WELCOME TO ABILITY GROWS

Volunteer welcome pack

Plants, people and practical opportunities to contribute to our community.

Thank you for your interest

Whether you have two hours to spare or would like to help more regularly, we would love to explore how your skills, interests and availability might fit with our activities. Volunteering is flexible, and every contribution matters.

What is Ability Grows?

Ability Grows is a community-focused plant shop in Greenfield, Flintshire. Through plants, gardening and everyday activities, we aim to create welcoming opportunities for people to build confidence, develop skills and take part in community life.

Where might volunteers help?

- At the Ability Grows shop — plant care, displays, customer welcome, basic stock preparation and seasonal activities.
- With community engagement — events, outreach, social media and practical behind-the-scenes support.
- With developing projects — including the proposed Holy Trinity Community Garden, when activities and permissions are in place.

Our approach

We will discuss activities that suit you, provide an appropriate introduction, and agree any volunteering sessions with you. Sharing your availability is not a commitment to attend every week.

Volunteer enquiries: hello@abilitygrows.org.uk

01 Finding your place

Choose what interests you

Area	Examples of possible tasks
Plants & horticulture	Watering, potting, propagation and plant displays.
Grow plants from home	Propagate and care for agreed plants at home; arrange handover.
Shop & customer	Welcoming visitors, displays and simple retail support.
Creative & digital	Photography, videos and posters, subject to consent.
Events & community	Helping with stalls, community days and outreach.
Garden projects	Accessible planting and light gardening, once authorised.

Tell us when you are available

Our planned online volunteer planner will sit on the Ability Grows website. You will be able to select your usual free time — for example Monday 2–4pm or Saturday 9am–1pm — using a weekly grid or a simple time-range selector.

- Select more than one day or time range if you wish.
- We will contact you to agree actual sessions; a selected time is not an assigned shift.
- If your routine changes, you will be able to update your availability.

Outside current shop hours

The shop currently closes at 4pm. If you select availability after 4pm, we may discuss future opportunities or other project activities. This does not mean the shop will be open or that volunteers can work unsupervised.

If you would rather arrange hours by telephone or email, that is fine too.

02 A safe and welcoming environment

People first

Ability Grows seeks to be welcoming, inclusive and respectful. Our activities may involve adults who need additional support. Volunteers must respect individual choice, privacy, dignity and boundaries at all times.

Safeguarding and confidentiality

- Do not share personal information, photographs or stories about anyone involved without the appropriate authorisation and consent.
- If someone tells you something worrying, listen calmly, do not promise secrecy, and report the concern promptly to the designated safeguarding contact. Do not investigate it yourself.
- Never undertake personal care, one-to-one support or unsupervised activity with people who may be vulnerable unless specifically authorised, trained and appropriately checked for the role.

Working safely

- Attend an induction and follow the instructions for your agreed tasks and location.
- Use tools and equipment only after suitable guidance; report hazards, accidents or near misses promptly.
- Wear appropriate clothing and footwear for gardening or stock tasks, and tell us about any adjustments that would help you participate.
- Ask before handling cash, keys, access codes, chemicals or other restricted materials.

Checks are role-specific

Depending on the activities involved, references, safeguarding training or a suitable Disclosure and Barring Service (DBS) check may be required. Any check must match the legal eligibility of the role. We will explain requirements before a volunteer starts that activity.

Emergency or immediate danger: call 999. Routine concerns should be reported to the named lead listed on the next page.

03 What happens next?

Your volunteering journey

1 Get in touch	Tell us what interests you and provide your contact details.
2 Share availability	Use the Ability Grows online planner, or tell us your preferred times directly.
3 Have a conversation	We discuss suitable tasks, access needs and any role-specific checks.
4 Complete induction	Meet your contact, review safety and safeguarding arrangements, and agree an initial session.
5 Keep in touch	You can update your availability, ask for support or decide to stop volunteering.

What you can expect from us

- A clear description of your activities, a named person to contact and appropriate support.
- A safe, respectful environment and relevant information or training.
- An explanation of insurance arrangements and any agreed reimbursement of genuine out-of-pocket expenses before you incur costs.

What we ask of volunteers

- Be considerate and reliable about any sessions you have accepted; tell us if plans change.
- Follow relevant policies and boundaries, and raise concerns or difficulties early.
- Respect everyone's confidentiality and help create a positive, inclusive atmosphere.

Important: volunteering is freely chosen and unpaid. An availability entry or volunteer agreement does not create a contract

Contacts and information

Volunteer enquiries: hello@abilitygrows.org.uk

Your volunteer coordinator and safeguarding contact will be confirmed before your first volunteering session.

VOLUNTEER ENQUIRY PAGE

Your interests & availability

Contact: hello@abilitygrows.org.uk

You can register online or fill in and print this form.

The PDF is fillable on screen and can also be printed. This is not a confirmed shift.

01 ABOUT YOU

Full name

Email address

Telephone

Preferred contact

02 HOW WOULD YOU LIKE TO HELP?

Choose as many as you wish.

- ☐ Plants & horticulture
- ☐ Grow plants from home
- ☐ Shop & customer welcome
- ☐ Creative & digital
- ☐ Events & community
- ☐ Community garden projects
- ☐ Other (tell us below)

03 WHEN ARE YOU GENERALLY AVAILABLE?

Usual time ranges (for example, 2pm-4pm). These are not booked shifts.

Monday		**Friday**	
Tuesday		**Saturday**	
Wednesday		**Sunday**	
Thursday		Occasional	

04 ANYTHING ELSE WE SHOULD KNOW?

Other interests, activities you would like to learn or your preferred arrangements.

Privacy and returning the form

We only need basic contact and availability details at this stage.

Do not include health or safeguarding information. Do not send filled forms by ordinary email; hand in a printout or use a secure upload once available.

Return completed printouts in person. Please do not email personal details.