

Community Highways Volunteer Guidance

Version	Approved By	Date
Final draft reviewed and updated	Service Development Team	17 August 2018
KT Amendments		04 October 2018

1. Background

- 1.1 East Sussex County Council (ESCC) as the Highway Authority is responsible for maintaining the public highway across the County. However, it is recognised that there are additional services, that are important to local communities, but that ESCC no longer have the resources to carry out, and there is an increasing appetite from local communities for volunteers to carry out some of these activities.
- 1.2 To enable local communities to access and deliver additional services, a suite of products, collectively titled “Community Highways” has been introduced by East Sussex Highways. One of these products is the “Community Local Delivery” initiative, which enables Parish and Town Councils to take on responsibility for the delivery of certain maintenance activities in their area such as undertaking Volunteer Tasks.
- 1.3 Carrying out maintenance activities on or close to the public highway (road, verge and pavement) is high risk and ESCC staff and contractor staff undergo regular health and safety training. There is numerous legislation governing work on the public highway, not least the Health & Safety at Work Act, Highways Act, New Roads and Street Works Act and Traffic Management Act and all ESCC staff and contractor staff undergo regular training and have to hold appropriate certification before carrying out work on the highway. In allowing community volunteer groups to carry out minor maintenance on behalf of ESCC the County Council would be responsible for their health and safety and their compliance with legislation.
- 1.4 This guidance document recognises those responsibilities and risks to the County Council, and provides guidance for community groups wishing to carry out minor highway maintenance activities in their local communities.
- 1.5 Recognising the risks to both the County Council and to those volunteers wishing to carry out maintenance on behalf of ESCC, no volunteers will be permitted to work on the carriageway itself, or within one metre of the edge of the carriageway. This is to ensure the safety of those volunteers who will not have benefited from the same level of training as ESCC staff and are not experienced in working in close proximity to live traffic. Whilst this may preclude certain maintenance activities, simple tasks will be possible including but not limited to: weed and vegetation clearance; grass cutting in village centres and village greens; trimming the edges of grass verges; cleaning of traffic signs, road name signs and village gateways; painting of fingerposts and pedestrian railings; salting of pavements and village centres during times of snowfall;

2. Definitions

2.1 In this Volunteer Guidance, the following terms are used: -

Community Highways

is an initiative which provides opportunities to local communities, to fund, design and carry out highway works.

Community Local Delivery Initiative	is a way of allowing local communities to take ownership for their particular parish and deliver services which are not a ESCC priority.
ESCC Highway Network	means the network of roads and assets which ESCC are responsible for.
ESCC Staff	means East Sussex County Council and contracted staff who work within the Highways department;
Local Community Groups	means groups of residents who have formed formal groups who wish to undertake Volunteer Tasks within their communities.
Supervisor	means the person identified as being responsible for the group of volunteers as set out in the populated Appendix 3, whose responsibilities are set out in section 3.1.8 of this Guidance;
Volunteer Tasks	means the work that will be carried out by the Local Community Group volunteers on the Highway Network or ESCC Asset
Volunteer	means the person from the Local Community Group who will offer to carry out Volunteer Tasks, in their own time, on the Highway Network or ESCC asset, but will receive no salary for doing so.

3. Requirements

3.1 Parish Councils and / or Local Community Groups are responsible for the organisation and management of volunteers, as well as ensuring the following requirements are adhered to:

- 3.1.1. Parish Councils / Local Community Groups must register with ESCC to confirm their intention of organising and managing volunteering activities in their area (Please refer to Appendix 1);
- 3.1.2. All Local Community Groups must be acting with the full knowledge and agreement of the relevant Parish or Town Council. (i.e. the Parish or Town Council responsible for the area they will be working in), and evidence of such agreement must be provided to ESCC;
- 3.1.3. All Volunteers are to be registered with ESCC prior to any work being undertaken. (Note: Registration does not automatically provide permission for Volunteer Tasks to be completed);
- 3.1.4. ESCC will require evidence that all Volunteers have received appropriate training and are competent in the relevant statutory rules and regulations, in

particular relating to Health and Safety. This is required before an agreement can be entered into. Guidance is available on the HSE web site. (www.hse.gov.uk/simple-health-safety) and from East Sussex Highways;

- 3.1.5. All Volunteers are to be provided with basic level (typically 3 to 4 hour) first aid training, evidence of which is to be provided to ESCC;
 - 3.1.6. All Volunteers must be eighteen (18) years old or over;
 - 3.1.7. All Volunteer Tasks that the Local Community Group Volunteers wish to undertake must be clearly identified, with written notification being sent to ESCC on each occasion. This is to include a “Notification of Volunteer Tasks” form (Please refer to Appendix 3) and “Risk Assessment(s)” (Please refer to Appendix 4). Work is not to commence until written confirmation has been given by ESCC to the relevant Parish Council / Local Community Group on each occasion; and
 - 3.1.8. A Supervisor must be identified for each group of Volunteers. Details of the Supervisor are to be included in the “Notification of Volunteer Tasks” form, under “*lists of responsibilities*”. The Supervisor is responsible for the following;
 - understanding the terms and parameters under which Volunteer Tasks are to be carried out, as well as ensuring all volunteers work in compliance with statutory regulations and guidelines;
 - knowing the permitted location of the Volunteer Tasks;
 - understanding the level of requirements of Volunteer Tasks, including the accepted standard and finish; and
 - designating an officer as a key contact for the Supervisor in the event of an emergency.
- 3.2. Prior to the commencement of any Volunteer Tasks, the following requirements must be adhered to by the relevant Parish Council / Local Community Group;
- 3.2.1. All appropriate insurances have been acquired, with a copy of the certificate being provided to ESCC, prior to the commencement of carrying out Volunteer Tasks.
 - 3.2.2. The insurance must allow for working on the highway network, and must have public liability insurance against all loss of and damage to property and injury to persons (including death) under which the cover shall not be less than ten million pounds (£10,000,000) in respect of any one incident. The Local Community Group/Parish Council will also require Employers Liability Insurance with a minimum value of 5 million pounds (£5,000,000). The Local Community Group / Parish Council should contact their insurance providers if they need clarity over what cover they require;
 - 3.2.3. All Volunteers are to be provided with a process for the reporting of incidents and accidents. The process will be provided by ESCC prior to the commencement of Volunteer Tasks. If there is an incident on the Highway, no

matter how minor, Volunteer Tasks must stop and it must be reported to ESCC immediately (within 24 hours) via the Supervisor. The Supervisor should call the Highways Contact Centre on 0345 60 80 193;

- 3.2.4. The appropriate Personal Protective Equipment (PPE) is to be provided to Volunteers, dependent on the Volunteer Task that will be carried out. This will include high visibility clothing, appropriate footwear, gloves, eyewear and headwear. Further guidance is available on www.hse.gov.uk/toolbox/ppe.htm; [and](#)
- 3.2.5. Warning signs must be displayed whilst Volunteer Tasks are being carried out on the highway.

4. Conditions of Work and Restrictions

- 4.1. All Volunteer Tasks must be carried out in compliance with the conditions and restrictions below. The Parish Council / Local Community Group is responsible for ensuring the below are adhered to;
 - 4.1.1. Volunteers will only be permitted work on pavements, footpaths, and bridleways. Volunteers are **NOT**, in **any circumstances**, permitted to work on the carriageway itself. Volunteers should not be put, or put themselves, at any further risk than a pedestrian would by using the pavement;
 - 4.1.2. When undertaking a Volunteer Task on the highway Volunteers **must** be at **least** one (1) metre from the edge of the carriageway and are not permitted to be on the roadside of those roads with a speed limit in excess of 40mph;
 - 4.1.3. Volunteers must not break the (dig) ground **under any circumstance** because of the risk of damaging underground services / electrocution;
 - 4.1.4. Volunteers are **not permitted in any circumstances**, to undertake Volunteer Tasks within ten (10) metres of overhead services (Please refer to [HSE Guidance Note GS6](#)); to work at height (work which if there were no precautions taken a person could fall a distance liable to cause personal injury); work in confined spaces; or to carry out asbestos, electrical or gas works;
 - 4.1.5. Volunteers are not permitted to use electrical power tools to avoid the risk of electrocution (all power tools in the construction industry are rated at 110v) and the risk of trailing power leads;
 - 4.1.6. All waste, must be removed from site and disposed of in the correct manner and in accordance with all relevant legislation;
 - 4.1.7. In the event that a Volunteer has access to Confidential Information for the purposes of carrying out the Volunteer Tasks, the Volunteer may only share the Confidential Information with ESCC Staff and Volunteers who also require the information to carry out the Volunteer Tasks;

- 4.1.8. Volunteers must be made aware of the requirements of the General Data Protection Regulation (GDPR), and must adhere to said requirements.
- 4.1.9. Any solvent or product to be used by the volunteers whilst carrying out their tasks must be approved by ESCC prior to the commencement of work. Details of the product should be included on the Method Statement (Appendix 1); and
- 4.1.10. Volunteers are not permitted to work alone and there must be a minimum of two volunteers carrying out each task.
- 4.2. ESCC may conduct audit inspections on Volunteer Tasks being carried out on the highway network, as well as possibly carrying out inspections on completed work, without providing prior notice to the Parish Council / Local Community Group.
- 4.3. The Parish Council / Local Community Group is, responsible for ensuring that there are processes in place to regularly monitor the work being carried out.
 - 4.3.1. ESCC reserves the right to instruct Volunteer Tasks to stop or revoke permission if it is considered that the Volunteer Tasks are not being carried out appropriately or if any of the conditions or restrictions included in this guidance document are not adhered to.
 - 4.3.2. If Volunteer Tasks carried out cause any damage to the Highway Network, or create a Safety Hazard to the users of the network, the Parish Council / Local Community Group will be responsible for the funding and delivery of any remedial works requested by ESCC.
- 4.4. When Volunteer Tasks are completed, the Parish / Town Council is required to submit a copy of the Volunteer Log Sheet (Please refer to Appendix 5) as well as photographic evidence of the work. Both before and after images.

5. **Further Information**

- 5.1. If a Parish Council or Local Community Group require further advice or information please email contracts.managementgroup@eastsussex.gov.uk

**Appendix 1 – Parish Councils and / or Local Community Groups Registration Form
(To be completed and read in Conjunction with Community Highways: Volunteer
Guidance document)**

Contact Details	
Name of Parish Council and / or Local Community Group	
Registered Address	
Coordinator's Name	
Telephone Number	
Email Address	
Insurance Details	
Insurers Name and Address	
Policy Number and Expiry Date	
Public Liability Cover	
Employees Liability Cover	

(By Signing this Form, Parish Councils and / or Local Community Groups are confirming that any Volunteer Tasks carried out by Volunteers they manage will be done in compliance with the restrictions and conditions set out in “Community Highways: Volunteer Guidance”)

Signed by Parish Council and / or Local Community Group:

Date:

Appendix 2 – Volunteer Registration Form

Contact Details	
Name	
Address	
Telephone	
Email	
Training Received	<i>Evidence of training to be provided to ESCC in conjunction with this form.</i>
Details of who to contact in an emergency (Name and Telephone)	
Do you have any health problems? (asthma, eczema, allergies, diabetes, epilepsy, back or knee problems etc)?	

Personal information collected on forms

Where we ask you for personal information through a form, this information will only be used for the purpose indicated and it will be held in a secure manner. It will not be used for any other purpose without your permission and will not be kept for longer than necessary.

Approved by XXX Parish Council and / or Local Community Group Name	<i>(Please sign)</i>
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Appendix 3 –Notification of Volunteer Tasks Template

The Task: <i>Fill in title of the Volunteer Task</i>	
Location of the Volunteer Task and Working Environment Considerations	<i>Provide detail of where the task will be carried out as well as details of the environment and what considerations need to be made.</i>
Preferred Date for Volunteer Task to Commence and estimated duration of task	
Scope and detail of Volunteer Tasks which will be Carried Out?	<i>Provide information as to the scope of the task being carried out, and the process that will be followed to carry out the task.</i>
Equipment / Materials and Welfare Arrangements	<i>Provide detail of the equipment and materials to be used. There should also be detail as to the welfare arrangements being provided to the volunteers (For example bathroom facilities they can have access to, refreshments, breaks etc.)</i>
PPE to be Provided	<i>List the PPE which will be provided to the volunteers carrying out the task</i>
Linked Risk Assessment	<i>Record which risk assessment(s) relates to this task</i>
Volunteers:	
Volunteer Name and Training Received	<i>List the volunteers who will carry out the task as well as the relevant training they have received. (Including details of Health and Safety Training, First Aid Training and task specific training)</i>
Volunteer Name and Training Received	<i>List the volunteers who will carry out the task as well as the training they have received. (Including details of relevant Health and Safety Training and First Aid Training)</i>
Volunteer Name and Training Received	<i>List the volunteers who will carry out the task as well as the training they have received. (Including details of relevant Health and Safety Training and First Aid Training)</i>
Supervisor for Task	<i>Include contact details of the Supervisor for the task</i>

Appendix 4 - Risk Assessment Template

The below template can be used to assess the risk surrounding a particular task. For each hazard associated with the task, you must rate the Likelihood and Impact from one (1) (very unlikely / minimal impact) to five (5) (almost certain to happen / very high impact).

Once you have rated the task, you need work out the *Initial Potential for Harm*, multiply the *Likelihood* score by the *Impact* score. This calculation will give you the Risk Rating (1-4 Low Risk, 5-10 Medium Risk, 11+ High Risk) of the task, (Please see image below).

For those tasks which are given a Medium or High Risk Rating, *Control Measures* must be put in place to mitigate the risk of the hazard, or remove the hazard all together. After introducing *Control Measures* to the hazard, revaluation of the residual potential for harm must be carried out. This involves rating the Likelihood and Impact again (as above) and then multiplying those figures to get a Risk Rating after the implementation of *Control Measures*. Risk Assessments should be produced for every task, and updated as and when required. The Risk Assessments must be provided to the Volunteers before they begin work on the Highway

		Impact				
		1	2	3	4	5
Likelihood	5	Yellow	Yellow	Red	Red	Red
	4	Green	Yellow	Red	Red	Red
	3	Green	Yellow	Yellow	Red	Red
	2	Green	Green	Yellow	Yellow	Yellow
	1	Green	Green	Green	Green	Yellow

Location:												
Operation/Activity:												
Risk Assessment No.				1								
				Initial Potential for Harm							Residual Potential for Harm	
	Hazards (potential for harm)	Who may be harmed	Initial Risk: likely result if hazard is realised	Likelihood	Impact	Risk Rating	Control Measures <i>Can the hazard be removed?</i>			Likelihood	Impact	Risk Rating
1				0	0	0				0	0	0
2				0	0	0				0	0	0

Appendix 5 - Volunteer Task Log Sheet

Volunteer Details	Location of Work	Work Carried out	Date	Time