NEUK

Neuk Local Handbook

Information and guidance for Neuk Local volunteers

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Welcome

Hello, and thank you for volunteering to host a Neuk Local meetup.

Please read this handbook alongside the Volunteer Welcome Pack. It contains guidance specific to the Neuk Local volunteer role, including:

- running meetups and events,
- accessibility and inclusion,
- safeguarding responsibilities,
- planning and practicalities,
- and where to go for support.

You'll also get your own Google Drive folder with all the key documents you need for this role. This includes:

- a bank details form for your first expenses claim,
- a risk assessment template and example,
- the Code of Conduct,
- the Simple Safeguarding Guide,
- and other useful information.

We'll keep everything in one place so it's easy to find.

By hosting Neuk Local meetups, you're helping build creative community spaces led by and for neurodivergent artists across Scotland. These gatherings give people a chance to connect, share work, and feel less alone in what can often be an isolating arts world.

We know volunteering takes time, effort and emotional energy. We're deeply grateful that you're helping make our collective stronger.

What is Neuk Local?

Neuk Local is the part of our work that focuses on community-led meetups. These events are organised by volunteers in their own areas, not by the central team.

We've already seen in the central belt how important these gatherings can be – they help people connect, share experiences, and build a sense of community close to home. Now we want to extend that to other parts of Scotland.

Neuk Local meetups are:

- **Volunteer-led** – shaped by local knowledge and circumstances.
- **Informal and flexible** – different from centrally planned projects.
- **Collective** – a way for members to take part and help shape Neuk.

Neuk Local meetups aren't run for people but by people. Neuk is a collective – it only works if people take part and help shape it. You also know your local area best – which spaces feel safe, what events will work, and how to reach people nearby.

Your Role as a Neuk Local Volunteer

What you'll be doing

- Working with the staff team to plan and deliver local meetups – we're here to support you.
- Organising local meetups or events – e.g. choosing a date, finding a venue, and letting us know so we can list it on Humanitix.
- Welcoming people on the day – greeting attendees, helping them feel comfortable, and reminding everyone of our Code of Conduct.
- Holding the space – making sure the group runs in a safe, respectful way where everyone has a chance to take part.
- Sharing attendance and feedback – letting the team know how it went (attendance numbers, any issues, or ideas for next time).

What you are **not** expected to do

- You are not expected to manage bookings or attendee registration. These are handled by the Neuk team through Humanitix.
- You are also not expected to handle crisis support, admin beyond your role, or spend money out of pocket.
- (See the **Simple Safeguarding Guide** later in this handbook for what to do if you're worried about someone.)

How we support you

Neuk Local groups are supported by the Neuk Local Coordinator, who can help with:

- planning events,
- promotion,
- accessibility,
- budgeting,
- and practical problem-solving.

Each group will have access to a budget for meetup costs such as venue hire, refreshments, materials, or accessibility needs.

We don’t expect volunteers to personally fund activities or manage everything alone. The Coordinator can help you plan and manage the budget for your local group.

Safeguarding

Please read the **Simple Safeguarding Guide** in your volunteer folder.

It explains:

- what safeguarding means
- what to do if you are worried about someone
- who to contact
- what to do in an emergency

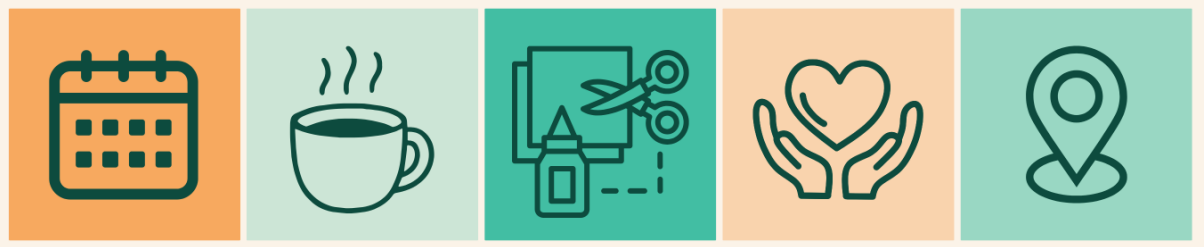
Safeguarding rules for Neuk Local

- Neuk Local meetups must always be run by at least **2 volunteers**.
- Do not arrange one-to-one meetings with members as part of your volunteer role.
- Use official Neuk email addresses or group channels to organise meetups.
- Do not use personal messages to make official arrangements with members.
- Do not share someone's personal information without their permission.
- This includes things like phone numbers, addresses, or health information
- Stay within your volunteer role.

If you are worried about someone, do not try to deal with it by yourself.

Contact a Safeguarding Officer as soon as you can (see page 17).

If someone is in immediate danger, call **999**.



Running Events

Neuk Local meetups can be as simple or creative as you like. Some are just a coffee and chat, others are more structured. The most important thing is that they feel welcoming, safe, and accessible.

Types of events you might run

- Artist meetups – casual chats over coffee.
- Work sharing – people bring something they're working on and share if they want to.
- Gallery/museum visits
- Create & Connect – doing creative work alongside each other
- Jam sessions – musical or collaborative improvisation
- One-off events – e.g. a talk, workshop, or seasonal gathering

You know your community best. You'll have a sense of what will work in your area.

Risk Assessments

Every event needs a risk assessment. This is just a short form where you write down:

- what could go wrong at an event,
- how likely it is,
- and what you'll do to reduce the risk.

We'll give you a simple template and example in your Google Drive folder, so you don't have to start from scratch. We can also help you go through it.

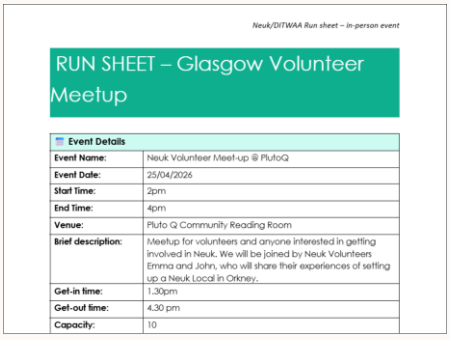
It doesn't have to be complicated – it simply helps us think through safety in advance.

Planning Events

Events need to be organised at least 5–6 weeks in advance. This gives us time to set up the Humanitix page, promote the event, and make sure everything is ready.

The earlier you can plan, the better – we put out a seasonal calendar four times a year, so if you know your dates early we can include them there too.

Planning Timeline



Neuk/DITWAA Run sheet – in-person event

RUN SHEET – Glasgow Volunteer Meetup

Event Details	
Event Name:	Neuk Volunteer Meet-up @ PlutoQ
Event Date:	25/04/2026
Start Time:	2pm
End Time:	4pm
Venue:	Pluto Q Community Reading Room
Brief description:	Meetup for volunteers and anyone interested in getting involved in Neuk. We will be joined by Neuk Volunteers Emma and John, who will share their experiences of setting up a Neuk Local in Orkney.
Get-in time:	1.30pm
Get-out time:	4.30 pm
Capacity:	10

At least 5–6 weeks before

- Choose a date and book a venue.
- Make sure at least 2 volunteers are available to cover the event.
- Send the details to us at hello@doorinthewall.co.uk so we can set up a run sheet and Humanitix page, add it to the calendar, and start promotion.

A run sheet is a short plan for the day of the event – it lists what's happening, who's responsible, and when things need to happen, so everyone is on the same page.

2–3 weeks before

- Plan refreshments (label allergens).
- Plan any activities you want to do at the meetup.

Week of the event

- Confirm with the venue.
- Print or prep materials if needed.

Day before the event

- We will confirm the final names and numbers booked on Humanitix.
- Check the run sheet again to make sure everyone knows their roles, responsibilities and timings.

On the day

- Arrive a bit early, set up chairs/tables or activities. How long you need to set up will depend on what activity you have planned.
- Greet people as they arrive.
- Remind everyone of the Code of Conduct.
- Hold the space – keep an eye out that everyone has a chance to speak and feels included.

After the event

- Tidy up the space.
- Send us a short update (how many people came, any feedback, anything we should know).
- Take a breather – you did it!

Accessibility Tips

We want all our meetups to feel as accessible and welcoming as possible.

What makes something accessible and inclusive is often very individual. But here are some general things that can help:

- Choose a venue with step-free access and accessible toilets wherever possible.
- Make sure the venue is safe and not too noisy. For example, a busy café can be a very difficult sensory environment, so you might want to hire a quiet room.
- Check if your venue is on AccessAble or Euan's Guide. These websites let people check facilities in advance so see if the venue will be accessible to them. If it is listed, you can link to it when promoting your event.
- Make sure there is enough seating for everyone.
- For noisy events (e.g. jam sessions), provide a quiet space if possible.
- Have water and snacks available.
- Put up clear signage to show people where the meetup is. Or if you are having the meetup in a public place, have some easy way for people to recognise

your group. For example, wear your volunteer lanyard, or put something recognisable on your table.

- If you feel comfortable to do so, share your pronouns with your name to encourage others to do the same if they want to.
- For structured events, print a short agenda or give a simple verbal outline at the start.
- Be mindful of sensory triggers (smells, noise, lighting).
- Put out the sensory support kit we provide.
- If you would like help to make a visual story for your meetups, reach out to Tzipporah (tzipporah@doorinthewall.co.uk). A visual story is a guide that explains a visit to a new place step by step.
- If you want to make your own posters or graphics to promote your event, think about accessible design. For example, make sure the text is left-justified, easy to read, and the colour contrast is good. You can use an online colour contrast checker to check if your proposed colour combo is accessible. Or we are very happy to help or make posters/graphics for you!

If you're ever unsure, you can ask the team for support or resources.

Graphic with **accessible** colour contrast - #000000 on #e2fff9 or #9ce5d6

Graphic with **inaccessible** colour contrast - #ffffff on #**46dabc** or #31b79c

Healthy Boundaries

It's important to maintain appropriate boundaries with meetup attendees. It can be easy to take on too much and burn out.

Setting clear limits around your time, labour, and emotional energy helps keep you well in the long run.

Your role as a volunteer is to host the meetup, not to take on people's problems. Neuk Local is about peer support and connection, not providing therapy or crisis support.

Remember:

- If someone is upset, you don't need to fix things – just treat them with respect.
- If you're worried about someone, see the Safeguarding Guide for what to do.
- If something feels like too much for you, let us know and we'll step in.

Some Helpful Links:

- Stress (information from Mind)
- Personal Boundaries Explained - Setting The Emotional Boundaries You Need
- How to Set Healthy Boundaries (PositivePsychology.com)
- How I learnt to set boundaries with a friend for my mental health

Expenses

To claim expenses:

- Complete an Expenses Claim Form
- Attach a screenshot or photo of your receipt, if needed (you can claim up to £10 without receipts).

You'll also be asked to record your volunteer hours when submitting expenses or volunteer allowance claims.

Invoicing

Especially for larger costs, it might be simpler for suppliers to invoice us directly. If so, please give them these contact details:

Door in the Wall Arts Access CIC (SC750856)
26a Abercromby Place
Edinburgh, EH3 6QE

Contact:
Tzipporah Johnston
tzipporah@doorinthewall.co.uk

Volunteer Support and Development

Where to get Support

- **Event support** – Check your event run sheet to confirm your main contact. They can help with planning, promotion, or issues on the day.
- **Safeguarding concerns** – See the Safeguarding Guide earlier in this handbook, or contact the Safeguarding Officer (see page 17).
- **Other questions** – If you're unsure, just ask the staff team. You're not on your own.

Developing Your Skills

We want volunteering with Neuk to be a positive experience for you, as well as for the people who attend meetups. This includes supporting you to learn new things and develop your skills.

- We may sometimes ask you to complete training (for example, safeguarding or accessibility). We will always cover the cost.
- During onboarding, we will ask about skills you would like to develop and look for opportunities where possible.
- Volunteers may also be invited to attend training sessions run for staff and freelancers, where appropriate.

Our aim is that you finish your time as a Neuk Local volunteer with useful skills and experience that you can take into other areas of your life and work.

Contact Information

Contact Information

Emergency Contact

(Please save this in your phone)

Tzipporah Johnston

07305 853884

Neuk Local Coordinator

(Please save this in your phone)

Anna Whealing

07741437525 (only answered while Anna is working)

Email contacts

volunteers@doorinthewall.co.uk

hello@doorinthewall.co.uk

neuk@doorinthewall.co.uk

Staff Team

- Neuk Local Coordinator (Anna Whealing)
  volunteers@doorinthewall.co.uk
- Participant Liaison (Amy Milner)
  edi-neuk@doorinthewall.co.uk
- Creative/Access Lead (Tzipporah Johnston)
  tzipporah@doorinthewall.co.uk

Safeguarding Contacts

- **Primary Safeguarding Officer**
  Tzipporah Johnston
  tzipporah@doorinthewall.co.uk
  07305 853884

- **Secondary Safeguarding Officer**
  Catriona Stewart
  cas.stewart.101@gmail.com

- **Online reporting form**