

# Working On-site

A guide for volunteer groups working on  
Public Open Spaces in South Gloucestershire



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**A guide for volunteer groups working on Public Open Spaces in South Gloucestershire**

**Open Spaces Volunteering Handbook Part 2 (2022/23)**

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# Foreword



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Enhancing and protecting our natural and built environment is a key priority for South Gloucestershire Council. Through the Council Plan and Green Infrastructure Strategy, we recognise the role high quality public open spaces play in improving the wellbeing of people living and working in our communities, as well as their importance during a climate and nature emergency.

Your work, as volunteers, provides vital support not just to communities across our area but to the Council itself, enabling us to ensure South Gloucestershire is a great place to live, work and visit.

This Volunteering Handbook and the additional support the Council can provide, such as training and networking opportunities, aims to empower individuals and groups to improve their local public open spaces for the benefit of the wider community and local wildlife.

Thank you for taking time to care for your local community space.

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# Welcome

## The Open Spaces Volunteering Handbook

The Open Spaces Volunteering Handbook has been designed for volunteers helping care for public open spaces in South Gloucestershire. Whether just starting out, managing an established group, or embarking on a new project or phase, these guides are here to help you with essential information as well as explain how to access additional support through the Council and where to find other external resources.

There are two parts presented as standalone documents

1. Getting Started
2. Working On-Site

As well as a number of themed guides covering particular topics

The Handbook is informed by advice from the Community Spaces Place Improvements Team who are part of Place Operations – StreetCare (referred hereafter as StreetCare), and provide support to the many Friends groups, Conservation groups, Community Orchards and others which form the Community Spaces Network.

You can find out more at The Hive <https://www.southglos.gov.uk/thehive>

If you would like to do more for your local park or open space, contact the Place Improvements Team. Email: [Greenspace.Volunteering@southglos.gov.uk](mailto:Greenspace.Volunteering@southglos.gov.uk)

## Part 2: Working On-Site

This guide covers the essentials that groups need to prepare and run volunteering sessions in public open spaces. The guide takes you through preparing for your first session, provides example support documents, and is a reference you can use at any time.

### Who is it for?

This part of the handbook is aimed at groups who have already done their basic set up and are ready to start practical sessions, as well as a point of reference for established groups. It will be useful for volunteers moving from working on site to helping with leading and planning task days.

We encourage all groups to review their documents and processes periodically and to share the knowledge of how things operate with your group volunteers so you have a pool of people who can support sessions. Group Volunteer Agreements must be renewed annually, and the risk assessments which support them should be checked at the same time, so we have collated in this part of the handbook all the things you are likely to need to review how you work and keep your practical sessions running safely and smoothly.





## The Community Spaces Network

The Community Spaces Network was created in 2015 to assist community groups in caring for their community space. It is constantly evolving and now includes groups who care for a wide range of public open spaces including formal parks, play areas, pocket parks, nature reserves, woodlands, community orchards, street-side flowerbeds and many more.

[The Hive](#) online resource includes all the key documents as well as a directory of the Open Spaces Volunteer Groups across South Gloucestershire. Through the Community Spaces newsletter, we share monthly updates, training opportunities and news from the groups in the Network and from the Council StreetCare teams which work on the network sites. You can sign up for the [Community Spaces Newsletter](#) if you are a group, a volunteer or just interested in what we're doing.

The Council hosts a Community Spaces Network annual celebration event to say thank you to the many volunteers involved. Some sites are involved in other events throughout the year, such as biodiversity monitoring or heritage open days which you will also find here.

For more details, please email [Greenspace.Volunteering@southglos.gov.uk](mailto:Greenspace.Volunteering@southglos.gov.uk) or visit [The Hive](#).

Thank you,  
The Community Spaces Place Improvements team, South Gloucestershire Council  
2023



# What do volunteers do on site?

An Open Spaces Volunteer (or Friends) group is a collection of local people, of all ages and abilities, who come together with the aim of improving the appearance, facilities, conservation value and/or safety of their local park or community space. Working in partnership with the Council they give local residents a greater say in what goes on in those areas. The Council works with a wide range of groups that can be known by other names e.g. Conservation Groups or In Bloom groups.

Some of the work they do is representing the needs of the community in the management of the site, such as by communicating with Council officers or attending meetings on site to discuss plans. Some of the work is more hands-on.

## Role of volunteer groups on site

Volunteers carry out a wide range of activities including:

- Conservation tasks such as woodland management and vegetation clearance
- Planting bulbs or other decorative plants
- Planting for biodiversity, such as wildflower seeding or native plants
- Litter picking, either regular or clearing problem areas
- Orchard planting and management
- Enhancing wildlife biodiversity, for example by installing and monitoring bird and bat boxes, creating new wildlife habitats
- Enhancing heritage assets, for example by keeping them clear of vegetation or repairing minor damage (with training)
- Access improvements such as installing, improving, or repairing paths and steps

## Working with the Committee

It is important that the work on site is part of or working to support the aims of the group as set out in the Constitution (see Part 1: Getting Started). This is done by the Committee who should:

- agree what work is going to be completed
- be responsible for ensuring that site work is discussed and agreed with the Community Spaces Place Improvement team at the Council on a regular basis
- ensure that site work is following the agreed management plan or equivalent, where one exists.

# Working on Council land

## Council as Landlord

### Landlord consent for improvement

Any work carried out on property that is owned or managed by the Council requires permission. Anything which would alter, add to, or remove something on site requires consent, including any hard or soft landscaping features. Groups who wish to install a new asset on land owned or managed by South Gloucestershire Council may require a licence to do so; for further information, please contact [GreenSpace.Volunteering@southglos.gov.uk](mailto:GreenSpace.Volunteering@southglos.gov.uk). All planting and installations must be agreed with the Council before applying for funding, purchasing directly, or accepting via donation.

Volunteer activities involving maintenance of the site must be in line with the management plan for the site. These activities will be written into the [volunteer agreement](#). Maintaining the site to an agreed standard (e.g. vegetation, paths, existing equipment/furniture etc) is generally permitted where it has been agreed as tasks safe for volunteers to undertake (see Health & Safety responsibilities below).

Where the Council will be responsible for the ongoing management and maintenance of any new features, or changes that may increase maintenance costs to the Council, this will be considered as part of the Landlord's Consent process and may impact on the final decision.

### Required notice

Where practical tasks that require breaking the soil and digging holes are being planned the Council should be given at least three weeks' notice. This will allow for service checks (New Roads and Street Works Act 1991 - NRSWA) to be undertaken to ensure there are no pipes or services underground near your worksite. Service checks are valid for 3 months, after which time, they will need to be carried out again to ensure the safety of the excavation site.

If you believe there may be nearby underground services, you should allow extra time for the checks plus getting any permissions from relevant utility companies.

### Responsibility for Health & Safety

The Council has three main responsibilities for Health & Safety which it must consider when agreeing what work can be done by volunteers:

- Safety of the site for public use, including quality of work by council staff, contractors, and volunteers
- Safety of any adjoining properties, roads, paths, etc from anything arising within the site

- Safety of volunteers, who are considered as employees under the Health & Safety at Work Act (1974), as well as paid staff.

The Council is also responsible for biosecurity on Council sites, so must approve the sourcing of any plants obtained for the site by Groups or donated by third parties.

When reaching a Landlord's Consent decision, the Council will also consider the risk of attracting or creating potential for vandalism because of the proposed change. Where appropriate the Council will seek further guidance from the Local Police Neighbourhood Team and the Anti-social Behaviour Team to design out any potential for crime.

### **Responsibility for essential works**

The Council is responsible for general maintenance of the site, and anything essential to maintain public safety for users. The work done by Groups is agreed in advance and outlined in the [volunteer agreement](#); this work is part of the management plan for the site.

In addition to mowing and other large vegetation management, a good indication of works the Council are responsible for is the list of reportable issues found online at [Report it | South Gloucestershire Council \(southglos.gov.uk\)](#). These should be reported rather than tackled by volunteers.

### **Monitoring and reporting**

If you come across an issue that requires help from the Council, please report these using forms in the link above, or to the StreetCare Contact Centre. For more urgent matters e.g. dangerous trees, syringes on site please call the StreetCare Contact Centre on 01454 868000 (staffed 24 hours a day).

Please give a precise location (using a grid reference if possible (use [www.gridreferencefinder.com](#) to help create a ten-figure grid reference) a photo, your contact details and any other additional useful information e.g. access. If you use [what3words](#) location finder, you can also use this to inform us of the location, but a grid reference is preferable if possible.

## **Working on public open spaces**

### **Practical task days**

The Council encourages groups to take an active role in helping care for their local community space. We work with groups to agree an action plan of appropriate tasks, which are usually a mix of improvements and optional maintenance. Tools and equipment, including for litter picking can be provided on loan for groups just starting out and support you with fundraising to equip your group.

### **Site monitoring for biodiversity**

**Sites can really benefit from having volunteers there as eyes and ears throughout the year looking out for the many species which live in or use the sites. This could be identifying and monitoring plants at different times of year, monitoring nest boxes, doing bird counts, insect surveys and much more.**

**We encourage volunteers to report their sightings to the local Environmental Records Office [Bristol Regional Environmental Records Centre \(brerc.org.uk\)](http://brerc.org.uk) and offer [training](#) and workshop sessions seasonally.**

If you'd like to run biodiversity monitoring events on your site, we may be able to support you. Simple surveying events you could get involved with include:

- [Big Garden Birdwatch | The RSPB](#) this can also be done in parks etc.
- [Big Butterfly Count \(butterfly-conservation.org\)](http://butterfly-conservation.org)
- [UK Pollinator Monitoring Scheme \(ukpoms.org.uk\)](http://ukpoms.org.uk)

Or if you wanted to plan something bigger, there is information for running BioBlitz events here [bioblitz-guide.pdf \(nhm.ac.uk\)](http://bioblitz-guide.pdf) which we would be happy to support. As a general rule the Council would only be able to lead on this kind of event as part of a funded project.

## Events

Events are a great way to attract new volunteers to your group. Events can draw in new volunteers from different backgrounds and bring new perspectives to your group. Start with small scale guided walks or organise volunteering taster days. Some groups tie in with community fetes or neighbourhood festivals which makes organising the events a lot easier.

To help groups run successful events the government has issued a helpful guide on how to organise a voluntary event:

[Organising a voluntary event: a 'Can do' guide](#)

You must keep the Council informed of your event plans, and larger events will need permission before you start to publicise. You can find out more about the process for arranging events here [Hire of public open space | South Gloucestershire Council \(southglos.gov.uk\)](http://southglos.gov.uk) including all forms and a template risk assessment. You should also look at the **guidance on Insurance in Part 1 of the Handbook** as these events are not covered by Council insurance under the Volunteer Agreement.

General requirements for event planning, permission, and notification are:

- Guided walks or wildlife surveys with under 30 participants, which are **observation-only** do not require permission, but must be **notified** 15 working days (3 full weeks) in advance so that we are aware. Please include expected numbers and detailed location/route if possible.
- Other organised events, including picnics, group activities, trail markers, interactive walks (such as foraging or wild art) require **permission** which must be requested at least 15 working days (3 full weeks) in advance. We recommend earlier to allow for all details to be agreed before you advertise the event.



- Larger and more complex events require 30 working days (6 full weeks) to process the application.
- In addition, events organised for the public other than guided walks and surveys require **public liability insurance** either held by the group or by an external activity leader if they have been brought in for the event.
- Charges apply for using public open spaces for events, which will be at a concessionary rate for Friends groups and may be waived depending on the activity.
- All event communication must go to [CommunitySpaces@southglos.gov.uk](mailto:CommunitySpaces@southglos.gov.uk) and not to individual officers

Volunteering events which are advertised for the public to join the Friends Group in a regular low-risk activities would not normally need notification or permission, but you must ensure a Volunteer Information form is completed on the day and kept with the other volunteer details, even if they do not intend to come again.

If you are not sure which of these would apply to your event, please contact [CommunitySpaces@southglos.gov.uk](mailto:CommunitySpaces@southglos.gov.uk) to discuss further during planning stage. They also keep a diary of all events already planned for Council owned land which will help you avoid clashes.

If another group or individual requests to use the site which you are associated with, you may be contacted by the team as part of the consultation before the event is approved.

## Practical support

### Equipment loans

The Community Spaces team has limited supply of tools and equipment which can be loaned to groups, especially when they are starting. We also have some more specialist tools which groups are only likely to need occasionally.

Contact [GreenSpace.Volunteering@southglos.gov.uk](mailto:GreenSpace.Volunteering@southglos.gov.uk) to discuss your needs and arrange to borrow tools, including collection or drop-off and tool-use training.

Tools include:

- Spade
- Trowel
- Mattock
- Bow saw
- Bill hook
- Iron bar
- Mell/sledgehammer
- Orchard pruning equipment

We also have monitoring equipment for surveying e.g. bat detectors, reptile mats which can be loaned to groups who have had the training to use them.

### TCV Membership

You can join The Conservation Volunteers community network for free which gives you

access to resources and training opportunities, funding support and discounts from selected suppliers of tools and plants. They will also list your group as a local volunteering community and may be able to support in other ways such as bringing a volunteer group to your site to support with a particular project.

[Join the Community Network | The Conservation Volunteers \(tcv.org.uk\)](https://www.tcv.org.uk)

### Extra volunteers

There may be times when you want a few extra hands for a project or to tackle a bigger task. As well as advertising in the local community and your network for help, there are a few other ways you can get extra hands without recruiting more regular volunteers:

- University of the West of England (UWE) Students – There is a community volunteering support hub at UWE which is always looking for opportunities for students. Ideally your site should be on a bus route from UWE main campus or Fishponds Road/Gloucester Road to make best use of this. If you have other projects such as research or designing outreach materials, there may be students who could support with that. Contact [GreenSpace.Volunteering@southglos.gov.uk](mailto:GreenSpace.Volunteering@southglos.gov.uk) to discuss further, or you can contact the UWE support team directly [volunteering@uwe.ac.uk](mailto:volunteering@uwe.ac.uk)
- Volunteer Centre Network – Across South Gloucestershire there are a number of organisations which support volunteering and can publicise your group. Through their mailing lists they can reach out for extra ad hoc volunteers and may be able to connect you with local groups, green gyms or employers looking for outdoor volunteering opportunities.
- Thornbury Area - Tel: 01454 413392 | Email: [mail@volunteer-thornbury.co.uk](mailto:mail@volunteer-thornbury.co.uk)  
Yate Area - [alexandraswatton@southernbrooks.org.uk](mailto:alexandraswatton@southernbrooks.org.uk) or **07929 787478**  
Kingswood Area - [zayamorris-taylor@southernbrooks.org.uk](mailto:zayamorris-taylor@southernbrooks.org.uk) or **07969 189485**  
Patchway, Filton and the Stokes - [katiehanning@southernbrooks.org.uk](mailto:katiehanning@southernbrooks.org.uk) or **07971 744846**
- General enquiries - [volunteering@southernbrooks.org.uk](mailto:volunteering@southernbrooks.org.uk)

## Policies and procedures

### Core Documents – how are they relevant on site?

Every group will have a **governing document**, usually a 'Constitution', which sets out the group's aim and objectives. All volunteers should be aware of the core purpose and how what they are doing on site relates to this.

Groups should also have **Safeguarding** and **Equality & Diversity** policies which are available for volunteers to read if they want to. These policies are most useful if any concerns come up about an existing or prospective volunteer having difficulty participating and how you can adapt to support them being part of your community and activities.

More information on group documents and essentials, including templates can be found in **Part 1: Getting Started**.

## Volunteer Agreement

All groups need to have a **Volunteer Agreement** with the Council which is renewed annually and sets out what work you will be doing and a commitment to complete it safely.

The [template volunteer agreement](#) included in the Key Documents has a number of standard activities which are generally done by volunteers on most sites. Other activities which are specific to your site would be included in the table of additional tasks once you have agreed them in principle with the Community Spaces Place Improvements Team. A list of other tasks which are commonly done where appropriate to their site is given below. You would also include in the additional tasks any events you plan to run and tasks relating to specific projects.

- Maintenance of park furniture with an agreed preserver/paint subject to completed risk assessment and compliance with COSHH legislation
- Repair and replacement of timber edging to paths and steps, and installation of waymarking posts to specification and method agreed with SGC (including PROW officers where on a Public Right of Way)
- Maintenance of fruit trees, including removal of branched over 2cm/1inch diameter subject to volunteers having received appropriate orchard management training and the pruning plan having been agreed with SGC.
- Cutting back of encroaching and overhanging vegetation from ponds/streams using hand tools. Subject to the volunteer having received accredited training certificate for working near water and using appropriate PPE.
- Management of aquatic vegetation and cutting back of overhanging vegetation from in the water using thigh waders. Subject to the volunteer having received accredited training certificate for working in water.
- Coppicing subject to the volunteer having received appropriate training and the coppicing plan having been agreed with SGC
- Scything subject to the operative having received accredited training certificate and possession of full and serviced PPE and equipment.
- Lime mortar repair subject to the volunteer having received appropriate training and the location and scheduling having been agreed with SGC (including the heritage officers where a heritage asset is present)
- Clearing debris from steps and paving in heritage asset areas, subject to method and tools being agreed with SGC heritage officers

## Insurance

The Volunteer Agreement will usually allow all volunteers to be covered under the Council's combined liability Insurance policy. Further information on insurance can be found in Part 1 of the Handbook.

Your group may require **separate insurance** if:

- You wish to run other events which are not practical site work or biodiversity monitoring
- The group owns tools, and they are stored on site, or are not covered by the household insurance where they are stored

If you are not sure if your proposed activity can be covered for insurance purposes under the Volunteer Agreement, please contact [GreenSpace.Volunteering@southglos.gov.uk](mailto:GreenSpace.Volunteering@southglos.gov.uk) to discuss it further during the planning stage.



## Other documents

There are several other documents you need to have ready before starting any activities on site:

- **Site Risk Assessment** – considering all the risks on your site, as well as access points for emergency services
- **General Risk Assessment** - site specific and including all tasks you intend to carry out. Some things may be more complex and have their own separate Activity risk assessment
- **Task Day Record** – for recording volunteer attendance and session-specific information
- **Incident Form** – in case of any accidents or incidents during a task day
- **Lone working policy** – if you will ever allow volunteers to work on site alone, we recommend having this in place.

Further guidance and template documents are provided in the sections below.

# Risk assessment

## What is a risk assessment?

Risk assessments can seem like a daunting thing to have to do, but in fact we all do it regularly such as when we cross the road or handle boiling water in the kitchen.

A risk assessment is nothing more than a careful examination of what, in the activity you are planning to carry out, could cause harm to people so that you can weigh up what precautions you need to take to prevent harm. The aim is to try and make sure no one gets hurt or becomes ill.

A risk assessment identifies **HAZARDS** and **RISKS**.

HAZARD	RISK
means anything that can cause harm e.g. chemicals, tools, working from ladders etc.	is the chance, high or low, that somebody will be harmed by the hazard.

The important things you need to decide are whether a hazard is significant and whether you have it covered by satisfactory precautions so that the risk is sufficiently small.

## Who does the risk assessment?

All groups should have someone who has been trained to do risk assessments and plan work, known as the **competent person**. The Council provides training for volunteers, or you might have a volunteer with relevant professional experience.

The term '**competent person**' refers to someone who has received the Health and Safety training provided by South Gloucestershire Council or someone who can clearly demonstrate that they have experience in this field.

Volunteer groups undertaking outdoor activities with volunteers on public open spaces are responsible for their own risk assessment under the Volunteer Agreement. Risk assessments should be carried out by the **competent person**, using the template risk assessments and methods provided in this pack and the process described here.

The competent person will consider:

- the activity being proposed
- the equipment and techniques being used
- the location where it will be done
- who will be doing it

The competent person will complete a risk assessment form for the site and for the planned activities and ensure they are filed for future reference and made available for any volunteers who need them. They are also responsible for ensuring the risk assessments are being used by volunteer activity leaders to support safe working by volunteers

**The Council provide Generic Risk Assessments and Guidance Notes (GRA/GN) on the Community Spaces Network Hive website which you can refer to when preparing your risk assessments. These cover common aspects of sites and activities which you are likely to encounter and will help to identify the risks and precautions which need to be considered in the tailored risk assessments for your Group.**

**The main guidance note: GN.001A Use of Generic Risk Assessments by Volunteer Groups also includes more information on preparing Risk Assessments using the resources provided and some worked examples.**

## Understanding Hazards

In all risk assessments there are three types of hazards to consider:

**Site hazards**– these are specific to the location of the activity e.g. uneven ground, steep slopes, or working near water

**Common hazards** – these will apply to any practical activity taking place outdoors with groups of people e.g. manual handling and lifting, trips & falls

**Activity hazards**– these are specific to the activity taking place e.g. scrub clearance

### Site Hazards

This identifies the hazards arising from the site itself, no matter what activities are being undertaken, and what precautions are needed. A template [Site Risk Assessment](#) is given at the end.

Information on the assessment of physical site hazards and risks relating to hazardous plants and micro-organisms are included in the Generic Risk Assessments & Guidance Notes. We encourage all volunteers to take a moment to read about these, as these do occur on sites within South Gloucestershire, and particularly those involved in First Aid for Groups.

### Major hazards

Site features which could cause serious injury or incidents and must be discussed with the Council before starting work nearby

- **Overhead services** such as pylons and telephone lines
- **Underground services** such as buried gas and sewer pipes, electricity cables and water mains – ensure you contact the Community Spaces team for a service map of the site. **Service searches must be undertaken before any digging is undertaken.**  
Please allow three weeks for your service search to be completed. Please email [communityspaces@southglos.gov.uk](mailto:communityspaces@southglos.gov.uk) and include the exact location of your project, providing a six-figure grid reference. You will also need to provide a description of the works being undertaken.
- **Roads**, particularly without an adjacent pavement or over 30 mph speed limit. The Council will not normally permit volunteers to work from any road without a pavement, or where high speeds are common. Anything which will occupy the pavement for more than a short period must be agreed with highways in advance and suitable signage for pedestrians arranged.

### **Other site hazards to consider in your site risk assessment:**

Ground conditions:

- Slopes or sudden level changes
- Uneven ground, including cracks or hollows
- Trip hazards, especially if hidden from view
- Loose surfaces - gravel, loose soil, scree
- Standing water, marsh, or a waterlogged area
- Weather related changes – mud, ice

Water

- Deep water
- Drainage ditches
- Running water
- Stagnant water

Fencing

- Barbed wire
- Electric fences (on adjacent land)
- Material condition (e.g. rot, splinters, stability etc)

Heritage, disused or derelict buildings/structures

- unsafe structures
- low headroom
- hidden debris
- buried structures



### Plant life

- Overgrown shrubbery and protruding branches
- Hazardous and poisonous plants
- Thorns

### Animal life

- Dog mess
- Ticks
- Burrows and undermining
- Related diseases

Adjacent industries (dust, fumes, etc)

Adjacent roads/traffic, waterways, or railways

Your Site Risk Assessment document should also include

Site location (ideally GPS and description)

Where the access routes into site are for emergency vehicles

If keys are required for gate access, where these are located for emergency use

Mobile signal coverage and note any blackspots (particularly relevant for lone working)

You could also include nearest public defibrillator and Air Ambulance landing site if known.

### Common Hazards and Activity Hazards

**All tasks in public open spaces carry some level of risk and many of the precautions to carry them out safely are common sense, but it is important to think about the activities in general terms (i.e. not what you personally would do) and determine how they should be done with the least risk. All your volunteers can then work to the same expectations.**

**The generic risk assessments and guidance notes (GRA/GN) cover the main considerations for the named activity, but you still need to assess the risk for your site and group. Your risk assessment should note which GRA/GN you have used, as well as how you have considered this for your particular site and group. You do not need to repeat the precautions from the GRA/GN in your own documents, but you must ensure they are included in safety talks and work planning.**

**A [template document](#) is given below. All the activities in your Volunteer Agreement should be included in your risk assessment documents. You might include them all in one document, or for those with more to consider prepare a specific risk assessment.**

**If your activity is not covered by the generic risk assessments and guidance notes provided by the Council contact the Community Spaces team on [Green-Space.Volunteering@southglos.gov.uk](mailto:Green-Space.Volunteering@southglos.gov.uk) to discuss further**

## Hierarchy of Controls

This is a tool for assessing the controls and precautions required to be implemented and listed in the risk assessment – A useful Acronym is ERIC\_PD. When considering appropriate precautions, you work from the top of the table down as an order of preference – relying on PPE and volunteer discipline is not an alternative to planning the work such that the risk is lower.

1	Eliminate	Avoid the risk altogether or postpone the work; e.g. rearrange the date of the works due to previous inclement weather
2	Reduce	Make the risk less e.g. always share the manual handling or reduce the amount of equipment carried at one time.
3	Isolate	Barriers or screen can be useful to isolate hazards such as water or slopes whilst works are carried out, barriers to prevent public straying into the work area
4	Control	Adequate training and procedures; training for specific activities, toolbox talks for all volunteers
5	PPE (protective equipment)	These should be worn where appropriate and required e.g. gloves, glasses, boots
6	Discipline	All those working on site must take note of any precautions, utilise PPE, where provided AND the Risk Assessment must be reviewed regularly and following any accident or injury.

The following minimum [training](#) (control) measures are required by the Council:

	Activity leader	Agreed person	All volunteers doing the activity
First Aid (1 day)	REQUIRED	REQUIRED	
First Aid (3 hour)		REQUIRED	RECOMMENDED
Lead volunteer and tool safety	REQUIRED		Tool safety talks by trained volunteer
Risk Assessment	REQUIRED		
Strimmer/Brushcutter			REQUIRED
Hedge trimmer			REQUIRED
Scything			REQUIRED
Ladder use		REQUIRED	
Tree pruning by hand		REQUIRED	
Working near water		REQUIRED	
Working in water			REQUIRED
Coppicing			REQUIRED

## The 5 steps to risk assessment

1. Look for the three types of hazards – Site, Common and Activity.
2. Decide who might be harmed and how:
  - Volunteers, the general public or both?
  - Any volunteers who are particularly vulnerable e.g. children and young people, disabled people, older people, expectant mothers?
  - What accidents could happen?
3. Evaluate the risks and decide whether precautions are required to reduce the level of risk:
  - Use the Hierarchy of Controls (below) to identify appropriate precautions
  - The risk formula provided in this pack should be used. Risk will be High, Medium, or Low
  - If any risks are thought to be **High**, then **THE ACTIVITY MUST NOT GO AHEAD** unless control measures can be taken to reduce the risk to a lower level (your final risk level will be the one that applies after identifying control measures)
4. Record your findings:
  - Complete your risk assessment form including reference to the model risk assessments provided
  - The forms don't need to be perfect! Forms need to be suitable and sufficient
  - Groups doing the same tasks several times a year can use the same risk assessment but should regularly review and revise it as below.
5. Review your assessment and revise it if necessary:
  - NEVER reuse a risk assessment in a new location without checking through again. Something will always be different even if you are carrying out the same activity.
  - Review your risk assessment on the day of the activity – Has anything changed? Is there anything specific to this location? Is there anything extra you need to consider? e.g. weather.
  - Review your risk assessment after any incident or injury – how could it be improved to reduce future risk?
  - Review your risk assessments periodically, we suggest annually along with your Volunteer Agreement, but they may also need to be updated if there is a change in circumstances

Adapted from 'Five Steps to Risk Assessment' (Health and Safety Executive 2000)

## Calculating levels of risk

When carrying out risk assessments for practical activities on public open spaces, community groups and volunteers must use the tables and risk levels provided here.

The risk level recorded in your risk assessment should be the **remaining risk after you have applied precautions**, although you may find it helps your thinking to consider "what is the risk if we do nothing" and how the precautions reduce that to an acceptable level.

<p><b>RISK RATING</b></p> <p><b>The RATING or LEVEL of any risk as High, Medium, or Low is given while considering...</b></p> <p><b>...the potential severity of the harm the hazard may cause....</b></p> <p><b>TOGETHER with</b></p> <p><b>...the likelihood that a hazard can cause harm</b></p>
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Potential Hazard	High Likelihood Occurs repeatedly / event only to be expected	Possible Moderate chance/could occur sometimes	Improbable So unlikely that probability is close to zero
<b>Potential severity</b>  <b>Fatal/Major injury</b> Death, major injuries, or ill health causing long-term disability/absence from work	High	High	Medium
<b>Serious injury</b> Injuries or ill health causing short-term disability/absence from work (over 3 days)	High	Medium	Low
<b>Minor injury</b> E.g. minor knocks, scrapes or splinters or plant/insect stings.	Medium	Low	Low



All necessary precautions / control measures must be taken to reduce the level of risk if possible.

***If the level of risk is HIGH, the activity MUST NOT GO AHEAD.***

## Risk Assessment on the day

In addition to the pre-prepared risk assessment, the volunteer leader on the day will need to do a short informal risk assessment of the planned activity which takes into account the site conditions and the individual volunteers at that time. This is called Dynamic Risk Assessment, and you may hear it referred to as this in training courses.

This does not need to be a document, although if your group keeps a record sheet of each work party, we recommend you include who did the on-the-day risk assessment.

### Capability and vulnerability of volunteers

Adequate protection must be provided for any person who is particularly vulnerable. This might be because of age – young or old – with its implication of constraints on learning, retention of information, concentration, strength, and skill. Similarly, health and physical condition need to be taken into account.

Each volunteer is responsible for ensuring they do not take on tasks which they are not safe to do, and that they liaise with the lead volunteer if they need support to manage their capacity (e.g. types of tasks, frequent breaks etc). You should not need to ask for health or medical details, but you may be informed of these, if the person feels it's relevant.

Other vulnerable groups include those with learning or physical disabilities and those who speak little or no English who might not understand safety instructions or emergency warnings.

Whether or not someone has disclosed an issue, if you notice that someone is struggling with a task, you should check in with them to ensure they are safe to continue and adapt as appropriate, such as by swapping task or location, changing tools, buddying with another volunteer, or taking more frequent breaks.

### Further information

Health & Safety Executive (HSE): [Risk assessment: Steps needed to manage risk](#)

## Managing an incident on site

If there is an incident or accident on site the Council needs to be notified as soon as possible, sometimes immediately if the incident is serious. Further information on this is in the section below [Handling Incidents](#)

# Tools & Equipment

## The use of tools on public open spaces

### Hand tools

All tools used for the management, maintenance, and enhancement of public open spaces, be it formal parks, informal community spaces, woodlands or nature reserves are subject to the legal requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER).

Under PUWER the Council is required to ensure tools are:

- Suitable for use, and for the purpose and conditions in which they are used
- Maintained in a safe condition for use so that people's health and safety is not at risk
- Inspected in certain circumstances to ensure that they are, and continue to be, safe for use. Any inspection should be carried out by a competent person.

It is not possible for staff from the Community Spaces Place Improvements Team to inspect and monitor tools on site, nor to inspect volunteers own tools or tools purchased by the group. Because of this, the safe use, storage, and transport of hand tools will be covered as part of the training provided to volunteers.

Here are some basic principles that all volunteers must adhere to:

1. Only use the right tools for the job – e.g. spades and not shovels, or screwdrivers and not chisels.
2. Use only tools that are in good condition – reject tools with cracked or broken handles, or with burred or broken heads and cutting edges.
3. Keep cutting tools sharp and store and transport them with their sharp edges covered and protected. Wear gloves when handling tools with sharp edges.
4. Never use a tool in such a way that you or someone else will be injured if it slips.
5. Leaders, managers and supervisors i.e. the appointed competent person, must provide adequate instruction in the safe use of tools at the beginning of every project and ensure individual volunteers have the necessary understanding throughout its duration.
6. Clean and maintain tools after use to prevent degradation

## Power tools

Volunteers must not use brushcutters, strimmers or hedge trimmers (petrol or cordless electric) on land owned or managed by South Gloucestershire Council UNLESS they have been on a recognised accredited training course and have submitted their certificate of proof to the Community Spaces Place Improvements team. Training is available.

## Chainsaws

Under no circumstances are volunteers allowed to operate chainsaws on land owned or managed by the Council. If large cutting is required on site, then a member of staff from the Community Spaces team must be contacted well in advance. This will allow them to arrange for the work to be carried out by a properly trained and qualified person.

If there is a volunteer who is also a properly trained and qualified person, with their own insurance, this can be discussed with the Council on a case-by-case basis. If it is agreed, they will need to provide their insurance document as well as risk assessments and method statements for their work, as if they were a contractor. They will be treated as a contractor donating work to the group, not a volunteer for the purpose of these tasks.

## Personal protective equipment

Personal Protective Equipment (or PPE) is anything worn or used to reduce the risk of harm whilst doing a task or using equipment. It is there to give extra protection in case of an accident, not a substitute for working safely. Even when no PPE is required, all volunteers should ensure they are dressed appropriately in suitable clothing for the task and weather, and appropriate footwear for the ground conditions.

When working on site you are likely to need at least one item of PPE. A list of what items should be made available or worn should be made clear in the risk assessment for a particular activity. The correct PPE for the task must be available to each person that needs it, in the correct size, and if a volunteer does not have anything of their own that is suitable, the group should provide it. Some items e.g. safety helmets, have a 'shelf life'. Hard hats can be provided by the Community Spaces team.

Work must **NOT** take place if the required PPE is not available.

PPE must not be used if it is damaged, single use items should not be reused, and items with a lifespan (such as helmets and ear protection) will need checking and replacing as necessary.

Some examples of PPE are:

**Gloves**– these are needed in virtually all practical activities and might be for extra grip, protecting against scrapes, thorn protection, etc. It is important to use the right gloves for the right job or it can make the work less safe rather than providing protection

**Goggles / Safety Glasses**– these should be worn when using sledgehammers, picks, crow bars, chisels or paint in any other circumstance where harmful or sharp substances/objects might enter the eyes – e.g. when clearing thorny scrub.

**Safety Helmets**– these should be worn by volunteers whenever work is taking place above their head height and sometimes when mauls or sledgehammers are being used. Some sites may have heritage assets with low head room where safety helmets should be used.

**Reflective Waistcoats (hi-vis)** – these should be worn whenever working near a road or cycle route. They can also be worn when marshalling at events or to identify First Aiders and supervisors. Many groups will use them at all times as it helps to keep sight of volunteers working in woodland or undergrowth. (Branded Hi-vis can also be a good opportunity to promote the group to passers-by during work days)

**Work Boots**– sturdy footwear should always be used when undertaking practical work. When moving heavy objects or when there is danger to the feet, footwear with protective toecap and sole should be worn.

PPE also includes ear defenders, face masks for dust or chemical exposure, waterproof clothing, and sun protection.

Some activities have specific PPE requirements such as face shields for strimmer use and buoyancy aids for working near water. Some equipment requires annual safety checks which will be arranged by the Council if issued by us; this is the responsibility of the Group if it has been obtained directly.

Groups are encouraged to apply for grant funding to cover the cost of PPE for group members. If PPE is needed for a project and funding is an issue, please contact the Community Spaces team [GreenSpace.Volunteering@southglos.gov.uk](mailto:GreenSpace.Volunteering@southglos.gov.uk) as we have some loan equipment available.

*NB if any PPE is deemed essential for work on an extraordinary basis, such as extra gloves and cleaning supplies during COVID-19 this will normally be provided free of charge by the Council.*

## Planning for PPE

When planning tasks, it is important to consider how using PPE affects the volunteers and how that might need to be planned in. For example, if a task requires ear protection (e.g. using a brush cutter) there should also be a spotter to ensure other volunteers and members of the public keep their distance.

PPE needs looking after just like any other piece of equipment, so this should be planned in to how you work, whether it is someone's responsibility, or each volunteer looks after the PPE they use (depending how much equipment you have). Always replace PPE when it shows signs of substantial wear as if it fails during use this could worsen any injury from the accident it was intended to prevent.

# Waterside Working Guidance

Many of our sites have water courses or ponds, which are great for a wide range of wildlife. Volunteers are able to help maintain these valuable resources and keep them clean and thriving. However, in order to ensure the safety of all volunteers, and support staff, anyone who wishes to work within 2 metres of a water course or pond must have the correct training and personal protective equipment.

We organise Waterside Awareness Training annually and are able to help with sourcing and servicing personal protective equipment, such as life jackets. If you are interested in the Waterside Awareness Training, please contact [Greenspace.volunteering@southglos.gov.uk](mailto:Greenspace.volunteering@southglos.gov.uk).

## Required Personal Protective Equipment for waterside work:

- Self-inflating life jackets for volunteers working in the water
- Manually inflating life jackets for bankside volunteers who are supporting those in the water
- Throw ropes
- Life rings
- Thigh high waders, with steel toe caps and midsoles or wellington boots with steel toe caps and midsoles

Volunteer groups must have a risk assessment in place for the task and ensure that everyone follows the guidance delivered by the training provider. No one may enter the water in adverse conditions, such as high flow rates or deluge rainfall.

At the beginning of each session, the team leader is responsible for delivering a safety talk, including a demonstration of throwing ropes.

Clear roles need to be established during the safety talk; you will need to have a designated first aider and at least one person supporting on the bank who has had waterside awareness training and is able to carry rescue as needed. Any volunteers present on the work day who have not had waterside awareness training must remain 2 metres away from water's edge.



# Advice on First Aid

## What is First Aid?

People carrying out any activity can suffer injuries or fall ill. It doesn't matter whether the injury or the illness is caused by the activity they are doing or not. What is important is that they receive immediate attention and that an ambulance is called in serious cases. First aid covers the arrangements you must make to ensure this happens. It can save lives and prevent minor injuries becoming major ones.

A qualified First Aider is someone who has undergone a training course in administering First Aid at Work and holds a current First Aid certificate. The training has to have been approved by the Health and Safety Executive.

## Training

The Council offers 1 day Basic or Emergency First Aid course which is assessed and leads to a certificate which lasts for 3 years. There is also a three-hour first aid course, called an Essential First Aid. This course does not make someone a qualified First Aider, but they will have learnt some basics in First Aid and will receive a certificate of attendance.

The Council recommends that the group has at least two group members trained in Basic/Emergency First Aid (6-hour course) and other members where possible should attend an Essential First Aid course (3 hours). Training courses are organised by the Community Spaces Place Improvements team throughout the year and will be advertised on [The Hive](#) and in the Community Spaces Network Newsletter.

If a volunteer has a suitable valid First Aid qualification obtained elsewhere (e.g. through work or another volunteering role), this can be included, and you should keep a record of the type and expiry just as you would for volunteers trained through your group.

## First Aid provision for site work

The Risk Assessment process will determine the First Aid provision required for each of your activities. The Group should make sure it has enough volunteers who are appropriately trained First Aiders to be able to cover the requirements at each task day, and the duty First Aider should know who they are on the day.

The Health and Safety Executive's guidelines for First Aid at Work suggest that for higher risk activity involving five or more people, at least one should be a qualified First Aider. In line with this we advise that a suitably trained First Aider is present for any group activity which might have a higher risk, such as:

- Where sharp or heavy tools are used
- Where powered tools are used by any volunteer
- Where there is a risk of falling objects (e.g. overhead pruning)

- Working on uneven ground
- Working in challenging weather (including heat, cold, wet, wind)
- Heavy tasks requiring 2 or more people working together (e.g. tree planting, coppicing, using ladders)
- Anything identified in your risk assessment as having a **medium** risk which needs to be managed.

The First Aider for the activity must be equipped with suitable first aid materials, which can be kept clean and dry on site. We recommend you keep a blank [incident form](#) and notebook with the First Aid materials so that information and items used can be recorded at the time.

## Appointed person

When a task has been assessed and no First Aider is needed, the minimum requirement is to appoint a person to take charge of first aid arrangements. This person is responsible for looking after the first aid equipment and calling the emergency services if required. They can also provide emergency cover, within their role and competence, where a First Aider is absent due to unforeseen circumstances. To fulfil this role, appointed people do not need first aid training.

## First Aid kits

You will need to get a First Aid kit for the group, which should be easy to identify and suitable to be outside in all weathers you might work in. First Aid kits are most commonly bought with a given selection of items for a given number of people.

The Health and Safety Executive does not make any recommendations for the contents of a First Aid kit. Its advice is that it depends on the activity being carried out and the number of people carrying out any particular activity. Standard kits often do not contain tweezers, which you will probably want to have for thorns, and you may want a tick-removal tool depending on your site.

Any items used should be logged and replaced, and if you find certain things are used more often (e.g. sterile wipes, plasters) you can increase the quantity normally kept in the First Aid kit accordingly.

### Accident/Incident form

We recommend you keep blank accident/incident forms in the first aid kit to ensure you remember to complete one if an accident happens. You could also laminate the guidance for handling incidents to keep in the kit.

### Welfare kit

Welfare kits could also be provided by groups for use on volunteer activity days. While a First Aid kit should only be used by a qualified First Aider, volunteers can make a welfare kit. These kits should not contain any form of medication like aspirin. Contents could include:

- 1 pair of tweezers
- 1 pair of scissors
- 10 safety pins
- pencil
- whistle
- sanitary towels and/or tampons
- toilet roll
- cotton wool
- plasters
- insect repellent
- barrier cream
- sun block
- antiseptic wipes
- sterile eyewash single use pods (can also be used as wound wash)
- drinking water
- wet wipes
- mobile phone

All items in the welfare kit should be for self-administration only and should be marked as such.

## Tick Awareness & Lyme Disease

First Aiders and volunteers in public open spaces should be aware of ticks which are common in many types of vegetation, but particularly long grass, scrub vegetation and mixed woodland. They are small, spider-like creatures that feed on blood and wait on vegetation for a passing host. Some of them carry bacteria which can pass on diseases, including Lyme disease which can have life-long effects.

Tips for prevention:

- Be tick-aware in warmer months
- Wear long sleeves and full trousers when working in dense vegetation, tuck trousers into socks/gaters, shirts into trousers and sleeves into gloves where practical
- Wear light colours to help spot ticks and brush-off before they bite
- Tick check regularly and when you get home, creases in skin such as joints and behind ears are favourite places
- Use a suitable repellent

Info for First Aiders:

- Keep fine-tipped tweezers or a specialist tick-removal tool in the first aid kit along with instructions on use. You can buy either a tool or suitable tweezers online here [Shop | Lyme Disease Action](#)
- Disinfect tweezers with an antibacterial wipe before and after use

- Do not use broad-tipped (e.g. manicure or eyebrow) tweezers or bare fingers to remove ticks, or squeeze the body of the tick during removal as this increases the risk of bacteria transferring from the tick to the person bitten
- Advise anyone bitten by a tick to contact their GP if they begin to feel unwell with flu-like symptoms or develop a spreading circular red rash in the following weeks

More information can be found online:

[“Be tick aware” leaflet \(Public Health England\)](#)

[Tick Removal - Using Tweezers or a Tick Removal Tool - Lyme Disease UK](#)

[Tips and tricks to stay safe from ticks - Public health matters \(blog.gov.uk\)](#)

## Weil’s Disease (Leptospirosis)

Volunteers working near slow moving water and ponds, or where rats are common should be aware of Weil’s disease. This bacterium enters the body through cuts and abrasions, and mucous membranes in nose, mouth, and eyes. Symptoms of feverish illness with temperature and headaches should be discussed with GP and mention outdoor working near water. <https://www.nhs.uk/conditions/leptospirosis/>

- Do not handle dead rats or work in areas where rats are known to frequent without gloves
- Wear gloves and suitable waterproof clothing (e.g. waders) during pond clearance
- Clean, disinfect and cover any cuts or broken skin with waterproof plasters/dressings before and during work
- Wash hands and forearms thoroughly after work and before eating, drinking, or smoking

## Reporting accidents or injuries

In the event of an injury, accident or a near miss, an [Incident form](#) **MUST** be completed and sent to the Community Space Place Improvements team at South Gloucestershire Council as soon as possible (a scanned or clear photograph of the completed form sent by email is sufficient). This helps to monitor the type and number of accidents so that improved control measures and new safety procedures can be put in place if necessary. If you are keeping the original form, it should be secured with your volunteer records for data protection.

Minor scratches and bumps which do not require any treatment do not need to be reported to the Council but should be monitored by the Group as part of Risk Assessment processes in case it suggests that working practices or PPE should be reviewed. This should be monitored by the activity leader on the day and used to inform future toolbox talks and planning.

[Incident Form](#) is included in the Key Documents at the end of this handbook.

# Handling incidents

Risk assessment and following the safe ways of working identified from these resources and any training sessions will serve to minimise risks in the majority of situations. In the event of a minor incident a response from the activity leader or first aider can usually resolve the situation with follow up completion of an [incident form](#) which must be sent to the Community Spaces Place Improvements team.

## Serious Incidents

Serious incidents may still occur, even with the best of planning and could include: a major injury/illness requiring medical treatment; a lost or trapped party member; a sudden unexpected hazard such as a rockfall, sinkhole or collapse of a structure; a violent incident with the public; a fatality.

In the case of a serious incident the following procedures must be followed:

- **Stop work and secure safety of whole party** from further danger. Instruct the volunteers in the incident area to come back together in a safe location, including all tools, and ensure everyone is accounted for. (If working across multiple areas, volunteers in other areas can continue if safe to do so and they are not required to support the incident)
- **Assess situation** and identify urgent responses needed such as First Aid or Emergency Services response for serious injuries or ongoing incidents
- **Locate anyone missing** and initiate rescue where required only if safe to do so without risk to other volunteers, or risk of injury or further injury to stranded party.
- **First Aider to attend to any casualties** if it is safe to do so, with help from another volunteer if required.
- **Safety of the rest of group** maintained by remaining volunteers staying together away from the scene of the incident. It may be safe for other volunteers to return to light tasks if there is no further danger and they are not needed to assist with the incident. Volunteers working elsewhere on site should be discouraged from coming to the incident site unless they are needed.
- **Safety of the public** maintained by keeping people away from the scene of the incident, e.g. by volunteers diverting the public at a nearby intersection. If a public road is involved or you think the hazard may extend beyond the site, contact the Police for extra assistance.
- **Emergency services contacted if required.** All relevant contact numbers, location emergency access post code, grid reference and address should be held by the volunteer lead, along with a charged mobile phone. A volunteer may need to arrange to meet and guide emergency services to access remote locations.
- **Access cleared** for emergency services with volunteers acting as marshals to guide them and keep members of the public away from the area if required.
- **[Contact StreetCare Contact Centre](#)** as soon as it is safe to do so, and immediate actions have been taken
- **Start completing Accident/Incident form** whilst the details are fresh in people's minds

**For emergencies requiring an ambulance or other emergency services call 999 or ideally 112 with a mobile phone. These calls are free on all mobile phones. You can even call these numbers when you have no credit and cannot make any calls. Additionally, they will work across networks, so even if you do not have a signal if the phone can pick up another network it will use that.**

**For other incidents requiring first aid assessment and/or treatment by the appointed first aider 111 should be called in the following situations:**

- you need medical help or support but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service but are uncertain of best action
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

**Contact relevant emergency contact** as soon as possible. If the person affected cannot contact someone themselves or give you the contact information, check their mobile phone for In Case of Emergency (ICE) contact or ask if another volunteer knows who to contact. You may need to contact your Group Secretary who will be able to get the information from the volunteer's personal information sheet. Ideally someone should do this or obtain the contact information before the volunteer leaves site if they need to be taken by ambulance.

## Reporting incidents

### Inform Community Spaces Place Improvements Team

- Minor incidents should be reported to [Streetcare@southglos.gov.uk](mailto:Streetcare@southglos.gov.uk) as soon as practical, with a completed [incident form](#). Within 24 hours of the incident.
- Serious incidents must be reported as soon as possible to the StreetCare Contact Centre, including: anything where a volunteer needs further medical attention, even if they don't need an ambulance; where an unexpected hazard occurred even if no-one was hurt; or a violent incident with the public
- First Aid reports should also be sent to [CommunitySpaces@southglos.gov.uk](mailto:CommunitySpaces@southglos.gov.uk) for recording
- StreetCare Contact Centre: 01454 868000
- Out of hours: South Gloucestershire main switchboard on 01454 868686

The [Accident/Incident form](#) is provided in the Key Documents at the end of this handbook.

## Managing the media

Even if an incident has not led to injury or death but has involved or is at all likely to involve the press or media, it is essential that the Streetcare Contact Centre is informed as soon as possible. If contacted by the media, no statement should be made before the incident has been discussed with Council staff and a statement can only be issued



by SGC Corporate Communications. As a holding measure, the media may be told, “a statement will be issued shortly”.

The Group must contact the StreetCare Contact Centre and ask to speak with the Corporate Communications, who will take the lead for media communication if needed.

Contact for StreetCare: [Streetcare@southglos.gov.uk](mailto:Streetcare@southglos.gov.uk)

StreetCare Contact Centre: 01454 868000

Out of hours: South Gloucestershire main switchboard on 01454 868686

## Incidents and the law:

- The Council treat volunteers as members of staff with regards to accident reporting as they are carrying out a job that a paid member of staff would also do.
- Some types of accidents need to be registered with HSE (under RIDDOR) by the Council within 24 hours. So, it is important that you inform Streetcare Contact Centre as soon as it is safe to do so in case of a serious injury. Reportable accidents are:
  - Fractures, other than to fingers, thumbs, and toes
  - Amputations
  - Any injury likely to lead to permanent loss of sight or reduction in sight
  - Any crush injury to the head or torso causing damage to the brain or internal organs
  - Serious burns (including scalding) which covers more than 10% of the body OR causes significant damage to the eyes, respiratory system, or other vital organs
  - Any scalping requiring hospital treatment
  - Any loss of consciousness caused by head injury or asphyxia
  - Any other injury arising from working in an enclosed space which leads to hypothermia or heat-induced illness OR requires resuscitation or admittance to hospital for more than 24 hours
  - Over-seven-day incapacitation of a worker (Accidents must be reported if the person would be unable to perform their normal work/volunteering duties, for more than seven consecutive days after the accident as the result of their injury.) This report must be made within 15 days of the accident.
- Ensure that all equipment involved in an accident or incident is retained in an unaltered condition in case it is required by the police.
- Never admit liability of any sort.
- Do not allow anyone to interview any Group member without an independent witness being present.
- In all cases keep a careful written record i.e. a log, of all facts, events, times and circumstances and retain this record until all matters are finally settled. Take

photographs if possible as this may be useful for the Council if an investigation is needed.

- Incident forms must be completed, signed, and dated.
- First aid kits must be restocked after use and a stock check carried out every 6 months. First aid kits to contain a copy of the incident reporting form and guidance.
- Any incident must be subsequently investigated by the Community Spaces team to review existing controls and procedures.

# Recording hours

We ask all groups to record the hours they spend volunteering. This helps us to understand what groups do, and to put an appropriate value on the volunteer hours which can be used as match funding for grants.

You can find out more about this in Part 1 of the Handbook.

The form for recording volunteer hours can be found here: <https://southglos.research-feedback.net/VolunteerMonitoring>

You can record one session at a time, or several by giving a start and end date and number of sessions. Please record your volunteer hours at least once per quarter.

# Training opportunities

## Developing skills and knowledge

We aim to help volunteers feel happy and supported in the work they do on public open spaces. Members of Friends groups should feel confident and have a good knowledge of what they are doing and why they are doing it when undertaking work for their community group, especially on practical task days.

To provide additional support to volunteers, we run a series of training sessions led by experienced professionals throughout the year. These range from how to run practical task days to surveying great crested newts.

If members of your Friends group feel they will benefit from some training, then please get in touch with the Community Spaces Place Improvements team [GreenSpace.Volunteering@southglos.gov.uk](mailto:GreenSpace.Volunteering@southglos.gov.uk)

## Course availability

In order to organise these courses, we need at least six volunteers to register their interest. This could be from one group or spread across several groups. Most courses will be free, whilst others will have a fee. Depending on the course they may be delivered at your site, at another Council managed open space, at the trainer's own venue, at an indoor training venue or online.

## Site volunteer core skills

## First Aid

- **Emergency First Aid at Work (1 day)** – recommend at least 2 volunteers are trained. Someone with this training must be present whenever work risk assessed as Medium is taking place.
- **Essential First Aid (3-hour online course)** – recommended for all volunteers, SGC will fund 2 per year. Sufficient cover for Low-risk activities

## Lead volunteer

- **Lead volunteer and tool safety** – planning safe work and teaching other volunteers to use hand tools safely. Someone with this training should be planning work and leading on site whenever work risk assessed as Medium is taking place.
- **Risk Assessment** – online training resource to support the above training

## Safe methods of work

- **Strimmer/brushcutter** – work only to be done by those with valid training certificate. Training offered annually.
- **Hedge trimmer** - work only to be done by those with valid training certificate. Training offered as required.
- **Ladder use** – Someone with this training should be involved in planning work and leading on site whenever work uses ladders. Training offered annually.
- **Hand pruning of trees** - branches up to 5cm. Someone with this training should be involved in planning work and leading on site whenever work uses ladders. Training offered annually.
- **Working near water** – includes working from shallow water where no deep water is present. Someone with this training should be involved in planning work and leading on site whenever working within 2m of water. Training offered annually.
- **Working in water** – includes all work requiring waders, working from shallow water where there is deep water nearby and pond clearance from the bank. Work only to be done by those with valid training certificate. Training offered annually.

## Seasonal skills

### Spring /Summer

- **Scything** – traditional grassland management. Work only to be done by those who have had training. Training offered as required.
- **Dry stone walling** – available for relevant sites
- **Lime mortar** – available for relevant sites, only to be used in locations permitted by the Heritage team by trained volunteers.

- **Grassland management** – annual workshop

### Autumn/Winter

- **Hedge laying** – workshop sessions available for relevant sites
- **Coppicing** – workshop sessions available for relevant sites, due to large branches work must be supervised by a council officer or appointed professional.
- **Orchard Management**– workshop sessions available for relevant sites
- **Trees / woodland management** – annual workshop
- **Access improvements** - workshop sessions available for relevant sites, usually linked to specific projects.

## Ecology/biodiversity

- **Environmental Records Centre for West of England (BRERC)** – introduction to BRERC, what they do and how to record observations using their format so they can be submitted to the local records.
- **Bird surveying**
  - **Novice** - half day identification and basic surveying techniques
  - **Survey skills** – half day surveying training for those with existing bird ID knowledge
  - [Big Garden Birdwatch | The RSPB](#) this can also be done in parks etc. We can support groups to run events on their sites.
- **Insects** – we support participation in
  - [Big Butterfly Count \(butterfly-conservation.org\)](http://butterfly-conservation.org)
  - [UK Pollinator Monitoring Scheme \(ukpoms.org.uk\)](http://ukpoms.org.uk)
  - We can support groups to run events on their sites
- **Amphibians** – supported sessions for relevant sites. Surveying must be led by a licenced Council officer or external professional
- **Habitat mapping** – identifying vegetation and landscape types within a site. Annual workshop
- **Habitat improvements** - information resources for improving sites for different species groups

## Governance training

- Equality & Diversity

- Safeguarding – training available free for volunteers in both child and adult safeguarding essentials
- Fundraising training/support workshops (in development)

This table gives an idea of our expectations for training to enable different tasks to help you determine how many volunteers you may wish to train.

	Activity leader	Agreed person	All volunteers doing the activity
First Aid (1 day)	REQUIRED	REQUIRED	
First Aid (3 hour)		REQUIRED	RECOMMENDED
Lead volunteer and tool safety	REQUIRED		Tool safety talks by trained volunteer
Risk Assessment	REQUIRED		
Strimmer/Brushcutter			REQUIRED
Hedge trimmer			REQUIRED
Scything			REQUIRED
Ladder use		REQUIRED	
Tree pruning by hand		REQUIRED	
Working near water		REQUIRED	
Working in water			REQUIRED
Coppicing			REQUIRED



# Useful contacts

## Reporting a problem

With so many tasks to deliver StreetCare operates a system to ensure enquiries from the public are logged and then addressed by the most appropriate officer.

The best way to do this is via the "[Report it](#)" page and choose the most appropriate category. If it doesn't fit any other category, use the "Parks, play areas and public open spaces" option.

If you can't use the online forms, the StreetCare Contact Centre is staffed between 8.45am and 5pm Monday to Thursday and 8.45am to 4.30pm on Friday. Out of hours emergency service is available outside of these times.

The StreetCare Contact Centre phone number is: 01454 868000.

You can contact StreetCare by email [StreetCare@southglos.gov.uk](mailto:StreetCare@southglos.gov.uk)

Please only contact the team using **one form or other method of contact for each issue**, otherwise multiple records will be made for the same problem which slows down the process of getting a Place Inspector out to check the issue.

### Street cleansing and litter problems

Litter bins and dog bins are a common cause of problems. Responsibilities for delivering these services could rest with the Council, Town or Parish Council or other leaseholders such as sports clubs.

To find out who is responsible for maintaining litter bins on your open space please email [waste.management@southglos.gov.uk](mailto:waste.management@southglos.gov.uk)

### Public Rights of Way (PROW)

Some public open spaces have public rights of way going through them. Path furniture, such as kissing gates, that are damaged should be reported to the PROW team, attaching a photo, grid reference and path number, if known. Emails can be sent to [prow@southglos.gov.uk](mailto:prow@southglos.gov.uk) or if you are not sure if it is a PROW or not, use the "Parks, play areas and public open spaces" option online as above.

### Trees

If you are concerned about any trees on a public open space, please report via our website. If you think the tree is dangerous, please phone the StreetCare Contact Centre immediately on 01454 868000. If you can, please follow up your call with an email, attaching a photo of the tree, its location, and species, if known and send it to [StreetCare@southglos.gov.uk](mailto:StreetCare@southglos.gov.uk), marked urgent.

## South Gloucestershire Council

There are a number of other ways you can contact the Council about other matters not covered above:

Telephone: 01454 868686 (main switchboard)

Text (SMS): 07950 080111

Social media: The Council now uses Facebook and Twitter to keep residents informed of Council activities. You can comment on articles that are posted on these platforms and we can work with your group to add content on social media if it's related to the Council's aims and objectives. Contact the Community Spaces Place Improvements team for further information.

## Anti-social behaviour

If you have witnessed or had reported to you an incident that is low level crime, we ask that you **always** report it to the police by calling 101, which is Avon and Somerset's non-emergency telephone number. Ask for a crime reference number.

If an incident is taking place on the site and you feel that it is life threatening or its damaging property, please call 999. Fires should be reported immediately to the Fire Service by calling 999.

You can find out more about who deals with what kinds of Anti-social behaviour and how to report here [How to report anti-social behaviour \(ASB\) | South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk/anti-social-behaviour)

Graffiti on council-owned or managed property should be reported using the "Report it" page as above.

## Key Documents

1. Model volunteer agreement 43
2. Personal information sheet 50
3. Attendance sheet & record of hours 52
4. Accident & Incident Report Form 53
5. Feedback form for volunteers task days 54
6. Site Risk Assessment 56
7. Activity Risk Assessment 57

## Model volunteer agreement

**[NAME OF GROUP]**

**AGREEMENT EXPIRES 31<sup>st</sup> MARCH [year]**

South Gloucestershire Council recognises the valuable contribution made by voluntary groups to the wellbeing of places and communities in South Gloucestershire.

**[NAME OF GROUP]** is a group of volunteers who wish to help maintain **[SITE]** for the benefit of the community.

This Volunteer Agreement describes the ways in which the **[NAME OF GROUP]** can help fulfil the expectations of the **current site management plans**, in particular, listing tasks that are scheduled to take place between the period **[date of agreement to following 31<sup>st</sup> March]**.

**[OPTIONAL]** Heritage Assets (owned or managed by the Council)

The site includes protected heritage assets in the areas marked on the site plan. Before commencement of any volunteer physical works, the lead volunteer must consider whether their activities are likely to need the approval of South Gloucestershire Council (SGC) or Historic England (HE) as a result of the statutory designations covering above and below ground structures.

*[Detail of heritage considerations e.g. "The majority of the site is classified as a Scheduled Monument, numerous structures are statutorily listed (as well as being scheduled) and the whole site is within a Conservation Area."]*

Any works directly targeted at masonry and structures, or excavations within the heritage asset area may require listed building consent (from SGC) or Scheduled Monument Consent (from HE). Other works within the heritage asset area, including seasonal maintenance tasks listed below should be checked with SGC staff to agree a suitable method before commencing.

**[OPTIONAL] Complex site management**

Management of the site is divided between SGC and [other] as detailed in the site plan. This agreement applies **ONLY** to those areas managed by SGC, and permission cannot be given by SGC to work outside these areas. Separate consent for activities and appropriate personal accident and public liability insurance will be required to work in areas owned or managed by others (e.g. under lease).

The following list, which has been agreed by the group with staff from the Community Spaces team, is not exhaustive but includes those tasks that can reasonably be

undertaken by the Group. Tasks may be omitted and added subject to agreement by both parties and formal signoff by SGC. These tasks include:

### **Physical Works (on Council owned or managed land only) [SPECIFIC TO SITE]**

#### **Examples:**

Litter picking

Collecting large items of rubbish and/or notifying StreetCare for removal

Scraping away of debris from steps (e.g. woodland steps) and paved/tarmac areas [except in heritage asset areas]

Hand cleaning information signs, notice boards and park equipment with warm soapy water only

Himalayan Balsam control by pulling/cutting and / or removal of flowers / dead-heading

Planting of bulbs, plants or small trees provided or source-approved by SGC, in agreed locations

Licensed monitoring and cleaning of natural and man-made habitats/refugia, in conjunction with the Wildlife and Countryside Act 1981 and the Countryside and Rights of Way Act 2000 (CROW Act 2000). Failure to comply with current legislation may result in prosecution.

### **Public Rights of Way & permissive paths (on Council owned or managed land)**

Cutting back of encroaching and overhanging vegetation from paths and using hand tools only or where necessary trained operation of agreed power tools.

Any tree limb removal from ground level of any branch greater than 1inch/2cm must be carried out by trained operatives.

Monitoring way-marker signs and, where necessary, cleaning or replacement

Monitoring finger post signs, cleaning as necessary and reporting damage to appropriate officers.

### **Guided walks and events (on Council owned or managed land)**

All events must be held in compliance with local Health & Safety guidance at the time of the event

Conducting observational surveys of plants and wildlife on site (i.e. visual recording of individuals or evidence without baiting or trapping)

Leading organised walks, observation-only, on subjects relating to the site are permitted for groups up to 30 people. Events must be notified 15 working days (3 full weeks) in advance to [CommunitySpaces@southglos.gov.uk](mailto:CommunitySpaces@southglos.gov.uk) including expected numbers and detailed location/route if possible.

Other events or activities on site up to 30 people, including picnics, group activities, trail markers, interactive walks (such as foraging or wild art) and any larger events require **permission** which must be requested at least 15 working days (3 full weeks) in advance.

Events over 30 people or requiring exclusive use of a public open space, must obtain Hire of Open Space permission from SGC. Notification period is 6 weeks for large event. More information can be found using the link below: Application is free to volunteer groups and a site plan is essential in order to adequately inform key stakeholders on changes to public open space assets.

<https://www.southglos.gov.uk/leisure-and-culture/parks-and-open-spaces/hire-of-public-open-space/>

## **Equipment**

Prior to practical works starting on site, a tool safety talk must be given by a suitably trained operative to ensure all tools are checked and that guidance for their safe use is given to volunteers.

Power tools (e.g. Strimmers, trimmers, brush cutters, jet washers) may be used upon confirmation of risk assessment, the operative having received accredited training certificate and possession of full and serviced PPE and equipment. Failure to operate a power tool without correct PPE and service certificates will be done so without formal permission from SGC and is done so at the risk of the volunteer.

Permission must be sought from Community Spaces team officers before power tools can be used on Council owned or managed land.

Other tools (for cutting and striking etc) may be used for specific tasks such as fencing, hedging and tree felling, subject to completion of Manual Handling and Safe Use of Tools training. Training can be sourced through SGC.

## **Monitoring & Reporting**

Monitoring fly-tipping and reporting locations to StreetCare

Monitoring (ONLY) of Japanese knotweed (including photographs) and reporting to StreetCare

Reporting the location of dangerous or fallen trees to StreetCare

Monitoring of graffiti / vandalism / damage to facilities and structures and reporting to StreetCare

Reporting any hazards encountered to relevant Council officers.



**StreetCare Helpdesk**Reporting: <https://www.southglos.gov.uk/general-information/online-services/report/>Email: [StreetCare@southglos.gov.uk](mailto:StreetCare@southglos.gov.uk)

Telephone: 01454 868000

**Please add any activities your group wish to carry out that are not listed above.***A list of commonly approved activities is included in the Volunteer Handbook Part 2*N.B. Landlords agreement will be subject to review and formal response from the Community Spaces Team.

Activity	How often?

## Leadership

The Council expects that the Group has at least one competent volunteer responsible for overseeing the activities listed above, however, for some tasks, or if working with larger groups, more than one project leader will be required. If groups are undertaking practical tasks, project leaders should be experienced with sound knowledge of health and safety issues and safe handling of tools. The Council will offer training to volunteers to ensure Friends groups have a sufficient number of members competent to lead activities.

## Risk assessment

No works will be undertaken by the **[NAME OF GROUP]** until

- relevant generic risk assessments and guidance notes (provided by SGC) have been reviewed
- site and task specific risk assessments have been completed by competent and trained members of the Group
- Safe ways of working determined through the risk assessment have been communicated to the volunteers

Lone working by volunteers is only permitted where a site-specific lone working policy has been developed.

## First aid cover

The Council advises that a suitably trained first aider will be present at activities where sharp tools are used and this person will be equipped with suitable first aid materials. Where the Group's own risk assessment has determined that there should be more first aid cover for certain tasks, this should be adhered to.

The Council recommends that the Group has at least two members trained in Emergency First Aid course (6 hours) and other members where possible should attend an Essential First Aid course (3 hours or online). Training courses will be organised by the Community Spaces team throughout the year.

When a task has been assessed and no first aider is needed, the minimum requirement is to appoint a person to take charge of first aid arrangements. The roles of this appointed person include looking after the first aid equipment and calling the emergency services if required. They can also provide emergency cover, within their role and competence, where a first aider is absent due to unforeseen circumstances. To fulfil this role, appointed persons do not need first aid training.

## Insurance cover

This Volunteer Agreement ensures that individual volunteers are covered by the Council's insurance policies whilst undertaking tasks listed above on behalf of the council; individuals must be suitably trained to carry out work safely, and written risk assessments must be in place.

No insurance cover is available from the Council for any activities other than the above unless previously agreed in writing. The Council cannot cover the Group for activities not directly associated with the management of the site.

Insurance cover is only provided on works undertaken on land owned or managed by South Gloucestershire Council. This insurance policy does not include Content Insurance. Any tools or equipment should be insured by a separate policy sourced by the owner or the volunteer group where required.

This agreement does not cover assets installed by the group that have not been officially adopted by the council.

Groups wishing to install a new asset, that will not be officially adopted by the council, will need to apply for a licence. For more information on this, contact [GreenSpace.Volunteering@southglos.gov.uk](mailto:GreenSpace.Volunteering@southglos.gov.uk).

Groups who take on a licence, for an unadopted new asset, will need to maintain their own public liability insurance cover (*currently a minimum cover requirement of £10 million*) for the lifetime of the asset, to ensure they are protected against any claims made by the general public.

This agreement can be terminated at any time by the Council if the group does not comply with it.

In return, South Gloucestershire Council, through its relevant officers, agrees to support and guide the **[NAME OF GROUP]** and to provide training and advice to ensure members have a good understanding of management techniques related to the public open space (eg habitat management, visitor management, health and safety issues).

Signed:                                  Position: Chairman

Dated:                                    Group: **[NAME OF GROUP]**.

Signed:                                  Position:

Dated:                                  Community Spaces Team, StreetCare, SGC.

Copies of signed document held by South Gloucestershire Council Community Spaces team and Secretary of **[NAME OF GROUP]**.

**[INCLUDE MAP OF SITE WITH BOUNDARY AND ANY AREAS MENTIONED]**

## Personal information sheet

[group name]

We are committed to providing a safe and healthy working environment for all our volunteers. Current legislation also places the responsibility on you, the volunteer, as well as the group to take all reasonable steps to make sure safe working practices are carried out.

**Data Protection Act 2018** - The personal data on this form will be only used by the group in order to provide its service to you and for project monitoring purposes.

**Documents:** You may wish to read the following documents which are available on request/on our website:

- Constitution
- Equality & Diversity policy
- Safeguarding policy

### Volunteer

Forename	<input type="text"/>	Surname	<input type="text"/>
Date of Birth	<input type="text"/>		
Address	<input type="text"/>		
Postcode	<input type="text"/>		
Tel No	<input type="text"/>	Mobile No	<input type="text"/>
Email	<input type="text"/>		

### Emergency Contact

Forename	<input type="text"/>	Surname	<input type="text"/>
Relationship to you	<input type="text"/>		
Tel No	<input type="text"/>	Mobile No	<input type="text"/>

### Consent to use images/video

In order to celebrate the work of volunteers we sometimes take images (still and moving) of our activities on site. Are you happy for us to use images of you for publicity purposes?

Yes / No

**Health & Safety Considerations (including medical conditions)**

We welcome all volunteers and will endeavour to accommodate reasonable adjustments to enable participation where required.

To support the Health and Safety of all participants, it is your responsibility as a volunteer to only take on tasks which you feel are appropriate and manageable, and to discuss your needs and anything which may affect the safety of yourself or other volunteers on the day with the Volunteer Activity Leader if you feel it is necessary.

You will not be asked to disclose medical information, except by a First Aider in the case of an incident.

If you choose to disclose medical information to the Volunteer Activity Leader on the day, it will be treated in confidence and will not be recorded unless there is a specific incident which requires that it is recorded.

- I confirm that I understand my responsibility only to undertake tasks which are safe for me as an individual, and to request adjustments or change of tasks on the day, which will not reasonably be refused.
- I give my consent to the Group to hold this personal information about me in accordance with the Data Protection Act.

Name	<input type="text"/>	Signed	<input type="text"/>
Date	<input type="text"/>		Updated: 2021



## Attendance sheet & record of hours

Name of event .....

Date of event .....

**Thank you for attending the activity/event today.** It is important that as a volunteer you have a 'tools talk' and health and safety instructions for the tasks you are carrying out. Please only take part in the tasks and sign this sheet if this has happened.

Name	Signature	Emergency contact name & tel no.

Total no. of volunteers attending today:		Number of hours worked today:		Total number of volunteers hours worked today:	
Who completed the on-the-day Risk Assessment and safety briefing for volunteers?					

**Event leader: Please keep this sheet when completed and file in line with your data protection policy.**

2 copies:  
retained by Group

Copy 1 to [CommunitySpaces@southglos.gov.uk](mailto:CommunitySpaces@southglos.gov.uk)

Copy 2



**Data Protection Act 2018:** The information provided on this form will be processed in accordance with the Data Protection Act and will only be disclosed within the Council to members of staff who need to know it in order to carry out their duties. Relevant information will be disclosed outside the Council where it is required by law to do so. In the event of a personal injury claim, information may be disclosed to the Council's Insurers

## Accident/Incident/Violence Report Form

Accident       Violence/Aggression       Dangerous Occurrence/ Near miss      (x or tick one)

Person Involved (injured person)			
Name:	Date of birth	Gender	M / F
Address:			
Dept: COMMUNITY SPACES	Site:		
Job Title (If employee):			

Volunteer       SGC Employee       Member of Public       Event attendee       Contractor

When & Where it happened		
Date	Location	
Time		
What happened		
Description of Events (Give details of witnesses if possible. If a violent incident, give details of assailant)		
Outcome (eg Injury, damage, etc) - If injury, name part of body affected		
Treatment		
Was the injured person taken to hospital? Yes / No		
Volunteers Only: Has the person had to stop work?	Yes / No	If the volunteer is unable to work, for how long is the absence expected to last?
If the volunteer has had to stop work, then inform Community Spaces by phone or email if the injury is likely prevent them attending their usual employment for more than 3 days.		
Management Action		
Was the activity or workplace covered by a risk assessment? Yes / No	Is there a need for a revised or new risk assessment? Yes / No	
Details of Further Investigation		
Details of Employee support provided		
Action taken to prevent a recurrence		
Activity Leader on the day		Person Involved
Signature & Date		Signature & Date
Name		Name
Group		Group

**Racial or Sexual Harassment:** If you believe that the incident involved some element of racial or sexual harassment, make an additional report of it using the Council's Anti-social Behaviour reporting form

## Feedback form for volunteers task days

### Thanks for coming out and helping today

Help future volunteers by completing this short survey to ensure we get things right.

#### 1. Have you volunteered on a public open space project before? (tick one option)

- No  
 A few times (up to 10)  
 Quite a few times (up to 30)  
 Lots of times

#### 2. Which of the following words describes how you feel about your day's work (circle all that apply)

Rewarding   Useful   Pointless   Disappointing   Enjoyable   Torture  
 Frustrating   Fabulous   Poor   Good   Disheartening   Satisfying

#### 3. How well do you think that the tasks have been planned and managed?

(mark on the scale)

Amazing   |-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|   Terrible  
 10   9   8   7   6   5   4   3   2   1   0

#### 4. How effective do you think the work you've done today has been at improving the open space? (mark on the scale)

Very   |-----|-----|-----|-----|-----|-----|-----|-----|   Not at all  
 10   9   8   7   6   5   4   3   2   1  
 0

#### 5. How likely are you to get involved in other open space volunteering in your own time (i.e. not as part of a work Corporate Social Responsibility day)? (mark on the scale)

Very   |-----|-----|-----|-----|-----|-----|-----|-----|   Not at all  
 10   9   8   7   6   5   4   3   2   1  
 0

#### 6. How do you feel physically and mentally?

Fantastic   |-----|-----|-----|-----|-----|-----|-----|-----|   Physically  
 10   9   8   7   6   5   4   3   2   1   0  
 Fantastic   |-----|-----|-----|-----|-----|-----|-----|-----|   Mentally  
 10   9   8   7   6   5   4   3   2   1   0

If you would like to do more for your local park or open space, please contact the Community Spaces team. Email: [GreenSpace.Volunteering@southglos.gov.uk](mailto:GreenSpace.Volunteering@southglos.gov.uk) **Thank you!**

Updated: 2021

## Site Risk Assessment

<b>Group:</b>	<b>Location:</b>
<b>Other relevant risk assessments:</b> R.016 working on a slope, slips trips and falls	<b>Date:</b>
R.013 work near underground services R.014 work near cliffs and crags R.020 work involving bracken R.026 working near or adjacent to power of telephone lines GN.008 water hazards GN.018 working near public highways GN.024 working near animals	<b>Emergency access points:</b> <i>Note here the road name and postcode for each access point to the site where an ambulance can get close in case of emergency</i>

Nature of Hazard	Harmful Outcome	Groups at Risk	Current Precautions	Risk	Further Precautions
<b>Site aspects which may pose a hazard to volunteers, eg:</b> Water (streams, ponds, lakes) Marshes Steep slopes Uneven ground Cliffs, crags or sudden drops Barbed wire fences Ruins/derelict structures Animals Vehicles (eg car park or cycle path) Overhead cables Underground services	<b>What may harm arise from the hazard</b>	Volunteers Public	<b>How you manage the hazard</b>	<b>High Medium Low (after precautions)</b>	<b>Additional measures for Medium risk tasks NB High risk tasks are not permitted</b>

<b>Assessment by:</b>	<b>Date of previous assessment:</b>
<b>Date of this assessment:</b>	<b>Next assessment due:</b>

## General/Specific Risk Assessment

<b>Group:</b>	<b>Location:</b>
<b>Other relevant risk assessments:</b> Site Risk Assessment dated DD/MM/YY R.023 Litter picking/removal of rubbish GN.003 Transport and safe use of hand tools GN.007 Personal safety GN.009 Manual handling GN.011 Occupational health & hygiene GN.013 Working with Volunteers GN.015 First Aid GN.019-GN.022 Weils Disease, Lyme Disease, Tetanus, Legionnaires  R.005 Use of Brushcutters and strimmers R.015 Working at height, ladders R.022 Removal of dead animals/carcasses GN.012 Health and safety at events GN.017 Noise and hearing protection Specific Risk Assessments (detail)	<b>Date:</b>
	<b>Nearest A&amp;E and/or Minor Injuries Unit:</b> <i>Note here the local hospitals with A&amp;E facilities and other minor injuries or walk-in centres</i>

Activity	Harmful Outcome	Groups at Risk	Current Precautions	Risk	Further Precautions
<b>Activity undertaken by volunteers</b>	<b>What may harm arise from the hazard</b>	Volunteers Public	<b>How you manage the hazard</b>	<b>High Medium Low (after precautions)</b>	<b>Additional measures for Medium risk tasks NB High risk tasks are not permitted</b>

<b>Assessment by:</b>	<b>Date of previous assessment:</b>
<b>Date of this assessment:</b>	<b>Next assessment due:</b>

## Contact us

If you would like to see any changes made to this document, please contact us using one of the following methods:

Phone: StreetCare Contact Centre: 01454 868000

Email: [Communityservices@southglos.gov.uk](mailto:Communityservices@southglos.gov.uk)

Post:

South Gloucestershire Council

Department for Place

Place Operations – StreetCare

Community Spaces Place Improvements Team

PO Box 1954

Bristol

BS37 ODD