

A MESSAGE FROM OUR DEPUTY CEO

Urban Green Newcastle (UGN) is a pioneering, independent charity established in collaboration with the local council in 2019. We are responsible for the management and upkeep of 33 of your local parks and over 60 allotment sites across the city, as well as nearly 60 buildings within the estate.

Volunteers are an integral part of Urban Green Newcastle's vision and are esteemed members of the Urban Green Team. Your invaluable contributions play a pivotal role in caring for Newcastle's local parks and greenspaces.

First of all, a warm welcome to
Urban Green Newcastle and thank
you for volunteering.
Our ambitious aspirations drive us
forward, fuelled by the collective

forward, fuelled by the collective passion of everyone at Urban Green Newcastle wanting to enhance your local parks and greenspaces for both people and wildlife.

As a local charity, volunteering is a fundamental driving force within Urban Green Newcastle's operation. Volunteers make a real difference by giving their time and skills to their local parks and greenspaces.

We look forward to having you join the team!



OUR VISION

UGN's vision is for more people to enjoy and benefit from Newcastle's beautiful, vibrant open spaces, which are safe, welcoming, and provide a great environment for wildlife and people which is valued by all.

OUR AMBITIONS

More people are enjoying beautiful and vibrant open-spaces, and feeling the benefits to their health and wellbeing and that of their families and communities. In the future we will see more people of all ages, and from a wide range of backgrounds enjoying the parks and allotments in the city. The parks will always be free to access and to enjoy. There will be exciting large-scale events and venues, art and cultural activities and opportunities for sport and exercise. UGN will encourage children and young people to explore nature through educational activities in your local parks.

The parks and allotments are safe and welcoming for all. UGN will invest in them to create beautiful, clean, safe and well-maintained open spaces. Income from facilities and activities will be reinvested so that people from all the city's diverse communities can enjoy the parks and allotments. People notice the difference and public satisfaction is high.



OUR AMBITIONS

Local people feel connected and committed to their parks and allotments. Our visitors and volunteers are passionate about all of the city's parks and allotments. We are giving people opportunities to come together, get involved and feel proud of their parks, allotments and green spaces. We offer opportunities for employment and volunteering.

Partner organisations value the parks and allotments and are committed to helping maintain and develop them. We will build close relationships with organisations and businesses in the city and involve as many partners as possible in using and investing in your parks and allotments.

Local parks and allotments will help conserve and improve the environment. We will help in the fight against climate change, and ensure that your parks and allotments are managed in a way which benefits wildlife, conserves your rich heritage, and reduces pollution.



WHY VOLUNTEER?

Volunteering can be a rewarding experience for all. At UGN, we have over 350 volunteers who give their time, skills, and experience to helping maintain and improve your local parks, greenspaces play areas and Pets Corner.

Volunteering gives you the opportunity to meet new, likeminded people. Many of the volunteering roles are group activities, giving you the chance to make new connections with people who you might not otherwise get a chance to meet in your professional or social circles.

Volunteering with UGN gives you the change to learn new skills, we provide full in-house training for your volunteer role as well as working alongside other volunteers who can give tips, tricks and share best practice.

UGN offers volunteering across a range of settings, however for roles that are based out in your parks, these opportunities provide a chance to get fit and healthy, without needing to pay for a gym membership!



STARTING YOUR VOLUNTEER JOURNEY

Signing up

Before volunteering with UGN, there are some easy steps to follow to get you on your volunteering journey; Find a volunteer role that you are interested in and that fits with your availability. All volunteer roles can be found here.

Complete the online application form on MylmpactPage.

Inductions

Once signed up you will be asked to complete an introduction call with our Volunteer Coordinator, this is an opportunity to learn more about Urban Green Newcastle and the volunteer opportunities available.

It is a chance for us to get to know you and for you to ask any questions



OVERVIEW OF 2024



900 hours of volunteering supporting Newcastle's Nature Networks project

Over 350 volunteers registered with us



Over 8000 hours of volunteering





We have
worked with
30 corporate
groups



2400 hours of corporate volunteering



VOLUNTEER AGREEMENT

WHAT YOU CAN EXPECT FROM UGN

Provide opportunities to make a valued and meaningful contribution.

- Give you a proper induction and all of the relevant training for your role.
- Keep you up to date with what is happening at UGN.
- Treat you fairly and in line with the **Equality Act**.
- Create a safe working environment.
- Give you the chance to share your views with us.
- Provide a named contact you can go to with any questions and/or for support.
- Opportunities to feedback on your role and clear guidance on what to do if there's a problem

WHAT WE EXPECT FROM YOU

- Embrace and exhibit our values.
- Be an advocate for UGN.
- Play your part in making everyone feel welcome and accepted.
- Follow direction and instruction from UGN staff.
- Share your ideas and opinions with us.
- Come to us directly with any questions or concerns so we can address them.
- Give us as much notice as possible if you are unable to volunteer.



SIGNING UP FOR SCHEDULED TASKS

Once you have signed up to be a volunteer and have gone through all inductions and training, you are able to use MyImpactPage to sign up for volunteering tasks and to log your hours. Most of the volunteer roles have pre-scheduled times which need to be signed up for.

Log into <u>MyImpactPage</u>

Click on the 'Opportunities' tab, you can select whether to view the volunteering opportunities as a list or as a calendar.

Find volunteering tasks

Dates, times, meeting points and further information about each volunteer task is available in the task description.

Sign Up

Click the 'Sign Up' button.

Save your sign ups

Click 'save' at the bottom corner once you have signed up.



LOGGING HOURS



Some of the volunteering roles are done in your own time, these are not scheduled volunteering tasks. We require volunteers to use MylmpactPage to log their hours afterwards. This is so UGN can use this data to support funding applications to re-invest in the parks as well as helping us make databased decisions.

Log into MylmpactPage

If you need help with your log in details, please contact the Volunteer Coordinator.

Click the 'Hours' tab

This will take you to the tab where you can log hours as well as see what previous hours you have submitted.

Select your volunteer role from the drop down

Please select the correct park/role and infill the correct hours completed for this role.

Fill in the Feedback box

UGN love receiving feedback on how to improve our volunteering roles. After filling out the feedback box, remember to save your entry.





CONTACT DETAILS



UGN will always provide volunteers with a line manager to be the first point of contact to advise and offer help through a volunteers journey.

For all volunteering queries including application forms, inductions and MylmpactPage, the Volunteer Coordinator is the first port of call.

If you are unsure of who to contact, please contact the Volunteer Coordinator first.

A full list of contact details can be found under the 'Resources' tab of your MylmpactPage account.

You are able to contact the Volunteer Coordinator by emailing Volunteer@UrbanGreenNewcastle.org

SUPERVISION, RECOGNITION, AND SUPPORT

UGN are committed to providing training and support to all volunteers. UGN would not be able to carry out the work that it does without volunteers and we want to recognise and celebrate the hard work, time and skills that volunteers give.

Training

UGN provide all necessary training to volunteers for you to complete your volunteering role. Training is given in the form of inductions, toolbox talks and shadowing of members of staff.

For regular volunteers, UGN can offer in-house training on a range of equipment including petrol driven machinery.

If you require additional training or wish for training to be given in another format, please contact our Volunteer Coordinator who will try to make reasonable adjustments to ensure training is best suited to you.



Why volunteer with UGN

Not only is volunteering a great way for you to meet new people, learn new skills and give back to your community but UGN also want to recognise your hard work by offering a range of perks.

UGN can offer you:

- Discount at Urban Green cafes
- Upskilling and training
- Enhanced CV
- References for employment
- Meet new, likeminded people
- Chance to be out and about in nature, getting fit and healthy.

Expenses

You are able to claim reasonable expenses that are incurred whilst volunteering for Urban Green Newcastle. This includes travel expenses such as fuel mileage or public transport costs,

Fuel mileage will be paid at 45p per mile and can be claimed between your place of residency and the park, allotment or farm that you are undertaking your voluntary work at.

For public transport mileage claims, tickets must be retained and submitted alongside the expenses claim form.

Expenses forms can be found in the resources tab of MyImpactPage.



SUPERVISION, RECOGNITION, AND SUPPORT

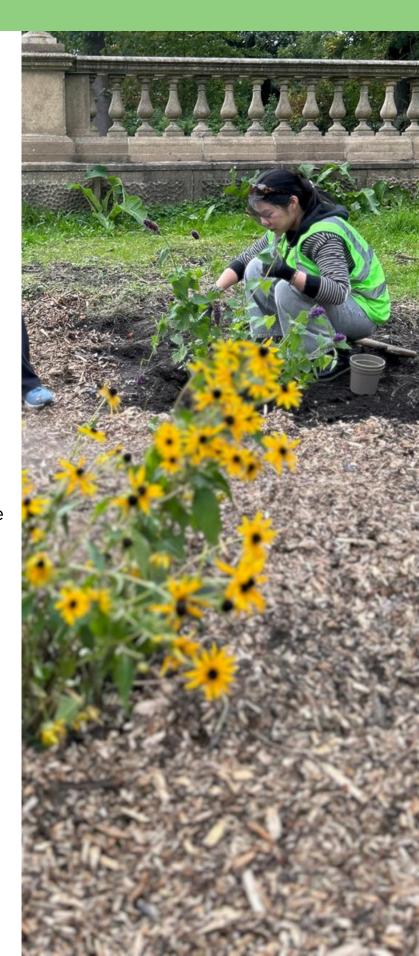
Feedback

UGN are always looking for ways to improve which is why we always give the opportunity to provide feedback at the end of a volunteering session via MylmpactPage.

Alternatively, you can email the Volunteer Coordinator with any feedback on the volunteering task undertaken.

Absence from sessions

UGN understand that sometimes something comes up, or you may wake up feeling unwell and are unable to come to the volunteering session you have signed up to. Wherever possible, please remove your space from MyImpactPage if you have prior knowledge to being unable to attend the session. Alternatively, you can email the Volunteer Coordinator to inform of being unable to attend. If there are 3 consecutive absences from sessions with failure to contact UGN to inform them of being unable to attend sessions, then your MyImpactPage will be archived.



HEALTH & SAFETY

UGN take the health and safety of volunteers, staff and park users very seriously. UGN have the UGN01 Health & Safety at Work Policy which provides information, instruction and supervision to staff and volunteers. As stated in the policy, all volunteers have a responsibility to:

- Read and understand UGN's Health and Safety Policy
- Take reasonable care for your health and safety as well as others around you
- Co-operate with UGN to enable compliance with any duty imposed upon it by law.
- Make proper and effective use of anything which is provided for their your, safety or welfare.
- Report all health and safety concerns to a member of staff.

A full copy of UGN's Health and Safety Policy is available to you. If you wish to be provided with a copy of this, please speak with our Volunteer Coordinator.



HEALTH & SAFETY



Insurance

Registered volunteers are covered under UGN's Employer Liability Insurance as long as you are undertaking tasks as directed by UGN staff and follow all UGN policies, instructions and guidance.

Personal items are not covered by UGN liability insurance.

Accidents and incidents

If you suffer an accident whilst undertaking voluntary work on behalf of UGN, it must be reported as soon as possible. To report this, you must inform your line manager or a member of staff who will be able to provide you with an Accident Report Form.

The forms are online however a printed off version can be provided.

HEALTH & SAFETY



First Aid

First Aid kits can be located in any UGN office, cafe and vehicle.

All sessions hosted by UGN, will have a designated first aider who will make themselves known before the session starts.

First Aid Workshops are also available to all volunteers, please get in touch with our Volunteer Coordinator for more details

Drugs and alcohol

Undertaking a voluntary role whilst under the influence of drugs or alcohol is not permitted.

Consumption or distribution of drugs and alcohol is strictly forbidden.

If you are prescribed medication by your GP which may impact your ability to undertake your voluntary role, please speak with the Volunteer Coordinator.

WORKING OUTDOORS



Volunteering in your local park has many benefits such as being outdoors and enjoying nature. Whilst there are many advantages, UGN do recognise that working in your local park can have disadvantages such as the weather.

Weather

Working outdoors can leave you exposed to the weather. During hot weather, we recommending bringing sun cream and a bottle of water.

Take regular breaks in the shade where possible. If you begin to feel unwell, alert a member of staff who can guide you on what to do.

Similarly, working in cold or wet weather can also have adverse effects. Make sure to wear suitable clothing and bring enough layers to be working outside. If you are feeling cold, alert a member of staff who can refer you to a UGN vehicle or building to warm up in where available.



Working around the public

When volunteering in your local park, other park users may approach you.

They may approach you for a range of reasons including;

- Being inquisitive about what you are doing
- Wanting to join in as a volunteer
- Giving you feedback on the park

When speaking with other park users, always be polite and uphold UGN values. If you are able to answer their query and feel comfortable to do so, then please do however you are always able to refer them to the member of staff on task or to our customer service team.

Dogs

UGN do not permit dogs to be brought to volunteering tasks as they are not covered in any risk assessments and may pose a distraction. This does not apply to medical alert dogs or guide dogs.









Ouseburn Parks Visitor Centre., Jesmond Dene, Newcastle Upon Tyne, NE7 7BQ

volunteer@urbangreennewcastle.org www.urbangreennewcastle.org/get-involved/volunteer