



BEDFORD
BOROUGH COUNCIL



Volunteer Champions

Guidance Pack

Environment Services

Welcome Volunteer Champions

Thank you for signing up to support your local community.

Within this guide, you will find all of the information that you need to make sure that you are safe and supported when volunteering with us.

All volunteer champions will be provided with the essential equipment required to carry out their role safely. After you have registered via www.bedford.gov.uk/volunteering, the Council will know which role you wish to undertake and will be in touch with you accordingly.

If you have applied to become a Community Champion i.e. litter picking in your local area, arrangements will be made by a member of the Community Engagement Team to deliver your equipment to your door. In this role, you will be contacted on a monthly basis by a Community Engagement Officer. Please use this opportunity to keep us up to date with your progress and experiences.

Anyone applying to the role of a Park Champion will be put in touch with a suitable established park group and the group leader will be notified of our acceptance of your application. In this role tools and equipment will be provided and a full briefing will be undertaken by the group leader before any activities commence.

If you apply to support the Events and Community Engagement Team at their events as an Event Champion then you will be added to our event support contact list and will be contacted as and when opportunities arise. In this role you will be given a full briefing before taking part by the event manager or a designated Council Officer.

Equipment can be replenished, renewed or returned at any time by getting in touch with one of the team.

This pack contains generic volunteering and litter picking information, should you wish to organise a group event that is not litter picking or carry out another activity please contact volunteering@bedford.gov.uk for more task specific guidance.

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Volunteer Agreement

Thank you for registering your interest to volunteer for the Parks & Open Spaces Team at Bedford Borough Council. We greatly value the skills you can offer and the support that you can provide. We hope that you enjoy your time with us and feel a part of our Community Volunteering Team.

To ensure everyone understands what is expected of a volunteer we ask all volunteers to read and acknowledge the commitments of your role(s). Your role with us is purely voluntary and the signing of this agreement by ticking the designated box online does not change that status in any way. Volunteers may work alongside paid staff to support and enhance the work staff do and are free to cease their volunteer activities at any time.

We always welcome constructive feedback and would encourage you to talk to us at any time about your volunteering experience with us.

The Parks & Open Spaces Team commits to the following:

- To provide a volunteer experience that supports the maintenance and enhancement of public spaces in Bedford.
- Appreciating the skills, knowledge, experience and motivation of the volunteer.
- To ensure volunteers receive the training and support needed to fulfil their role.
- To ensure paid staff are trained and supported to work with volunteers.
- To respect volunteers and listen to and learn from volunteer feedback.
- To keep volunteers up to date with information on upcoming volunteering opportunities.
- To supply suitable equipment to enable volunteers to carry out their roles safely. Equipment will be loaned free of charge and must only be used by the intended recipient.
- To provide a safe and healthy environment for volunteers, including public and employee liability insurance for volunteers.
- To aim to resolve fairly and speedily any grievances or complaints.

As a volunteer with the Parks & Open Spaces Team, you are agreeing to:

- Maintain and uphold the good name and reputation of Bedford Borough Council.
- Help staff and other volunteers to achieve the aims of The Parks & Open Spaces Team.
- Attend induction and training workshops as required for your volunteer role/s.
- Demonstrate high standards of efficiency, reliability and quality.
- To encourage two-way communications with paid staff and other volunteers to foster a pleasant and friendly working atmosphere for all.
- To treat others - staff, volunteers and members of the public - fairly and considerately.
- Work within the policies and procedures of Bedford Borough Council including health and safety, equality and confidentiality.
- To respect the need for confidentiality whenever they may have access to restricted information.
- To read and abide by the task briefing cards provided, specific to the activity taking place.
- To use equipment that is best suited to the role at hand and notify the council if equipment replenishments are required.

- To report any issues or concerns you may have to the Events and Community Engagement Officer at Bedford Borough Council.
- To return any equipment loaned, if you wish to stop volunteering for a prolonged period of time.
- To maintain contact with the Council to which you are applying to volunteer.

This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Community Champion and Litter Picking Guidance

What to pick

Most items littered across Bedford's public parks and open spaces are safe to collect with litter picking tongs, however there are some items that we ask volunteers not to pick.

If you come across any of these items, please report the item with its location by visiting www.bedford.gov.uk and clicking on **'Pay, Report, Request Online'** followed by **'Report' 'Littering'** or by calling the Environment Helpline on **01234 718060** for safe removal by trained members of staff.

If you have any concerns that you would like to report, use the **'Pay, Report, Request Online'** function of the Bedford Borough Council website or email a member of the volunteering team at volunteering@bedford.gov.uk.



Broken glass



Syringes or needles



**Fly-tipping -
report this to
the Environment
Helpline**



**Big bulky items
such as shopping
trolleys, traffic
cones etc**



**Soiled nappies
and dog waste**



Oil Containers

Found a suspicious item?

If you find an item that may have been used in criminal activity for example a knife, please report the item and its location to the Police by calling **101** or completing an online police report form.

If you ever come across any items that could cause imminent harm, such as explosives, please find a safe place away from the item and call **999** immediately.

We recommend that you always apply the **HOT principles** to suspicious items. The HOT principle is a protocol used to assess the suspiciousness of unattended items. The letters stand for:

H: Is the item hidden or deliberately concealed?

O: Is the item obviously suspicious? Does it have wires, batteries, liquids, or tape visible?

T: Is the item typical for the location? Is it what you would expect to see in that place?

If you think an item is suspicious, you should:

- ✓ Report it to Police.
- ✓ Apply the 4Cs protocol: confirm, clear, communicate, and control.
- ✓ Move people away to a safe distance.
- ✓ Cordon off the area (if possible).
- ✓ Notify the Council's Community Engagement Team.

How to dispose of waste

As a Community Champion volunteer, you will be provided with blue rubbish sacks. Bedford Borough Council's Street Cleaning Teams recognise these sacks as waste collected by a volunteer. If you cannot dispose of the rubbish you collect in your own bin, you can leave your blue rubbish sacks tied up at the neck next to a public waste bin collected by the Council and it will be picked up on their next collection round. Please do take care not to leave any bags obstructing a public walkway/highway.

If you have collected lots of litter, then we can arrange a one off waste collection ticket for you. All you have to do is send the location of the waste bags to volunteering@bedford.gov.uk and a member of the team will arrange for the waste to be collected. This is particularly used for community litter picking event organisers.



How to responsibly recycle

It is important to note that waste which is dirty and/or still containing produce e.g. full drinks bottles are not recyclable as they are considered contaminated waste. If you find any clean recyclables, they can be put in to your home recycling bin, or particular items e.g. non-broken glass bottles can be taken to your nearest recycling bank.

Here's a list of recyclable items:



Plastic bottles



Tins, cans, clean foil and aerosols



Plastic tubs, trays and containers



Clean, dry paper and card



Plastic bags and wrap



Tetra Pak and cartons

Batteries

Most shops that sell batteries are obligated to provide free battery collection points in their stores, usually at the tills or near customer services. We also collect used household batteries as part of our ongoing efforts to increase recycling rates.

Put any batteries in a small, clear plastic bag and seal it when full.

Place the sealed bag on top of your black or orange lidded bin or sacks on your normal day of collection.

Safety Information

Before you undertake any volunteering, **you must** read the briefing card associated with the activity or task you will be carrying out whether this be lone litter picking or group litter picking. These briefing cards will be updated regularly and are available on request via volunteering@bedford.gov.uk and the litter picking briefing card is in this document.

The Council will hold all risk assessment documents, but will refine the risk assessment information in to concise and easy to read briefing cards containing all necessary information needed to ensure an activity can be carried out safely. Volunteers **MUST** use these briefing cards as a point of reference before taking part in an activity.

Anyone that chooses not to adhere to the guidance provided may not be insured by the Council and/or indemnified when volunteering with us. If you have any questions or matters to raise regarding the information provided, please contact volunteering@bedford.gov.uk.

Community Events

For anyone planning to hold a community litter pick event, you will need to carry out a site specific risk assessment using the template provided in Appendix 1. All guidance on how to complete this template is given, but if you have any questions, please speak to a member of the team. Your risk assessment will need to be submitted to volunteering@bedford.gov.uk before the Council are able to support your event with equipment and/or waste collection services. The information from your risk assessment can then be used to assist you in giving a pre-litter pick briefing to all attending your event.

Accident and/or Incident Protocol

We want to keep you as safe as possible when you are volunteering with us, so here is some information on what to do if you or someone you are with has an accident whilst volunteering.

If you incur any injuries or near misses, where possible, please ensure that you/someone you are with completes an accident/incident form. The form details information on what happened and what was done to look after the injured e.g. any first aid, or what would be put in place to prevent future incidents. Below is a brief procedure to follow:

Serious Accident

1. Phone the relevant emergency service on **999 immediately**.
2. If you have an available first aider with you who can support, request their assistance.
N.B. always stay with the person to whom the accident occurred until the emergency services arrive.
3. Have the injured persons' personal details/emergency details ready for the emergency services.
4. Once emergency services have been contacted and the situation is controlled please contact the Events and Community Engagement Officer via volunteering@bedford.gov.uk or on **01234 718282**.
5. If the incident occurs out of hours (office hours are 9am to 5pm, Monday to Friday), please contact the Council's On-call Officer on **01234 267422**.
6. Be prepared to fill out a report regarding the accident by collating witness statements and evidence.

Minor Accident

1. If you, another volunteer or an on-site member of staff are a qualified first aider, administer first aid to the injured person. If you are not a first aider, and the injured person would like to administer their own first aid allow them to do so.
2. Fill in an accident / Incident / Near Miss form provided in your this pack.
3. Assess whether the volunteers emergency contact needs to be called (e.g. if they can no longer participate and need picking up).
4. Get in touch with your Events and Community Engagement Officer (**01234 718282**) to report the accident to them and hand the completed form back to them on collection of your equipment.
5. If the person is taken to A&E for a minor incident, please state this on the accident / incident report form.
6. If the person is collected by their emergency contact, please request that they make contact with the Council's Events and Community Engagement Officer within 24 hours to ensure they are okay.

**Your accident/injury or near miss forms are found in Appendix 2 in this guidance pack.*

You can cut them out to use as required, or fill them in and send a picture of the form to volunteering@bedford.gov.uk. If you don't have any left, please request more.

Once submitted to the Council, please destroy your copy to prevent any possible breaches in GDPR.

Safeguarding

As a recognisable person within the community, you may be seen as someone to network and share concerns with. If you are told or see anything that causes you concern for someone's welfare please use this information on how to report safeguarding issues. In order to ensure that you safeguard yourselves and those around you, we ask that any volunteers wishing to disclose concerns regarding other volunteers or members of the public follow this process:

- Note down any concerns that they have, whether regarding a child, adult, person with a disability, person in care etc. Include dates and times that you noticed concerns. Do not include assumptions or personal comments in these reports.
- Keep this information confidential.
- Ask the person wishing to make the report to contact Integrated Front Door on **01234 718700** (during office hours) or **0300 300 8123** (out of hours), or email multiagency@bedford.gov.uk.

Volunteer Activity Briefing Cards

Litter Picking Briefing Card - Group Litter Picking

Bedford Borough Council Parks & Open Spaces

PPE Required:

- Volunteers **must** wear suitable footwear for walking distances and to suit the terrain.
- All litter pickers **must** wear gloves (nitrile/vinyl or sturdy gardening gloves) when undertaking bag and hoop litter picking.
- Hi-vis jackets/vests **must** be worn whilst litter picking.
- Suitable clothing **must** be worn for the weather conditions presented.

Volunteers MUST:

- ✓ Wear the appropriate PPE as listed and suitable clothing for the weather conditions.
- ✓ Read the guidance on 'what to pick' in the Volunteer Champions Guidance Pack.
- ✓ Report any first aid incidents/near misses to the group leader.
- ✓ Carry a charged mobile phone with relevant contacts with them if lone working/separating from the group.
- ✓ Provide the group leader with a route and estimated time of return so that they can act if you do not return as expected.
- ✓ Cover any cuts and grazes with a waterproof dressing.
- ✓ Tie bags securely at the neck and carry them slightly away from the body.
- ✓ Take breaks as and when required.
- ✓ Wash hands before eating/drinking/smoking and at the end of the task.
- ✓ If working off the designated pathway near open bodies of water always assess the conditions of the banks and ground to determine stability.
- ✓ Always follow the instructions of your group leader if working off the designated pathway near water (see Appendices for example of designated pathways near water of Great Denham Country Park, Priory Country Park and Harold Odell Country Park).
- ✓ Report any threats or acts of violence to the group leader.
- ✓ Report any issues with the working area for example if ground condition are deemed unsafe or slippery to the group leader.

Volunteers MUST NOT:

- ✗ Use any faulty or damaged equipment.
- ✗ Pick up sharps including drug paraphernalia – report to the group leader.
- ✗ Go down into slopes or ditches.
- ✗ Work with their back to open bodies of water.
- ✗ Overreach/over stretch when picking litter.
- ✗ Litter pick alongside highways over 30mph.
- ✗ Litter pick if the weather worsens and ground conditions become unstable/dangerous or slippery during the session.
- ✗ Litter pick during periods of thunder and lightning. Staff and volunteers must go to a place of safety (building, vehicle) and must not shelter under trees or foliage.
- ✗ Litter pick during flood conditions.
- ✗ Touch litter - use equipment provided to collect.
- ✗ Carry anything too heavy – report to the group leader to collect/arrange collection.
- ✗ Enter private land.
- ✗ Use dual headphones.
- ✗ Leave litter bags in a location which causes obstruction.
- ✗ Enter into arguments with or confront members of the public.

Litter Picking Briefing Card - Lone Litter Picking

Bedford Borough Council Parks & Open Spaces

PPE Required:

- Volunteers **must** wear suitable footwear for walking distances and to suit the terrain.
- All litter pickers **must** wear gloves (nitrile/vinyl or sturdy gardening gloves) when undertaking bag and hoop litter picking.
- Hi-vis jackets/vests **must** be worn whilst litter picking.
- Suitable clothing **must** be worn for the weather conditions presented.

Volunteers MUST:

- ✓ Wear the appropriate PPE as listed and suitable clothing for the weather conditions.
 - ✓ Read the guidance on What to Pick in the Volunteer Champions Guidance Pack.
 - ✓ Remain on known pathways and/or in familiar open spaces.
 - ✓ Report any first aid incidents/near misses to the councils' Community Engagement Officer within 24hrs of the incident (01234 718282 or volunteering@bedford.gov.uk).
 - ✓ Ensure they report their location, intended route and return time to their agreed buddy (friend/next of kin). Volunteer lone workers must notify their buddy if there are any changes to their route, activity or finish times. Volunteer lone workers must notify their buddy when they have completed their task.
- If the buddy does not receive a call/text then they should attempt to call the individual, if no contact can be made then the emergency services must be contacted.
- ✓ Cover any cuts and grazes with a waterproof dressing.
 - ✓ Tie bags securely at the neck and carry them slightly away from the body.
 - ✓ Take breaks as and when required.
 - ✓ Wash hands before eating/drinking/smoking and at the end of the task.
 - ✓ Report any threats or acts of violence to the Police and Council's Community Engagement Officer.
 - ✓ Report any issues with the working area for example if ground condition are deemed unsafe or slippery to the group leader.

Volunteers MUST NOT:

- ✗ Use any faulty or damaged equipment – request new equipment from the Council instead.
 - ✗ Pick up sharps including drug paraphernalia – report to the Council using online report form.
 - ✗ Work with their back to open bodies of water.
 - ✗ Litter pick next to open bodies of water/ waterways off of designed pathways (see Appendices for example of designated pathways near water of Great Denham Country Park, Priory Country Park and Harold Odell Country Park).
 - ✗ Go down into slopes or ditches.
 - ✗ Overreach/over stretch when picking litter.
 - ✗ Litter pick alongside highways over 30mph.
 - ✗ Litter pick in periods of extreme weather, where the activity may become unsafe
- e.g. snow, ice, flooding, fog, storms, high winds, high or low temperature.
- ✗ Litter pick during periods of thunder and lightning. Volunteers must go to a place of safety (building, vehicle) and must not shelter under trees or foliage.
 - ✗ Litter pick during flood conditions.
 - ✗ Touch litter - use equipment provided to collect.
 - ✗ Carry anything too heavy – report to the Council's Community Engagement Officer to arrange collection (volunteering@bedford.gov.uk).
 - ✗ Enter private land.
 - ✗ Use dual headphones.
 - ✗ Leave litter bags in a location which causes obstruction.
 - ✗ Enter into arguments with or confront members of the public.

Appendix 1: Litter Picking Risk Assessment Template (to be used by Group Leads)

Due to the varying risks associated with different event sites and tasks, please complete the following templates if you wish to hold a community volunteer litter picking event on Council land and/or event using Council equipment.

To make the process as easy as possible, please tick against the areas which you deem applicable to your event and add further risks linked to your location or otherwise in the section available for further comments ((Appendix 1B). These sections are highlighted in blue.

Your event risk assessment **MUST** be returned to volunteering@bedford.gov.uk before Bedford Borough Council are able to loan out equipment and/or provide waste collection services.

Please use your risk assessment to form a comprehensive pre-event briefing to all volunteers in attendance.

Appendix 1A: Risk Assessment Form

Instructions

- Please complete the below template to undertake a full risk assessment of your proposed event/activity.
- The template includes expected controls and sections for additional controls specific to your event/activity.
- Please mark **all** controls required for your proposed event and delete controls not required in the relevant column. Not all controls may be relevant to your event location/task.
- Once you have completed the risk assessment for your proposed event / activity, please send a copy to the Community Engagement Officer.
- Before the event begins, a briefing **must** be carried out covering the essential outcomes of this risk assessment to instruct volunteers on the safety requirements for the task carried out.

Event Assessment Information

Event Name:

Location of Activity:

Type of Tasks: (e.g. Litter Picking)

Assessment carried out by:

Date assessment carried out:

Date of next review:

Helpful Hazards List

The following list of hazards can be used to help identify the hazards created by a work activity. This list is not exhaustive.

Type	No.	Hazard
Biological	1	Exposure to viral or bacteriological hazards
	2	Exposure to communicable diseases
	3	Exposure to disease or injury from animal(s)
Chemical ¹	4	Exposure to hazardous substances – by-product of work
	5	Exposure to hazardous substances – handling
	6	Exposure to hazardous substances – application and use
	7	Exposure to hazardous substances – foreseeable spillage or release
	8	Exposure to explosive substances
Ergonomic	9	Exposure to highly flammable substances
	10	Manual handling operations ²
	11	Workstation layout
	11a	Computer workstation
Mechanical	12	Risk of work-related upper limb disorders
	13	Contact with moving machinery
	14	Contact with moving vehicles
	15	Cutting, shearing or piercing actions
	16	Trapping between fixed or stationery items
	17	Striking by moving, flying or falling objects
	18	Trapping by collapsing or overturning plants/equipment
Physical	19	Mechanical handling system
	20	Exposure to noise
	21	Exposure to vibration
	22	Contact with electricity
	23	Exposure to flame or heat source
	24	Exposure to low temperature substances or equipment
	25	Risk of asphyxiation or poisoning
	26	Risk of drowning
	27	Slip, trip or fall on same level
	28	Fall from a height
	29	Exposure to low temperature environments
	30	Exposure to high temperature environments
	31	Exposure to radiation
	32	Use of high-pressure systems
33	Use handling or storage of flammable materials	
Social	34	Stress factors
	35	Working anti-social hours
	36	Working alone
	37	Exposure to violence

Note:

1: For activities involving chemical, radiological or biological agents a separate COSHH (Control of Substances Hazardous to Health Regulations) assessment will be needed.

2: For activities involving manual handling a separate manual handling risk assessment will be needed.

Hazards Identified

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Yes / No as applicable to your event
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Date Completed:

Hazard No. 1 & 2						
<ul style="list-style-type: none"> Exposure to bacteriological or viral hazards Exposure to communicable diseases 	<ul style="list-style-type: none"> Volunteers Possible contraction of contagious disease / illness Spreading contagious disease / illness 	<ul style="list-style-type: none"> A briefing will be carried out covering the essential outcomes of this risk assessment to instruct volunteers pre-event on the safety requirements for the task carried out. 	<ul style="list-style-type: none"> Remain vigilant and avoid any hazards or behaviours that could cause a risk to the health of yourselves and other members of the public. Ensure you have a stock of gloves and hand sanitiser/ hand-washing facilities before each volunteering session. Do not volunteer if you have been advised not to by a GP or medical professional. 	Volunteer	Yes	No
		<ul style="list-style-type: none"> Illustrated guidance is available with the Volunteer Event Leader as provided by Bedford Borough Council. This includes what is safe to pick and how to report concerns. 			Yes	No
		<ul style="list-style-type: none"> All litter pickers must wear gloves (nitrile, vinyl or study gardening gloves) when undertaking bag and hoop litter picking and ensure the safe disposal of used gloves immediately after they finish the task. 			Yes	No
		<ul style="list-style-type: none"> All litter pickers must use litter pickers and bag hoops for lightweight litter. 			Yes	No
		<ul style="list-style-type: none"> All litter pickers must not touch litter directly and must use the equipment provided. 			Yes	No
		<ul style="list-style-type: none"> Any cuts and grazes must be covered with a waterproof dressing. 			Yes	No
		<ul style="list-style-type: none"> Hands must be washed before eating, drinking, smoking and at the end of the activity. 			Yes	No
		<ul style="list-style-type: none"> Volunteers must not attempt to collect syringes or needles. They should identify the location and report to www.bedford.gov.uk/environmental-issues/keeping-bedford-borough-clean/littering-and-bins 			Yes	No
		<ul style="list-style-type: none"> Volunteers that come into direct contact with a hazardous substance must seek medical attention immediately. 			Yes	No

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Yes / No as applicable to your event
Hazard No. 1 & 2 continued					
As above	As above	• Land has been pre-approved for the purpose of your event by an appropriate Council Officer.	As above	As above	Yes No
		• A designated adult (over 18) will be in charge of the distribution of materials for the event, taking in to account suitability of use by children.			Yes No
Hazard No. 3					
<ul style="list-style-type: none"> Exposure to disease or injury from animals 	<ul style="list-style-type: none"> Volunteers Harm by wild or uncontrolled animal Bites/stings/attacks from nesting wasps and ants Illness through poor hygiene 	• Volunteers are not permitted to access a site if there are any obvious signs of dangerous animals.	<ul style="list-style-type: none"> Remain vigilant and report any signs that could cause a risk to the health of yourselves and other members of the public to appropriate body (Police / Council). Ensure stock of gloves before each pick. Review Volunteer Guidance Pack containing Information on what you can collect. Lead volunteer to check that anyone allergic to stings is identified as such and has access to medication. Clean water to be carried with group at risk of wasp / bee / insect stings and bites. 	Volunteer	Yes No
		• Volunteers are not permitted to enter private property without landowners' permission.			Yes No
		• All litter pickers must wear gloves (nitrile or vinyl) when undertaking bag and hoop litter picking and ensure the safe disposal of used gloves immediately after they finish the task.			Yes No
		• Volunteers must not touch or pick (even with litter pickers) animal waste including dog faeces.			Yes No
		• Volunteers must avoid direct contact with animals.			Yes No
		• Volunteers must beware of hidden wasp or ant nests in previously undisturbed ground.			Yes No
		• Volunteers must wear suitable clothing and footwear.			Yes No
Hazard No. 5, 8 & 9					
<ul style="list-style-type: none"> Exposure to hazardous substances – handling Exposure to explosive substances Exposure to highly-flammable substances 	<ul style="list-style-type: none"> Volunteers Harm from incorrect procedure for handling high risk substances Lack of knowledge of the HOT principles 	• Volunteers must not pick up anything which has a COSHH hazard symbol, anything suspected to be explosive or flammable substances. These items should be reported to www.bedford.gov.uk/environmental-issues/keeping-bedford-borough-clean/littering-and-bins	<ul style="list-style-type: none"> Review Volunteer Guidance Pack containing Information on what you can collect, and contact numbers / websites for requesting special collections. 	Volunteer	Yes No
		• All such reportable items are listed in the Volunteer Champion Pack provided.			Yes No

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Yes / No as applicable to your event		
Hazard No. 5, 8 & 9 continued							
As above	As above	<ul style="list-style-type: none"> Volunteers must report to 101 or 999, any ammunition discovered during litter picking or on an event site. 	As above	As above	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No						
Hazard No. 10							
<ul style="list-style-type: none"> Manual handling operations 	<ul style="list-style-type: none"> Volunteers Injury from incorrect use of equipment or incorrect sized equipment Injury from over excursion 	<ul style="list-style-type: none"> Volunteers must not pick up excessively heavy/ bulky or awkwardly positioned objects. These can be reported by to the volunteer coordinator for appropriate removal or directly via the Council website www.bedford.gov.uk. 	<ul style="list-style-type: none"> Review Volunteer Guidance Pack containing Information on what you can collect, and contact numbers / websites for requesting special collections. 	Volunteer	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Before moving or lifting sacks or other containers, volunteers must check that they are safe to move and do not have any protruding objects, (Gently rock the load to determine the weight before attempting to lift). 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Volunteers must use identifiable blue rubbish sacks and if the sacks become too heavy to safely carry, volunteers note the sacks' location and report to volunteer coordinator for appropriate removal. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Sacks must not be overfilled. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Never put anything sharp into sacks. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
<ul style="list-style-type: none"> Sacks must be tied securely at the neck. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> Rubbish sacks must only be lifted by the neck and held slightly away from the body. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> Sacks must not be carried over the shoulder. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> Litter picking events will be kept to a couple of hours with regular breaks. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> PPE and event equipment must be suitable for the age and ability of volunteers taking part. A demonstration on proper use will be given during the event briefing. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Yes / No as applicable to your event		
Hazard No. 10 continued							
As above	As above	<ul style="list-style-type: none"> Any broken equipment must be reported to the volunteer coordinator for replacements. 	As above	As above	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No						
Hazard No. 14							
<ul style="list-style-type: none"> Contact with moving vehicles 	<ul style="list-style-type: none"> Volunteers Road Users Pedestrians Injury from road collision accident 	<ul style="list-style-type: none"> High visibility jackets must be worn by all volunteers at all times. 	<ul style="list-style-type: none"> Carefully consider routes taken and avoid areas near to busy roads/highways. Wear correct PPE. Notify someone of your planned route if volunteering individually. 	Volunteer	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Volunteers must only litter pick near roads with 30mph or less speed limits and must remain at least 0.5 meters from the road. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Volunteers attending with children (under 18) must only cover areas away from main roads. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No						
<ul style="list-style-type: none"> Volunteers must wear suitable footwear for walking distances and to suit the terrain whilst litter picking. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> Volunteers must not use dual headphones (whether for music, mobile phone use or any other purpose). 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
Hazard No. 26							
<ul style="list-style-type: none"> Risk of drowning 	<ul style="list-style-type: none"> Volunteers Drowning and/ or exposure to freezing temperatures as a result of falling into or making contact with a waterway 	<ul style="list-style-type: none"> Events must be postponed if ground conditions are unsafe, continually assess the area and avoid if hazards are too great (e.g. after flooding/heavy rainfall/snow and ice). 	<ul style="list-style-type: none"> Carefully consider routes taken and avoid areas near to open water, ditches, loose ground or slopes. Continually assess the area and avoid if hazards are too great (e.g. after flooding / heavy rainfall/snow and ice). 	Volunteer	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Post-flooding areas will be assessed before the community event can re-commence. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> For volunteer group activities undertaking litter picking off a designated path, the park officer / event organiser will pay attention to ground conditions. If conditions are deemed unsafe, the activity must cease. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No						
<ul style="list-style-type: none"> Volunteer groups must take note of the locations of throw lines, prior to commencing works near water. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> Volunteers must not to go down slopes or into ditches. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Yes / No as applicable to your event		
Hazard No. 26 continued							
As above	As above	<ul style="list-style-type: none"> Volunteers must take extra care near all bodies of water. Litter picking by riverbanks is not permitted if litter picking alone within the group session. 	As above	As above	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No						
Hazard No. 27							
<ul style="list-style-type: none"> Slip, trip or fall on same level 	<ul style="list-style-type: none"> Volunteers Injury due to unsafe terrain Injury due to negligence 	<ul style="list-style-type: none"> Volunteers must wear suitable footwear for walking distances and to suit the terrain. 	<ul style="list-style-type: none"> Review Volunteer Guidance Pack containing Information on what you can collect, and contact numbers / websites for requesting special collections. Continual assessment and record hazards / send them to the Volunteer Coordinator. 	Volunteer	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Volunteers must not work with their back to open bodies of water. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> Continual assessments of ground conditions must be undertaken during any outdoor activities and where deemed unsafe to continue, activities must cease. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
		<ul style="list-style-type: none"> During periods of snow and ice - an assessment of ground conditions must be undertaken prior to activities and where deemed unsafe to continue, activities must cease. 			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
		Yes			No		
<ul style="list-style-type: none"> Staff and volunteers must not overreach / extend when picking litter or carrying out maintenance and / or enhancement tasks. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> Event space will be assessed to ensure it is safe prior to commencement and working areas will be kept tidy in public areas. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> Volunteers must fill in a registration form with emergency contact details on. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						
<ul style="list-style-type: none"> Collected litter stored awaiting collection must be placed near to a litter bin or in a prearranged designated place, so as not to cause an obstruction along any footpaths. 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No				
Yes	No						

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Yes / No as applicable to your event
Hazard No. 29 & 30					
<ul style="list-style-type: none"> Exposure to low temperature environments Exposure to high temperature environments 	<ul style="list-style-type: none"> Volunteers Illness when precautions surrounding extreme weather conditions are not followed Underlying Illness exposed by weather conditions 	<ul style="list-style-type: none"> In periods of extreme weather, where the activity may become unsafe e.g. snow, ice, flooding, fog, storms, high winds, high or low temperature. Activities must be postponed or cancelled. 		Volunteer	Yes No
		<ul style="list-style-type: none"> During periods of thunder and lightning activities must cease. Staff and volunteers must go to a place of safety (building, vehicle) and must not shelter under trees or foliage. 			Yes No
		<ul style="list-style-type: none"> Suitable clothing must be worn for the weather conditions presented. 			Yes No
		<ul style="list-style-type: none"> Sunscreen is advised for use when working outdoors. 			Yes No
		<ul style="list-style-type: none"> In periods of hot weather ensure adequate liquid intake to avoid dehydration and work in shaded areas where possible 			Yes No
Hazard No. 34, 35 & 36					
<ul style="list-style-type: none"> Stress factors Working anti-social hours Working alone 	<ul style="list-style-type: none"> Volunteers Lost volunteers when buddy system not implemented Loss of interest and engagement if pressures become too demanding Reduced safety of volunteers when working out of daylight hours 	<ul style="list-style-type: none"> All volunteers must ensure they have a charged mobile phone, with relevant contacts inputted, before commencing activities. 	<ul style="list-style-type: none"> Volunteers to ensure they have phone and battery and alarm. 	Volunteer	Yes No
		<ul style="list-style-type: none"> Volunteers must ensure they report their location, intended route and return time to their agreed buddy (friend / next of kin / group lead). Volunteer lone workers must notify their buddy / group lead if there are any changes to their route, activity or finish times. Volunteer lone workers must notify their buddy / group lead when they have completed their task. 			Yes No
		<ul style="list-style-type: none"> If the buddy / group lead does not receive a call / text then they should attempt to call the individual, if no contact can be made then the emergency services must be contacted. 			Yes No

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Yes / No as applicable to your event	
Hazard No. 34, 35 & 36 <i>continued</i>						
As above	As above	• Volunteers must not use dual headphones (whether for music, mobile phone use or any other purpose).	As above	As above	Yes	No
		• Volunteers must ensure that they have adequate breaks.			Yes	No
Hazard No. 37						
• Exposure to violence	• Volunteers • Risk of harm (physical and mental) from confrontation / violence	• Volunteers must remove themselves to a place of safety (populated area, building, vehicle) in the event of threats to person.	• Continual assessment and record hazards / send them to the Volunteer Coordinator.	Volunteer	Yes	No
		• Volunteers must report threats of any kind to the Community Engagement Officer.			Yes	No
		• Volunteers must not enter private property or remove items from private land.			Yes	No
		• Volunteers must not use dual headphones (whether for music, mobile phone use or any other purpose).			Yes	No

Appendix 1B: Additional Hazards

Space for Additional Hazards from Event Organiser

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Actions completed	
					Date Completed	Yes / No as applicable to your event
						Yes No
						Yes No
						Yes No
						Yes No
						Yes No

Space for Additional Hazards from Event Organiser

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Actions completed	
					Date Completed	Yes / No as applicable to your event
						Yes No
						Yes No
						Yes No
						Yes No
						Yes No

Space for Additional Hazards from Event Organiser

Hazard description	Who might be harmed and how	What are you already doing	Action needed to reduce initial risk & target date	Person/s responsible	Actions completed	
					Date Completed	Yes / No as applicable to your event
						Yes No
						Yes No
						Yes No
						Yes No
						Yes No

Further Arrangements / Comments:

Appendix 2: Incident / Accident Report Form



Incident / Accident Report Form

AssessNET reference:
(Provided after entry onto online system)

Location / Directorate / Team: Date of Incident: Time of Incident:

Where did the incident occur e.g. car park (include address if different to reporting establishment):

Type of Incident (for violence related injuries tick injury option only)

- Was anybody injured (inc. fatality, major / minor injury)?
- Did anybody suffer a work related illness / disease? ← (visit www.hse.gov.uk)
- Was the incident a reportable dangerous occurrence? ← for further information)
- Did the incident involve any damage to property?
- There was no injury or damage, but a near miss occurred.
- Violence was involved in this incident. +see below

About the Injured Person (form not to be completed by the injured person)

Surname: Forename:

Home Address (including postcode):

..... Telephone:

Occupation of injured person:

Status of injured person: *Employee/ Pupil or Student/ Volunteer/ Client/ Contractor/ Self employed/ Member of Public/ Resident or tenant/ other/ employed by someone else*

Gender: Male / Female Age:

Signature of injured person (adults only) Date

About the person filling in this form: Name:

Home Address including postcode: (may use c/o establishment address if preferred)

Occupation:

Signature: Date

No. of days injured person was off work
(only applicable for employees / self employed working at our premises – do not include the day of the incident. If over 7 days reportable under RIDDOR)

How the injury happened and what injuries were sustained

Include:	Describe fully what happened
• Type of injury	
• Apparent Cause	
• Additional Factors e.g. equipment, chemicals, condition of premises, management or supervision of activity, PPE.	
• Did the accident arise out of or in connection with a work activity	
+For violent incidents was it a result of an existing client / pupil medical or behavioural issue: Yes / No	

First aid

	Yes	No		Yes	No
Taken to hospital from premises			Become unconscious		
Advised to visit GP			Need resuscitation		
Advised to attend A&E			In hospital for 24 hrs +		
Seen by 1st aider [name]			1st aid treatment provided		
What treatment was provided?					

Follow up actions

	Yes	No	Describe in detail what has been done to reduce risk of re-occurrence where possible
Risk Assessment Reviewed			
Procedures reviewed			
Equipment / premises checked for defects			
Corporate Safety Unit informed			

The information on this form is correct to the best of my knowledge (must be signed by senior manager/ headteacher)

Print name: Signature: Job title: Date:

* See inside cover of Accident Book for further information on reporting procedure and RIDDOR (Reporting of Injuries, Diseases, Dangerous Occurrence Regulations)
+For violent incidents that are not a result of existing medical or behavioural condition you also need to complete the details overleaf





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How the injury happened and what injuries were sustained

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• Apparent Cause	
• Additional Factors e.g. equipment, chemicals, condition of premises, management or supervision of activity, PPE.	
• Did the accident arise out of or in connection with a work activity	
+For violent incidents was it a result of an existing client / pupil medical or behavioural issue: Yes / No	

First aid

	Yes	No		Yes	No
Taken to hospital from premises			Become unconscious		
Advised to visit GP			Need resuscitation		
Advised to attend A&E			In hospital for 24 hrs +		
Seen by 1st aider [name]			1st aid treatment provided		
What treatment was provided?					

Follow up actions

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Risk Assessment Reviewed			
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 Gender: Male / Female Age:
 Signature of injured person (adults only) Date

About the person filling in this form: Name:

Home Address including postcode: (may use c/o establishment address if preferred)
 Occupation:
 Signature: Date

No. of days injured person was off work
 (only applicable for employees / self employed working at our premises – do not include the day of the incident. If over 7 days reportable under RIDDOR)

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• Apparent Cause	
• Additional Factors e.g. equipment, chemicals, condition of premises, management or supervision of activity, PPE.	
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First aid

	Yes	No		Yes	No
Taken to hospital from premises			Become unconscious		
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	Yes	No	Describe in detail what has been done to reduce risk of re-occurrence where possible
Risk Assessment Reviewed			
Procedures reviewed			
Equipment / premises checked for defects			
Corporate Safety Unit informed			

The information on this form is correct to the best of my knowledge (must be signed by senior manager/ headteacher)

Print name: Signature: Job title: Date:

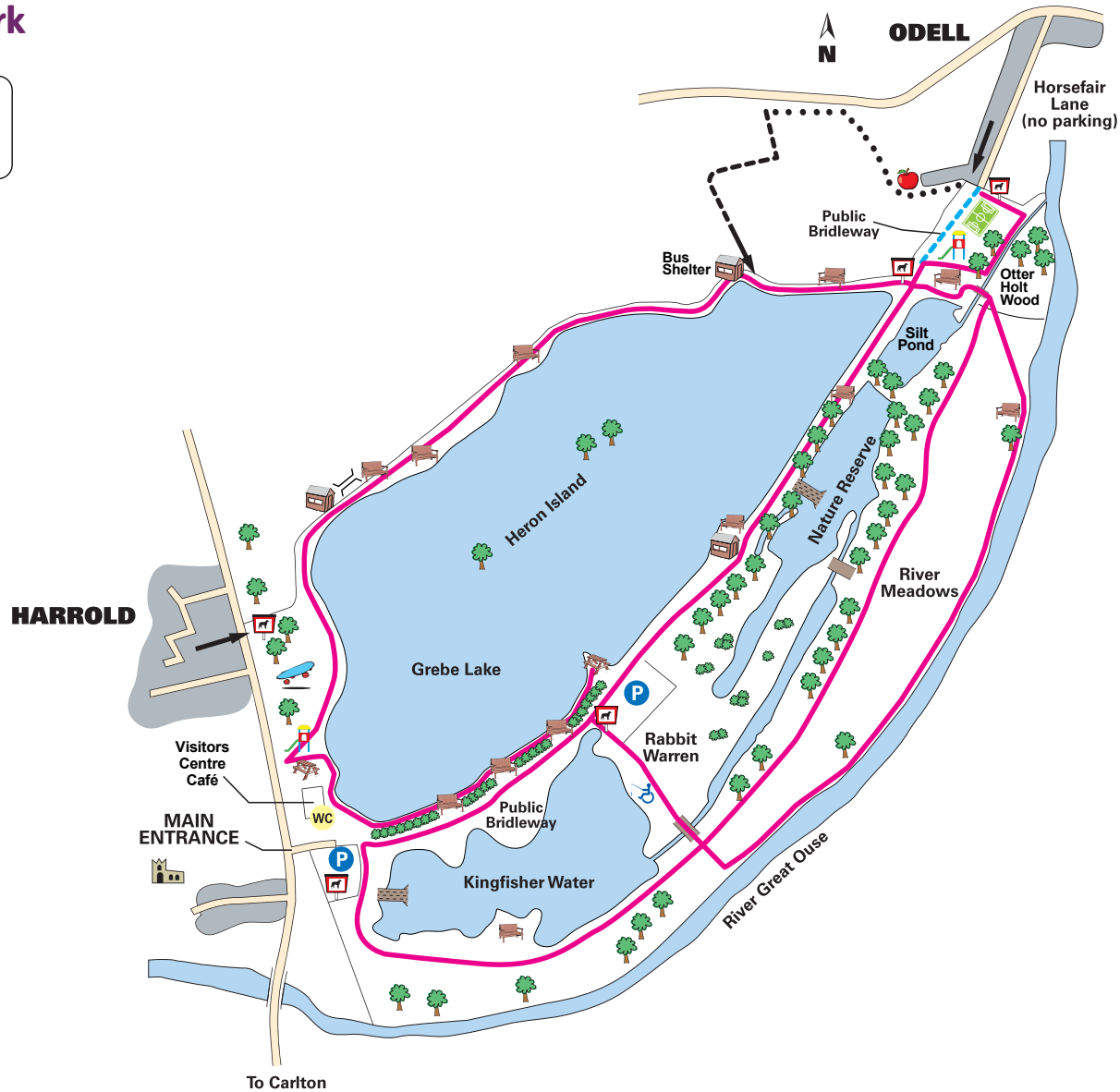
* See inside cover of Accident Book for further information on reporting procedure and RIDDOR (Reporting of Injuries, Diseases, Dangerous Occurrence Regulations)
 +For violent incidents that are not a result of existing medical or behavioural condition you also need to complete the details overleaf




Appendix 3: Examples of Designated Footpaths at Council Country Parks

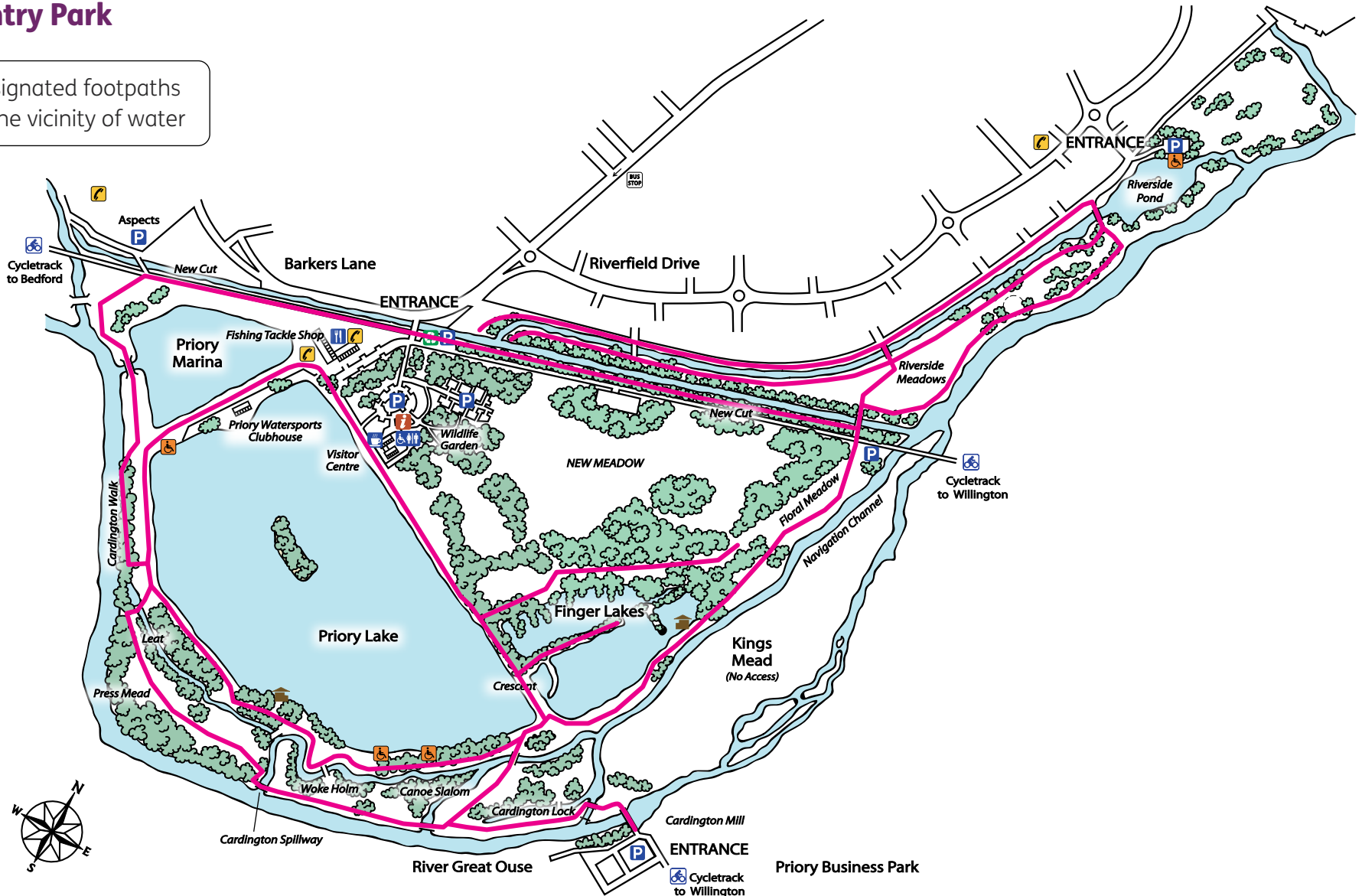
Harrold-Odell Country Park

 = Designated footpaths in the vicinity of water




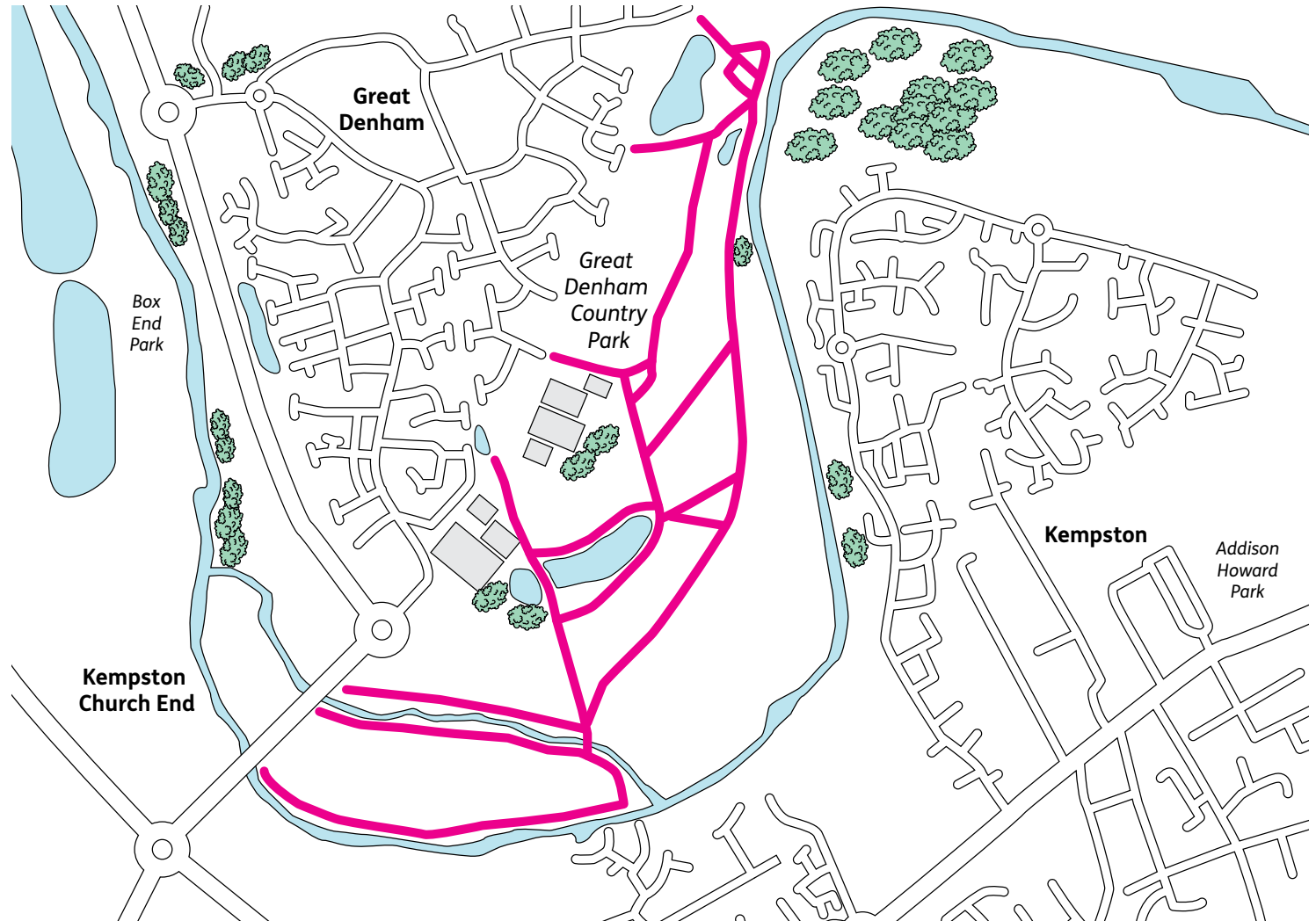
Priory Country Park

 = Designated footpaths in the vicinity of water



Great Denham Country Park

 = Designated footpaths in the vicinity of water



Key Contact Details

Volunteering Enquiries

Katie Lewis

Events & Community Engagement Officer



Bedford Borough Council
Borough Hall, Room 401
Cauldwell Street
Bedford MK42 9AP



01234 718282



volunteering@bedford.gov.uk



www.bedford.gov.uk/volunteering

Safeguarding Contact Details

Integrated Front Door



01234 718700 (office hours)



0300 300 8123 (out of hours)



multiagency@bedford.gov.uk

Making a report about rubbish?

Environment Services



01234 718060

Online services accessed via



www.bedford.gov.uk