



# Volunteering Agreement

## Bristol Parks and Lead Volunteers

Working Together to Improve Parks and Green Spaces

### Introduction

This agreement is between Bristol City Council's **Parks service** and **lead volunteers**.

Bristol City Council recognises the positive contribution of volunteers. Volunteering in parks and green spaces should be 'fun, easy and purposeful'. This agreement supports how best we can work together.

### Bristol City Council's Parks Service agrees to:

1. Provide contact details of your volunteer manager and role description for your role
2. Engage positively and cooperatively with volunteers, providing a safe, welcoming place to volunteer.
3. Provide appropriate supervision, training, resources and guidance for your role
4. Recognise and act on our duty of care to volunteers and public on park sites
5. Respect differences. Avoid behaviour and language that could cause harm or upset. Apply our Equality, Diversity and Inclusion policy in programme delivery.
6. Publicly support Park Volunteers and Groups
7. Keep personal information confidential (for example, get permission before sharing phone numbers).
8. Provide feedback opportunities and keep you informed of plans that may affect your volunteering.
9. Consider ideas for park improvements. Work with volunteers to develop and progress these where appropriate. When ideas cannot be progressed explain the reasoning and explore alternatives
10. Respond to problems, concerns or complaints following council's feedback and complaints process.
11. Insure you and group session volunteers against accidental injury when volunteering for parks

### Bristol Park Lead Volunteers agree to:

1. Provide at least one, preferably two park group leads contact details
2. Engage with the Parks Service with a positive and cooperative attitude.
3. Respect differences. Avoid behaviour and language that could cause harm or upset. Apply our Equality, Diversity and Inclusion policy.
4. Follow safety guidance and training. Provide a safe, welcoming activity for park group participants.
5. Be mindful of my role as an ambassador of Bristol Parks. Adhere to [parks byelaws](#) and only carry out activities agreed in advance with the Parks Service
6. Not take drugs or alcohol to my volunteering, or work under the influence of drugs or alcohol
7. Keep personal information confidential (for example, get permission before sharing phone numbers)



8. Appreciate the Parks Service's need to balance limited resource across Bristol. Recognise that reactive work often impacts regular work schedules.
9. Accept Bristol Parks has the final say whether a suggestion can be progressed. Decisions will take [Park Bylaws](#) into account. When ideas cannot be progressed the Parks Service will explain why.
10. Speak to my volunteer manager if I have problems, concerns or complaints. Engage with council's feedback and complaints process if necessary.
11. Notify the Parks Service if me or my group cease to actively support our park or project.

### **Reporting issues**

This agreement is in honour only.

- If we fall short, please follow the complaints procedure in the council volunteer policy: Point 4.14: [file \(bristol.gov.uk\)](#).
- If you fall short, your volunteer manager will invite you to a discussion. If an amicable solution cannot be found, the issue may be referred to managerial level for further consideration and you could be asked to set down from your role.

### **Contacts**

- Contact Parks and Green Spaces Volunteering: [parkvolunteers@bristol.gov.uk](mailto:parkvolunteers@bristol.gov.uk)
- Day to day park issues report online: [www.bristol.gov.uk/reportparkproblem](http://www.bristol.gov.uk/reportparkproblem)