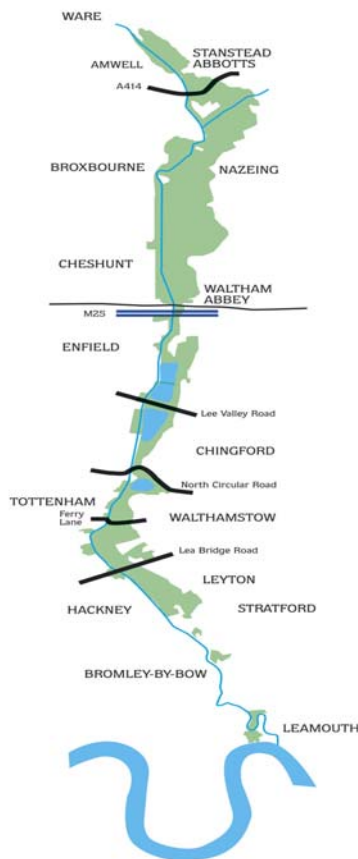




Lee Valley Regional Park Authority

Volunteer Handbook & Information Pack



Welcome to the team!

Thank you for volunteering for the Lee Valley Park Authority (LVRPA) your assistance is greatly valued and we hope your time with us is enjoyable and rewarding.

We want to make you feel as welcome as possible and ensure that you know that you are part of the team in the Lee Valley Park helping to provide quality environmental open spaces, sports and leisure facilities.

This Handbook is given to you so you have all the necessary information to work safely and securely and is designed as a reference handbook for you whilst you are working with the LVRPA. It is divided into two parts which should make it easy to use. In the first part we tell you about our volunteer policy, give you some general information and history of the Park, and tell you what you can expect from us and what we expect from you. In the second part we have written lots of detail covering many different roles giving information which may be required to be adhered to or may be of use at some point, specific requirements to your role will be explained in the induction. Many of the sections are very short and purely for information but we feel it is important that you have them available to refer to should you need to do so. We would recommend that as a minimum you read all of part 1 and sections 2.12 and 2.2 of part 2. Survey Volunteers who will be working alone should also read the Lone Working instructions in section 14 of part 2.

You will be given a supervising officer who is an employee of the Authority and they will be your main point of contact for all that you do. In many instances (apart from survey volunteers) you will be with your supervising officer or another employee when carrying out activities for the park.

You also have the facility to contact the parks Volunteer Manager and should also feel free to do so at any time you wish.

Paul Roper
Volunteer Manager
Lee Valley Regional Park Authority

Contents

Section 1

- 1.1 Why do we involve Volunteers?
- 1.2 Lee Valley Regional Park Authority Volunteer Policy
- 1.3 Roles and task description
- 1.4 Recruitment and selection
- 1.5 References
- 1.6 Equal opportunities
- 1.7 Rehabilitation of offenders
- 1.8 Induction and training
- 1.9 Code of conduct
- 1.10 Support and supervision
- 1.11 Identity and Uniform
- 1. 12 Reimbursement for out of pocket costs
- 1.13 Time given
- 1.14 Insurance and Health and Safety
- 1.15 Volunteer feedback
- 1.16 Grievance and discipline
- 1.17 Confidentiality
- 1.18 Role/site specific information
- 1.19 Volunteers leaving the Authority

Section 2

- 2.1 Important information
 - 2.1.1 Top Tips
 - 2.1.2 Senior responsible officer policy and emergency procedure
 - 2.1.3 Potential health risks
 - i. Blue Green Algal Blooms
 - ii. Weil's disease
 - 2.1.4 Some other potential health risks
 - 2.1.5 Lone working procedure
 - 2.1.6 Animals and dealing with dead animals
 - 2.1.7 Working with hand tools
 - 2.1.8 Boats and water
- 2.2 Contact numbers

Section 3

- 3.1 History of the Park
- 3.2 Where is the Park
- 3.3 Funding
- 3.4 The Future
- 3.5 The Lee Valley Regional Park Authority Volunteer Strategy 2007-2016

Appendices

Appendix 1
Appendix 2
Appendix 3

Section 1

1.1 Why do we involve volunteers?

We recognise the huge number of positive reasons for involving volunteers in the work of the Lee Valley Regional Park Authority.

We aim to include a wider range of people, leading to a greater capacity, the ability to reach a wider section of the community, and better reflect the varied communities in the region that we represent. Involving and supporting volunteers gives us a better understanding of the issues involved, enabling us to better advise other organisations and model good practice in volunteer management.

A diverse range of volunteers supporting the work of the organisation increases our skills as staff: We recognise that we can learn from their skills and experience, and from supporting our volunteers. We are committed to involving volunteers at every level of the organisation in valuable and interesting roles.

1.2. Lee Valley Regional Park Authority Volunteer Policy

VOLUNTEER POLICY

The Lee Valley Regional Park Authority was created by an Act of Parliament in 1966. The Authority's remit embraces leisure, sport, recreation, nature conservation and the protection and enhancement of the natural environment.

The Authority is financed from the council tax base of Hertfordshire, Essex and Greater London. After 40 years of success the Authority continues to build on its achievements by improving the environment, delivering first class sports and leisure facilities and as a delivery partner for the 2012 Olympic & Paralympics Games.

The volunteer programme will promote and encourage opportunities for volunteers. It will actively seek to engage hard to reach, ethnic minority, community, private and commercial sector groups from across the region providing numerous practical, administrative and educational quality opportunities and rewarding experiences.

The Authority will ensure that all volunteers are trained for the roles they are undertaking and will encourage development of skills and attainment of qualifications for the mutual benefit of the individual and the Authority. We will actively encourage the teamwork of staff and volunteers.

Development of this volunteer programme will enable the Authority to enhance its service provision ensuring maximum benefit to regional stakeholders.

1.3. Roles and task descriptions

A specific role or task description is available which gives you advice and guidance on what you need to do and any skills or experience that will be useful for the role. Each task description has a risk assessment attached to it for the particular task and a CRB (Criminal Records Bureau) check risk assessment which defines if the role requires CRB checking or not. If the role you are interested in requires a CRB check we will ask you to complete a form and provide specific identification documents to carry out the CRB check.

You should have been given a copy of the role description you are interested in when you made your initial enquiry. All role descriptions are also available on the Lee Valley Regional Park Web site at www.leevalleypark.org.uk if you do not have a copy of your role description please ask your supervisor or the volunteer manager.

It needs to be made clear that as a volunteer you are entitled to refuse to undertake any work or activities that you consider to be unrealistic, beyond the scope of the role or that you do not have the skills to undertake.

1.4. Recruitment and selection

You will go through a process of application and interview (you may have done this already). This ensures that volunteers are matched to appropriate roles and are happy with the jobs they are given and what they need to do. This also ensures that all volunteers are given the same opportunities and support when starting out on their activities within the Park. We aim to contact people who have made enquiries within one week of receiving an enquiry about volunteering.

1.5. References

All applications to volunteer with the Lee Valley Regional Park Authority ask for a reference. You will understand that in modern times we have to take every precaution we can to ensure we are working with trustworthy, honest and reliable people. This protects staff, other volunteers and members of the public. We will send out a standard questionnaire to one of your provided referees within one week of receiving an enquiry and registration form, which will then be placed on file for you.

1.6. Equal opportunities

The Park has an equal opportunities policy and all volunteers are covered under this. If you wish to see a copy please ask your supervisor or the Volunteer Manager.

The Park is also working on an Equality Statement which will also be applicable to volunteers.

1.7. Rehabilitation of Offenders

The Park recognises the rehabilitation of Offenders act and will not discriminate against volunteers with spent criminal records. However, current criminal records or convictions at any time in the past for the following offences will not come under the rehabilitation of offenders act and any volunteer or application from someone with these offences will not be permitted to volunteer with the Park.

- Murder
- Sexual Crimes
- Embezzlement

1.8. Induction

Wherever you are volunteering you will be given an induction. In most cases this will be conducted by your supervisor or contact for your role.

The induction will cover the following:

- Discussion on the task/role
- Times of attendance
- Code of conduct for volunteers
- Support and supervision available
- Unable to attend procedure
- Identification and uniform
- Out of pocket expenses
- Disciplinary & Grievance Procedure
- Probationary period
- Time sheets
- Health & Safety Policy
- Equal Opportunities
- Confidentiality
- Provision of Personal Protection Equipment (if applicable)
- Fire Safety
- Evacuation Procedures
- Advice on lifting objects (manual handling)
- Alcohol & Drug policy
- First Aid and Accident Book
- Insurance
- Role specific information (e.g. fisheries, survey, conservation, riding centre, gardening etc)

- Any relevant Authority information
- A tour of the site/place of work where you are volunteering.
-

You may be asked to provide one of the following to verify your identity. You can be assured that the Authority will comply with the Data Protection Act in relation to processing of your personal information and it will only be used for the purposes for which you have supplied it.

- Driving Licence or Birth Certificate or NI Card

If you are going to be driving Park vehicles you will need to read the vehicle policy, complete a separate form and go out with an employee of the Authority to check you are safe to drive the vehicle.

If you are going to be using Authority computers or IT systems you will need to read the IT usage policy which will be given to you by your supervisor or the Volunteers Manager.

If you are working with children we may ask you to undertake something called a CRB check. This will be explained to you if necessary.

You will have completed an Enquiry and Registration form and this tells us who to contact in the event of an emergency. This also asks for two referees and we will contact one of these to confirm they know you and give you a reference.

When you have completed your induction if you wish you can be given a certificate and you will be asked to sign your induction record.

If there is anything that you are unsure of you should go to your supervisor in the first instance. Do not be afraid to ask questions it is better to ask and get things right than to do things wrong.

The LVRPA has many processes and procedures and specific ones to the role that you will be undertaking will be shown to you in your induction. You should endeavour to adhere to these at all time and should not be worried about asking for help if you are not sure.

The following information is provided for you to have at hand throughout your time with the LVRPA and much of it may seem obvious but in today's environment the Authority has a duty to bring them to your attention and ensure that you adhere to the simplest rules no matter how common sense they appear to be.

Ongoing training and development, appraisal and accreditation

As well as induction, your supervisor is responsible for any ongoing training requirements you may have, this may be standard training that the authority can

provide or contracted in training. If you requires or need to requests specific training then advice should be sought from the Volunteer Manager.

There is no formal appraisal or annual review system in place. In fact many volunteers do not want to undertake such an activity and are happy to bring their skills to the organisation without looking to undertake training or development. However, all volunteers have the option to discuss with their supervisor any training and development needs. Your supervisor will aim to undertake an informal chat with you on an annual basis to review your activities and input and discuss any development or training needs.

1.9. Code of conduct for Volunteers

What we aim to do for you

- ensure you understand what the Park is and what it does
- give you a supervisor and contact who is an employee of the Authority
- make sure you feel part of the team and part of the Park
- ensure you get the training you need for your role
- ensure you know who to talk to if there is a problem
- ensure you feel valued and are thanked for your contributions
- give you regular feedback
- ensure you are safe and insured whilst volunteering
- consult and talk to you about your volunteering role
- tell you when things are changing

What we ask of you

- be reliable, if you agree to do something please try to make sure you do it
- tell us as soon as possible if things change, you are unavailable or running late
- respect confidential information
- give us feedback on how we are running the volunteer programme
- take part in required training
- ask for help if you need it
- ensure we have up to date information on your emergency contact details

1.10. Support and supervision

Your supervisor and the volunteer manager are there for you. Please feel free to contact them if you need to feed back on anything connected with volunteering for the Authority.

You may never need them and if you are happy with what you are doing and how things are going then contact may be minimal.

However if there are any issues you wish to discuss or things are not going as you had hoped please make sure you talk to someone as soon as possible. We cannot support you unless we know there is an issue.

You will have the opportunity to undertake an annual review with your supervisor and if you have any problems of any sort please ensure that you highlight them to your supervisor as soon as possible.

1.11. Identity and Uniform

It is very important to be able to verify who you are when doing things for the LVRPA.

In the event of being challenged by a member of the public, police officer, or an employee you will be able to verify your status with an identity card or badge which we can supply you with.

Uniform is also available if you wish to wear it.

Uniform is not compulsory but if you do take up the offer we ask that you only wear uniform when on duty as a volunteer or representing the Park.

Under no circumstances should you should you wear your uniform in inappropriate places for example such as public houses or going to a football match.

In wearing uniform you will of course be open to approach from members of the public and you should remember that you are representing the Authority at all times so please treat them as customers and be as helpful as you can.

Obviously there will me many queries or questions that members of the public may ask that it may not be possible for you to give an answer to. Remember you can always refer people to the Information Centre.

LVRPA Information Centre – 01992 702200

1.12. Reimbursement for out of pocket costs

In most instances we aim to provide volunteers with what they need to undertake a role and roles that are at agreed locations (agreed locations may be a geographical areas or a specific locations). It may be on some rare occasions that volunteers are out of pocket due to something the LVRP have asked them to do out of their normal volunteering hours or asked them to purchase for the Park for use on a volunteer task. These cases will be very unusual and any costs or travelling out of the ordinary must be agreed by a Supervisor before hand. In cases where reasonable authorised costs have been incurred volunteers may

claim back the out of pocket costs. There are three types of reimbursement that volunteers can claim.

- Postage and stationery – if we ask volunteers to send out communications to other volunteers by post and we ask them to purchase stamps and stationery
- Reimbursement for travel when requested to work anywhere other than their normal location or area of volunteering duty.
- Reimbursement for supplies, tools or equipment purchased for the Authority. This includes stamps and stationery used for volunteer communications, or equipment or tools used on volunteer tasks and activities.

Any purchases and travelling should be authorised by an officer of the Authority, will become the property of the Authority and will be managed by officers and not volunteers. They will be logged on the inventory list and labelled as Park property.

Travelling expenses for volunteers will be paid at the following rates:

Car/van up to 10,000 miles	40p per mile
Car/van over 10,000 miles	25p per mile
Motorcycle	24p per mile

All travelling must be authorised by the Supervisor or the Volunteer Manager.

All expenses must be claimed using Volunteer Expenses Claim Sheet which can be found on Lee Valley Quality Management System.

Claim forms should be signed by the Supervisor and sent to the Volunteer Manager who will arrange for reimbursement to individual volunteers by cheque.

All claims must have a valid receipt with them and supervisors should not send forms without receipts. Payments will not be made without receipts for equipment.

Payments will be made by cheque as soon as possible.

Expenses in exceptional circumstances

Volunteering with the Lee Valley Park is designed to be inclusive. Due to the large number of volunteers who work with the Park and the size and complexity of the area it is not possible to offer travelling expenses to every volunteer. The Park however recognises that there are a number of people who are in situations where they would like to volunteer but due to financial hardship would be unable to travel to the place of volunteering.

In view of this the Park has laid down some set criteria where it will allow travel expenses to individuals who are in receipt of particular benefits and the Authority will pay travelling expenses from the home address to the place of volunteering.

We encourage all volunteers where possible, even if they fall under the following categories, to consider very carefully if they really need to before claiming.

Rules

- To claim travel expenses proof of benefits must be given.
- The expenses will be reimbursement of public transport costs only
- A Lee Valley Park Volunteers claim form with supporting train or bus ticket or receipt must be completed.
- Taxi fares will not be paid under any circumstances.
- Volunteers must live further than two miles away from the place of volunteering
- No Claim can be made if the Volunteer is receiving expenses from another source

Volunteers must be classified under one of the following:

- **Employment Training participants.** On production of one of the following:
 - Letter of confirmation on headed paper from training agency or job centre ES4 Income support book
- **Housing Benefit** On production of one of the following:
 - Letter from Housing Benefits confirming benefits award
- **Incapacity Benefit** On production of one of the following:
 - Letter from Benefits Agency confirming allowance, allowance book, Benefit book
- **Invalid Care Allowance** On production of one of the following:
 - Letter from Benefits Agency confirming allowance, order book and name of carer
- **People receiving Disability Living Allowance.** On production of one of the following:
 - Letter from Benefits Agency confirming allowance, allowance book
- **People receiving Income Support.** On production of one of the following:
 - Letter from Benefits Agency confirming allowance, allowance book
- **People receiving support under part VI of the Immigration and Asylum Act 1999 / Asylum Seekers** On production of one of the following:
 - Identity card, IS96, SAL1, SAL2 forms
- **People who are Unemployed and/or receiving Income Based Job Seekers Allowance.** On production of one of the following:
 - ES40 Job seekers booklet, Letter from job centre confirming allowance
- **Senior Citizens aged over 65 / Pensioners (men and women)** On production of one of the following:

- Proof of age, Bus pass, pension book, driving licence, passport, proof of date of birth

The Authority has a finite budget for supporting Volunteers once the budget has been spent no more claims can be made. Before incurring any expenditure Volunteers are advised to check with the Volunteer Manager that the Authority has the resources available to be able to reimburse any expenses incurred.

IMPORTANT NOTE:

All volunteers who are on benefits **must** inform the benefits office that they are undertaking volunteer work. The Authority can supply a letter of reference to state the type of volunteer work undertaken and the hours worked.



1.13. How Much Time?

As a volunteer I am sure you give your time because you are passionate about the subject you are working in or have a keen interest in the Park.

It is important that we understand how much time volunteers are giving us and if we can demonstrate that we are working with volunteers in different ways and subjects it opens up a range of opportunities to the Park.

Many initiatives are looking for volunteer involvement and the government has raised the profile of volunteering in a number of its priorities and action plans.

Organisations that collect information on volunteer hours are also able to apply for a range of funding which can go towards projects and improvements that benefit the interests you are helping to support.

So you can see that recording how much time you give is very important. When recording your times please include travelling to a site and any admin work that you do associated with your volunteering work. For example if you spend an hour or two writing up results or time undertaking paperwork for your volunteering role at home don't forget to include this as well.

At the back of this pack are two forms:

- ***Volunteering Time Monitoring*** is for individuals to complete. Appendix 2
- ***Volunteer time attendance report*** is for co-ordinators of groups of volunteers to complete. Appendix 1

It will benefit us enormously if you can complete one of these for each month that you give volunteer hours - even if it is only a couple of hours it all adds up.

All completed forms should be handed in to your supervisor or sent to the Volunteer Manager at Lee Valley Regional Park Authority, Myddelton House, Bulls Cross, Enfield, Middlesex, EN2 9HG.

1.14 Insurance and Health and Safety

You will of course be insured whilst working for the Park as long as you have completed your induction, and we have a signed registration form. (Note: This applies to all volunteers who register after December 2005; existing volunteers before this date are covered under the insurance from the old system).

The Park takes Health and Safety very seriously and much of the following information in this pack is information and instruction to protect you and other park users.

Volunteers also have a duty of care to themselves as well as the duty of care that the organisation has to volunteers. You should remember this at all times and ensure that you do not do anything to put yourself at risk whilst carrying out any volunteer activities.

We ask that our volunteers are over 18 and that anyone under 18 who wants to volunteer comes along with a supervising adult or as part of a larger supervised group.

We also ask that you do not bring children under the age of seven with you when volunteering in groups or with another volunteer unless agreed by prior arrangement. This can put other volunteers and supervisors in a difficult position as they are not responsible for small children whilst volunteering activities are going ahead. Young children who are not LVRPA volunteers are not insured and it is not good health and safety practice to have them along whilst you are volunteering. If you do have to bring a child with you then you must assume full responsibility and supervision at all times.

1.15 Volunteer feedback

We are always keen to receive feedback and if you have any suggestions please do not hesitate to write or call your supervisor or the Volunteers Manager.

1.16 Grievance and discipline

If at any time you feel that you have been treated unfairly or have a grievance then there is a volunteers discipline and grievance procedure which covers all volunteers. All volunteers also come under the Authority Volunteer discipline procedure which will be implemented in the case of misconduct. If you wish to

see a copy of this procedure please ask your supervisor or contact the Volunteer Manager at Myddelton House.

1.17 Confidentiality

Whilst working as a volunteer for the Park you may well be given or have access to information about the Park, employees or other volunteers that is not normally available to the general public.

Under no circumstances should this information be passed on to any other companies or third parties. You should respect the confidentiality of any information that is available to you and keep it confidential at all times.

1.18 Role/site specific information

Your supervisor will go through any specific detail required in your particular role. It will include a job description and any special instructions or training required. This may be undertaken on your first morning or at a separate training session with other volunteers.

You should keep any information from these sessions safely together and use it to refer to when you are unsure or need assistance.

1.19 Volunteers leaving the Authority

If you decide to stop volunteering with the Authority the Supervisor or the Volunteers Manager will endeavour to conduct an exit interview with you. This may be fact to face or over the phone. The key thing we would like to know is why you are stopping volunteering. In many cases reasons will be perfectly legitimate, however, if it is established that it is because of something the Authority has done you should inform the Volunteers Manager who will critically review and ensure any required improvements are made.

Volunteers who are leaving the Authority may request a reference from either their supervisor or the Volunteers Manager.

Section 2

2.1 Important Information

The following information is selected parts of LVRPA procedures that may be relevant to some types of work you will be undertaking and are given to you as a reference if you need to look up an issue.

Many of them may not be relevant to you but are included in this pack for your information and protection. You are advised to read through at least the headings and decide if any of them are relevant to your particular role.

Any that are specific to your role will be pointed out to you by your supervisor when you have an induction. If there are issues or problems that are not covered in this pack please seek the assistance of your supervisor in the first instance.

We start with some top tips which may at times seem obvious but are worth thinking about every time you visit the park weather volunteering or just visiting as a member of the public

2.1.1 Top tips - some key things to remember

Health and Safety

- Always keep health and safety as a top priority. Minimise the risk of everything you do.
- If working alone you should carry a mobile phone. If working in a group you should ensure that one person in the group has a mobile phone.
- Wear any protective clothing you are given this is always for a good reason.
- Be careful when lifting, get advice or help if you are not sure you can lift an object. Always test the weight first. Bend your knees and not your back.
- Check any tools that you use and do not use broken or defective tools.
- Only use tools that you have been trained to use.
- If you are driving do not use your mobile phone.
- Always tell some one where you are going and when you expect to be back.
- Only use ladders if you have been trained properly to do so.
- Always wash your hands after working outside, near water or with animals.

Dealing with People and members of the public

When dealing with members of the public if they have approached you or if you have had to approach them you should always remember the following:

- You should always inform members of the public that you are a volunteer for the Park – remember you are representing the Park in your volunteering
- If dealing with people, particularly customers, stay calm and show concern for their difficulties.

- Greet people with a friendly and non threatening attitude
- If you don't know the answer to a question from a member of the public do not guess, take some details and get a member of staff to get back to the person
- Do not argue with members of the public, if someone is upset about something you should be supportive and try to defuse a situation if you can
- Do not shout or swear at members of the public

Support for volunteers

- If you have any problems your first point of contact is your supervisor.
- Know where the accident book and first aid kit is. Know who the local first aiders are – better still get some first aid training yourself. If you are interested in training please ask your supervisor.
- Know your fire drill, alarm sound, fire exits and what to do in the event of a fire or emergency evacuation.

Beware of the following if out in the park

- Falls into water from paths, bridges, platforms: Be aware of danger, don't go too near to edge.
- Uneven ground and paths – slips, trips and falls: Be aware of hazards, wear shoes/boots with a good grip
- Overhanging vegetation: Damage to eyes: be aware of hazards
- Falling branches: Be aware of hazards
- Dog fouling: Danger of toxicaria from dog faeces
- Dogs out of control
- Wildlife: Stings and bites
- Plants: Poisonous and irritating stings e.g. nettles, giant hog weed (blisters)
- Passing cyclists
- Speeding traffic in car parks and access roads



2.1.2 Senior Responsible Officer Policy And Emergency Procedure

The purpose of this Procedure is to define the role of Senior Responsible Officer [SRO]. There may be times when you are volunteering that you are not directly supervised. If you are working on your own or are unable to contact your direct supervisor in the event of an incident the SRO procedure should be followed.

The principle of this Procedure is that an SRO should be on duty every day of the year to act as first point of contact for incidents that require **enforcement of the Park Authority's Byelaws or liaison with the Police and Emergency Services.**

Currently there are three SROs

1. An SRO is appointed for every day of the year and is on call between the hours of 8am and 4pm whenever members of staff or volunteers are on duty.
2. The role of SRO is divided into two main areas of responsibility:-
 - to act as first point of contact for incidents that require enforcement of the Byelaws or liaison with the Police, park security officers and Emergency Services
 - To take management responsibility for employees and volunteers who are working outside normal office hours and at weekends or Bank Holidays.
3. The SRO is also:-
 - responsible for the Warranted Officers of the Park Authority in the enforcement of Byelaws.
 - Authorised by the area managers / Head of Operations to make decisions in all matters relating to incidents that require enforcement of the Byelaws or liaison with the Police and Emergency Services.
4. In the event of a major incident or emergency, the SRO will normally take the role of senior officer on site, while the Area Manager or Head of operations will act as strategic manager either at Myddelton House or as representative of the Authority at the Police or Emergency Services Headquarters.

5. In the event of a major incident or emergency out of normal working hours, the SRO must endeavour to contact the Area Manager or Head of Operations at the earliest possible opportunity.

ALERTING THE SRO

1. In the case of incidents requiring intervention by the Police or Emergency Services volunteers should use the 999 system immediately. The process under Major Incidents at the bottom of this page should be followed.
2. The SRO should be alerted immediately of any incident that involves a serious breach of the Byelaws, injury to an employee, volunteer or a member of the public, damage to public or private property, or requires the attendance of the Police park security officers or Emergency Services.
3. The SRO should also be alerted to any ongoing incidents that might develop to involve the circumstances described above or where these circumstances have been narrowly avoided.
4. As soon as possible after an alert, the SRO or another Warranted Officer instructed by the SRO for this purpose will assess the nature of the alert.
5. The first Warranted Officer on the scene will then become the recorder for the purpose of completing the relevant Incident Report [IR] Form, unless instructed otherwise by the SRO.

MAJOR INCIDENTS

This is divided into two areas, sites with buildings/facilities and the wider park

1. Centre/facilities

- call the emergency services 999
- informs Site manager

2. Wider park

Serious Emergency

Please contact the Emergency Services immediately by dialling **999** and give directions to the site as detailed in the example below, then call the relevant Lee Valley Regional Park contact number below to advise of the incident. 08:00 to 16:00 Senior Responsible Officer on **01992 709925** 16:00 to 08:00 Lee Valley Regional Park's Out of Hours Service on **01992 639561**

Example

Site name: *Gunpowder park*
Site address: *Sewardstone Road Waltham Abbey Essex*
Site postcode: *EN9 3GP*

Description of site location: *South of the M25, and south of the A121 on the Sewardstone Road*

Less Serious Incidents

Please contact the Lee Valley Regional Park Authority direct on the appropriate number below:

Time	Contact Person (Phone Number)
08.00-16.00	Lee Valley Regional Park's Senior Responsible Officer 01992 709925
16:00-08:00	Lee Valley Regional Park's Out of Hours Service 01992 639561
Any time	Park Guard Security 07974 696931 (Note Park Guard operate varying shifts, it they are on duty they will answer, they may not answer if not on duty)

General Information

If you require any general information on the Lee Valley Regional Park please don't hesitate to contact our Information Service on **01992 702 200** between 09.00-16.30.

2.1.3 Potential health risks

Volunteers working near water should be aware of two key health risks, Blue Green Alge and Weil's disease.

In instances where there are Blue Green Algal blooms notices will be posted. This is the quickest and most effective method of informing the public, staff and volunteers an example of the poster is given on the next page.

Weil's disease is more tricky to detect until and infection is identified, You are strongly advised to familiarise yourself with the advice given on page 22.

WARNING!!
Blue Green Algal Blooms
SCUM MAY BE TOXIC

Blue Green Algae have been identified at this site. Under certain conditions they are known to have the potential to affect the health of humans and animals. The Department of Health has issued the following statement:

“Illness, including skin rash, eye irritation, vomiting, diarrhoea, fever and muscular pain has occurred in some recreational users of water who have been in contact with algal scum **ALTHOUGH ALGAL SCUM IS NOT ALWAYS HARMFUL, IT IS A SENSIBLE PRECAUTION TO AVOID CONTACT WITH THE SCUM AND THE WATER CLOSE TO IT**”.

In contrast to humans, animals are not repulsed by the scum. The Chief Veterinary Officer of the Ministry of Agriculture, Fisheries and Food has stated:

“The toxin is poisonous to animals **FARMERS AND PET OWNERS SHOULD THEREFORE ENSURE THAT THEIR ANIMALS DO NOT HAVE ACCESS TO AFFECTED WATER**”.

ALL VISITORS ARE REQUESTED TO OBSERVE THE FOLLOWING GUIDELINES:

1. All visitors should avoid contact with the algal scum and the surrounding water. **NO SWIMMING OR PADDLING.**
2. All animals should be kept out of the water. **DOGS MUST BE KEPT ON A LEAD.**
3. Anglers must avoid any contact with the algal scum. Fishing may be prohibited in areas of known algal scum. Hands must be washed before eating, drinking or smoking and when you have finished angling.
4. If you should fall ill after visiting the site and if you feel that you may have come into contact with or ingested algae, you should immediately contact your doctor and advise him/her of the circumstances.

WARNING!!

WEIL'S DISEASE

RIVERS, PONDS AND CANALS ARE USUALLY INFECTED WITH A BACTERIUM WHICH CAN CAUSE LEPTO SPIROSIS (WEIL'S DESEASE) MOST OF THE TIME WEIL'S DESEASE MAY TAKE THE FORM OF A CHILL OR POSSIBLY RESEMBLE AN ATTACK OF FLU

**WEIL'S DISEASE
CAN CAUSE SERIOUS ILLNESS OR DEATH**

YOUR DOCTOR IS REMINDED OF THE EXISTENCE OF:

The Leptospirosis Reference Unit
Public Health Laboratory
County Hospital
HEREFORD
HR1 2ER
Tel: 01432 277707

BE AWARE

The disease is curable **if recognised in time**, but many doctors in urban areas will never have encountered it. If you have any reason to suspect that you may have been infected, you may need to draw your doctor's attention to the possibility that the symptoms could be Weil's Disease.

THE SYMPTOMS

The incubation period is 7-13 days. Early Symptoms are: Fever Muscular aches and pains Loss of appetite vomiting with prostration. Later symptoms may include: Bruising of the skin Sore eyes Nose bleeds Jaundice The fever lasts for about five days, and may be followed by significant deterioration.

Results of blood tests have been known to take two weeks or longer through the normal laboratory system. Deaths and serious illnesses have occurred because of slow identification.

Your local laboratory can provide your medical practitioner with a result within 2 – 3 hours through and ELISA test

KEEP THIS DOCUMENT SAFELY AT ALL TIMES

2.1.4 Some other potential health risks

Tetanus:

It is recommended that all people working in the countryside have adequate protection. Your doctor will give you advice about booster injections should you need one.

People at risk include: Agricultural workers, people working with animals, Rangers and engineering workers.

Giant Hogweed:

Contact with the sap can cause blistering to the skin in bright sunlight. Appropriate protective clothing must be worn if cutting the plant in such conditions and any sap on the skin washed off immediately. Other Umbelifers may cause similar but less severe skin reactions and appropriate protection is also recommended.

People at risk include: Rangers, Agricultural workers and staff working in countryside areas,

RESPIRATORY DISEASES

Asthma:

Certain materials encountered are capable of sensitising individuals and may cause Asthma. Substances could be dusts, such as those arising from the cultivation of edible grasses (wheat, oats, etc), chemicals particularly those of a volatile nature (glues, petroleum manufactured substances etc). Substances considered to be "respiratory sensitisers" are listed in the Control of Substances Hazardous to Health Regulations 1999.

Farmer's lung:

Is a form of Asthma. Mouldy straw and hay encourage the growth of certain moulds, in particular *Micropolyspora faeni*. When handled in the field or in a barn, clouds of dust containing these spores are liberated into the surrounding air and are subsequently inhaled by people. However, not all people develop farmer's lung as the disease is the result of individual hypersensitivity due to an antigen present in the dust of mouldy hay and other vegetable matter.

People at risk include: People working with animals, Rangers and people handling dries grasses such as straw or hay.

FUNGAL INFECTIONS:

As the term suggests, Fungal infections are diseases that are caused by the breathing in or swallowing fungal particles, including spores. This can lead to either direct illness caused by the fungus or, more rarely, an allergic reaction. Examples of such infections are:

Aspergillosis is associated with exposure to mouldy hay or other mouldy vegetable produce which can result in pulmonary disease. It is an all-embracing term describing types of extrinsic allergic alveolitis, an asthma-like condition, caused by inhalation of the spores of *Aspergillus* fungus, principally ***Aspergillus fumigatus*** and ***Aspergillus niger***. All of these spores are encountered as mould on fibres such as jute, straw and hay.

Psittacosis:

This is a pneumonia-like condition caused by an infection with the **Chlamydia** virus carried by game, poultry and other birds, such as parrots. Psittacosis can be fatal to humans if untreated. The illness has a sudden effect after an incubation period of two-three weeks and is characterised by initial fever, headache and lethargy. These symptoms are followed by pulmonary symptoms several days later, including non-productive cough and shallow breathing. Elderly people may die as a result of the infection.

People at risk include: People working with birds, Rangers and staff handling dried grasses such as straw and hay.

Legionellosis:

Is the term used for infections caused by legionella pneumophila and other bacteria from the Legionellaceae family. Among these infections is legionnaire's disease, a type of pneumonia, which in addition to affecting the lungs, may also have a serious effect on other organs of the body. Infection is attributed to inhaling legionellae, either by inhaling airborne water droplets which are small enough to penetrate deeply into the lungs, or in droplet particles left after the water has evaporated.

People at risk include: all staff coming into contact with untreated water sprays or mists.

Low Level radiation induced skin cancer:

There is a widely publicised perceivable risk to people from sunlight. Skin cancer produced by exposure to sunlight is caused by the Ultraviolet and Infrared radiations contained in sunlight.

Due to the deterioration of the ozone layer, the population of the world has increasing exposure to Ultraviolet radiation, with the result that skin cancer is increasing throughout the world. Even those people considered to have a natural immunity to these rays, due to their skin colour, are facing increased risk of skin cancer. Within the UK the greatest reported rise in skin cancer lies with the population of Scotland.

People at risk include: all people that spend their working day, or are required to spend a greater part of their working day, in the open.

Avian Bird Flu

We advise all volunteers to keep up to date with the current situation on this issue through the media. The Authority will issue advice to volunteers who may come into contact with wild birds or poultry as and when necessary.

Staff monitor the situation closely and any instances of bird flu in wild bird populations should be detected and are dealt with very quickly.

However, as a volunteer you may be in a position where you observe something, particularly in populations of wild birds.

The signs to look for are suspicious die offs of wild birds which involve significant (5+) and rapidly increasing numbers of sick or dead birds.

Do not touch any of the dead birds but report this incident immediately to the information centre 01992 702200

A full fact sheet is available on request from the Volunteer Manger at Myddelton House.

2.1.5 Lone Working Procedure



In most cases you will not be working alone. The main exceptions to this are the survey volunteers. If your role does involve lone working the following must be adhered to and you will be given special instruction at your induction.

LONE WORKING

1. Some volunteers may work alone in the course of their activities and do so without much risk.
2. However, there are circumstances of potentially greater risk, particularly for field / Site based volunteers.
3. The principal Control Measures for lone working are the provision of mobile telephones; 'buddy' systems – *where two employees work together to monitor each-other's safety* – and signing in and out systems, which record where employees are at any given time and when they are expected to return.
4. No volunteer should work alone in circumstances where there is a specific and identifiable risk [as opposed to a general possibility] of accident, illness or assault.

PROHIBITIONS ON LONE WORKING

1. Lone working is prohibited by law in some situations. There are also prohibitions on lone working in a number of operations. Prohibited operations include:-
 - entry into confined spaces, including tanks, grain silos, inspection covers, ceiling or cellar voids, and any other spaces where there might be inadequate natural ventilation
 - working with boats or by water.
 - use of potentially dangerous machinery.
 - manual handling operations.
 - use of ladders and the erection or dismantling of scaffolding.
2. For these prohibited operations, the provision of a mobile phone is insufficient protection for lone working; a second employee must be present.

LONE WORKING FOR FIELD-BASED VOLUNTEERS

1. Volunteers should try to avoid lone working where possible outside the hours covered by SRO duty, which are normally between 8.00am and 4.00pm but if lone working is carried out between 4.00pm and 8.00am the out of office number can be used to raise issues (01992 639561).
2. Field / Site based volunteers should not lone work unless they have in their possession a mobile telephone and a buddy, an appropriate colleague, their supervisor or the SRO knows of their general whereabouts and intentions [this may be via a signing in and out system in the case of field based volunteers]. Again this will be fully explained at the induction.
3. Supervisors must also ensure that appropriate lone working arrangements are put in place for any volunteers or self-employed contractors who engage in any work with the authority.
4. The full buddy procedure set out below should be adopted for all circumstances of potentially greater risk in any lone working. Variations of this procedure may be introduced to meet the needs of different services.
5. In practical terms, the definition of “circumstances of potentially greater risk” must be determined by individual Site Managers employees and volunteers. However, everyone should adopt the precautionary approach, which assumes risk in the absence of evidence to the contrary.

6. Volunteers should 'buddy' by mobile telephone with either a colleague on the same Team or – *if shift working is involved* – with the nearest appropriate colleague on another Team or their supervisor.
7. Volunteers must advise their buddy in advance of their intended actions and indicate an anticipated time for either completion or an interim check; this should not normally be any more than one hour ahead where circumstances of potentially greater risk have been identified.
8. At the check time, the volunteer must report back to their buddy. If, within fifteen minutes of the stated time, the buddy has not received the report call, they should return the call themselves. If there is no answer within a further fifteen minutes, the buddy must contact the SRO immediately, in accordance with the **Senior Responsible Officer Procedure**; s/he will then determine an appropriate course of action.
9. If there is any doubt about risk or lone working in any ongoing operational situation, the volunteer[s] concerned should withdraw to a place of safety and consult the SRO.

LONE WORKING FOR VOLUNTEERS

A: Working Alone

1. The volunteer working alone must always have a means of communication on their persons at all times i.e. Mobile phone, whistle etc.
2. It is the responsibility of the person working alone to ensure that the means of communication is checked that it is working and that the batteries are fully charged before working alone.
3. No unnecessary risks should be taken when working alone.
4. If a task requires the help of another person then the task must be left until the help of a second person can be procured.
5. Every effort should be taken to ensure the personal safety of the person working alone.
6. At no point should a volunteer be working alone at a time that has not been approved.

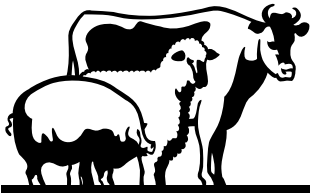
B: Buddy System

1. The person working alone should whenever possible contact by telephone a LVRPA member of staff (preferably their supervisor) or their designated buddy at the beginning of the shift, informing them that they are working alone.

2. The person working alone should give a 'check-in' time when they will telephone again to confirm that they are okay. This can be at the middle or end of their shift.
3. The person working alone must give their nominated 'buddy' a contact telephone number on which they can be reached.
4. If the person working alone does not check-in at the specified time the 'buddy' must telephone the given contact number and check the person working alone is okay.
5. If no answer is ascertained after two attempts to telephone; the 'buddy' must go and try and find the person working alone (After informing the supervisor and or SRO of this)
6. If the person working alone can still not be found the 'buddy' should call their supervisor or the SRP for advice.
7. If the circumstances are suspicious or there has been an accident the emergency services should be called immediately

MISSING VOLUNTEERS

1. Where a buddy or any other person suspects that someone is missing, s/he must inform the SRO, immediately. The SRO, will then determine an appropriate course of action. Each circumstance will be different but common sense should be applied to suspected missing persons. If the person is more than 2 hours past the time they were supposed to return or have failed to make contact to inform of any problems the SRO should be contacted for advice.
2. The SRO, will have available a list of home addresses and emergency contact telephone numbers for all volunteers, which will be held securely and in strictest confidence, and only used to confirm the safety of a volunteer in the event of concern.
3. Any significant action taken in response to a report of a missing volunteer should be recorded on the appropriate Incident Report [IR] Form.



2.1.6 Animals and dealing with dead animals

PROCEDURE

1. All work with animals must be carried out with care and compassion, with the animals' welfare considerations given equally high priority with the safety of employee's volunteers and the public.
2. Only qualified and/or experienced volunteers should control the movement, feeding, loading, unloading, housing and containment of animals. Inexperienced volunteers should be supervised at all times.

HEALTH AND HYGIENE

1. All animals carry a range of diseases, some of which can infect humans. These diseases are known as Zoonoses.
2. Particular health risks for Park Authority employees are Leptospirosis or Weil's Disease, which is associated with work by water, and Lyme Disease and Q Fever, which are associated with ticks, often from deer and sheep.
3. The risk of infection and disease can be minimised by adopting a high standard of personal hygiene:-
 - wash hands before eating, drinking or smoking
 - cover any cuts or grazes with some form of waterproof covering before working with animals
 - wash any cuts or grazes sustained while working with animals immediately with clean water and apply antiseptic
 - take steps to avoid the inhalation of water spray whilst cleaning and avoid allowing spray to come into contact with eyes.
4. In addition, it is advisable to wear a long-sleeved shirt and long trousers when working with animals; clothes should be brushed off when entering a building; and employees should check for ticks when getting undressed.
5. Employees should inform a Doctor that they have been working with animals if they later become ill.

DEALING WITH DEAD ANIMALS

1. There is a risk of infection and disease when dealing with dead animals. Appropriate PPE should be worn and the hygiene precautions described above must be followed at all times.

2. Professional advice should be sought from a Veterinary Surgeon if there is any doubt over the cause of death or how to deal with a dead animal.
3. Any fallen or dead livestock should be reported immediately to the relevant Site Manager or her/his assistant or deputy.
4. Members of the public can be distressed by seeing dead animals. Care must be taken to remove and dispose of dead animals in a sensitive manner. If necessary, sites should be closed or opening times delayed, in order to deal with the situation without public distress.

AVIAN BOTULISM

1. Avian Botulism is a bacterial disease particularly affecting ducks, which spreads and can become virulent during warm weather and anaerobic conditions.
2. If an outbreak of Avian Botulism is suspected the relevant Site Manager should be informed.

FISH DEATHS

1. Large scale fish deaths can occur during anaerobic conditions or during periods of high fish stress.
2. Where large scale fish deaths occur, the Fisheries and Angling Manager or the Fisheries Officer must be informed immediately.

Avian Bird Flu

The signs to look for are suspicious die offs of wild birds which involve significant (5+) and rapidly increasing numbers of sick or dead birds.

Do not touch any of the dead birds report any incidents immediately to the information centre 01992 702200 or the SRO on **01992 709925**

2.1.7 Working with hand tools



PROCEDURE

1. Responsibility for the safe use, maintenance and storage of hand tools rests with Managers and the tool-users themselves.
2. The Leisure & Environment Department requires that any employee who uses a hand tool receives instruction on its use from a competent instructor identified by their Line Manager as part of induction or refresher training, or prior to a specific task. For volunteers tool talks should be given before each session.

SAFETY MEASURES

1. Before using a hand tool of any kind, an assessment must be made of the safety risks specific to the use of that machine for a particular task and/or at the proposed work site.
2. Particular care should be taken in areas where the public have access but might not expect to encounter a work site.
3. A safe zone should be maintained around the work area. It may be appropriate to display warning signage or to tape-off the work area using hazard barrier tape. An adequate number of employees and or volunteers must be on-site to maintain the boundary of the safe zone as well as to undertake the task itself.
4. Appropriate Personal Protective Equipment [PPE] must be worn at all times when using hand tools. This is relevant to the appropriate training that has taken place on the task or tool.
5. A First Aid kit and mobile telephone must be available on site.

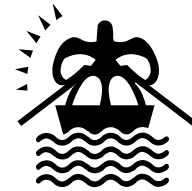
MAINTENANCE

1. Site Managers should maintain a Register of all hand tools and any maintenance or other matters relevant to their use.
2. Any defect with a hand tool must be notified to the Site Manager or her/his nominated representative for the purpose of maintaining tools.

MANUAL HANDLING

1. The responsibility for ensuring that Manual Handling operations are carried out safely lies with Site Managers and with the volunteer undertaking the specific task.

2. The Leisure & Environment Department requires that volunteers whose work role might involve lifting should undertake basic training for Manual Handling and carrying heavy or awkward objects.
3. The correct technique for lifting in a heavy load is always:-
 - approach the load in an upright manner
 - do not bend the back or lean forward from the hip
 - get as close to the load as possible
 - keep the feet apart – place one foot slightly forward so that the load is now as close as possible under the crotch
 - lower the body by bending the legs – never the back
 - get a good grip on the load – take a deep breath and straighten the legs; pull the load into the abdomen and keep elbows into your side
 - lower the load by bending the legs – not the back.
4. A written Risk Assessment should be produced for any Manual Handling task that requires two or more people, or involves a particularly heavy or awkward load.
5. The Risk Assessment must provide specific information about the load that is to be handled and the Control Measures that are necessary to reduce the risk of injury both to the lifters and to other employees or volunteers, or the public.
6. In all cases, it is preferable to use mechanical lifting aids to lift or move a heavy or awkward load.
7. No Manual Handling operation should be undertaken where the Risk Assessment indicates that there are too few people available to undertake the operation safely or where there is a risk of injury.
8. If any employee is in doubt about the safety of a Manual Handling operation – *either because of the nature of the load or their own ability to undertake the operation* – they should seek further guidance from the relevant Line Manager before proceeding.



2.1.8 Boats and water

PROCEDURE

1. The Fisheries and Angling Manager will co-ordinate all matters relating to working with boats and by water on behalf of the authority.
2. While the Fisheries and Angling Manager will act as co-ordinator, responsibility for the safe use of boats and work by water rests with the Boat Handler and the relevant Line Manager.
3. A minimum of two volunteers must be present at all times when using a boat or working close by the edge of water; a minimum of two volunteers are required where any one employee intends to enter the water.
4. When a boat is being used, at least one volunteer must remain on land or the employees afloat should use the buddy procedure to maintain contact with the shore.
5. When one or more volunteers are entering the water to work, visual contact must be maintained.
6. At least one employee or volunteer present must have First Aid at work qualification. A First Aid kit and mobile telephone must be available.
7. All persons involved in the operation must wear life jackets that conform to BS EN 396.

PERSONAL HYGIENE

1. Volunteers should be alert to the risk of infection and disease when working in or close by the edge of water, particularly Leptospirosis or Weil's Disease, which is a bacterial infection transmitted by Brown Rat urine.
2. The risk of infection and disease can be minimised by adopting a high standard of personal hygiene:-
 - wash hands before eating, drinking or smoking
 - cover any cuts or grazes with some form of waterproof covering before working near water
 - wash any cuts or grazes sustained during work near water immediately with clean water and apply antiseptic
 - take steps to avoid the inhalation of water spray and avoid allowing spray to come into contact with eyes.

3. Volunteers should inform a Doctor if they become ill after working by water and should carry a Leptospirosis Medical Advisory Card if working by water forms a regular part of their activities.
4. The water environment also involves risk of disease and death in animals; provisions relating to avian botulism and fish deaths are set out in **procedure Working with Animals and Dealing with Dead Animals.**

SAFE OPERATION OF BOATS

1. Boat Handlers should normally only operate boats on water-bodies with which they are familiar. If it is necessary to operate on an unfamiliar water-body, advice on potential hazards should be sought from a Boat Handler who has greater knowledge of the site.
2. The Boat Handler must ensure that boats are not overloaded; that any equipment onboard is stowed safely; that sufficient fuel is taken onboard and that oars are available in case of engine failure; and that the boat is equipped with adequate means of anchorage.
3. Re-fuelling operations or engine maintenance should be undertaken away from the water's edge in order to reduce the risk of pollution.
4. Prior permission must be sought from the Environment Agency if it is necessary to operate a boat in the Flood Relief System.
5. When operating a boat during outbreaks of any infectious disease the operator must insure the boat is disinfected after use in that particular water body.

WORKING IN WATER

1. The Fisheries and Angling Manager must produce a risk assessment for, and personally supervise, any seine netting or electric fishing operation.
2. Electric fishing must be carried out in accordance with the Environment Agency's Code of Practice for Safety in Electric Fishing Operations.
3. The Fisheries and Angling Manager must ensure that electric fishing equipment is properly maintained and fit for purpose before use.

BLUE-GREEN ALGAE

1. Blue-Green Algae naturally occur in inland waters, but can multiply during warm weather or in nutrient deficient situations, to produce toxic 'scum' which is hazardous to humans, domestic animals and wildlife.
2. All lakes shall be monitored for Blue-Green Algae from spring until late autumn.

3. Any suspected outbreak of Blue-Green Algae should be reported to the relevant Line Manager or the Fisheries and Angling Manager, who must alert the Environment Agency and decide on any further action.
4. If Environment Agency advises a closure of the water body the Authority will comply with their recommendations / instructions.
5. When an outbreak of Blue-Green Algae is suspected on sites with livestock, the Farm Manager must be informed immediately; if the outbreak is confirmed as toxic, livestock must be removed.

WEIL'S DISEASE

1. The organism enters the body through breaks in the skin such as cuts, blisters and abrasions, or via the lining of the nose, throat or alimentary tract.
2. The incubation period is 7-13 days and the disease starts with a fever, muscular aches and pains, loss of appetite and vomiting with prostration. Subsequent bruising of the skin, sore eyes, nose bleeds and jaundice may occur. The fever lasts about five days and may be followed by significant deterioration.
3. It is vital that the doctor be told that the patient may have been in contact with a source of infection. The symptoms can easily be mistaken for those of flu and, if the patient has a clean occupation, the possibility of Weil's disease may be overlooked in the early stages.
4. Laboratory testing of blood will confirm the diagnosis but this may take undue time in an ordinary hospital lab. If Weil's disease is suspected the samples should be sent direct to:

The Leptospirosis Reference Unit
Public Health Laboratory
County Hospital
HEREFORD
HR1 2ER
Tel: 01432 277707

where they will be tested within 24 hours. Treatment is usually by Penicillin Antibiotic.



2.2 Useful contact numbers

LVRPA Information Centre – 01992 702200

SRO Numbers

SRO on duty 08.00-16.00 **01992 709925**

Out of hours number 16:00-08:00 **01992 639561**

Fisheries and Angling Manager - Gary Smith Office 01992 892291

Mobile 07970615189

Fisheries Officer - Lee Robbins Office 01992 892291

Mobile 07715 449343

Volunteer Manager - Paul Roper Office 01992 709845 - Mobile 07917 647552

LVP North Rangers 01992 460888

LVP Central Rangers 01992 714610

LVP South Rangers 0208533 6937

Park Patrol 07956 9080915

07974 696931

Metropolitan Police 0208 3631212

Essex Police: Control 01245 491491

Essex Police: Waltham Abbey 01992 652800

Essex Police: Nazeing 01992 893111

Essex Police: Epping 01992 561212

Herts Police: Hoddesdon 01992 440077

Herts Police: Hertford 01992 533000

Herts Police: Cheshunt 01992 631212

Environment Agency 01707 632300

Environment Agency (pollution) 0800 807060

British Waterways 01284 240948

Swan Sanctuary 01784 431667

Enfield Wildlife Centre 0208 2955377

Thames Water 0845 9200 800

Herts & Middlesex Wildlife Trust 01727 858901

Section 3

3.1 History of the Park

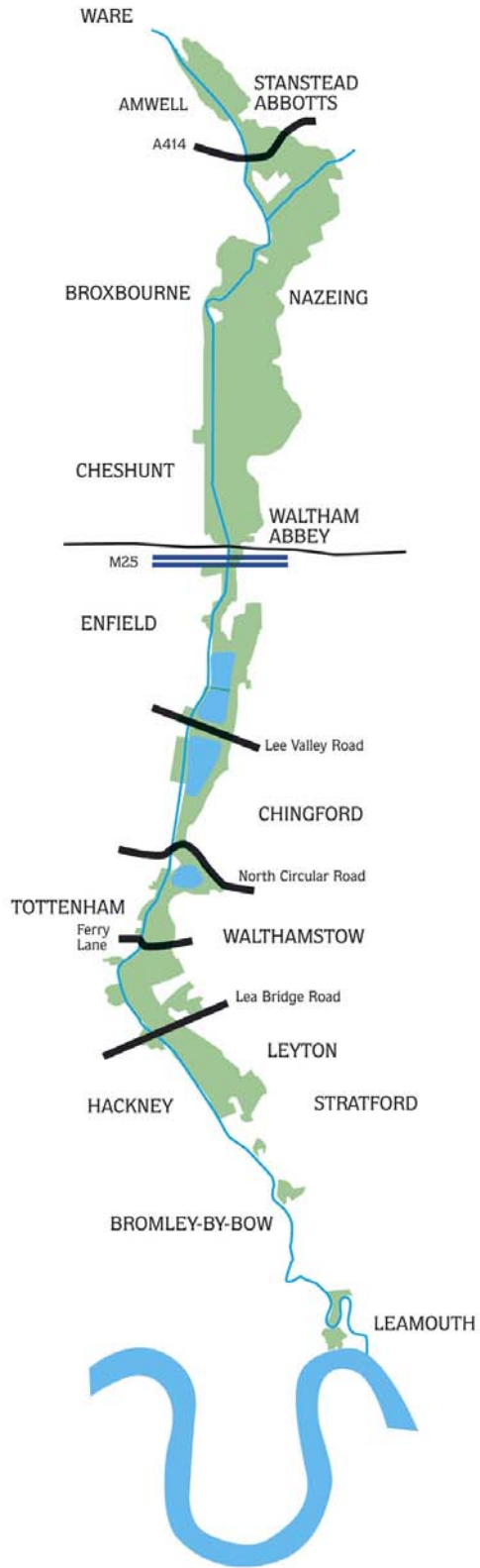
The possibility of rescuing the Lee Valley from its years of neglect and regenerating it as a “Great Playground for Londoners” was first mooted sometime before the Second World War. Sadly the war intervened, but in 1944 Sir Patrick Abercrombie revived the idea in his Greater London Plan when he suggested “the Valley gives the opportunity for a great piece of regenerative planning.....every piece of land welded into a great regional reservation.”

During the early post-war period the idea lay dormant until in 1961 Alderman Lou Sherman, Mayor of Hackney, took up the challenge to regenerate the Valley. He inspired and cajoled seventeen other local authorities to support him and in 1963 the Civic Trust was invited to undertake an appraisal of the Valley's potential as a vast leisure and recreational resource. The Civic Trust report was extremely positive and on the back of it a Bill was promoted in Parliament to establish the Lee Valley Regional Park Authority as the development body with the responsibility and the powers to deliver the vision.

Following Royal Assent to the Lee Valley Regional Park Bill in December 1966, the Lee Valley Regional Park Authority was formally constituted on 1st January 1967. The Authority's remit, described in the 1966 Act, embraces just about every conceivable aspect of leisure, sport and recreation, including nature conservation and the protection and enhancement of the natural environment.

3.2 Where is the Park

The Park occupies an area of some 10,000 acres of the Lee Valley, of which some 4,000 acres is actually owned by the Authority. The remainder is in the ownership of public utilities and local authorities, with some private landholdings. The Park is long and narrow, stretching 25 miles from East India Dock Basin on the River Thames up to Ware in Hertfordshire. At no point is it wider than a mile, and in some it is little more than the width of the Lee Navigation towpath. There is, however, no other area of comparable size so close to London that has been set aside specifically for leisure and recreational use.



3.3 Funding

The Authority is an independent statutory public authority established by an Act of Parliament. The Authority is financed from the council tax base of Hertfordshire, Essex and Greater London.

3.4 The Future

The Authority will continue to build on its achievements to improve the environment, deliver first class sports and leisure facilities and as a delivery partner for the 2012 Olympic & Paralympics Games.

It is our vision to become the destination for sporting excellence and quality open spaces.

Key projects for the future include:

- Consultation and launch of the 10-year business plan
- Installing the GIS navigation system throughout the Park Authority
- Developing a medium term IT strategy
- Developing and implementing an outreach and access strategy
- Addressing the needs of the governments growth areas
- Working with partners in the preparation for the 2012 Olympic & Paralympic Games

3.5 Lee Valley Regional Park Authority Volunteer Strategy

Strategic objectives

1. Develop an effective and mutually beneficial volunteer programme available to the regional population. Provide opportunities for different people to benefit from different experiences.
2. Provide high quality interesting and stimulating volunteering opportunities for the international, national, regional and local community.
3. Encourage involvement and ownership of the Park and the work of the Authority.
4. Developing specific opportunities to promote diversity involving hard to reach, ethnic minority, disabled, diverse age ranges, private, commercial, community and voluntary sector groups.
5. Actively encourage the teamwork of staff and volunteers enabling the Authority to build on the current position. Develop opportunities for

volunteers, in conservation, sport and the Olympic legacy, extending the Authorities work and involving the community.

Aims - There are 10 key aims in the volunteer strategy.

1. Increase awareness and knowledge of the Lee Valley Regional Park.
2. Provide high quality opportunities and learning experiences for stakeholders from across the region.
3. Promote a programme which encourages participation from hard to reach groups.
4. Increase the use of the Park and its resources with particular reference to conservation, leisure, recreation and sport, including the 2012 Olympic and Paralympic Games, and the Olympic legacy.
5. Supplement resources and lever in funding for the volunteer programme.
6. Develop an internationally renowned exemplar volunteer programme.
7. Develop volunteer's skills through experience, training & accreditation of volunteer roles.
8. Ensure the volunteer programme is a key element of the community engagement strategy due for delivery in October 2008. Build on every opportunity to support community engagement through volunteering at every level local, regional, national and international.
9. Work with unemployed and economically inactive groups providing a route into the labour market.
10. Work with corporate and commercial groups to develop employee and business volunteering.

Appendices

Appendix 1
Areas, rangers and their sites

Rangers and area Sites responsible for

Senior Ranger North	Sites
Dawn Richardson 07715 449326	Responsible for the north rangers. Turnford Slupe Lane Pits, Cheshunt Country Walk & Pindar Car Park.
North Rangers	Sites
Lawrence Pember 07715 449335	Stanstead Riverside, Amwell, Rye House, Stansted Riverside, Glenfaba, Dobbs Weir, Spittlebrook & Admirals Walk Lake.
Chris Aspin 07715 449337	Nazeing Meads, Cornmill Meadows. Ware Town Centre, Ware River Side, Amwell Walk Way, Stanstead Innings, & Rye Gate Farm.
Andy Holmes 07824 412614	Fishers Green & Hooks Marsh.
Amy Lewis 07739 000518	Leisure Pool, Broxbourne Old Mil & Meadows Silver Mead, Green Lanes, Rushey Mead, Clayton Hill, & Wharf Road.
Derek Evans 07739 852858.	Highbridge Street, Showground & Abbey Gardens.
Senior Ranger South	Sites
Eric Wilton 07715 449333	Responsible for the south rangers, Cornmill Meadows, Abbey Gardens, Rammey Marsh, Swan and Pike Pool & Sewardstone Paddocks.
South Rangers	Sites
Lisa Hyde 07715 449346	Ponders End Lake, Harbert Road, Tottenham Marshes & Lee Park Way.
Helen Lamarque 07715449340	Gunpowder Park.
Ges Hoddinott 07715 449331	Old Ford, Three Mills, Bow Creek & East India Dock Basin.
Tamzin Davies 07715 449330	Waterworks/Essex Filter Beds & Middlesex Filter Beds.
Dave Miller 07715 449329	Copper Mill & Walthamstow Marsh.



Volunteer Time Monitoring Sheet

Name
 Title
 Month & Year

Day	1	2	3	4	5	6	7	8	9	10	
Hours											
Day	11	12	13	14	15	16	17	18	19	20	
Hours											
Day	21	22	23	24	25	26	27	28	29	30	31
Hours											

Type of work undertaken (e.g. biological survey, supervising disabled riding, photo finish cycle race)

Please use this box for any feedback, issues, comments or information you wish to raise with us, good or bad.

Please return to Paul Roper, Volunteer Manager, Myddelton House, Bulls Cross Enfield, Middlesex EN2 9HG

