



## **POLICIES**

The Rotherham Allotments Alliance, a 'Community Benefit Society' which is responsible for the management of all allotment provision previously provided by Rotherham MBC. The Alliance's Mission Statement states – The Rotherham Allotment Alliance will provide, promote and develop allotments in Rotherham so that they offer people of all backgrounds and abilities opportunities to enjoy gardening in safe, secure, accessible and environmentally sustainable surroundings. In doing so, it will make efficient use of available resources to ensure that the service is financially self-sufficient whilst remaining affordable to those who want to use it. It will do this by:

- enabling allotment societies to flourish on sites where they already exist,
- providing guidance and support to such societies where required,
- managing sites which do not have societies efficiently,
- promoting the establishment of new allotment societies on sites that do not currently have them and/or establishing a volunteer base for sites that are unable to form a society,
- developing and implementing plans for the improvement and promotion of allotment gardening across the borough of Rotherham.

To facilitate these objectives the RAA has adopted the following policies to ensure that all allotments tenants, those on society managed sites and directly managed sites alike, will be able to cultivate their plots and enjoy their hobby in a stress free environment with everyone working together to achieve the following policy objectives.

All policies will be reviewed to meet any changes in legislation or every 12 months.

## **CONFIDENTIALITY POLICY**

Rotherham Allotment Alliance is committed to providing a confidential service to its Shareholders and allotment tenants. No information given to the RAA will be shared with any other organisation or individual without the user's expressed permission.

For the purpose of this policy, confidentiality relates to the transmission of personal, sensitive or identifiable information about individuals or organisations (confidential information), which comes into the possession of the RAA through its work.

We will hold personal data about our staff, shareholders and allotment tenants which will only be used for the purposes for which it was gathered and will not be disclosed to anyone outside of the RAA without prior permission.

All personal data will be dealt with sensitively and in the strictest confidence internally and externally.

## **Purpose**

The purpose of the Confidentiality Policy is to ensure that all staff, shareholders, allotments tenants, volunteers understand the RAAs requirements in relation to the disclosure of personal data and confidential information.

## **Principles**

### **The RAA will be fully compliant with the Data Protection Act 2018.**

- The RAA is registered with the Information Commissioner's Office
- All personal paper-based and electronic data will be stored in accordance with the Data Protection Act 2018 and will be secured against unauthorised access, accidental disclosure, loss or destruction.
- All personal paper-based and electronic data must only be accessible to those individuals authorised to have access.

## **Statistical Recording**

The RAA is committed to effective statistical recording of the allotment tenancies and other service providers in order to monitor usage and performance.

All statistical records given to third parties, such as to support funding applications or monitoring reports for the local authority shall be produced in anonymous form, so individuals cannot be recognised.

## **Breaches of Confidentiality**

The RAA recognises that occasions may arise where individual members of staff or Board Member feel they need to breach confidentiality. Confidential or sensitive information relating to an individual may be divulged where there is risk of danger to the individual, a volunteer or employee, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

Where a member of staff or Board member feels confidentiality should be breached the following steps will be taken:

- The member of staff or Board member should raise the matter immediately with the Chair (or vice-chair) of the Board.
- The member of staff or Board member must discuss with the Chair (or vice-chair) issues involved in the case and explain why they feel confidentiality should be breached and what would be achieved by breaching confidentiality. The Chair (or vice-chair) should make a written note of this discussion.
- The Chair (or vice-chair) is responsible for discussing with the member of staff or Board member what options are available in each set of circumstances.

- The Chair (or vice-chair) is responsible for making a decision on whether confidentiality should be breached.

### **Legislative Framework**

The RAA will monitor this policy to ensure it meets statutory and legal requirements including the Data Protection Act, Children's Act, Rehabilitation of Offenders Act and Prevention of Terrorism Act.

### **Ensuring the Effectiveness of the Policy**

Existing and new workers will be introduced to the confidentiality policy via induction and training. The policy will be reviewed annually and amendments will be proposed and agreed by the Board of Directors.

### **Non-adherence**

Breaches of this policy will be dealt with under the Grievance and/or Disciplinary procedures as appropriate.

## **POLICY FOR SHARE CERTIFICATION**

Share certificates for the Rotherham Allotment Alliance will be allocated as follows:

- Every individual allotment plot holder on both Society and Directly managed sites will be allocated **one** share Certificate, immaterial of the number of plots or size of the plot/s the tenant may hold. The share certificate will be allocated to the named tenancy holder only, allowing **one** vote at the AGM.
  - Co-workers will not be allocated a share certificate and will not be entitled to vote at the AGM.
  - Joint tenancies (where more than one individual is named on the tenancy agreement) will be allocated **one** share certificate and will be allocated **one vote only** at the AGM.

*(Co-workers and joint tenants are welcome to become Associate Members see below).*

- Associate Members of the RAA (non-plot holding members/co-workers/joint tenants) those persons who become members of the RAA by payment of £3.00 membership per year will be allocated **one** share certificate and entitled to **one** vote at the AGM.

## **HEALTH & SAFETY**

Allotment sites and the activity of gardening is relatively risk free if people are aware of the hazards and take steps to ensure that they, other people and wildlife are not put at risk.

### **Physical activity**

Allotments and gardening provide you with a lot of physical exercise. Which is good, but don't overdo it. Divide large jobs into small manageable tasks and take a break between them, making sure you drink plenty of fluids.

Digging the soil is one of the most physically demanding tasks in gardening, as it involves continued bending and straightening of the back when lifting a spade of soil. It needs to be approached with care, particularly if you are not used to heavy work. Sensible clothing and footwear is essential to save you from a forked foot or worse.

Do not do too much work in one go, have regular rests, and never carry out dangerous jobs when you are tired, as this is often when accidents happen

## **Health Risks**

All gardeners should be aware of the risk of catching Tetanus (Lockjaw). This is a serious infection caused by bacterium that lives in the soil and especially manured soil. It enters the body through cuts and abrasions and a few days or weeks later the illness hits. Please make sure that you have a vaccination that protects you against tetanus.

Wear gloves and other suitable protection when in close proximity to plants and insects that can sting, bite or cause other skin irritations

Be mindful that in very hot weather, especially in green houses, it is possible, although very rare, for Legionella (Legionnaire's Disease) to multiply in warm water to potentially harmful levels. Never drink water from water butts or tanks, avoid leaving bottled water on site from one visit to the next and only drink from taps if you know for sure they provide safe drinking water

Protect yourself from water-borne diseases such as Weil's disease by wearing waterproof gloves, clothing and boots when working with stagnant water

Wash your hands after any gardening activity and always make sure you clean and protect any cuts, scratches and abrasions

## **Tools & Equipment**

Garden tools can be a hazard if they are not stored properly or are left lying around the allotment when not in use. For example, upturned fork or rake. Always reserve that little bit of time to put things away after a day's work. An untidy allotment is a dangerous one.

Making sure your tools are the right size and style for you and are kept in good condition will help prevent a lot of aches and pains

Most power tools need a reasonable amount of knowledge and training to be able to use them efficiently and safely e.g. Chainsaws, Strimmer's, Lawnmowers and Rotavators. A good Rotavator can drastically reduce manual labour, but is also difficult to control, so familiarise yourself with the controls and take a while to get used to it. Always follow the manufacturer's instructions for any powered appliance. Never attempt to repair or maintain a powered appliance whilst it is still connected to the power source

Use ear-defenders, dust masks and goggles where appropriate

## **Pesticides and fertilisers**

Ensure that all chemicals are kept securely locked away in clearly marked containers – preferably the original containers. Do not keep them in second-hand food & drink vessels such as bottles, tins or jars. When applying pesticides be sure to wear appropriate clothing and only do so when the conditions are suitable. Avoid drift and any other contamination to other plots and people

Always make sure that pesticides and fertilisers are disposed of responsibly. Pesticides should never be included in household rubbish, burnt, placed in skips or poured into any kind of drainage system or watercourse. If in doubt please seek advice from the site manager or local council

Do not open a chemical or fertilizer container with your head right over it, the vapours can often be as dangerous as the contents

Consider organic and natural alternatives

## **First aid**

A first aid kit is a wise addition to the tools kept in the garden shed. A small selection of adhesive plasters, antiseptic ointment, a pair of tweezers for removing thorns and splinters and a gauze or lint pad to use as a compress to stop the bleeding if you are badly cut.

It is a good idea in all aspects of life to have some knowledge of first aid

## **Ponds and water**

A well planned and maintained pond can enhance your allotment, provide numerous benefits to wildlife and enjoyment to people of all ages.

If you wish to have a pond and the site management allow it, keep it shallow, 30-50cm at the deepest point is sufficient for biodiversity and sloping sides also prevent drowning of mammals that come to drink water. In winter use a float to prevent icing-over, otherwise children may be tempted to walk on ice and pond-life will be starved of oxygen.

People at most risk of drowning in ponds are children under three years of age. The risk from drowning decreases as a child's age and understanding of the danger increases. Regard an open water butt as you would a pond in respect of the hazard it presents

### **Wildlife**

The allotment gardener has a responsibility not to cause unnecessary harm to the local wildlife. Such hazards include litter, carelessly applied fruit netting, use of pesticides, open drains, exposed pest control methods, lack of care when mowing & strimming, broken glass and pre-stacked bonfires.

Furthermore, it is worth noting that certain wildlife such as badgers, slowworms, some birds of prey and reptiles have legal protection. Research protected species if in doubt

Unfortunately though, some level of pest control is often required to control vermin. Rats in particular can carry many diseases including Weil's Disease, which can cause human death via contaminated water. Authority to administer pest control is often reserved for those responsible for the site, but if individual plot-holders are permitted to tackle the problem themselves always follow the instructions and apply responsibly

Try to discourage rats by securing rubbish in bins and not putting food on the compost heap. Compost heaps can also be covered with wire mesh to prevent entry

### **Bonfires**

Individual sites are likely to have their own rules about bonfires so make sure you know where you stand. Irrespective of the site rules, the government Environmental Protection Act, stipulates laws pertaining to such things as nuisance being caused by smoke and drift over a public highway

Always check the weather to make sure conditions are suitable and to know which way the smoke will drift. Never leave a fire unattended and make sure that it is completely put out (with water if necessary) before you leave.

Check your bonfire for wildlife before lighting it and keep any children under close supervision at all times – they tend to have a fascination for bonfires!

### **Personal safety**

Allotment gardeners often spend long periods of time on their own, so think about what would happen if you had an accident or fell ill. Whilst it's very appealing to escape the daily toil of our modern technology-filled lives, if you own a mobile phone, keep it with you – it could save your life in times of need! Otherwise, at least let a friend or relative know where you are and how long you intend to be.

Be aware of the weather conditions. It's so easy to get caught out with a heavy downpour, bitterly cold wind or the one that catches most people unaware – sunstroke!

Do not undertake excessively strenuous or dangerous work on your own or when neighbouring gardeners are not about.

Before you start a potentially dangerous job (e.g. carrying heavy items or using a power tool), stop and think about how you might hurt yourself or others on the site. If there is a safer way to undertake the work, do so. All risk cannot be eliminated, but take any action to reduce the risks such as wearing appropriate safety equipment and warning other users in advance of what you are doing and to stay clear.

Stopping for a lunch break helps restore energy after lots of work. Always wash your hands after gardening and especially before eating. The use of hand sterilising gel is highly recommended

Children should be accompanied by an adult and supervised at all times

Always wash your fruit and vegetables thoroughly before eating them

## **Site Inspections - Risk Assessments**

### **(See also Site inspections procedure and – Site Inspection / Risk Assessment form)**

It is the responsibility of the RAA and/or Allotment Society to complete site inspections and any resultant risk assessments for each allotment site at least annually during the period November to February. These site inspections/risk assessments will be completed by agreed society representatives or RAA representatives. There is a need for all risk assessments to be completed to a uniform standard to avoid anomalies.

A risk assessment should be carried out before any ‘one off’ project is undertaken, for example if a vacant plot is being cleared for cultivation. A risk assessment should be completed immaterial of whether the work is being carried out by a contractor or volunteer group.

The results of the site inspections - risk assessments will be displayed on the RAA or the society web site. Any significant risks on individual allotment plots will be brought to the attention of the plot holder for immediate attention and necessary enforcement will apply if the matter is not resolved within the specified period.

## **EQUALITY POLICY**

The RAA is committed to providing a supportive and equitable environment for all of our members and visitors.

- It expects all plot holders to treat each other with equality and fairness. Discrimination on any grounds including (but not limited to) race, religion, beliefs, age, gender, sexuality or ability is unacceptable.
- It is recognised that allotment gardening is an excellent way for people to keep fit and active, both physically and mentally, for everyone – regardless of ability. Where it is possible and practical, we aim to make provisions for older gardeners and individuals who consider themselves disabled.
- We recognise that it can be difficult for some individuals to pursue allotment gardening using conventional plots, and we are open to suggestions of how we may widen opportunities for participation by those individuals.

## **DIVERSITY POLICY**

RAA seeks to reflect the vitality of our local community. We aim to value all individuals, each with our own diverse backgrounds, needs, opinions, cultures, lifestyles and circumstances.

To this effect, we will not accept any form of discrimination, harassment, bullying, victimisation or intimidation by any of the RAA’s plot holders and shareholders.

Any person who feels they have received unfair treatment should report the matter to the RAA Board (Utilising the RAA ‘Complaints Procedure’ please see below).

## **SOCIAL POLICY**

The RAA aims to be ‘a good neighbour’ and endeavours to be co-operative and respectful in all our links to the wider community. It is particularly important to remember that most, if not all, allotment sites have adjoining residential properties and it is imperative that we all endeavour to ensure no nuisance is caused to these neighbours –

- No fires when smoke will create a nuisance to those neighbours. (See Environmental Policy for more information).
- If livestock is permitted on your site, ensure that they are kept in an environment which will prevent vermin. (See Environmental Policy for more information).

We aim to form partnerships with local organisations/agencies in order to benefit our immediate neighbours and the surrounding community.

## **CHILD PROTECTION POLICY**

Allotment Holders are welcome to bring children onto their site under the supervision of a responsible adult at all times.

Allotments can be exciting and educational places but they can also present all kinds of hazards to youngsters. For this reason, responsible adults must be extra vigilant at all times when accompanied by children.

## **ENVIRONMENTAL POLICY**

The Rotherham Allotment Alliance aims to play an important role in promoting healthy and sustainable lifestyles within the local community. Access to healthy food produced locally using environmentally friendly methods can be beneficial to the health of individuals, the community and the environment.

The RAA, as part of the Allotment Movement, is improving the quality of life and the local environment. In order to minimise our impact upon the local environment, RAA promotes the following:

### **Water/Hoses**

- Allotment Tenants are encouraged to practice sensible water conservation, utilise covered water butts on sheds and other buildings and consider mulching as a water conservation practice.
- Allotment Tenants will give consideration at all times for other tenants when extracting water from water points. No hoses are to be used at any time for irrigation purposes, hoses can be used to fill water butts.

### **Fires**

- Fires are allowed for the burning of materials from the Allotment Garden only i.e. diseased plants and dried-out organic material that will burn without smoke or hazardous residue.
- All fires must be attended at all times and not cause a nuisance to neighbouring residential residents or other plot holders. All fires must be fully extinguished before leaving the site.
- The Tenant shall not bring or allow to be brought on to the Allotment Site any materials for the purpose of burning such waste.
- **Every effort should be made to compost garden waste and remove other material from site. Burning should be the last resort.**

### **Chemicals, Pests, Diseases**

- Only commercially available products from garden or horticultural suppliers shall be used for the control of pests, diseases or vegetation.
- When using any sprays or fertilisers the Tenant must take all reasonable care to ensure that adjoining hedges, trees and crops are not adversely affected and must make good or replant as necessary should any damage occur, and so far as possible select and use chemicals, whether for spraying, seed dressing or for any other purpose whatsoever, that will cause the least harm to members of the public, game birds and other wildlife, other than vermin or pests, and comply at all times with current regulations on the use of such sprays and fertiliser.
- The use and storage of chemicals must be in compliance with the all relevant legislation.

## **Vermin**

- Tenants must maintain a vermin free environment at all times. Plot holder with livestock must be extra vigilant at all times to prevent vermin infestation.
- Any vermin infestation should be reported to RAA.

## **General**

- Allotment holders are encouraged to re-use and recycling, wherever possible.
- Vegetable waste should be composted.
- Allotment Tenants shall not deposit or allow other persons to deposit on the allotment site any rubbish or refuse.
- All non-compostable waste shall be removed from the Allotment Site by the Tenant.
- The Tenant shall not utilise carpets or underlay on the Allotment Garden.

## **VOLUNTEER POLICY**

1. Rotherham Allotments Alliance (RAA) is a ‘Community Benefit Society’ being established in 2020 to manage allotment provision previously completed by Rotherham MBC. The RAA aims to provide, promote and develop allotments in Rotherham so that they offer people of all backgrounds and abilities opportunities to enjoy gardening in safe, secure, accessible and environmentally sustainable surroundings. It sees Volunteers as a vital part of achieving these aims and actively works to promote volunteering and good practice in Volunteer management. This policy is intended to provide the framework for our involvement with volunteers and help define the role of volunteering within the organisation. This policy is not intended to create a legally binding contract or employment relationship.
2. **Definition of Volunteering**  
“...an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups.”
3. **Aims of this policy**
  - To develop and apply good practice when managing volunteers at R AA
  - To involve volunteers in the delivery of RAA's services in order to meet the needs of our allotment holders and increase our contact with the local community.
4. **Principles**
  - RAA will ensure that volunteers are properly integrated into the organisation structure. RAA recognises that volunteers require satisfying and interesting voluntary work
5. **Why is a Volunteer Policy Important?**
  - A Volunteer Policy is a tool for volunteers to use and can be referred to, ensuring that there is no discrimination.
6. **Diversity**
  - RAA is firmly committed to promoting diversity in all areas of our work and welcomes volunteers from all backgrounds and experiences. R AA has an Equalities & Diversity

Policy and regularly reviews progress towards diversity. Volunteers are expected to have an understanding of and commitment to our Equal Opportunities.

## **7. Recruitment**

- Volunteers will be recruited from within the members (shareholders) of RAA.
- It is anticipated that volunteers will only carry out voluntary work on the allotment site on which they are plot holders. It is also anticipated that the majority of voluntary work will be instigated and coordinated via the societies or site representatives responsible for their respective sites.
- All volunteers will have a relevant role description that sets out their main tasks.

## **8. Induction and training**

- It is important and necessary that each volunteer project is correctly managed and organised.
- Each project will have a full risk assessment completed prior to any work commencing.
- Volunteers should only undertake work when they are satisfied they understand the work required and it is within their capabilities both physically and capability.
- It is imperative that the correct tools for the task are used.
- If machinery is used the volunteers should be familiar and confident in its use before commencing.
- The correct attire and protective clothing should be worn at all times.

## **9. Support**

- ALL volunteer projects must be approved by RAA who will support volunteer projects wherever possible.
- Societies or groups of members should submit details of projects, along with requirements, for consideration by the Board. These applications should be submitted by email (in writing) to the Allotments Support Officer.
- Project applications should contain the following information:-
  - Allotment Site involved and area of site for project.
  - Details of work to be carried out by the volunteer project.
  - Details of resources that will be required e.g. skip hire, equipment.
  - Approx. number of volunteers required and length of time project may take.
  - Complete a risk assessment for the project and submit along the project application.

## **10. Insurance**

- RAA currently has both Public Liability and Professional Indemnity Insurance in place in the event that someone brings a claim of negligence against us. As an individual you are not 'covered' as such, it is the organisation that is covered. It is important to keep in mind that everyday accidents can and do happen; they're nobody's 'fault'. If you rely on a wage outside your volunteering, you may want to consider exploring your options in terms of Loss of Earnings cover in order to safeguard yourself against this.

## **11. Attendance**

- Volunteers are asked to inform the team leader if they will not be available due to illness, holidays or any other reason. It is helpful if volunteers can give their team leader much notice as possible so that cover can be arranged, if required. There may be occasions when volunteers may wish to take a break for a period of time and RAA respects this.

## **12. Confidentiality**

- All volunteers are subject to a 'Common Law of Confidentiality' and must adhere to this. Please refer to RAA's Confidentiality Policy for more information. Volunteers will be asked to sign a confidentiality declaration due to the sensitive and private details they may come across whilst volunteering at RAA.

## **13. Health & Safety**

- RAA has a statutory responsibility under the Health & Safety at Work Act 1974, not to harm or damage the health of volunteers through their involvement in the activities of the organisation.
- All volunteers are expected to conduct themselves in a safe manner and not to act in a way that may cause injury to others. Please refer to RAA's wider *health and safety* policy.

## **14. Complaints Policy**

- RAA has a Complaints Policy which covers complaints made by a volunteer and complaints made *against* a volunteer. Please refer to this policy for further details.

## **15. Other RAA policies**

- The majority of RAA policies apply to volunteers. Volunteers are invited to familiarise themselves with these on RAA's website, at their leisure.

## **COMPLAINTS and APPEALS PROCEDURE.**

A complaint is any expression of dissatisfaction about the actions or omissions of Rotherham Allotment Alliance, any of the Allotment Societies managing an Allotment site or dissatisfaction against another allotment tenant or member of the RAA. Complaints require a response. The aims and objectives of the RAA are that complaints about allotment matters should be dealt with:

- Impartially
- Objectively
- Expeditiously
- Complainants will be treated with respect and will not receive adverse treatment because they have made a complaint

### **Our complaints policy:**

We are committed to providing a high-quality service and environment to all our members. When something goes wrong, we need you to tell us about it.

This will help us to improve our standards. If you have a complaint please contact us with full details. See form below, copies can be obtained from your Allotment Society (self-managed sites) or direct from RAA (directly managed sites should email [rothallotmentalliance@outlook.com](mailto:rothallotmentalliance@outlook.com))

### **The process**

- We strive to handle any complaints quickly and satisfactorily
- We will review the process where initial decision/outcome does not meet your expectations

### **Our procedure and making a complaint**

- Our preference is for complaints to be made in writing using the RAA standard complaint form and submitted by letter or email.

- However, complaints made in person or by telephone may also be accepted.
- Day to day issues on Society managed sites should be reported in the first instance to the Society representative for attention. If the matter is not resolved a formal complaint could then be considered.

### **What will happen next?**

Complaints received will be categorised as follows:

- Complaints relating to on site issues may be referred to the society responsible for the site in question – who will then deal with the complaint.
- Complaints about a society or RAA will be investigated by the RAA.
- Any complaint concerning the Chair of the RAA will be forwarded to the RMBC Cabinet Board Member for attention.
- All complaints will be investigated using the following criteria:
  - You will receive acknowledgement of your complaint within 15 working days by either letter or email;
  - Each Society should agree at its AGM the panel for dealing with complaints.
  - The RAA will agree a panel of Board members to deal with complaints.
  - You may be invited to a meeting to discuss and hopefully resolve the complaint
  - The outcome of the investigation will be given in writing, by either letter or email within 30 working days.
  - If the outcome is less than expected you will be referred to our appeals process.

### **Appeals Process**

If a complainant is dissatisfied with the outcome of the investigation into the original complaint and appeal can be lodged. The following details this process:

- If the original complaint has been dealt with by the Allotment Society an appeal can be lodged in the first instance with the Society. You must detail the reasons that you disagree with the outcome of the initial investigation and request that the matter be further considered.
- An appeal lodged with a Society can be dealt with directly by the Society reconsidering the original outcome with a different panel of committee members. If no resolution can be found by the Society the matter can be referred to the RAA.
- If an appeal is referred to the RAA all the original complaint information and investigation results must be passed to the RAA utilizing the ‘complaints form’.
- The appeal will be then considered by the RAA.
- If an appeal is to be made to a decision made by the RAA in the first instance the appeal should be lodged with Chair of the RAA Board of Directors – rothallotmentalliance@outlook.com
- The decision of the RAA Board of Directors will be final.



**Handling Complaints about Allotment Issues Complaints Form**

Your Allotment Site \_\_\_\_\_

Your Plot Number \_\_\_\_\_

First name \_\_\_\_\_

Surname \_\_\_\_\_

Full Address \_\_\_\_\_

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Postcode \_\_\_\_\_

Home telephone number \_\_\_\_\_

Mobile telephone number \_\_\_\_\_

Email address \_\_\_\_\_

Please give full details of your complaint \_\_\_\_\_

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Date \_\_\_\_\_

Your signature \_\_\_\_\_

Please submit this form by either:-

Post to - RAA, PO Box 819, Rotherham S60 9NR

Email to - [secretary@rotherhamallotments.org.uk](mailto:secretary@rotherhamallotments.org.uk).