

7. Support, Advice and Best Practice

This section is an A-Z of advice and useful tips - a reference area that should help you get started on any given topic. We have tried to write a generic paragraph (or two) that explains the basic premise of a subject followed by links or a reference to more information online or in the Appendices of this toolkit.

As with every word, phrase, instruction or comment within the toolkit, please don't assume. If you are not sure, ask. It's much better to ask and be sure than work on what could turn out to be a false assumption.

And lastly, there is no right or wrong answer or perfect solution that fits every situation. We will always try to be flexible and accommodate any request. Subjects covered on subsequent pages are shown in the table below:

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Abandoned vehicles

The Refuse Disposal (Amenity) Act 1978 states that where it appears to a Local Authority that a vehicle has been abandoned without lawful authority on any land in the open air or on any other land forming part of a road or highway it shall be the duty to remove the vehicle. If you suspect there is an abandoned vehicle in a park, please contact the Council's Landscape Helpdesk on 030 0303 8658.

The Police, not the Council, have the power to immediately remove any vehicle left in a position causing a danger or an obstruction. To report a vehicle causing an obstruction or in a dangerous position call 101.

Action plans

A wise man once said "failing to plan, is planning to fail". Knowing in advance what your short-term aspirations are will save stress and disappointment throughout the year.

It is advisable to make plans for three or four years ahead, this will help you to research out potential Grant availability. At the very least Friends Groups should plan a year ahead. Plans should be reviewed regularly and updated as necessary - at least annually.

Accident report

There is a requirement in law to record accidents, incidents, injuries, near misses, and dangerous occurrences in public places.

You must report:

- accidents which result in injury, or are caused by defects in property, site or equipment,
- near misses, which could have resulted in an accident,
- verbal abuse and threats.

If you are not sure whether an incident should be formally reported then please seek advice from the Central Safety Unit on 020 8313 4386/4326.

Alterations to a site

If Friends think that changes should be made to their site in any way they must first discuss the change with the appropriate *idverde* Community Manager. There may be unforeseen immediate hazards as well as potential sustainability problems, so it is important to involve *idverde* throughout the process.

Friends must then check that park users agree through an appropriate form of consultation.

They must also agree how the change is to be made and paid for with the appropriate *idverde* management. If necessary Friends may need to apply for an appropriate grant to cover the costs involved.

Please seek the advice of your Community Manager if you might want to make changes to your park or green space.

Annual report

A requirement of continued support and funding of the Friends movement is the submission of an annual report that outlines the past year's activities and achievements and explains the value of volunteers to the Council. Requests for information are usually made in February.

Booking an activity or event

For those activities or events involving the general public, who may or may not pay to participate, contact the *idverde* Events Department at bromleyevents@idverde.co.uk or ring 01689 862815. See Appendix M for copies of the various booking forms.

The planners of private parties are advised to contact their *idverde* Community Manager for assistance.

Biodiversity

Biodiversity is simply the diversity of life on Earth incorporating mammals, birds, reptiles, amphibians, fish, invertebrates, plants, algae, fungi and more obscure micro-organisms such as bacteria and viruses...and us! It includes the complex relationships between different species and with their physical surroundings.

The biodiversity around us was an inspiration to Charles Darwin, who lived in the Borough for forty years and gave him, and subsequently us, insights into the variety and complex functioning of the natural world. It is this natural world on which we strongly depend for our health, wealth, food, fuel and more!

BEECHE

Bromley Environmental Education Centre at High Elms (BEECHE) is an education and visitor centre offering environmental education to schools in term time and opens as a visitor and information centre on weekends and during school holidays.

BEECHE is situated within the beautiful High Elms Country Park; a site of special scientific interest (SSSI). The building is a single storey timber frame with a green sedum roof, straw bale walls and sun pipes to bring in natural sunlight to the classrooms..

Child protection

See Safeguarding

Data Protection

Personal data is information about a person which is identifiable as being about them. It can be stored electronically or on paper, and includes images and audio recordings as well as written information.

Data protection is about how we, as an organisation, ensure we protect the rights and privacy of individuals, and comply with the law, when collecting, storing, using, amending, sharing, destroying or deleting personal data.

See Appendix F for a sample Data Protection Policy.

Delegated managers

See Sports

Dogs

Most dog owners are considerate people. By keeping control of dogs in public spaces, both dog owners and the wider public can enjoy the same open space.

There are four issues that can give cause for concern:

1. People not cleaning up after their animals.
2. Vicious dogs that could cause injury to park visitors
3. People not having their dogs under control
4. Owners not obeying 'No Dogs' signs.

Not everyone is comfortable with dogs, so all dog owners must remember to keep their animal under control. Dog fouling can also be a concern if owners do not clear up after their pets. It is illegal not to clear up and may result in a fine.

If any of these issues are providing concern at your park, it is advisable to consider running an appropriate campaign to encourage good practice amongst dog walkers.

Drivers

As a point of principle the Council actively discourages the use of vehicles within a park or green space. If you drive a vehicle in a park or green space, even with the permission of the landowner your vehicle insurance company may not cover you should you be involved in an accident. Most car insurance policies only covers the vehicle and/or driver on a public highway.

Equipment

The idverde has access to a store in the centre of the Borough containing hand tools and equipment that the Friends can hire/borrow free of charge, everything from spades to a generator.

If a Friends Group has storage facilities, has agreed a remit and/or works and has the confidence, knowledge and skills the idverde will issue the group with appropriate hand tools for use unsupervised.

Education

See BEECHE

Emergency aid

When organising a work session, event or activity you need to consider what would happen in an emergency and who would take action. The level of provision will be defined by the activity and/or number of people participating or attending. For the majority of work sessions, events or activities the Friends organise, there is little or no need for specific provision. For bigger events or higher risk, for example working with mechanical machinery, you should appoint one person who has had at least some basic emergency aid training to be the point of contact.

The reason we refer to this as emergency aid, and not the more traditional first aid is because the role is one of knowing what to do to preserve life and call the professionals and nothing more.

Environment Agency

The Environment Agency is an executive non-departmental Public Body responsible to the Secretary of State for Environment, Food and Rural Affairs - www.environment-agency.gov.uk. Their principal aims are to protect and improve the environment, and to promote sustainable development. They play a central role in delivering the environmental priorities of central government through their functions and roles.

Fishing

Anyone aged 12 years or over who fishes for salmon, trout, freshwater fish or eels in England and Wales must have an Environment Agency Rod Fishing Licence which can be obtained from the Post Office or on the EA website. A rod licence is required by law and entitles the licensee to use a rod and line to fish. They differ from permits (often referred to as tickets or day tickets) which give permission to fish a particular water or waters and are issued by fishery owners, angling clubs and so on. If you wish to fish in the Borough, please refer to the Bromley website. Some Rivers and Lakes are 'No Fishing' areas. If someone is found fishing there they could be fined.

Fix My Street

Fix My Street is an online service for reporting issues such as graffiti, cleansing issues or road defects via a website on a smart phone, tablet, note book or other computer connected to the internet. All you have to do is enter a Bromley postcode, or street name and area, locate the problem on a map of the area, enter details and send the report. The system triggers a series of events that assigns an officer and an investigation. To find out more visit fix.bromley.gov.uk

Fly tipping

Fly tipping is the illegal dumping of waste. Fly tipping can be anything from a black bag of domestic waste to a lorry load of construction debris. As well as damaging our environment, every year fly tipping costs millions nationally to investigate and clear up. To report an instance of fly tipping in a park or green space contact the Council on 0300 303 8658 or report it on their website at bromley.gov.uk.

Food preparation and/or serving training

If you either as an individual or as a Friends Group intend making the provision and/or sale of food an integral part of the groups activity, you are advised to seek and consider training. Bromley's food safety team can be reached via Email: food@bromley.gov.uk or telephone: 020 8313 4218.

Food safety – providing for volunteers and public

The sale of food and drink on public land, including a park or green space, is regulated by Environmental Health. If you provide refreshments, food and drink, whether free or for sale you are responsible for its condition and/or suitability for sale. There are food safety and hygiene regulations you must follow. For your protection we recommend using pre prepared bought produce rather than home cooked as this will make it far easier to comply with regulations.

The Food Standards Agency is an independent government department responsible for food safety and hygiene across the UK. They work with businesses to help them produce safe food, and with local authorities to enforce food safety regulations. See also food.gov.uk

Friends Forum

The Friends Forum is an independent group that acts as an umbrella organisation for all Friends Groups across the London Borough of Bromley. It provides the link between the Council members, idverde and the Friends' members and acts on behalf of its Friends' membership.

Friends Forum website

The Friends Forum operates a website that provides pertinent information to all Friends Groups across the London Borough of Bromley. It contains reports, minutes and other downloadable documents to aid its Friends membership. The website can be reached at bromleyfriendsforum.org.

Friends management

In general Friends Groups will elect their own committee and produce their own constitution to formalise their status. The committee or management team will be responsible for the day to day activities of the group and conduct their business as they see fit. There may at times be friction between various parties and the management team will need to control and work through any difficult times.

Friends movement

The Friends movement stretches across the Council from Streets, to Snow, to Parks and Green Spaces, to Trees. The volunteers of parks and green spaces are arguably the most successfully of all the Friends Groups.

Please see other sections, including Insurance, Policy, Risk Assessment, and Health & Safety for more information.

Funding

Pre and post grant application support is available from *idverde's* funding team. To find out more contact your site community manager.

GDPR

The General Data Protection Regulation was brought in in May 2018 and ensures that organisations manage and control the use of personal data. Full details of Data Protection are provided in Section 6 of this toolkit.

Geocaching

Geocaching is a free real-world outdoor treasure hunt. Players try to locate hidden containers, called geocaches, using a smart phone or Global Positioning System (GPS) unit. There are a number of green spaces in the borough which either have or could accommodate these activities. Although Geocaching may be thought as harmless fun it can be seriously detrimental to your site. Players may hide geocaches in very conspicuous places with the result that 'finders' trample where they shouldn't, harming both the bio-diversity and wildlife of your site. You should make yourself aware of geocache sites (visit the geocache website) and take steps to remove/sign-post the 'treasures'. For more information on activities and sites, see geocaching.com.

GRANTfinder

idverde's funding team subscribes to a service called GRANTfinder. GRANTfinder is the UK's leading grants and policy database and includes details in excess of 7,000 funding opportunities. The services include access to: a flexibly searchable database; Newsflash service; deadlines listing; and Research Help Desk.

Green waste

Green waste taken from a park or green space generated by a work session is classified as trade waste so it can be disposed of at one of Bromley's refuse sites. You will need a Friends ID photo card to dispose of the waste free of charge. When you arrive at the refuse site either go to or be directed to the sites weighbridge. An operative will weigh the vehicle before and after disposal and give you a receipt which must be posted / left in reception at the Civic Centre as soon as possible after the work session (preferably within a week). If you are asked which account the transaction is to be logged against please say LBB Park Friends. The ticket will show what the waste weighed and allow the waste team to recharge the accordingly.

Grounds Maintenance

Grounds Maintenance is the generic term applied to keeping a landscape healthy, clean, safe and attractive. The maintenance of the borough parks and green spaces, in the main, is currently provided by *idverde*. Questions and advice can be sort from either your site community manager or your neighbourhood's general manager.

GrowTime

This is aimed at improving mental and physical wellbeing through growing projects based at Poverest Allotments. The group grow fruit and vegetables and learn about propagation, soil preparation, composting, building raised beds, crop rotation, identifying weeds, creating insect habitats and much more.

Health & Safety

Conservation work can be dangerous. There are plenty of ways in which accidents can happen. It is in everyone's interest that your work is done as safely as possible. Safe work is good work, and vice versa, and the key to working safely is to make sure that everyone takes responsibility for creating a safe working environment.

Accidents usually result from one of two things – bad planning or bad working practice. Bad working practice is, in too many cases, the result of insufficient training. If a new volunteer cuts his or her hand with a saw, it is probably not the person's fault. Training, in turn, is linked to planning and most accidents can be avoided if you plan properly. Planning for safety is based on effective risk assessment.

See Appendices C and D for further details on Health & Safety Matters and Policies.

Heritage

Heritage refers to something inherited from the past. The word has several different senses though two specific meanings are relevant to Friends Groups. *Natural Heritage*: an inheritance of fauna and flora, geology, landscape and landforms and other natural resources. *Cultural Heritage*: the legacy of physical artefacts and intangible attributes of a group or society.

Insurance

There are a number of definitions and clauses relating to insurance of which every group should be aware. In very simplistic terms, when working as part of a work session under the supervision, guidance, instruction or approval of an employee of *idverde*, volunteers are regarded as employees by insurers and are thereby covered by *idverde*'s own Employers Liability and Public Liability policies.

When working unsupervised Friends Groups will need their own public indemnity insurance to cover them in the event of an issue. The Friends Forum has negotiated with *idverde* to provide the relevant insurance policy and it is up to the Friends Group to adopt this policy, which will be provided free of charge to the Group. Failure to adopt this insurance policy will mean that the Friends Group will not be permitted to work at their site unsupervised. The Friends Group are free to negotiate additional cover (i.e. for high risk activity) to the standard policy, if they so wish. This may be provided at additional cost, which would need to be met by the Group itself.

The Friends Group standard indemnity insurance policy also provides cover for any event they wish to organise, such as a walk, a fete, a concert, a fair, or a picnic. These events must be low risk and not exceed 500 participants at any moment in time. These events must be booked with and approved by *idverde*'s Events Department, meet the necessary risk assessments and conform to any licensing requirements. Failure to meet these conditions will invalidate the insurance policy. For high risk and high capacity events the Friends Group will need to seek specialist cover at their own expense.

To book and/or license an event or activity, please see the 'Booking an event' and 'Temporary Events Notice' sections.

If you are unsure and/or would like clarification please contact *idverde*'s Events Department who will try to find the answer or put you in touch with the relevant person. See also Appendix G for further reading on the subject of insurance.

Injured animals and/or birds

There is not an official Council response service for injured animals or birds. The local wildlife centres are Willow Wildlife Rescue, Chislehurst (07956 472284); The Wildlife Lodge, Beckenham (07983 708497); and Riverside Animal Centre, Beddington (020 8647 6230).

Library services

Bromley Libraries are able to provide local groups with a range of services including room hire for events and a programme of regular activities, for little or no cost. Visit the Bromley website at <http://www.bromley.gov.uk> and search for libraries which will bring up an A-Z list of all Bromley libraries. Simply click on the desired library to access the services offered. Friends can use these services free of charge by showing their Friends ID card to library staff. You can obtain a free Friends ID card by e-mailing a passport style photograph to friends@bromley.gov.uk.

Litter

It is strongly recommended that people picking up litter use a litter-picker and wear gloves, which can be supplied by *idverde*. This avoids possible contact with contaminated object along with needles and anything that might be harmful.

Management plans

Every park or green space will have or be part of a bigger site management plan. In very simplistic terms all parks and green spaces, are managed by *idverde* staff with the assistance of smaller contractors. The Borough is divided into three separate neighbourhoods east, west and south each with its own *idverde* General Manager and supporting staff, which are located and work from their designated area.

Membership

Groups only flourish and grow by attracting members. There are no silver bullets when it comes to recruitment, but being visible and attractive are two key elements.

Orienteering

Orienteering is a family of sports that requires navigational skills using a map and compass to navigate from point to point in diverse and usually unfamiliar terrain, and normally moving at speed. Participants are given a topographical map, usually a specially prepared orienteering map, which they use to find control points.

Personal Protective Equipment (PPE)

idverde has responsibilities to advise, provide and/or request that you where appropriate Personal Protective Equipment to help keep you, your group members working with you and the public safe. For further advice and guidance on all Health & Safety issues, please visit their website at hse.gov.uk. *idverde* have produced a volunteer handbook of H&S matters and this was issued to all Friends Groups in June 2016. Further copies, if needed, are available from Forum.

Police

The Police, in London and in turn Bromley, is the Metropolitan Police Service (MPS). They are there to keep the public safe and respond to incidents of crime. If you see or think you see a crime being committed or feel unsafe, call the Police on 999.

You can find further information about the structure and priorities the MET Police have for Bromley via content.met.police.uk/Borough/Bromley.

For security issues connected with your site see Site security.

Policies

As ambassadors and representatives of both your Groups and the Council it is important that individuals and committee members are aware of and appreciate the impact policies, regulation and legislation have on their Groups. For a list of policies, regulation and legislation, please see the Appendices and/or refer to your *idverde* Community Manager.

Privacy Notice

A Privacy Notice explains to your members how you will use and store their personal data. See Appendix E for a sample Privacy Notice that you can adapt to meet your needs.

Protecting special sites

Your site may have a plant or animal living on it that is protected to preserve a particular type of habitat and/or species. Before thinking about any physical alterations or improvements you must first research the designation and therefore protection the site may have. Common examples of designation are Sites of Special Scientific Interest (SSSIs), Scheduled Ancient Monuments (SAMs), Special Areas of Conservation (SACs), Sites of Importance for Nature Conservation (SINCs), Local Nature Reserves (LNRs). See Appendix H for further information.

Photography

If you are taking photographs at events, activities or work sessions to use in future publicity, you should get permission (preferably in writing) from any persons or parents / guardians of children that can be identified within the picture; this information should be collected on the day. See Appendix M for a Photography Consent Form.

Purple sack scheme

The 'purple sack' scheme allows environmental volunteers such as Street Friends and Park Friends to dispose of the following things in purple plastic sacks, free of charge:

- litter collected from either the pavement, a public footpath or a park/open space
- leaves collected from streets in the autumn.

It should not be used to dispose of any domestic waste or litter and leaves collected from private land.

To request purple sacks contact your *idverde* Community Manager, give your name, address and the number of purple sacks you would like. Once the sacks have been filled you will need to call the purple sack hotline (020 8315 0220) and leave a message detailing where the sacks have been left.

We recommend leaving the sacks next to a lamp column and quoting the street name and nearest house name/number. The waste must have been collected from public land and the sacks must be left in a safe place where they do not cause any obstruction. If they are left on a footway there needs to be room for a buggy or wheelchair to pass through safely.

Raising funds

See Fundraising and GRANTfinder. See also Appendix L for ideas of raising money.

Record keeping

It is essential to keep a record of activities and records of the person hours involved in delivering services over the Financial Year. This information should be made available to *idverde* Managers preparing data for Council Meetings so that Elected Members can be in no doubt about your contribution as Friends. It is important to keep this information safe at all times though it can be shared with your members and supporters at your AGM and other general meetings.

Recruitment and retention

See membership

Rights of way

In England and Wales, public rights of way are paths on which the public have a legally protected right to pass and re-pass. A public right of way is a footpath, bridleway or byway that you can use to travel along. The Council are responsible for maintaining over 300 public rights of way within the Borough, covering more than 120 miles.

To find out more visit bromley.gov.uk click on 'R' and select 'Rights of way' from the drop down list.

Risk assessment

When organising or hosting a work session, event or other activity, however small, the organising group (or individual) has a duty of care to ensure reasonable steps are taken to ensure all participants, whether volunteers and/or public are safe. An expected method of showing you have thought about what could happen and that you have taken steps, if needed, to mitigate the chance that someone or property may be hurt or damaged is by completing a Risk Assessment. See Appendix M for some sample completed risk assessment forms.

Safeguarding

It is advisable to state that children are welcome to come along to any work or activity but only if they are accompanied by a parent, guardian or nominated responsible adult. Under no circumstances should any child be placed in a situation where he or she is working alone with any other independent adult.

Where children are taking part in work days or similar activities it is advisable to have parents / guardians sign a consent form. This also applies to adults supervising or regularly working with work experience students, or vulnerable adults. A specific Risk Assessment should be carried out for young people on practical work tasks.

Any volunteers that regularly assist at children's events and activities where the children are being left in the charge of the volunteer(s) or where there is a likelihood they would be left alone with groups of children, should have an enhanced Disclosure and Barring Service (DBS) check carried out. If groups consider members require a DBS check please speak to your *idverde* Community Manager who will be happy to advise and arrange if necessary.

See Appendix I for further information.

Safer Neighbourhood Teams

Safer Neighbourhood Teams (SNTs) are dedicated to your community and are additional to other policing teams and units in London. If you have concerns about day-to-day crime and disorder issues, or if you would like to get involved, please contact your local team.

To find out more about your safer neighbourhood team visit the Metropolitan Police website at content.met.police.uk and type in your postcode to locate the nearest team to your location.

Site security

Ward Security provides general park security via routine patrols using mobile units. They will respond as soon as possible to calls for assistance and/or can be asked to attend an event in advance. Call Ward Security on 0845 847 6180 – Option 3.

If you are involved with or witness a crime to person or property, please call the emergency services immediately by dialing 999. If you are not sure whether you should bother them, call and let them decide. To make a report to the Police after the event call 101.

Snow Friends

These are local residents who volunteer to clear snow and ice in their street, by working with a local community group or Residents Association, in partnership with Bromley Council. Salt supplies and shovels are available free of charge to these groups. The Council can only guarantee 1 bag of salt per household for the season although it will try to provide additional bags, if available, following further snow fall.

Sponsorship

A useful form of getting both or either financial or practical help is to seek sponsorship from a local and/or appropriately skilled organisation. To sponsor something is to support an event, activity, person, or organization financially or through the provision of products or services. For advice and support, see Fundraising.

Sports

Through a series of agreements, leases and licenses the Local Authority support formal sports in parks including lawn bowls, football, rugby, fitness trainers, tennis, running, cycling and more. As a general rule the Council supports any type of physical activity that will benefit the health and well being of residents. They provide play areas, multi use courts, out door gyms that encourage people to be active.

Any regular activity that is led by a professional and/or organisation should be registered with the Council. If you have any concerns about regular activities taking place in your park or green space, please notify *idverde* via your Community Manager providing as much information as possible, including site, time, type of activity and any other information such as logo's, insignia, branding to aid any investigation.

SSSIs, SINCs etc.

See Protecting special sites.

Storage and maintenance of tools

Groups are advised to keep an inventory of their tools, including where they are stored. Any time a tool is borrowed it is important to note where it has gone and to log the expected 'returning' date

Street Friends

These are local residents volunteering to monitor and report any problems on their street or a street they regularly use, such as graffiti, fly-posting, abandoned vehicles etc. to the Council, organising clean ups. If you'd like to do more than just report problems, you can also get together with your neighbours to clean up your local area. Just tell Bromley Council what you would like to do and, where possible, they will help you organise it and try to provide you with the tools and equipment.

Sustainability

Sustainable development refers to a mode of human development in which resource use aims to meet human needs while ensuring the sustainability of natural systems and the environment, so that these needs can be met not only in the present, but also for generations to come. Considering the future of a project whether that be an infinite or finite length of time, what happens to the change the project has effected is an important consideration.

Temporary Events Notice

If you are organising an event where any licensed activity might take place you are required to apply for and hold a Temporary Events Notice (TENs). A licensed activity includes music, either live or recorded.

See Appendix M for a Temporary Events Notice form.

Trees

The borough's trees are looked after by the Council using specialist tree contractors. As well as health and safety aspects of all the parks and green space trees, the Council are responsible for all trees on the borough's public streets. The borough's trees are not the responsibility of idverde.

Tree Friends

A scheme developed along the lines of park Friends, an evolution of the previous Basal Buddies scheme, to enable those who want to help to look after new and existing tree stock. With more trees than any other London borough the Council need help with simple tasks such as watering new trees after planting, pruning fruit trees in orchards and keeping road site lines clear of basal grow. Please speak to your area tree officer to get involved.

Tree Nursery

The borough's parks and green space team has a small tree nursery where they plant young tree stock and hedging, grow it on to a size and condition that means they are viable for use in parks and streets.

Tree Preservation Order (TPO)

The Council are responsible for protecting trees under the Town and Country Planning Act 1990. This is achieved by making tree preservation orders (TPOs). To warrant a TPO, a tree should make a significant impact on its local surroundings. An order can protect any type of tree.

There are currently over 2000 TPOs in Bromley. All types of trees can be covered by TPOs including hedgerow trees, but not hedges, bushes or shrubs. A TPO can cover anything from single trees to woodlands. Special provisions also apply to trees in conservation areas.

Use of hand tools

The majority of tasks Friends need to do can be done with the correct hand tool. Whatever you are doing, not hurting yourself or others while helping to improve the environment on a work session is important. Hand tools for conservation activities may include a wide variety of non-powered devices such as saws, loppers, shears, spades, forks etc. For more maintenance based activities they may include wrenches, pliers, hammers, and screwdrivers. These tools may seem harmless, but they are the cause of many injuries. Listening to instruction, wearing the appropriate PPE, taking time and using common sense will avoid most incidents. Appendix K gives some basic hints and tips.

Vehicle access to site

There is no public access to any green space, unless there is designated provision for car parking, such as at Crystal Palace Park, Hoblingwell, High Elms or Scadbury Park. If you are organising an event or leading a work session and require vehicle access to a site a key can be made available to gain access through approved access points.

Watercourse

Pollution and other issues, such as flooding, and rubbish should be reported to the Environment Agency, either when the event occurs on 0800 807 060 (24hrs) or after the event on 03708 506 506.

Water safety

Working around and/or playing in water can be great fun, but with that extra excitement comes different responsibilities. If you are working in or around water you need to consider what additional hazards may be present and note them in your risk assessment to make sure everyone says safe. For pertinent advice and guidance, please consult the Royal Society for the Prevention of Accidents RoSPA. Much of their material is available freely online at rospa.com or if you have a specific question e-mail help@rospa.com or call 0121 248 2000.

Work session

A significant amount of work on primarily countryside sites is done by Friends individually or collectively on work sessions. The majority of these work sessions, primarily because of the type of tasks that are tackled are led by and/or supervised by a *idverde* member of staff. Some more established Groups and/or those working in the more urban environment often have self-led work sessions, one thing both have in common is that the work is pre-planned and agreed with your *idverde* Site Manager.

If you or your Group is interested in leaning more about working unsupervised, please speak to your *idverde* Community Manager who can refer you to the appropriate person and/or discuss training requirements.

See also Appendix J for information on Roles for Volunteers.

Young people

See Safeguarding