



Dear Trainee,

Welcome to Sunnyside Rural Trust! We're delighted that you have joined us and look forward to working with you.

This handbook is for people who attend Sunnyside Rural Trust at one of our sites – Northchurch, the Activity Centre or Hemel Food Garden. It will give you information about Sunnyside Rural Trust which you should find useful.

It includes information about the training and real work experience that we can offer you, what support you can get, and where to go for help. The handbook also talks about your rights and responsibilities.

If you have any other questions just ask your link worker. They are there to help you.

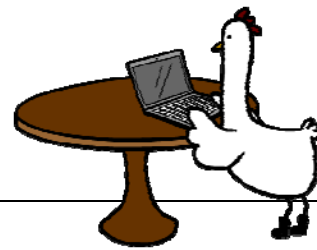
I am sure you will enjoy being with us and I look forward to meeting you in due course.

Best wishes

Keely Charlick

Chief Executive

## YOUR DETAILS



Your Name:
Your Address:
Your Telephone Number:
Your Link Worker at Sunnyside:
The service/s you attend at Sunnyside Rural Trust :

## USEFUL CONTACT DETAILS

<b>MAIN OFFICE:</b> 01442 863364 c/o Civic Centre, 161-163 High Street, Berkhamsted, Herts HP4 3HD <a href="mailto:info@sunnysideruraltrust.org.uk">info@sunnysideruraltrust.org.uk</a>
<b>NORTHCHURCH:</b> 01442 872114 NORTHCHURCH ALLOTMENTS, Upper Allotments, New Road, Northchurch, Herts HP41NJ <a href="mailto:info@sunnysideruraltrust.org.uk">info@sunnysideruraltrust.org.uk</a>
<b>THE ACTIVITY CENTRE:</b> 01442 877414 Ivy House Lane, Berkhamsted, Herts HP4 2PP <a href="mailto:info@sunnysideruraltrust.org.uk">info@sunnysideruraltrust.org.uk</a>
<b>HEMEL FOOD GARDEN:</b> Central Nursery, Two Waters Road, Hemel Hempstead Herts HP3 9BY <a href="mailto:info@sunnysideruraltrust.org.uk">info@sunnysideruraltrust.org.uk</a>
<b>SRT TRADING</b> C/o Civic Centre, 161 -163 High Street, Berkhamsted, Herts HP4 3HD <a href="mailto:enterprise@sunnysideruraltrust.org.uk">enterprise@sunnysideruraltrust.org.uk</a>
Your Driver:
Hertfordshire Adult Care Services: 0300 123 4042
Your Care Management Team:



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## BEFORE YOU START AT SUNNYSIDE RURAL TRUST

Before you start at Sunnyside you will have a few visits to make sure it's really what you want. You will have a chat with a team member about what support you might need and fill in some forms.

It does cost money to come to Sunnyside, how much depends on what support you need. It might be that social services pay or you pay from your personal budget. Your supporter or social worker will help you to sort the money out.

## WORKING AT SUNNYSIDE RURAL TRUST

Working at Sunnyside can be good fun and there are many opportunities to learn new skills in areas such as growing vegetables and plants, outside gardening contracts, selling produce at the farm shop or market stall, poultry care, woodwork, craftwork, cooking and more.

You will work with others in small groups supported by a team member.

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



## SUNNYSIDE RURAL TRUST RULES

- You must wear protective clothing while you are working. For example, we provide you with steel toe capped boots for outside work and gloves.
- You must look after this protective clothing by cleaning them and putting them in your locker.
- Don't wear work boots in the building
- Tidy up after yourself
- Let the staff know if you need to leave the group
- Only use your mobile phone at break times
- Only smoke in the smoking area
- Show respect to others and their property
- Be on time



## SUNNYSIDE RURAL TRUST DAILY ROUTINE

**9-9.30am:** Pay drinks and lunch money  
Make ourselves a drink for team meeting  
Join work groups

**9.30-11am:** Put on work boots and protective clothing on  
If cooking wash hands, tie back hair, take off any jewellery and store someone safe and put on aprons

**11-11.15am:** Break

**12.15 – 12.45:** Lunchtime  
(Put on indoor shoes)

**1-3pm:** Join work groups  
Put on boots for outside work  
Cooks to clean kitchen

**3-3.30pm:** Break  
Clean boots and put away  
Put on indoor shoes

**3.30pm:** Get belongings together  
Transport home



## YOUR SERVICE USER AGREEMENT



As a service user at Sunnyside Rural Trust you will have signed a Service User Agreement. Your Service User Agreement explains what you are responsible for and what Sunnyside Rural Trust are responsible for.



It is an agreement between you and Sunnyside Rural Trust







## YOUR LINK WORKER

A link worker is a member of the team who will support you with reviews and goal planning.

They will have regular chats with you to see how things are going.

## SUPPORT PLANS AND REVIEWS

You link worker will help you to make your support plan.

Your support plan will show what your support needs are and how the support will be given.

At least once a year your support plan will be reviewed to make sure it's still working for you.

Your social worker or care manager might want to come to your review meeting.

You can invite other people; perhaps a friend, an advocate or a family member.

You can ask for a review of your support plan at any time.

## YOUR INDIVIDUAL TRAINING PLAN (ITP)

Your link worker will help you to decide what new skills you would like to work on and how this will happen. These ideas will then be put into your Individual Training Plan.

The team will help you to learn these new skills.

Each time you learn a new skill you will receive an achievement certificate.



## RECEIVING SUPPORT

As a service user attending Sunnyside Rural Trust you will need to accept support from the team to make the most the most of the opportunities at Sunnyside.

Your link worker will help you to work out what support you will 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 making things better at Sunnyside Rural Trust.

Each service have **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.

We also have a **service user forum** where a group of people selected from each site come together to make decisions and talk about the trainee experience.

To join please talk to your link worker.

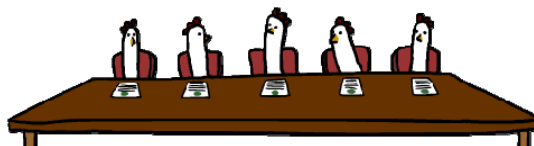
We send out a **newsletter** every 3 months. If you would like a story or event put in this please talk to your link worker.



We also support you to have a review each year. We will ask you to invite those close to you and important to your support plan. This might be a parent/carer, social worker, friend etc. You will be asked you views on the service you receive, and look at how you are meeting your goals.

We will run various consultation groups throughout the year and invite people to join, for example putting the calendar together for next year, what activities to offer etc.

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. 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.

Ask your link worker for a copy of the Complaints Procedure, they can support you to use the procedure.



## EQUAL OPPORTUNITIES, HARASSMENT AND ABUSE

You have the right to be treated equally and fairly at all times.

Discrimination is when you are being treated differently. This can be for many reasons and is very wrong.

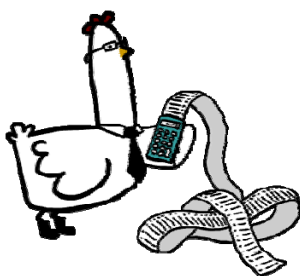
Nobody should ever be made to feel hurt or upset by another person. Harassment and abuse can happen in many ways.

If you ever feel hurt or upset by another person you must let someone know as quickly as you can.

Talk to someone from the team or use the complaints procedure.

## ABOUT YOUR MONEY

For each day you attend Sunnyside Rural Trust you will receive £2. You are not given the money on the days you do not attend. The money is paid on a Friday and is for the week before.



## STORAGE OF VALUABLES AND MONEY

Please do not bring items of value to work with you. If you do need to please ask the team to place this in the safe. The team will clearly label this and return 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 us to look after and that it was returned to you.

## 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.

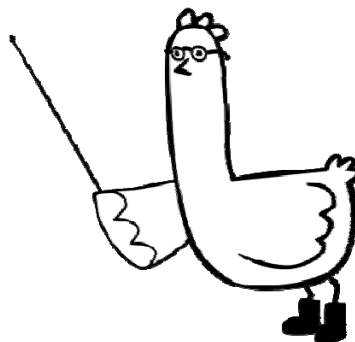


## POLICIES AND PROCEDURES

Policies and Procedures are written documents that explain how things should happen. They include procedures about making complaints, health and safety, equal opportunities and many more.

You can get a list of all the policies and procedures from your link worker.

You can have help to use the policies and procedures from your link worker or someone else from the team.



## INFORMATION

Information about you will be held in files. These files will be kept in the office.

You have the right to see your files at any time. 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 care manager or your doctor. We will always let you know. If you are worried about your files being seen by other people please talk to your link worker.

