



# **FRIENDS OF CITY GARDENS**

## **VOLUNTEER HANDBOOK**

**Volunteering is the commitment of time and energy for the benefit of society and the community: the environment of individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain.**

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## **About FoCG**

FoCG is a volunteer-led legally constituted community association, the primary aim of which is to support the work and activities of the City Gardens team of the City of London Corporation (“City Gardens”) for the benefit of the local community, whether Members of FoCG or not.

The local community includes but is not limited to residents of the City of London and surrounding Boroughs, City workers and representatives of businesses located or carrying out their business in the City and visitors to the City of London.

## **FoCG Aims and Objectives**

Under its Constitution, FoCG’s Aims are to be achieved through the following objectives:

- Assisting in the promotion and use of the City of London’s parks and gardens for and by the local community.
- Identifying ways in which the biodiversity of green spaces in the City of London can be enhanced and helping to deliver those improvements and monitoring their effectiveness.
- Applying for funding in order to provide educational and enjoyable activities and events and biodiversity improvements.
- Providing training and voluntary activities.

FoCG believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. It supports and promotes volunteering in public and third sector organisations and takes responsibility for ensuring that its own Members (“FoCG volunteers”) and employees of participating businesses (“corporate volunteers”) - FoCG volunteers and corporate volunteers together (“all volunteers”) - are appropriately involved, valued for their contribution and respected as colleagues.

In order to pursue its Aims and Objectives, FoCG arranges twice weekly two-hour sessions for FoCG volunteers (“MVSs”). It also organises corporate volunteer sessions (“CVSs”) as and when requested by participating businesses but subject to site availability and requirement.

**Dated 22<sup>nd</sup> February 2024**

## **APPENDIX I**

### **FoCG VOLUNTEER POLICY**

**In adopting this Volunteer Policy FoCG wishes to:**

- Formally acknowledge and support the role of all volunteers in pursuing its Aims and Objectives;
- Set out the principles governing the involvement of all volunteers and provide a set of guidelines to ensure good practice in working with all volunteers;
- Encourage and enable, rather than restrict, the involvement of all volunteers; and
- Reward FoCG volunteers by offering them participation in the Tempo Time Credit Scheme for their volunteering time.

This Volunteer Policy and accompanying Guidelines are intended for use by all volunteers as appropriate.

# **Volunteer Policy Statement**

## ***FoCG Equal Opportunities***

- FoCG is committed to a policy of equal opportunities in engaging all volunteers. This principle will apply to service delivery, recruitment, promotion, training, facilities, procedures and all terms and conditions.
- All volunteers are expected to adhere to FoCG's Equality and Diversity Policy.

## ***Recruitment & Selection***

- Volunteers are recruited from all sections of the community, including participating businesses, and recruitment is in line with FoCG's Equal and Diversity Policy. However, FoCG may use appropriate targeting to ensure diversity in recruitment.

## ***Information & Training***

- All volunteers receive full information about their chosen area of work and are given a clear idea of their responsibilities to FoCG.
- All volunteers are given induction and training in the specific tasks to be undertaken.
- All volunteers are consulted on decisions which affect them.

## ***Support & Supervision***

- FoCG volunteers and participating businesses are assigned a named FoCG contact person for supervision and support.

## ***Problem-Solving***

- FoCG recognises that problems arise and endeavours to identify and resolve these problems at the earliest stage. Any volunteer who has a problem of any kind should discuss it in the first instance with their appropriate contact person.

## ***Confidentiality***

- All volunteers are bound by any confidentiality conditions which FoCG may from time to time specifically require but otherwise are expected to use their own discretion regarding matters which are apparently, or can reasonably be deemed to be, confidential.

## ***Expenses & Insurance***

- FoCG ensures that there is a clear and accessible system to enable FoCG volunteers to claim previously approved out of pocket expenses.
- All volunteers are covered by FoCG Public Liability Insurance up to £5million while volunteering for and/or on behalf of FoCG in accordance with FoCG's requirements.

## ***Health and Safety***

- All volunteers come under FoCG's health and safety policies while volunteering for and/or on behalf of FoCG. Because of the nature of the work undertaken and the site it is undertaken in, FoCG's health and safety policies include specific policies to cover different work and/or site.

## ***Relations with Paid Staff of City Gardens and others***

- FoCG is committed to ensuring that all volunteers' work complements the work of paid staff, and that it is not used as a substitute for paid work.
- FoCG requests that paid staff at all levels are clear about the roles of all volunteers and endeavours to foster good working relationships between paid staff and all volunteers.
- FoCG recognises the need for training for all those working alongside and managing volunteers.

## ***Costs***

- FoCG endeavours to identify and cover the costs of involving FoCG volunteers and recognises the value of designated responsibilities within specific posts for the management of volunteers.

### **References**

- On the basis of their voluntary work, all volunteers have the right to request a reference from FoCG.

### **Monitoring & Evaluation**

- FoCG systemically monitors and evaluate its involvement with all volunteers with reference to this Volunteer Policy.

### **Review**

- This Volunteer Policy comes into force on 1<sup>st</sup> January 2024 and FoCG commits itself to review it as and when changes in legislation or other factors make this necessary. This Volunteer Policy will be subject to a comprehensive review two years after its introduction. (Review date: 1st January 2026)

## **Guidelines for Involving FoCG Volunteers**

*These guidelines are intended for use along with the policy statement above and give further detail on recommended good practice in the involvement of FoCG volunteers with FoCG*

### **Preparation**

Prior to recruiting FoCG volunteers, full consultation and discussion takes place with City Gardens or any other users of FoCG's services to ensure that there is a genuine need for FoCG volunteers and to develop a clear description of their role. A contact person within City Gardens or other users, as appropriate, should be identified and any staff time and expenses required to train, support and reimburse FoCG volunteers determined.

### **Recruitment**

- FoCG has an Equality and Diversity Policy and will prevent discrimination particularly on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, trade union activity, responsibility for dependents or employment status.
- In order to reach a wide section of the community, FoCG recruits by a variety of means.
- Positive action in recruitment may be used for specific voluntary tasks. For example, specific work with minority ethnic groups.

### **Initial Contact**

- Anyone interested in becoming a FoCG volunteers will, if possible, be invited for an informal talk with a FoCG contact person and:
  - be given written information either to take away or by email;
  - have their role explained and how it fits in with FoCG's overall aims and ethos, either in person or by email; and
  - have the next stages of becoming a FoCG volunteer outlined, either in person or by email.

### **Selection**

- All information should be dealt with in the strictest confidence and should not necessarily prejudice the person being accepted for voluntary work by FoCG.

### **Records**

- FoCG holds email addresses of volunteers and obtains permission to contact volunteers under a group email for the purposes of arranging sessions. Members are contacted via a Newsletter if they have signed up in writing to receive it. Members can unsubscribe at any time.

### **Induction**

- Induction sessions are provided for all new FoCG volunteers and covers:
  - Role of FoCG volunteers
  - Responsibilities of FoCG volunteers

- Arrangements for training, support and supervision
  - FoCG contact person
  - Need for confidentiality
  - FoCG Ethos/values, etc
  - System for payment of expenses
  - System for obtaining Tempo Time Credits
  - Problem-solving procedures
  - Background to FoCG
  - Health and Safety
  - Meeting City Gardens' and others' staff as appropriate
- All FoCG volunteers will have access to this Volunteer Handbook on the FoCG website.

### **Expectations of FoCG Volunteers**

#### **• FoCG expects FoCG volunteers to:**

- Participate in induction sessions;
- Comply with existing policies and procedures;
- Undertake voluntary work at the relevant MVSs;
- Inform their FoCG contact person if unable to attend MVSs;
- Raise any issues of concern relating to their voluntary work with the FoCG contact person; and
- Agree with the Aims and Objectives of FoCG

### **Placement**

- Once a suitable MVS has been identified, details about the frequency and length of commitment and nature of the voluntary activity are determined and an established trial period agreed.
- FoCG reserves the right to ask any FoCG volunteers to leave a MVS and will give reasons in writing if requested.

### **Support, Supervision and Problem-Solving**

- Regular support/supervision is available to each FoCG volunteer. The type and level of support will depend on the needs of the FoCG volunteer and the nature of their role. Full information on this is provided during induction.
- Each FoCG volunteer has a clearly identified FoCG contact person who is responsible for his or her day-to-day management and guidance and who offers advice, support and feedback on a regular basis.
- If a complaint about a FoCG volunteer arises, this will be investigated by that FoCG volunteer's FoCG contact person for investigation and appropriate action. If the complainant is not satisfied with the outcome of the investigation/action then the complainant can take his or her complaint to FoCG's Chair whose decision on the same is final and binding.

### **Expenses**

- The procedures for claiming expenses should be clear and accessible.
- All pre-agreed out of pocket expenses are reimbursed within ten (10) days of production of relevant receipts.
- The FoCG pro forma expenses reclaim should be used and provided to the FoCG contact person.

### **Insurance**

- FoCG volunteers have appropriate insurance cover in respect of public liability.

## **Guidelines for Involving Corporate Volunteers**

*These guidelines are intended for use along with the policy statement above. They give further detail on recommended good practice in the involvement of corporate volunteers with FoCG*

### **Preparation**

Prior to recruiting corporate volunteers, full consultation and discussion takes place with City Gardens or any other users of FoCG's services to ensure that there is a genuine need for corporate volunteers and to develop a clear description of their role. A contact person within City Gardens or otherwise, as appropriate, should be identified and any staff time and expenses required to train, support and reimburse volunteers determined.

### **Recruitment**

- FoCG has an Equality and Diversity Policy and prevents discrimination particularly on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, trade union activity, responsibility for dependents or employment status.
- In order to reach a wide section of participating businesses, FoCG recruits by a variety of means.

### **Initial Contact**

- Businesses interested in becoming participating business and providing corporate volunteers to work with FoCG are provided with written information explaining the role of corporate volunteers and how it fits in with FoCG's Aims and Objectives.
- If a business determines to become a participating business and to proceed with the application, it is responsible for providing details of its own contact person, assisting FoCG with the induction of corporate volunteers.

### **Induction**

- Induction sessions are provided for all new corporate volunteers in conjunction with the participating businesses at each CVS and covers:
  - The role of corporate volunteers
  - Responsibilities of corporate volunteers
  - Arrangements for their training, support and supervision
  - FoCG contact person
  - Any need for confidentiality
  - Problem-solving procedures
  - Health and Safety
  - Meeting City Gardens' and others' staff as appropriate
- During induction, corporate volunteers will receive a copy of this Volunteer Handbook by email.
- Prior to each CVS, FoCG provides a written pre-CVS briefing.
- For each CVS, FoCG provides a Method Statement with details of the proposed activities and responsibilities for delivery of those activities.
- At each CVS, FoCG's contact person gives a Toolbox Talk to the corporate volunteers.

### **Expectations of Corporate Volunteers**

- **FoCG expects corporate volunteers to:**
  - Participate in induction sessions;
  - Comply with existing policies and procedures;
  - Inform their participating business's contact person if unable to attend a CVS; and
  - Raise any issues of concern relating to their voluntary work with their participating business's contact person.

### **Placement**

- Once a participating business has been accepted, details about the frequency and length of each CVS will be determined.
- FoCG reserves the right to ask any corporate volunteer to leave a CVS and will give reasons in writing if requested.

### **Support, Supervision and Problem-Solving**

- Regular support/supervision is available to each corporate volunteer. The type and level of support will depend on the needs of the corporate volunteer and the nature of their role. Full information on this is provided during induction.
- At each CVS, corporate volunteers will be under the supervision of a clearly identified FoCG contact person who is responsible for the management and guidance of the corporate volunteers at such CVS and who will be able to offer advice, support and feedback.
- After each CVS, FoCG will provide the participating business with feedback on the activities and achievements of the corporate volunteers together with, subject to individual consent, digital photographs of those activities and achievements.

### **Expenses**

- Unless specifically agreed before the same are incurred, FoCG shall have no liability to pay expenses to any corporate volunteer.

### **Insurance**

- FoCG ensures that corporate volunteers have appropriate insurance cover in terms of public liability.

## **APPENDIX 2**

### **FoCG's Equality and Diversity Policy**

#### **Aims**

FoCG membership is open to anyone free of charge. We aim to provide volunteering opportunities and activities in an atmosphere of friendship, respect, and care for each other. We aim to treat every volunteer and participant equally, regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

#### **Accessibility**

All our meetings and events are held in venues that are accessible to wheelchair users. When there are more than 40 people at an event we aim to use a PA system and a hearing loop.

Some of our volunteering sites are in gardens that are not fully accessible. We aim to restrict the number of these sessions and provide alternative opportunities for anyone who is unable to participate at a particular site.

Some of our activities are physically demanding. We will ensure that there are alternative activities at each session so that everyone can participate fully.

When we organise walks for our members, they are free of charge; the route will be fully accessible, and we make sure there are places for carers of members who can only attend if they bring a carer.

#### **Diversity**

FoCG aim to organise a range of events and activities to suit the interests and meet the needs of a wide variety of people.

We are open to new ideas, and particularly prioritise opportunities for members to share their cultural heritage with one another.

#### **Inclusion and respect**

Every member should be made to feel equally welcome and included at all FoCG meetings and activities.

Sexist, racist, homophobic, transphobic, or otherwise offensive and inflammatory remarks and behaviour are not acceptable. These constitute harassment and have no place in FoCG.

*This policy was adopted at a meeting of FoCG Management Committee on 27 November 2023 and will be reviewed at least every 2 years.*

*Signed: Fred Rodgers, Chair*

### **APPENDIX 3**

#### **FoCG Specimen of a pre-CVS briefing**

**Site:** Bunhill Fields Burial Ground, 38 City Rd, Moorgate, London EC1Y 2BG

**Meet at:** Gardener's Hut in centre of garden. Nearest station: Moorgate (8 minute walk) or Old Street (10 mins).

**FoCG On the Day contact person:** [XX] [Telephone ZZ]

**Session Times:**

- Arrival from 09.00; departure 15.00
- Get kitted up with PPE and H&S briefing 09.15
- Lunch break 12.30 – 13.30

**Volunteering Activities:**

Bunhill Fields is a former burial ground in central London of about 1.6 hectares with a public garden. Activities include, clearing leaves, digging compost, planting bulbs.

**Facilities Available:**

- Toilet
- Secure cycle parking
- Secure storage for personal belongings (please bring the minimum)

**Refreshments:**

- Hot drinks, water and snacks provided
- Please bring own water bottle to refill
- Please bring your own lunch or visit the excellent street food market in Whitecross Street.

**Practical Considerations:**

Please wear suitable clothing and sturdy footwear (you do not mind getting dirty)

PPE will be supplied - please provide shoe size in advance to borrow steel capped boots.

Please bring waterproofs if the weather requires, and enough warm layers to easily take on and take off depending on activity levels.

Do inform the FoCG contact person on the day of any relevant medical conditions, such as any allergy that might require the use of an EpiPen.

N.B. All tools/PPE are kept in a storeroom that is also used for the storage of bird food that includes peanuts. Anyone with a peanut allergy should not handle the tools without gloves or enter the storeroom.

Wasp nests have been found in the Burial Ground, if you have an allergy to wasp stings, please bring appropriate medication and make yourself known FoCG contact person on the day before the start of the session.

### **APPENDIX 4**

#### **FoCG Specimen Method Statement for a CVS**

<b>Time</b>	<b>Activity</b>	<b>Responsibility</b>
08.00	Tools/PPE delivery and set up on mown grass area in Noble St garden (see plan)	FoCG/CoLCG



	Set up hazard fencing around waste storage area in St Olave's garden (see plan)	CoLCG
	Cone off a walkway from steps into Noble St garden to waste storage area in St Olave's - wide enough for wheelbarrows. Positioned next to the bollards to Noble Street. Permeable for pedestrians but should give safe passage for volunteers.	
09.00	Mace volunteers arrive, collect boots, gloves, Hi Viz and protective eyewear. Tea/coffee	FoCG
09.15	Tool box talk H&S briefing. Task briefing	FoCG
09.30 – 11.45	Removal of invasive bracken and brambles, bagging up Coffee break around 11.00	Corporate volunteers
11.45 - 12.00	Carrying filled waste bags and storing them in designated area of St Olave's garden	Corporate volunteers
12.00 – 13.00	Lunch	
13.00 – 14.30	Removal of invasive bracken and brambles, bagging up Tea break around 14.00	Corporate volunteers
14.30 – 14.45	Carrying remaining waste bags to storage area; Collecting tools not required for seeding and carrying to St Olave's storage area.	Corporate volunteers
14.45	Bags and tools collected by City gardeners	City Gardens
14.45 – 15.15	Preparing ground for seed sowing, seed sowing	Corporate volunteers
15.15 – 15.30	Collecting remaining tools, carrying tools and other materials to wheelbarrows at top of steps; sweeping up	Corporate volunteers
15.30	Final photos and end of session; collection of PPE.	FoCG
15.30 – 16.30	Removal of PPE and remaining tools etc. to Barbican gardeners' store for storage overnight.	FoCG

## APPENDIX 5

### FoCG Specimen instructions to FoCG contact person for a Toolbox Talk

**Welcome: get them kitted out in hi viz tabards, gloves, protective glasses. They will bring their own boots. Personal belongings can go in the black bags. But they are NOT SECURE.**

1. **Thank them for *Lending a Hand*** . Say corporate volunteers are very important to City gardens and FoCG. We have worked with [participating business] since [20XX].
2. **Tasks:** You will be working in the Nigel Dunnett garden (Olympic Park, Tower of London Super Bloom). Planted in 2016. Really a roof garden. Very shallow soil. Intended to be low maintenance garden. Had a tough time over the hot dry summer. Tasks include removing some of the dominant plants, cutting back, removing dead plants, bagging up waste, tidying ready for spring. Also emptying 9 planters and bagging soil.
3. **Pace yourselves.** Don't overfill bags. Work in pairs for lifting.
4. **Wear protective glasses** when working in vegetation.
5. **Take breaks:** there is a toilet in the Barbican Centre. Hot and cold drinks - help yourself. There are gluten free biscuits available.  
*Suggest a break after about 1 hour. Then 1 hour for lunch and another tea break in the afternoon.*
6. **Anyone with a peanut allergy:** Tools are kept in a shed with bird food containing peanuts.

7. **Anyone with an epipen:** please make themselves known (after the talk) so Team Leader knows where the pen is and what is the allergy.

8. **Photos:** we will take photos and send them to your corporate contact – anyone who does not want to appear should let us know.

9. **Objective is to have an enjoyable day.**

#### **End of Day (15.00)**

1. Take a team photo.
2. Thank the volunteers
2. Ask volunteers to collect tools and place in wheelbarrows.
3. Make sure they put tabards, glasses and gloves in box.
4. Volunteers to wheel tools back to store (FoCG tools/equipment can remain on Bunhill wheelbarrows in store)
5. FoCG contact person will collect tea/coffee stuff.
6. Please send copies of the photos to FoCG.

## **APPENDIX 6**

### **FoCG Safeguarding Policies: Contacts, Guidance and Proformas**

#### **City Gardens**

**Designated Officer:** City Gardens Manager (Jake Tibbetts, 0207 374 4152)

#### **FoCG**

**Designated Officer:** City Gardens Manager (Jake Tibbetts, 0207 374 4152)

**Deputy Designated Officer:** Chair (Fred Rodgers, 0207 374 4277)

#### **Monitoring**

The Safeguarding Policy for the City of London, City Gardens will be reviewed annually by the Community Education Officer at North London Open Spaces to ensure that any changes in legislation or best practice are captured and updated. The City of London, City Gardens will inform Friends of City Gardens of any changes that should be adopted.

#### **Confidentiality**

All allegations, records of concern and disclosures are confidential.

#### **Reducing risks to children, young and vulnerable people**

The following procedures should be followed by all Friends of City Gardens volunteers to promote a safe environment for all children, young and vulnerable people participating in our activities. These procedures are considered the normal operating procedures and should not hinder action in an emergency situation. When an emergency situation arises, the volunteer in charge of the activity should conduct a dynamic risk assessment of the situation and respond accordingly.

#### **I. Avoid being alone with a child or vulnerable adult.**

Ensure that you always have another volunteer or designated carer present when working with children or vulnerable adults. When this is not possible immediately, contact another volunteer to join you as soon as possible. This includes:

- a. Carrying out intimate tasks with children and vulnerable adults (e.g. first aid that involves lifting/removing a child clothes to assess injury) in the presence of another staff and away from the public.
- b. Keeping a record of your actions and movements, especially after incidents when you had to make physical contact with a child or vulnerable adult (e.g. to protect themselves from hurting themselves or harming others).

- c. Not taking children or vulnerable adults into the lavatory. If it is necessary to enter an occupied lavatory only do so with another responsible adult (e.g. after emergency alarm has been pulled).
- d. In the case of a Missing Person, it may be necessary to be alone with a child or vulnerable adult. Immediately contact another volunteer to join you and move into a visible area with other responsible adults if possible.

**2. Avoid physical contact with a child or vulnerable adult.**

Some physical contact is appropriate when comforting a child, such as holding a hand or patting a shoulder, but should only be done in the presence of another adult. Ensure that a child has consented to physical contact. This includes:

- a. Being careful in how you approach children or vulnerable adults. Do not touch or pick up a child who does not want to be touched or picked up, unless it is to protect them from harm or prevent them from harming others.
- b. Managing children’s challenging behaviour should never involve handling a child roughly (e.g. pulling a child by the arm).
- c. Physical contact from children or vulnerable adults that worry you should be reported to the volunteer in charge of the activity who in turn must report it to the City Gardens Deputy Designated Officer (Jake Tibbetts) as soon as possible, as well as any other incidents that make you feel uncomfortable.

**3. Always use appropriate language in front of children or vulnerable adults (See Appendix 3 - Appropriate and Inappropriate Language).**

- a. Do not shout at or use a sarcastic or aggressive approach with children or vulnerable adults. (Shouting to a child a distance from you to get their attention, e.g. if they are doing something untoward, is acceptable if this is followed by approaching the child).
- b. Do not make sexually suggestive comments within earshot of a child or vulnerable adult.

**4. Manage the relationship professionally.**

During your work, you may develop relationships with various individual children or vulnerable adults. It is important that you manage these relationships professionally. This includes:

- a. Not asking a child or vulnerable adult to keep secrets.
- b. Not showing favouritism or spending too long with one child or vulnerable adult.
- c. Unless in place before starting work, not arranging to see children or vulnerable adults, or their families outside work nor agreeing to any child minding arrangements.
- d. Not showing children or vulnerable adults sexually suggestive images.

**5. Always report suspicious behaviour or disclosures of abuse.**

If a child or vulnerable adult discloses any information which you feel is a safeguarding issue, report this to a Designated Officer as soon as possible or by the end of activity.

Please note that this list is to be used as guidance only and is not meant to be definitive. If you have any further concerns or issues please raise these with a Designated Officer.

**Working with others**

FoCG works with schools and community organisations. During these interactions, abuse or neglect of children or vulnerable adults may be witnessed or disclosed to a member of FoCG. Where the school or group has a *loco parentis* responsibility for the children, FoCG will follow the safeguarding procedures of the school or community organisation. If the Designated Officers are not satisfied with the school or community organisation procedures or response, they will refer the case to the appropriate local borough or county council safeguarding team.

### **Appendix 1 – Information for Designated Officers**

- If a case of abuse or suspected abuse is reported to a Designated Officer a written record of concern should be completed immediately by the Designated Officer. The Designated Officer or Deputy Designated Officer should inform the Local Authority Designated Officer (LADO) for the Borough or Council in which the child lives, or police if concerns of immediate safety are suspected.
- In the case of an allegation against a member of FoCG, the Designated Officer or Deputy Designated Officer will inform the City of London safeguarding officers who will liaise with the local authorities involved.

### **Appendix 2 – Definition of Vulnerable Adult**

A person is a vulnerable adult if he has attained the age of 18 and:

- is in residential accommodation
- is in sheltered housing
- receives domiciliary care
- receives any form of health care
- is detained in lawful custody
- requires assistance in the conduct of his own affairs.
- payments are made to him (or to another on his behalf) in pursuance of arrangements under section 57 of the Health and Social Care Act 2001 (c. 15)
- is by virtue of an order of a court under supervision by a person exercising functions for the purposes of Part I of the Criminal Justice and Court Services Act 2000 (c. 43)
- receives any service or participates in any activity provided specifically for persons who has particular needs because of his age, has any form of disability, has a physical or mental problem of such description as is prescribed, she is an expectant or nursing mother in receipt of residential accommodation pursuant to arrangements made under section 21(1)(aa) of the National Assistance Act 1948 or care pursuant to paragraph 1 of Schedule 8 to the National Health Service Act 1977 (c. 49)
- receives a welfare service of a prescribed description. Welfare services includes services which provide support, assistance, advice or counselling to individuals with particular needs. *From the Disclosure and Barring Service*

### **Appendix 3 – Appropriate and Inappropriate Language and Behaviour**

It is essential to use appropriate language and behaviour when communicating and interacting with children and vulnerable adults to ensure your own welfare and theirs. 'Appropriate' is a value-laden word and can mean different things to different individuals. Within the context of this document, some language or behaviour has been outlined explicitly as inappropriate such as the use of sexually suggestive language. Other language or behaviour can be more subjective such as using a raised voice. The following is a guide for some more regular situations that may arise in your day-to-day operations.

Situation	Appropriate behaviour / language	Inappropriate behaviour / language
<p><b>A child/vulnerable adult is endangering himself/herself or another person</b></p>	<p>Use a raised, firm voice to tell the individual to stop the action immediately, especially if at a distance.</p> <p>Only make physical contact with the child if required to keep them safe.</p> <p>When calm and safe, approach the individual and discuss the incident with them and explain why you needed to take action you did.</p> <p>When with individual is with an accompanying adult, explain your actions to the adult as well.</p>	<p>Walk away without discussing the incident calmly with the individual or accompanying adult.</p> <p>Yell at an individual after the incident or be angry with the individual.</p>
<p><b>The actions of a child/vulnerable adult are prohibited, but do not pose a threat to themselves or other people</b></p>	<p>Always approach the accompanying adult first, explain the rules that the individual is breaking and why the rule exists, and ask them to intervene.</p> <p>When the individual is not with an adult, calmly approach the individual and ask them to stop their actions. Explain the consequences of their actions and why they need to stop.</p> <p>If the individual does not stop the action, you may ask them to leave the facility.</p>	<p>Do not yell at the individual or accompanying adult.</p> <p>Do not make physical contact with the individual or accompanying adult.</p> <p>Do not threaten the individual or accompanying adult with expulsion from the facility immediately.</p>
<p><b>A child/vulnerable adult makes an inappropriate remark about you (such as profanity or name calling)</b></p>	<p>Approach the accompanying adult and explain the situation to them and how it is unacceptable. Ask them to intervene and speak with the individual.</p> <p>When the individual is not with an adult, remain calm and explain that the remark was inappropriate.</p> <p>If you feel threatened by the individual, you may ask them to leave the facility</p>	<p>Do not yell at the individual or accompanying adult.</p> <p>Do not make physical contact with the individual or accompanying adult.</p> <p>Do not retaliate and use profanities towards the individual.</p> <p>Do not use sarcastic remarks towards the individual.</p>

#### **Appendix 4 – Record of Concern**

Location / Team / Division:
To be completed by Designated Officer
Subject's Name:
Date of Birth:
Address:
Nature of concern:
Reported by (name & position):
Date reported:
Signature of Designated Officer:
Shared with others?            YES    /    NO
If yes, with whom:
Action taken:
Concern logged with relevant Child Protection team? YES / NO
Concern logged with CoL child protection?            YES    /    NO

#### **Appendix 5 – Handling disclosures**

If you become aware or are concerned that a child or vulnerable person is being sexually, physically, or emotionally abused or neglected, or if a child or vulnerable person discloses a case of abuse to you, you should:

- Stay calm and listen carefully to the individual.
- Take accurate notes and try to describe the incident in the words of the individual. Note the time, date, place and any questions you asked as well as the name of the child and their address.
- Do not ask leading questions or attempt to investigate the incident. Remember that allegations of abuse may be investigated as a criminal offence and any investigations done by individuals may jeopardise this process.

- Do not promise confidentiality. Be clear that you will be sharing this information with your Designated Officer and safeguarding contacts.
- Use appropriate language and reassure the individual that they have done the right thing.
- Immediately contact your Designated Officer who will manage the recording of the disclosure and the appropriate reporting.

Volunteers should not investigate concerns of abuse but report them to the Designated Officer as soon as possible or by the end of the activity. The Designated Officer will liaise with the City of London designated officer to refer the concern of abuse. The Designated Officer will provide information regarding the outcome of the disclosure to the volunteer at an appropriate later date.

### **Appendix 6 - Appropriate language when handling a disclosure**

Disclosures of abuse can be very emotional and difficult for both the child or vulnerable adult, and the volunteer handling the disclosure. The following statements provide a guide for the type of language to be used during this process.

- You've done the right thing by telling me this.
- I'm very worried about your safety. I can't keep this a secret because I'm worried about you. I'm going to be telling my manager what you've told me.
- You haven't done anything wrong and this isn't your fault.
- I know this was very hard for you to tell me but you were right to. You are very brave.
- I'm going to do my best to help you, which means I'm going to have to tell my manager so we can get you the right type of help.
- I believe you and I'm going to try to help you.
- I'm glad you told me this.

### **Do's and don'ts in a disclosure**

The volunteer should:

- Listen to the child or vulnerable adult, keeping calm and offering reassurance.
- Observe visible bruises and marks but not ask a child or vulnerable adult to remove or adjust their clothing to observe them.
- Allow the child or vulnerable adult to lead the discussion and to talk freely if a disclosure is made.
- Listen to the child or vulnerable adult without investigating.
- Avoid using questions such as 'Is there anything else you'd like to tell me?'
- Accept what the child or vulnerable adult says without challenge.
- Reassure them that they are doing the right thing in telling and that they recognise how hard it is for them to tell.

They should not:

- Press for details by asking questions such as 'What did they do next?'
- Lay blame or criticise either the child or the perpetrator.
- Ask the child or vulnerable adult to repeat what they said to a colleague.
- Promise confidentiality – but they should explain that the child or vulnerable adult has done the right thing and who will need to be told and why. (From [www.teachingexpertise.com](http://www.teachingexpertise.com))

Adopted 27 November 2023

Signed Fred Rodgers      Chair

## **APPENDIX 7**

### **FoCG Vulnerable Adults Protection Policy**

FoCG are committed to ensuring that vulnerable people who participate in our activities are not abused and that working practices minimise the risk of such abuse. Volunteers & Committee Members of FoCG have a duty to identify abuse and report it.

#### ***Definition***

Vulnerable adults are people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

Abuse can include:

- physical,
- financial,
- material,
- sexual,
- psychological,
- discriminatory,
- emotional abuse
- neglect.

Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

#### ***Rights & Responsibilities***

Responsibilities of FoCG's Management Committee

- To ensure volunteers are aware of vulnerable adults' need for protection
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- Where appropriate to arrange for volunteers to be Disclosure and Barring Services (DBS) checked.

Responsibilities of Friends of City Gardens Volunteers

- To be familiar with the vulnerable adult protection policy
- To take appropriate action in line with the policy of City of London Open Spaces as adapted and applicable to FoCG
- To declare any existing or subsequent convictions.

#### ***Support for those who report abuse***

All those making a complaint or allegation or expressing concern, should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk.

#### ***The Vulnerable Adult has the right:***

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously



- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

We are also committed to reviewing our policy and good practice annually.

*Chair's Signature:*

*Adopted on: 10 February 2015*

## APPENDIX 8

### FoCG Specimen Health and Safety Risk Assessment

#### Bunhill Fields leaf collection and composting

<b>Friends of City Gardens</b>	<b>Bunhill Fields</b>	Area or activity assessed:	Clearing soil ready for bulb planting, bulb planting, seed sowing, bagging waste
Assessment date			
Persons who may be affected by the activity (i.e., are at risk)	Corporate volunteers from participating business, FoCG, City gardens staff and members of the public		

**SECTION 1: Identify Hazards** - Consider the activity or work area and identify if any of the hazards listed below are significant (tick the boxes that apply).

1.	Fall of person (from work at height)		6.	Lighting levels		11.	Use of portable tools / equipment	X	16.	Vehicles / driving at work		21.	Hazardous fumes, chemicals, dust		26.	Occupational stress	
2.	Fall of objects		7.	Heating & ventilation		12.	Fixed machinery or lifting equipment		17.	Outdoor work / extreme weather	X	22.	Hazardous biological agent	X	27.	Violence to volunteers / verbal assault	X
3.	Slips, Trips & Housekeeping	X	8.	Layout, storage, space, obstructions	X	13.	Pressure vessels		18.	Fieldtrips / field work		23.	Confined space / asphyxiation risk		28.	Work with animals	
4.	Manual handling operations	X	9.	Welfare facilities		14.	Noise or Vibration	X	19.	Radiation sources		24.	Condition of Buildings & glazing		29.	Lone working / work out of hours	
5.	Display screen equipment		10.	Electrical Equipment		15.	Fire hazards & flammable material		20.	Work with lasers		25.	Food preparation		30.	Other(s) - specify	X

**SECTION 2: Risk Controls** - For each hazard identified in Section 1, complete Section 2.

Hazard No.	Hazard Description	Existing controls to reduce risk	Risk Level (tick one)			Further action needed to reduce risks <i>(provide timescales and initials of person responsible)</i>
			High	Med	Low	
3.	<b>Injury to volunteers from tripping on uneven surfaces</b>	All volunteers will be required to wear steel cap boots. Specific hazards in the graveyard (such as foxholes) will be pointed out by project leader.			X	Tool box talk at start of session. Volunteers will be briefed on safe working practices at the start of the session. Project leader first aid trained.
4.	<b>Risk of injury from carrying heavy tools,</b>	All volunteers will be given a tool box talk at the start of the session and safe carrying explained. Volunteers will be provided		X		Tool box talk at start of session. Volunteers will be briefed on safe

Hazard No.	Hazard Description	Existing controls to reduce risk	Risk Level (tick one)			Further action needed to reduce risks <i>(provide timescales and initials of person responsible)</i>
			High	Med	Low	
	<b>materials, and bags of compost</b>  <b>Risk to the public from tools and materials</b>	with steel capped boots and gloves. Wheelbarrows will be provided. Volunteers will be instructed not to overfill waste bags. Project leader will supervise and make sure no bag exceeds safe carrying limit (25kg) Volunteers will work in teams, swapping jobs and there will be frequent rest stops. Tools will be transported across the public areas in wheelbarrows. FoCG project leader will be a banksman to make sure the space is clear before tools are moved. Tools will be kept behind the railed off area and the public will not be allowed access. Volunteers will wear hi viz clothing for identification.			X	working practices at the start of the session. Project leader first aid trained.
8.	<b>Risk of injury from tools falling from wheelbarrows, tripping over rubbish, handling dirty and dusty green waste bags. Risk of injury from falling tombstones.</b>	Tools and materials will be laid out in advance in a cordoned off tools area. All volunteers will be given a tool box talk at the start of the session and safe carrying explained. FoCG volunteers will make sure tools and materials are returned to storage area when finished with. Volunteers will be provided with steel capped boots and gloves and safety glasses. Memorials are checked once a month; any unstable tombstones will be marked with hazard tape.			X	Tool box talk at start of session. Volunteers will be briefed on safe working practices at the start of the session. Project leader first aid trained. Injury from falling tomb stones mitigated through tool box talk. Volunteers will be told not to lean on headstones, not to work at the base of headstones on knees. Known problem headstones will be identified and taped off prior to the start of the session.
11.	<b>Injury from sharp tools</b>	Volunteers will be informed at the start on how to carry and use tools safely. Volunteers will be provided with steel capped boots and gloves and safety glasses. Volunteers must wear gardening gloves and safety glasses if handling chicken wire.			X	Tool box talk at start of session. Volunteers will be briefed on safe working practices at the start of the session. Project leader first aid trained.
17.	<b>Outdoor activities</b>  <b>(1) In wet or cold weather, the ground may become slippery.</b>	(1) If the weather is poor (icy or wet or cold or very windy) the session may be cancelled or curtailed.			X	Volunteers will be advised to wear warm, weather proof clothing. If it is assessed to be too cold, wet, or windy the session will be cancelled. If an individual feels cold, they will be asked to sit in the gardener's hut and have a warm drink.

Hazard No.	Hazard Description	Existing controls to reduce risk	Risk Level (tick one)			Further action needed to reduce risks <i>(provide timescales and initials of person responsible)</i>
			High	Med	Low	
	<p><b>(2) Risk of a medical Emergency.</b></p> <p><b>(3) Contamination from handling soil or vegetation or bulbs. Allergy from touching plants. Risk of dust from Plane trees and on fallen plane leaves causing respiratory problems</b></p> <p><b>(5) Risk of eye injury from spiky vegetation.</b></p>	<p>(2) Medical emergency Team leader and Deputy Team Leader are first aid trained and will carry a first aid kit. The Nominated H&amp;S volunteer will be responsible for calling emergency services if required and for directing them to the casualty.</p> <p>(3) Gloves (vinyl under gloves and gardening over gloves) will be provided. Volunteers to be advised to wash hands or use wipes before touching food or drink.</p> <p>(5) Eye protector spectacles will be provided, and volunteers MUST wear them when undertaking tasks in and around bushes/shrubs.</p>		X		<p>Prior to the start of the session, the team leader will ask any volunteer with a pre-existing condition to identify themselves and will be assigned tasks that the volunteer is comfortable with. <b>Volunteers with allergies who require the use of EpiPen's MUST inform the project leader.</b> Team leader will carry mobile phone with emergency numbers. Project team leader will point out potential plant allergens and warn participants not to take part if they suffer from allergies to plants. Project team leader will be first aid trained and will carry a first aid kit. Volunteers will be made aware of site specific first aid arrangements.</p>
				X		
				X		

Hazard No.	Hazard Description	Existing controls to reduce risk	Risk Level (tick one)			Further action needed to reduce risks <i>(provide timescales and initials of person responsible)</i>
			High	Med	Low	
22.	<p><b>Risk from handling leaves etc. contaminated with dog waste or risk from drug related materials.</b></p> <p><b>The storage area for tools and equipment contains peanuts and tools may be contaminated with peanuts</b></p> <p><b>Risk of wasp stings</b></p>	<p>The work area will be behind railings i.e., out of public access, so contamination is not expected. But Project leader will check the work area in advance and remove from the working area any dog and human waste and drug related materials prior to the start of the session.</p> <p><b>Volunteers MUST inform the Project Leader if they have a peanut or nut allergy. Anyone with a nut/peanut allergy MUST NOT enter the storage area or handle tools or equipment.</b></p> <p>The Project leader will check for wasp nests, and they will be marked off with hazard tape. No raking or other work should take place within 10 metres of a nest. Volunteers should wear long sleeves and trousers at all times.</p>		X	X	<p>Volunteers will be reminded to declare allergies at the Tool Box talk.</p> <p>Volunteers will be warned in advance that there may be wasp nests and told to bring antihistamines if they think they are allergic. Any volunteer who knows they are allergic to wasp stings should let the Project Manager know before the session starts so they can work at a safe distance.</p>
27.	<b>Risk of verbal assault from members of the public.</b>	Volunteers to be requested to refer any potential conflict situation to project leader.			X	
30.	<b>Working with children, young adults under the age of 18 or vulnerable adults</b>	<p>There will be no volunteers under the age of 18 or vulnerable adults as defined in the The Police Act 1997 (Enhanced Criminal Record Certificates) (Protection of Vulnerable Adults) Regulations 2000.</p> <p>Volunteers will be identified by wearing t- shirts and hi viz. The working area will be cordoned off from members of the public. Volunteers will be told to report any potential safeguarding issues to the project leader. Volunteers will comply with the FoCG safeguarding guidelines.</p>			X	X

<b>Name of Assessor(s)</b>			Number of sheets: 4 pages total
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<b>Review date</b>		<b>SIGNED</b>	
<b>FoCG project leader: Phone: Emergency number: City Gardens 020 7374 4127 Nearest defibrillator: Old Street Underground Station (Bunhill)</b>			

## APPENDIX 9

### FoCG volunteer expense claim form

[FoCG volunteer name ..... ] FOCG expense claim dated ..... 202...

Date of spend <i>+ please attach or send the voucher</i>	Supplier	Item description	Amount £p	Allocation <i>To what source of funds e.g. City Finance, Tesco</i>	Project <i>e.g. Bunhill, Biodiversity, COLPAI</i>
Total					

Date emailed to Treasurer: .....