

BILBROOK PARISH COUNCIL
Corporate Social Responsibility (CSR) Volunteer Policy & Risk Assessment

1. Purpose and Opportunities

Bilbrook Parish Council (BPC) greatly appreciates the help of Corporate Social Responsibility (CSR) volunteers. The volunteer's enthusiasm, skills, and ideas make a real difference to the community. BPC has a variety of outdoor opportunities, and the Parish Clerk will work with the volunteer to find a task that matches their interests and skills with the needs of the Community.

2. Induction, Training & Support

Before starting, BPC will provide the volunteer with information about the volunteering site, including a copy of this policy and risk assessment. Volunteers are asked to read these documents in advance. On the day, a Parish Council representative will deliver a verbal induction, giving simple instructions on how to perform each task safely. The Parish Clerk will usually be the volunteer's main point of contact and is available for support throughout the day. The Parish Clerk can be contacted using the details below:

- **Telephone:** 01902 840007
- **Mobile (WhatsApp):** 07513 297212
- **Email:** clerk@bilbrookparishcouncil.gov.uk

3. Health and Safety

The health and safety of the volunteer are BPC's main priority. The council will provide any necessary equipment and safety wear. Volunteers should wear appropriate clothing and footwear for manual outdoor work and prepare for all types of weather (e.g., hats, sunscreen, waterproofs, water). A first-aid kit will be available, and BPC holds an insurance policy that covers all its CSR volunteers. Ultimately, volunteers are responsible for their own health and safety, and they should not undertake any task they feel is unsafe.

4. Lone Working

BPC encourages volunteers to work together. If a volunteer is working alone, they must agree on a check-in and check-out procedure with the Parish Clerk beforehand. This ensures that someone is always aware of their location and safety. Volunteers working alone should keep a fully charged mobile phone with them, ideally with a means of identifying their location should they become lost or need assistance.

5. General Guidelines

- **Confidentiality:** Volunteers may be required to adhere to confidentiality guidelines, which will be explained where necessary
- **Equality:** BPC is committed to equality, diversity, and inclusion and expects its volunteers to support this commitment.
- **Environment:** BPC asks for the volunteer's support in reducing its environmental impact, for example, by car-sharing or using active travel to get to the site.
- **Facilities:** Toilet facilities will be available for volunteers, although they may be some distance from the specific work site. This will be communicated in advance.
- **Photography:** BPC may take photographs during the volunteering activity to share on its website and social media channels. If a volunteer is not happy for their image to be used, they should inform the Parish Clerk in advance.

Record of Changes

Date of Review	Description of Revision
Sept 2025	Condensed. Health & Safety, Lone Working, photography added.
Sept 2024	No Changes

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Hazards (anything with the potential to cause harm)	Risk Level & Justification (Low, Medium, High)	Control measures
Manual Handling General from litter, carrying bags, moving large objects, reaching, bending, twisting	Low Hazards are manageable with basic instruction and supervision.	<ul style="list-style-type: none"> • Lift by bending knees. • Do not overload bags, trolleys, wheelbarrows etc. • Take frequent breaks (e.g., every hour) to rest. • Assess hazards before you move them e.g. sharp edges. (Litter pickers will be provided) • Report heavy or bulky items to the Parish Clerk.
Physical hazard Ground surface, Shrubs, tree branches, brambles etc. Weather – too hot or too cold Water	Low Hazards are easily identifiable and can be mitigated with appropriate clothing and awareness.	<ul style="list-style-type: none"> • Activity not to be carried out in high-risk areas (Avoid rivers/streams/roads) • Appropriate clothing for the weather conditions to be worn. • On-site verbal training on the safe use of all provided tools and equipment will be given. • Wear sunscreen, drink plenty of water, and eat high-energy snacks. • Wear appropriate footwear for the terrain and the job to be undertaken. • A first aid kit for small cuts and grazes will be available on site. Ensure you know where it is and who is trained to use it. • Ensure a mobile phone is accessible to call for help if necessary
Biological Hazards Dirty water in ditches, faeces, vomit, used condoms/sanitary items, used syringes	Low These are uncommon and can be safely managed with provided equipment and procedures.	<ul style="list-style-type: none"> • Suitable clothing and footwear to be worn. • Use litter pickers at all times. • Do not pick up any unidentified hazardous waste. Report to the Parish Clerk. • Gloves will be supplied and should be worn at all times. • Ensure a mobile phone is accessible to call for help if necessary
Sharp Objects Glass, syringes, nails etc	Medium While uncommon, sharp objects pose a moderate risk of puncture/laceration if handled incorrectly.	<ul style="list-style-type: none"> • Suitable clothing and footwear to be worn. • Use litter pickers at all times. • Do not attempt to pick up sharp objects by hand; if a litter picker is not suitable, report the item to the Parish Clerk • Ensure a mobile phone is accessible to call for help if necessary
Contaminated Waste/Litter	Low Such waste is rare, and the correct procedure is to not handle it.	<ul style="list-style-type: none"> • Any unidentified cans, canisters, oil drums, poisons, insecticides, clinical waste, and dead animals are to be reported to the Parish Clerk.
Moving Vehicles, cyclists, horses, pedestrians	Low Locations chosen to minimise contact with traffic. Hi-vis provided	<ul style="list-style-type: none"> • work should not be done on or within 1 metre of the highway, stay on pavements & paths. • Wear high visibility clothing (The Parish Council will supply Hi-Viz jackets) • Do not wear earphones when working as you may not hear people/vehicles approaching
Lone working	Low Volunteers encouraged to work in pairs. Clear point contact if working alone	<ul style="list-style-type: none"> • Avoid working alone if possible • If you must work alone, a check-in/check-out system will be agreed with the Parish Clerk to ensure someone is aware of your route and safety at all times.