## STORAGE OF VALUABLES AND MONEY

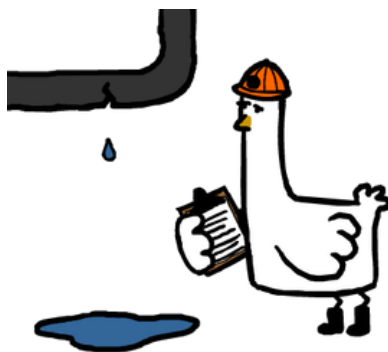
As a trainee you will have your own locker to use at work to store your personal items for the days you attend. Please try not to bring items of value to work with you. If you do need to bring valuables with you, please ask the team to place items in the safe. The team will clearly label the item and return it to you at the end of the day. You will be asked to sign a form along with the team member. This form is to say what you have given to be looked after and that it was returned to you.



# HEALTH AND SAFETY

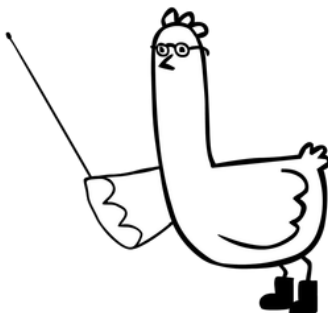
## HEALTH AND SAFETY

It is very important that you feel safe at Sunnyside Rural Trust. Your support plan will include details of the support you need to keep safe. The team will support you to understand health and safety around the workplace. They will teach you how to use tools and equipment safely. If, at any time, you are feeling unsafe or you are worried about something not being safe you should talk to one of the team as quickly as possible. If you feel unwell, please do not attend site. Please call your site and speak to a staff member and let them know how you are feeling.



## POLICIES AND PROCEDURES

Policies and Procedures are written documents that explain how things should happen. They include procedures about making complaints, health and safety, equal opportunities, safeguarding and many more. If you wish you can get further information about the policies and procedures from your link worker.



## INFORMATION HELD

Information about you will be held in trainee and procedural files. These files will be kept safely locked away. You have the right to see your file if you wish. Ask your link worker and they will support you with this. Your files will not be shown to anyone unless it is absolutely necessary, perhaps your social worker or a family member. We will always let you know. If you are worried about your file being seen by other people, please talk to your link worker.

