

# VOLUNTEERING SERVICE SPECIFICATION

## 1.0 INTRODUCTION

- 1.1 The London Borough of Haringey (LBH) is committed to providing value-for-money services, improving quality at lower cost, and delivering a cleaner, greener Borough. The drafting of this Specification is seen as an exciting opportunity to enhance both quality and value for money of the current service.
- 1.2 The London Borough of Haringey Parks and Leisure Service strive to provide good and continually improving service for all members of our communities which are measurable through external and internal customer satisfaction levels.
- 1.3 All LBH Parks Service employees must ensure a positive commitment to quality and respond quickly and effectively to achieve the performance standards that are required of them and to 'get it right, first time' and therefore LBH expects the same of its externally contracted partners.

## 2.0 BACKGROUND

- 2.1 More than 25% of Haringey is green open space, which includes more than 600 acres of parks, recreation grounds and allotments. These spaces are a fantastic community asset, which make an important contribution to our overall quality of life and add to the visual charm of the borough. In 2020 22 of our parks were awarded the Green Flag – the national standard of excellence - and together our parks attract approximately 13.5 million visitors each year.
- 2.2 At the same time as looking to maximise current budgets, the Council's Borough Plan sets out the Council priorities for Haringey, developed following significant engagement with residents and partners. The Borough Plan consists of a set of 20 outcomes, ground under the five priorities, and measures of success for each of these outcomes. Many of the outcomes relating to parks sit within 'Place'. *'A place with strong, resilient and connected communities where people can lead active and healthy lives in an environment that is safe, clean and green'*.
- 2.3 We believe that the parks in Haringey have the potential to contribute and add value to the other priorities detailed in the Borough Plan and can also help other services to deliver their aims.

## 3.0 VISION

- 3.1 Parks and green spaces enrich the quality of life for residents, provide places for learning and health outcomes, give opportunities for volunteering and communities, and encourage community involvement and pride in local areas.

**3.2** The vision is for parks to become the venue of choice for other council departments to commission their services.

**3.3** To facilitate the work in the borough and for the purpose of commissioning volunteering projects the Council will be using the following Service Categories via the Dynamic Purchasing System:

Service Categories:

- Food Growing
- Nature Conservation
- General Greenspace Volunteering
- Small Scale Volunteering Projects

#### **4.0 COMMUNITY AND PARTNERSHIP ACTIVITY**

**4.1** Haringey has a long and successful history of strong community and partnership volunteering activity set within the borough's parks and open spaces.

**4.2** The borough has well around 45 individual Friends of Parks groups who do a huge amount within the parks and spend thousands of volunteer hours making them greener, safer, and active spaces.

**4.3** As well as helping with the maintenance and management of parks, groups have helped attract millions of pounds worth of investment into the parks and have organised activities encouraging local residents to use their open spaces to their maximum potential.

**4.4** Haringey also has a strong background of working with partner organisations to increase park volunteering in many aspects, providing activity and therefore busy and safer spaces.

**4.5** Part of the rationale for this category of spend is that by the Council investing some funding in community led green spaces projects, organisations and communities will not only be able to substantially increase the value of the investment made, but increase activity and ownership of Haringey's parks and open spaces.

**4.6** The Council believes that this can be achieved in three ways:

- match funding of Council investment to meet running costs of core provision.
- delivering an increase in volunteer hours/days which will have a monetary value attached.
- support others to raise additional specific funding into Haringey's parks and open spaces.

#### **5.0 GREENSPACE PARTNERSHIP FRAMEWORK**

**5.1** We now want to build upon the successes and establishing closer links with the community is key to the new vision of Haringey Parks going forward.

**5.2** By putting in place a Greenspace Partnership Framework, it will allow the service to engage with local third sector partners, communities, and volunteers to deliver local volunteer engagement in community led green space projects.

**5.3** The *Working Together with our Communities* and *Working in Partnership* themes are integral to the delivery of this project. There will be a move towards forming partnerships with community groups and for them to have more involvement in, and where there is a desire to, to facilitate localised management of some parts of the parks.

**5.4** Volunteering is about gaining something for something; not giving something for nothing.

#### **5.4.1 Overall Priorities and Outcomes of the Greenspace Framework**

**5.5** The Borough Plan, Place Priority specifies 'a place with strong, resilient and connected communities where people can lead active and healthy lives in an environment that is safe, clean and green'. The overall aim of this framework is to build capacity within the communities of Haringey to make a positive contribution to the parks and green spaces.

**5.6** With this in mind a number of key priorities have been developed along with a number of achievable outcomes.

##### **5.6.1 Priority 1 – New volunteering**

*Outcome: the borough's parks are places where individual and community volunteering is positively contributing to delivering a high-quality local environment*

Characteristics of the outcome will include:

- active volunteering in parks to meet pre-identified project targets.
- new activity groups are established in green spaces to broaden the people engaged in their local park.
- strong social media presence which is effective at engaging new volunteering efforts and promotes volunteer activity
- monitoring of completed actions is undertaken and plans updated to reflect works completed.
- financial and social value of the volunteer input can be reported and analysed.

##### **5.6.2. Priority 2 – Innovative Greenspace Management**

*Outcome: a diverse range of new and innovative activity is developed to attract and entice volunteers into green spaces while taking a proactive approach to the management of parks in the borough*

Characteristics of the outcome will include:

- the development and implementation of innovative and forward thinking plans for greenspace management participation.
- council priorities are delivered through community lead initiatives.
- landscapes of parks are adapted and proactively managed by make it more volunteering friendly and sustaining.
- formal Park Management Plans are enhanced with user friendly community involvement and projects.
- regular volunteer working parties clearly understand what is required at each site and can articulate why particular actions are being undertaken.
- external recognition of the local involvement is gained through external accreditations such as the Community Green Flag award or London in Bloom It's Your Neighbourhood Scheme

##### **5.6.3 Priority 3 – Capacity Development**

*Outcome: for each activity group to be self-sustaining over time*

Characteristics of the outcome will include:

- that each group has a core active membership of at least 10 people.
- that as the group grows it is increasingly representative of the local area for the park it is based.
- the group is formally constituted with a bank account and key volunteer positions appointed.
- risk assessments / health & safety plans and insurance are in place.
- training, development, funding, and communication plans are in place.
- group is active within the wider Friends of Park group and / or Haringey Friends Forum
- each group has an annual programme of activities some of which include undertaking works that contribute to the overall management of the park and deliver the BAP targets.

#### **5.6.4 Priority 4 – Biodiversity Actions within Green Flag Management Plans and other Nature Conservation Sites**

*Outcome: there is a comprehensive system in place that delivers either directly or through other partnership the biodiversity actions within each site management plan or conservation action plan*

Characteristics of the outcome will include:

- regular volunteer working parties are engaged to undertake said actions.
- there is a clear understand of what is required at each site and volunteers can articulate why particular actions are being undertaken and their benefits.
- monitoring of completed actions is undertaken and plans updated to reflect works carried out.
- the financial and social value of the volunteer input can be reported and analysed.

#### **5.6.5 Priority 5 – Education and Training**

*Outcome: parks and open spaces are used imaginatively to deliver a range of educational and training needs to a wide variety of communities*

Characteristics of this outcome could include:

- the number of schools making use of the park increases.
- annual open training programmes are introduced into parks.
- the opportunity of LBH Grounds maintenance operatives being up skilled.
- potential training needs of Friends Groups delivered

#### **5.6.6 Priority 6 – Fundraising**

*Outcome: that there is a planned approach to attracting potential external funding on a project by project basis and that activity groups are not curtailed through a lack of funding*

Characteristics of this outcome will include:

- fundraising potential is explored to extend and developed imaginative projects.
- activity groups are proficient in identifying and securing sufficient small scale external funding to meet the needs of the group's individual development and activity plans.
- success is celebrated in order to encourage others.

## **6.0 VOLUNTEER QUALIFICATIONS**

- 6.1** The supplier shall ensure that volunteers or employees carrying out work on behalf of council are trained and hold qualifications relevant to the tasks which they are undertaking.

## **7.0 COMMUNICATION**

- 7.1** The supplier will be responsible for:
- 7.1.1 Development of a communications plan and agreed with the authorised officer which will detail how communications, including publicity, will be carried out over the duration of the project and how the suppliers publicity will tie in and complement council communication techniques.
  - 7.1.2 Local consultation and communication with local park stakeholders including the Friends of parks and other in park stakeholders such as cafe leaseholders etc.
  - 7.1.3 Social media will be used by the supplier as a main tool of communication and will be linked to the LBH social media tools.
  - 7.1.4 All public communication carried out by the supplier must mention the council partnership and use the appropriate council logo as supplied by the council's corporate communications team.

## **8.0 PROJECT PLANNING**

- 8.1** A detail project plan will be developed setting out the project i.e. where it will be based, who will be involved, how volunteers will be found, work plans etc.
- 8.2** The project plan will also set out the objectives of the project using the SMART criteria: specific; measurable; achievable; realistic; timeframe.
- 8.3** A map will be supplied by the authorised officer detailing exactly where the works shall take place.

## **9.0 WILDLIFE LEGISLATION AND NATURE CONSERVATION**

- 9.1** The supplier shall be aware of current wildlife legislation and adhere to the legislative requirements.
- 9.2** The basic principle of the Wildlife and Countryside Act 1981 (as amended) is that all wild birds, their nests, and eggs are protected. Trees and shrubs must be inspected during nesting season and if nests are found, they shall be left undisturbed.
- 9.3** The Wildlife and Countryside Act 1982 also protects all bats and their roosts. If bats are disturbed during works, the appropriate Statutory Nature Conservation Organisation (SNCO) must be notified immediately.
- 9.4** The supplier shall inform the authorised officer within 24 hours if works are postponed due to adherence of wildlife legislation.

- 9.5** The supplier must do all possible to enhance the local wildlife and biodiversity of the site, at the same time as delivering priorities as set out in the borough's Biodiversity Action Plan.

## **10.0 MONITORING AND REVIEW**

### **10.1 Key Performance Indicators**

10.1.1 The KPI's for this category will be dependent on the outcomes required for each project, therefore KPI's will be agreed in partnership with the supplier prior to the project commencing.

10.1.2 KPI's could look like this:

- a minimum value of volunteer days is attached and reported regularly.
- an agreed number of external funding opportunities are identified and developed to enhance the delivery.

### **10.2 Quarterly Strategic Meeting**

10.2.1 The agreement will be monitored through a series of 4 quarterly review meetings with the 4<sup>th</sup> meeting replaced with an Annual Review whereby the Contracted period allows.

10.2.2 Each meeting will be attended by the Events & Partnerships Manager and a senior representative from the supplier.

10.2.3 The meeting will cover:

- Progress to date
- Issue resolution
- Year to date monitoring of KPI's (and in the second and subsequent years performance against previous years)
- Plan for the next quarter
- Joint communication initiatives
- Review of the full year of operation (April meeting only)

### **10.3 Monthly Operational Planning**

10.3.1 In addition to the strategic quarterly performance meetings the Events & Partnerships Manager and other relevant officers will meet monthly with the local Haringey project lead to discuss operational matters and agree next steps for the project.

## **11.0 TIMINGS OF WORK**

**11.1** The supplier shall undertake all works in a timely manner to ensure that all works are completed within the required timescales.

**11.2** The supplier will notify the authorised officer of the date of commencement, and proposed completion date for the agreed activity.

- 11.3** All agreed activity within parks will take place during normal park opening times, but no earlier than 8am and no later than 8pm (Monday – Saturday) and between 9am and 6pm (Sunday / public holidays) unless previously agreed with the authorised officer.
- 11.4** The supplier shall not use any noisy machinery outside of the following hours: 8am – 8pm (weekdays) and 10am and 5pm (weekends) without the prior written permission of the authorised officer.

## **12.0 SITE ACCESS**

- 12.1** Access to the site will be discussed and agreed with the authorised officer before any works commence.
- 12.2** The authorised officer will give the supplier a key to access the site if needed.
- 12.3** If vehicles are required to get near to, park or access the site, and the only way to do this is through the remainder of the park, then this needs to be discussed and approved by the authorised officer in advance.
- 12.4** If permission is given to the supplier to drive through any part of a park then the supplier must not drive faster than 5mph, have hazard warning lights displayed, and not drive on grass in wet conditions.
- 12.5** The supplier must ensure that where vehicular access has been gained to the site by unlocking a gate or removing a barrier or bollard, the access is re-secured and locked where applicable immediately behind each of the supplier's vehicles using the access.

## **13.0 WARNING SIGNS AND BARRIERS**

- 13.1** If carrying out works in a publically accessible area, the supplier shall at their own expense supply and erect all necessary barriers, cones and warning signs to warn and exclude members of the public from the work area, from identified hazards or in order to provide appropriate safety instructions to the public.
- 13.2** Upon completion of works, all barriers, cones and warning signs, and any debris or tools from works must be removed from site.

## **14.0 DAMAGE**

- 14.1** The supplier shall immediately report to the authorised officer, any damage caused during the agreed works to any trees, shrubs or other plants, grass or other land such as walls, paths or buildings, within the park or open space, and will make good any such damage at the providers own expense.
- 14.2** The supplier shall ensure that all of their supervisors and volunteers are aware of their responsibilities to report to their lead, all damage, how and when was caused to allow full and timely reporting to the authorised officer.

## **15.0 SITE HYGIENE**

- 15.1** The supplier must clear away all arising, rubbish and debris resulting from the works as they proceed. The supplier is responsible for keeping the paths, grass fields etc. clear of obstruction to the satisfaction of the local parks operational team and authorised officer.
- 15.2** All work locations must be left clean, tidy and in a safe condition on completion of works, or at the end of the working day.
- 15.3** The supplier shall be responsible for the disposal of all arisings resulting from the works, at their own expense, unless previously agreed with the authorised officer.

## **14.0 DISPOSAL OF ARISING**

- 14.1** The supplier shall be responsible for ensuring that all arisings are disposed of using an authorised green waste recycling facility.
- 14.2** No authorised tipping shall be carried out and the provider shall bear all charges, fees, transport, and other expenses involved in the disposal of waste.
- 14.3** The supplier shall not burn any arisings on site, unless otherwise previously agreed by the authorised officer.

## **15.0 GENERAL REQUIREMENTS**

### **15.1 Contacts**

- 15.1.1** The 'authorised officer' is the lead officer within the council, identified prior to any works commencing.
- 15.1.2** The 'supplier' in receipt of funding shall, in agreement with the council's 'authorised officer', identify a lead contact for both day to day queries and monitoring purposes.

### **15.2 Standard of Work**

- 15.2.1** The finished work will be to the satisfaction of the Council and will have been undertaken in a professional and safe manner, in accordance with the principles of best practice in relation to the nature of works.

### **15.3 Temporary Suspension of Work**

- 15.3.1** LBH may require the supplier to suspend operations forthwith, and may direct the provider and their volunteers to vacate the site, if the authorised officer is satisfied that:



- the supplier and or it's volunteers on site are not adequately equipped to perform the works.
- the work is being performed in a manner contrary to the job specification or a relevant code of practice.
- the standard of work exhibited by the provider is unacceptably poor.

15.3.2 It shall be the duty of the authorised officer to explain the reason for their decision to remove the operatives from site, either orally to the provider immediately, or alternatively by email or letter addressed to the supplier as soon as possible thereafter.

15.3.3 Temporary suspension of part of the works in accordance with this condition will not prejudice the carrying out of the remainder of the works and the provider shall be obliged to submit to Haringey Council an explanation within 7 days.

15.3.4 When the authorised officer is satisfied with the supplier's assurance regarding the matters which gave rise to the temporary suspension, they will certify in writing to the supplier, enabling the works temporarily suspended to recommence.

#### **15.4 Health, Safety and Welfare**

15.4.1 The supplier shall at all times comply with the statutory requirements of the Health and Safety at Work Act 1974, and of any other acts, regulations, orders, or rules of the law pertaining to health and safety.

15.4.2 All works must be properly planned, appropriately supervised, carried out in a safe manner in accordance with the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1992, the Lifting Operations and Lifting Equipment Regulations 1998.

15.4.3 The supplier shall forthwith nominate a member of their group to be responsible for health, safety and welfare and such nominated person shall liaise with the Council on all relevant occasions throughout the duration of the framework agreement.

15.4.4 The supplier is responsible for ensuring that all the work equipment it supplies for use in connection with the works complies with all the relevant statutory requirements.

15.4.5 The supplier and its representatives shall take adequate protective measures while undertaking works to protect themselves, members of the public and all other persons from possible harm as a result of works.

15.4.6 The supplier shall ensure its health and safety policy, risk assessments and safe working procedures are reflective of changes in legislation or working.

practices, and shall ensure the council is made ware in writing of any revisions arising.

- 15.4.7 LBH requires that there be two people on site at all times whilst machinery such as chainsaw is being used.
- 15.4.8 LBH shall be empowered to suspend the provision of the service in the event of non-compliance by the provider with their responsibilities in regard to health and safety duties.
- 15.4.9 The supplier shall carry out regular health and safety inspections and co-operate fully with the council's inspection that may be undertaken by authorised officers.
- 15.4.10 The supplier shall notify the council verbally as soon as possible and in any case within 24 hours of any potentially dangerous situation, or any accident or notifiable occurrences happening in the execution of the service. This shall be followed by a written report in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).
- 15.4.11 The supplier shall conduct Control of Substances Hazardous to Health (COSHH) assessments where applicable and comply with all requirements of the control of Pesticides 1986 (COPRA) and associated legislation and regulations.

## **15.5 Personal Protective Equipment**

- 15.5.1 The supplier shall provide all the personal protective equipment (PPE) required by operatives for works. All such PPE shall comply with the relevant British or European Standard.
- 15.5.2 The supplier and volunteers or employees shall wear a high visibility waistcoat or jacket of the appropriate class when the provider requires work alongside or adjacent to a public highway.
- 15.5.3 Appropriate footwear must be worn at all times, which must be closed toes.

## **16.0 COMPLAINTS**

- 16.1** Complaints received by the supplier from the public or other third parties, in relation to the Service, shall be passed immediately to the Authorised Officer.
- 16.2** The Council may contact the Supplier to obtain his response to any complaint received. The supplier's e-mail system should enable immediate receipt of such forwarded complaints and the supplier's response to the Authorised Officer.
- 16.3** In certain circumstances, the Authorised Officer may instruct the supplier to respond to complainants directly. In such cases, this shall be at the Authorised Officer's absolute discretion, and the suppliers shall inform the Authorised Officer of the results of their communications with complainants. The Authorised Officer will check the supplier's response and action taken.
- 16.4** The supplier shall maintain detailed records of all complaints received and actions undertaken in response to complaints in a form to be reviewed as requested by the Council.
- 16.5** Timescales for responding to complaints, the style of response and all matters relating to complaints shall be in accordance with the Council's Complaints Procedure, as provided by the Authorised Officer.