



Improving a street, greenspace or local area

Guidance

For environmental volunteering activities such as; litter picking, gardening (inc. weeding, planting, pruning and raking), washing street name signs and benches

Wigan Council are committed to providing a safe, clean and green borough for all residents to enjoy. We love it when residents play their part in looking after where they live and we want to firstly thank you for taking an active interest in improving your local environment. A little help goes a long way in making our borough an enjoyable place to live, work, play and visit.

Organising your own environmental volunteering activity isn't difficult, but we do need you to read through some basic health and safety advice before you get started. This quick guide is specifically designed to help you think about what organising and carrying out an environmental activity entails, the responsibilities volunteers have and the arrangements all volunteers will need to consider to help maintain the safety of fellow volunteers, residents and the wider community.

Volunteers should be aware that they owe a duty of care to themselves, fellow volunteers others and members of the public.

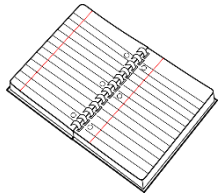
Please note, Wigan Council can only grant permission and Public Liability Insurance for environmental volunteering activities on Council owned land. If the space you would like to improve is privately owned, you will need to gain the land owner's consent as well as arrange your own Public Liability Insurance before-hand.

Please contact clm@wigan.gov.uk if you require more information.

If you are an individual, community group or business thinking about organising your own environmental volunteering activity Wigan Council can help by:

- Promoting your event to your local ward Councillor
- Promoting your group and efforts via our website and social media accounts
- Connect you with other local environmental groups to share ideas if appropriate
- Loaning you equipment
- Providing health and safety guidelines for volunteers
- Offering staff support when use of power tools or other activities are required as part of your activities
- Arrange for the disposal of the rubbish collected as part of your volunteer activities

Improving a Street, Greenspace or Local area



1. PLAN AHEAD

Where, when, what do I want to do?



2. TELL US

Let us know what you want to do by logging a request on our website



3. INVITE AND ADVERTISE

Make it easy for people to join in by posting on social media and spreading the word



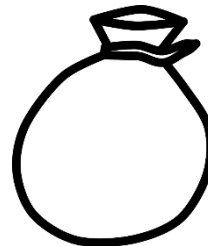
4. HEALTH AND SAFETY

Read our guidelines to make sure you and others stay safe



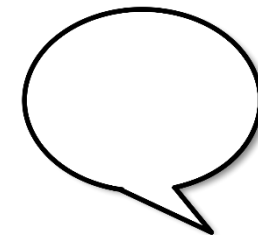
5. RISK ASSESSMENT

The lead organiser of the event will need to complete and return a risk assessment before the day of the activity



6. COLLECTION

On the day before you leave, make sure any rubbish to be removed is clearly displayed



7. HOW DID IT GO?

Tell us how you did and send a picture to StreetsceneCustomerServices@wigan.gov.uk

Prepare for the day:

- Share these Health and safety guidelines with volunteers before-hand who are wanting to help with your activity, you can find a copy of these guidelines on our website [here](#)
- Decide where you will meet and at what time. Select a place that is easily accessible to all
- Think about if and how to split the group up to cover the area
- Decide when you will take breaks and what time you will finish the activity
- Think about refreshments and what toilet facilities are available.
- Think about first aid, safety and hygiene - have first aid kit available and advise volunteers that a first aid box available, if required. Will there be a qualified first aider in the group? If not; the Lead Volunteer should take the role of an 'appointed person' which includes looking after the first-aid equipment and facilities and calling the emergency services when required.
- Do you have a supply of antibacterial wipes or hand gel? Pickers will need to clean or wash their hands thoroughly before commencing comfort breaks and before eating, drinking, smoking, driving, going to the toilet, etc. Wearing gloves will reduce contamination to hands.
- Complete a risk assessment and pre inspection of the area before the day of the activity in order to identify potential hazards
- While it is beneficial to get young people involved in volunteering, age plays a big part in the ability to recognise and avoid risk. With that in mind, an adult should always supervise volunteers under the age of 18 and permission for their participation should be gained from the child's or young person's parent or guardian. Unless accompanied by their parent or guardian, or a person nominated by their parent or guardian, Disclosure Barring Service (DBS) checks may be required by those supervising or working alongside them. Please contact the HR Employment Service Centre hremploymentservicecentre@wigan.gov.uk

On the day:

- Please ask people to sign in before starting your activity.
- When you are ready please remind the group of the Health and safety guidelines, paying particular attention to guidelines which minimise hazards you have previously identified through your inspection and risk assessment of the area
- Let the volunteers know of meeting points and break and finish times
- Tell the group what rubbish can and cannot be collected. E.g. pick up only general litter i.e. paper, crisp packets, cigarette ends, discarded food, polystyrene containers, plastic bottles and food containers, drinks cans, etc.
- Tell the volunteers where to place the collected rubbish – consider using a map if the area is large
- Let the volunteers know who the first aider is and/or what to do if an injury occurs
- Thank them for joining in

Hints and tips for all volunteers

- Please wear appropriate clothing, sunscreen and footwear for the weather and terrain and issued with a hi-visibility vest.
- Wear heavy duty footwear (e.g. boots, shoes or wellingtons) regardless of the weather conditions, which provide adequate protection to the foot and ankle and have a good coarse tread on the sole (safety footwear with mid sole protection where possible). It is essential that volunteers are visible to road users, for that reason, hi-visibility vests **must** be worn, fastened and be the outermost garment.
- ALWAYS be considerate to people and wildlife using the area; Do not disturb animals or damage plants and do not try and release entangled animals, please see our list of useful contact numbers on whom to call for help.
- If you are covering a large area you should consider exchanging mobile phone numbers to ensure good communication links between people within the group.

- Ensure all bags are securely tied and in a safe place for collection. The collection place should be agreed prior to event day by your lead volunteer.

Health and safety guidelines

The following table lists potential hazards alongside simple health and safety guidelines which need to be followed in order to avoid risk of injury to volunteers and members of the public.

Prior to conducting the activity it is essential that a risk assessment is completed by the lead volunteer to identify all likely significant hazards and the corresponding guidelines necessary to minimise the risk to participants.

Ensure that all people involved in the activity are made aware of the findings of the risk assessment **before** the activity begins. If there is any doubt about the safety of a site, or material, then it should be avoided.

All participants will need to be briefed by the lead volunteer on the potential hazards identified in order to understand what guidelines need to be applied.

Lead volunteers should note that the **Risk Assessment Table** is not a definitive listing of all potential hazards, but is intended as a guide to enable activity organisers to complete their own task specific risk assessment.

| Potential hazards | Health and safety guidelines |
|--|--|
| Accidents and incidents | <p>Lead volunteer reminds volunteers who to report to and where to obtain first aid.</p> <p>In the absence of a trained first aider, the lead volunteer, or other nominated person, should act as an 'Appointed Person', who will look after the first-aid equipment and facilities and call the emergency services when required.</p> <p>Report any accidents/incidents to Wigan Council via the Lead volunteer.</p> <p>The Lead volunteer must inform the council of any accidents or incidents.</p> |
| Adverse weather | <p>No activity when visibility is poor and only in daylight hours.</p> <p>The activity may be abandoned or postponed in extreme conditions.</p> <p>Volunteers should dress appropriately for conditions and carry additional clothing if necessary.</p> <p>If working in the sun, you are advised to cover up, wear a hat with a brim or a flap that covers the ears and the back of the neck and long sleeved shirts to protect against sunburn. Stay in the shade if possible, during your breaks and especially at lunch time. Use a high factor sunscreen of at least SPF15 on any exposed skin. Drink plenty of water to avoid dehydration and regularly check your skin for any unusual moles or spots. See a doctor promptly if you find anything that is changing in shape, size or colour, itching or bleeding.</p> <p>Consideration will be given to arranging the event for suitable times of day and suspending the event if visibility reduces.</p> |
| Animals Domestic, farm and wild | <p>Be mindful of wildlife. Volunteers should avoid areas contaminated by rats: Leptospirosis (Weil's disease) is a very rare infection carried in rats' urine and can be fatal. In the spring-time avoid disturbing animals and birds that may be nesting and in the summer-time be wary of wasp and bee nests.</p> <p>Be careful not to disturb animals or damage plants and do not remove 'natural' rubbish like logs, stones and vegetation as these can be home to animals. Do not approach injured animals or try to release entangled animals; report to Lead volunteer who will call the RSPCA. Beware of loose dogs, avoid contact with animals and avoid contact with animal faeces.</p> <p>Do not attempt to remove dead animals. If found, leave alone and report to Lead volunteer who will report to the council.</p> |
| Broken glass, sharp/rusty edges | <p>A pre-inspection of the area and risk assessment by the lead volunteer will help identify potential hazard(s).</p> <p>If such materials are found, leave alone and report to event organiser to report to council for removal.</p> <p>Wear gloves provided to reduce effect of accidental contact.</p> <p>Volunteers should wear suitable heavy duty footwear (e.g. boots, shoes or wellingtons) regardless of the weather conditions, which provide adequate protection to the foot and ankle and have a coarse tread on the sole.</p> |
| Cliffs and steep slopes | <p>Be aware of your environment and do not put yourself at risk whilst carrying out your environmental activity.</p> <p>A pre-inspection of the area and risk assessment by the lead volunteer will help identify potential hazard(s).</p> <p>Do not conduct your activity on or close to the edge of cliffs, quarries, steep slopes, etc. and below unstable cliffs and slopes. Volunteers should stay away from these areas.</p> <p>Take weather conditions and possible weather changes into account.</p> <p>Volunteers need to wear suitable heavy duty footwear (e.g. boots, shoes or wellingtons) regardless of the weather conditions, which provide adequate protection to the foot and ankle and have a coarse tread on the sole.</p> |

| | |
|--|---|
| | |
| Cuts, lacerations and puncture wounds | <p>A pre-inspection of the area and risk assessment by the lead volunteer will help to spot potential materials which may cause such injuries.</p> <p>Volunteers should the contact lead volunteer if they find any sharp objects who will report issue to Wigan Council for removal.</p> <p>Volunteers use litter picking devices to lift and move litter.</p> |
| Dog, cat or fox faeces | <p>Do not touch animal faeces particularly dog, cat or fox faeces. If found, leave alone and report to Lead volunteer who will report to council for removal.</p> <p>Wear gloves provided in the Council's equipment pack to reduce effects of accidental contact.</p> <p>Thoroughly wash your hands.</p> |
| Electric fences | <p>Always assume electric fences are live.</p> <p>Warn volunteers not to touch electric fences.</p> |
| Ground conditions. Unsuitable, uneven, slippery, etc., ground conditions. (Pot holes, rabbit holes, tree roots, etc.) | <p>Be aware of your environment and do not put yourself at risk whilst conducting your activity.</p> <p>The improvement area has been agreed with Wigan Council.</p> <p>Volunteers need to be aware of the potential for potholes, uneven ground or rabbit holes. A pre-inspection of the area and risk assessment by the lead volunteer will help identify potential hazard(s).</p> <p>Avoid potentially dangerous areas and choose the safest possible route over difficult ground.</p> <p>Volunteers should wear suitable heavy duty footwear (e.g. boots, shoes or wellingtons) regardless of the weather conditions, which provide adequate protection to the foot and ankle and have a coarse tread on the sole.</p> |
| Hand tools, equipment | <p>Do a pre-use check of tools and equipment for obvious defects.</p> <p>Use tools and equipment supplied as instructed.</p> <p>These include:</p> <ul style="list-style-type: none"> • Refuse sacks • Suitable gloves at all time. • High visibility clothing should be worn, fastened and outermost at all times • Litter pickers <p>Any defective equipment must not to be used but returned to Wigan Council via Lead volunteer</p> <p>Prior to the activity, all volunteers will be shown how to use equipment by lead volunteer, if appropriate.</p> <p>Allow sufficient working area for the correct and safe use of the tool.</p> <p>Power tools are not required and must not be used for this activity, please contact the Council for further information.</p> |
| Exposure to harmful substances | <p>Volunteers provided with appropriate PPE (e.g. gloves, hi-visibility vests, etc.).</p> <p>Volunteers should protect any existing cuts/grazes.</p> <p>Volunteers should wash hands before eating, drinking, smoking, driving, going to the toilet, etc.</p> <p>Volunteers should immediately wash any skin that may have been exposed to contamination using hot, soapy water and to seek immediate medical care if there is any sign of a reaction.</p> |

| | |
|---|---|
| | Participants instructed to seek immediate medical care if there is any contamination of eyes or if they ingest anything. |
| Hazardous substances – asbestos, batteries (most batteries contain harmful heavy metals), lead and miscellaneous chemicals | <p>Do not pick up any items that cannot easily be identified or where they are clearly hazardous.</p> <p>Do not disturb, move or touch hazardous substances or any waste that has been fly tipped as it could contain harmful material or substances.</p> <p>Items that are potentially dangerous such as unknown liquids in containers or, unidentified cans or canisters, oil drums, insecticides, etc., should not be picked, touched or moved by volunteers.</p> <p>Volunteers must inform the Lead volunteer if they are aware of any hazardous substances, or suspect any substances are hazardous.</p> <p>The Lead volunteer will make a note and report it to the council for removal.</p> <p>A first aid kit should be made available by the Lead volunteer.</p> <p>Seek medical attention if exposed to pesticides, insecticides or other chemicals – record any label details.</p> |
| Heavy/awkward to handle litter | <p>Litter picking should only involve the collecting of light items e.g. paper, crisp packets, cigarette ends, discarded food, polystyrene containers, plastic bottles and food containers, drinks cans, etc.</p> <p>Items of litter should be light enough to be easily handled by one person.</p> <p>Even when collected into refuse sacks, it should not create significant risk of injury when manual handling.</p> <p>Do not overfill bags and when carrying, hold sacks away from the body.</p> <p>Rubbish should not be compressed using hands or feet as this can accidentally puncture the skin.</p> <p>If an item is too heavy to handle leave it and report it to the Lead volunteer to arrange removal by the council.</p> <p>Stop attempting to lift or carry materials immediately if suffering any pain or discomfort. Do not leave sacks of litter or sweepings where they will cause obstruction or other hazard.</p> <p>To avoid injury, the following basic principles of manual handling should be applied:</p> <ul style="list-style-type: none"> • Use litter pickers to prevent constant bending and stretching. • Items of litter should be light enough to be easily handle by one person • Make sure an item is safe to handle with no sharp edges or noxious contents. • Only try to move an item if it can be done so without straining. • When lifting an item, bend the legs and keep the back straight. |
| Hedges, fences, walls and ditches | <p>Take care when climbing stiles particularly in wet weather.</p> <p>Avoid climbing walls, ditches and fences and stay within the nominated location.</p> <p>Volunteers should wear suitable heavy duty footwear (e.g. boots, shoes or wellingtons) regardless of the weather conditions, which provide adequate protection to the foot and ankle and have a coarse tread on the sole.</p> |
| Working on or near highways | <p>Prior to any activity on or near the highway, the lead volunteer must consult with the council to assess the level of risk associated with any highway and determine a safe working area.</p> |

| | |
|---------------------------------------|---|
| | <p>Work on the highway may require traffic management and volunteers must not proceed with their activity if traffic management is required.</p> <p>The highway includes carriageways, footpaths and verges. Volunteers should never work from the carriageway and should keep 0.5m away from carriageways on roads with speed limits of 40 mph or less.</p> <p>At all times be mindful of your environment and the traffic conditions, pedestrian and vehicular, in which you are working.</p> <p>The high visibility clothing provided is of the standard for highways with a speed limit of 40mph limit or less.</p> <p>It is essential that volunteers are visible to road users, for that reason, hi-visibility vests must be worn, fastened and be the outermost garment.</p> <p>Environmental voluntary activities should only take place in clear daylight.</p> <p>Volunteers should face oncoming traffic and one volunteer to act as a look out.</p> <p>Avoid crossing roads and if necessary, use a pedestrian crossing.</p> <p>Only conduct your activity in areas with a 40mph limit or less, where there is a footpath, or verge, and stay on the footpath or verge at all times.</p> <p>Never litter pick on the carriageway (road).</p> <p>On agricultural land, be alert to the potential presence of agricultural machinery.</p> <p>Do not enter an area, or attempt to conduct an activity in an area, where works are restricted, are already taking place (for example road works) or where the public do not have a right to entry.</p> |
| Hygiene and welfare facilities | <p>Ensure any cuts or abrasions are clean and covered with a waterproof plaster.</p> <p>Always clean or wash your hands before eating, drinking, smoking, driving, before and after going to the toilet, or touching your face for any reason.</p> <p>Waste may contain bacteria, mould, fungi, chemicals or animal and plant waste. These may enter your body by breathing them in, through cuts/grazes, by eating contaminated food or by being absorbed through the skin. Always maintain high standards of personal hygiene.</p> <p>Poor personal hygiene can lead to harm in a variety of ways:</p> <ul style="list-style-type: none"> • Avoid contact with chemicals and dirt. These can cause a skin rash, skin blisters or dermatitis. • Avoid eating food with dirty hands. This may cause mouth irritation, a sore throat or an upset stomach, which may lead to sickness and/or diarrhoea. • Avoid direct skin contact with waste and waste containers. • Always use litter pickers • Always wear gloves. <p>The lead volunteer may be able to provide a list of premises that have agreed to share their welfare facilities.</p> <p>The lead volunteer may provide hand wipes/gel if running water is not available.</p> <p>The following hierarchy of choice of hand hygiene methods should be applied:</p> <ul style="list-style-type: none"> • Washing hands with soap and clean warm water; • Washing hands with soap and clean cold water; • Rinsing hands with clean water alone; • Wiping hands with moistened wipes; • Using hand rubs or gels. |

| | |
|--|---|
| | <p>Alcohol based gels and rubs should only be used when the hands are visibly (i.e. physically) clean. Only washing-off using soap and running water will reliably remove chemical contamination.</p> |
| Ill health or injury | <p>Cease work in inappropriate conditions and avoid working in extreme conditions.</p> <p>Dress appropriately for conditions and carry additional clothing.</p> <p>Volunteers should wear suitable heavy duty footwear (e.g. boots, shoes or wellingtons) regardless of the weather conditions, which provide adequate protection to the foot and ankle and have a coarse tread on the sole.</p> |
| Irritants, hazardous plants, trees and shrubs | <p>Keep a look out for potential hazards and of risk posed by e.g. low branches, thorny/prickly plants.</p> <p>Be aware of low hanging branches and exposed tree and shrub roots and avoid reaching into hedges or undergrowth in such a way as to expose the face, eyes and skin to scratches from thorns or branches</p> <p>Be aware of dangerous/irritant plants and possible adverse reactions.</p> <p>Wear appropriate clothing; keep exposed skin covered and thoroughly clean or wash hands after contact and before eating, drinking, smoking, driving, going to the toilet, etc. Use gloves provided at all times when handling potential irritants or hazardous plants.</p> <p>Seek medical attention for unusual or suspicious symptoms following contact with vegetation.</p> |
| Litter, fly tipped materials, other refuse | <p>Pick up only general litter i.e. paper, crisp packets, cigarette ends, discarded food, polystyrene containers, plastic bottles and food containers, drinks cans, bottles, etc.</p> <p>Sometimes on a litter pick, you might come across a site where the rubbish is more than simply the casually discarded items that accumulate over time.</p> <p>Fly tipping is an issue in UK communities and when litter pick events come face to face with this issue, they should be cautious. If people are willing to illegally discard waste, it is unlikely they will have taken precautions regarding the safety of that waste.</p> <p>Unidentified liquids in containers could be hazardous and other harmful materials such as asbestos or asbestos containing materials, which can be more expensive to dispose of, are more likely to be found at illegal dumps.</p> <p>Always report fly-tipping and leave that clear up to the council.</p> <p>Examples of fly tipped materials include: bits of cars, tyres, shopping trolleys, old carpets, furniture, mattresses, building waste such as rubble and concrete, etc.</p> <p>Do not collect medical waste, syringes, heavy items, sharp items, i.e. broken glass, animal faeces, hazardous substances, etc. Refer such items to Wigan Council.</p> <p>Always wear gloves and safety clothing provided and when environmental volunteering.</p> |
| Needles (syringes, drug litter and paraphernalia) | <p>A pre-inspection of the area and risk assessment by the lead volunteer will help identify potential hazard(s).</p> <p>If found, leave alone and report to lead volunteer to mark the location of needles on sketch/map. The lead volunteer will report such items to the council for removal.</p> |

| | |
|--|---|
| | <p>Needle Injuries:</p> <ul style="list-style-type: none"> • Don't suck the wound. • Encourage bleeding. • Clean/wash with soap and water. • Cover with waterproof plaster. • Report the incident to Lead Volunteer. • Seek medical help, as soon as possible, by attendance at Accident and Emergency (e.g. Wigan RAE Infirmary). |
| Protective Clothing and other essential equipment | <p>Subject to availability, the council can provide volunteers undertaking litter picks and environmental volunteering activities with the following items which should be worn and used at all times:</p> <ul style="list-style-type: none"> • Gloves - to minimise effects of mechanical hazards, accidental contact with any hazardous materials or substances and contamination of the hands. • Hi-visibility vests - to clearly highlight volunteers to vehicles and pedestrian traffic. Where hi-visibility are worn, they must be fastened and be the outermost garment. (Those provided are only appropriate for areas where the speed limit is 40 mph or less) • Litter pickers - to avoid direct contact with litter and repetitive bending. <p>In addition, volunteers are strongly recommended to provide the following:</p> <ul style="list-style-type: none"> • Appropriate footwear - Suitable heavy duty footwear (e.g. boots, shoes or wellingtons), which provide adequate protection to the foot and ankle and have a coarse tread on the sole to reduce likelihood of slips/falls and severity of any resulting injury. Examples of inappropriate footwear include; trainers, slippers, flip flops or other open toe footwear are not recommended. • Suitable outdoor/weather appropriate clothing - to protect hand, legs and feet, not to expose any bare areas of skin. • Mobile phones – should be carried to contact lead volunteer or the emergency services • First aid kits - in case of emergency. The lead volunteer should act as an 'appointed person' and take charge during an incident if a volunteer is injured or suffers ill health and summon an ambulance if necessary. Make the volunteer comfortable until medical help arrives and ensure a first aid kit is maintained as first supplied. |
| Violence, aggressive and difficult people, lone working | <p>Do not work alone – always work in groups of at least two and make someone aware of when you should be returning home.</p> <p>Keep in sight of other volunteers and be aware of potentially aggressive and/or difficult people, withdraw rather than face conflict and report any incident to the lead volunteer. Keep together and stay off private property.</p> <p>Do not confront anyone you see littering.</p> <p>Children or any vulnerable people should never be left to work alone. Ensure that they stay with their parents/guardians/carers.</p> <p>Report any incidents to Police and Wigan Council. The Lead volunteer should carry a working mobile phone and call emergency services if necessary.</p> <p>Seek medical attention following any assault/injury.</p> |

| | |
|---|---|
| | |
| Washing street name plates and benches | <p>A pre-inspection of the area and risk assessment by the lead volunteer will help identify potential hazard(s).</p> <p>Only clean benches and street name plates that are below shoulder height and accessible from floor level only. Only wash street names plates that are located at the rear of the footway away from any live carriageway.</p> <p>Use warm water with a soft sponge to gently wash away any dirt.</p> <p>If sharp edges, rust or hazardous materials are found on the bench/name plate or within the posts of the name plate, leave alone and report to event organiser to report to council.</p> <p>Wear gloves provided to reduce effect of accidental contact.</p> <p>Before cleaning benches or street name plates check that it is secure and stable, if not report to the event organiser to report to the Council.</p> <p>If you notice graffiti on the street name plate, bench or any other type of street furniture please report to the lead volunteer to report to Wigan Council.</p> |
| Water, marshes, bogs, etc. | <p>Avoid working close to open water, water courses or on or near steep slopes, as there is an increased risk of slips and falls.</p> <p>When working close to ditches, avoid reaching into the ditch to remove litter, unless it can be safely reached with a litter picker.</p> <p>Do not volunteer on, or near, water and avoid banks, marsh and boggy areas especially if they appear unstable.</p> <p>Avoid and do not walk on frozen water.</p> <p>Always work in pairs if close to water.</p> <p>Shower and change into warm dry clothing if immersed.</p> |
| Waterborne diseases | <p>Avoid getting hands wet in open water and, watercourses, e.g. lakes, ponds, rivers, canals, etc.</p> <p>Wear gloves provided. Although not water resistant, they provide some tear and abrasion resistance, grip when handling in both wet and dry conditions and reduce the level of contamination.</p> <p>Cover any cuts or sores with a waterproof plaster before carrying out an environmental volunteering activity. Thoroughly clean or wash any cuts or abrasions as soon as possible, however minor. Volunteers should avoid areas contaminated by rats: Leptospirosis (Weil's disease) is a very rare infection carried in rats' urine and can be fatal. Do not touch dead animals.</p> |
| Young Volunteers | <p>Although it is great for the community to get younger people involved and taking pride in their environment, if your community group organises an environmental activity, it should also recognise the additional risk posed by having children on the site. Children under 13 are generally prohibited from any form of employment.</p> <p>Children and Young Persons may create additional risks from a lack of experience and maturity and are unaware of existing or potential risks. In addition, the PPE provided by the council (Hi-visibility vests, gloves and litter pickers) in support of the activity may not be appropriate because of the size of the clothing and/or equipment provided.</p> <p>While it is beneficial to get young people involved in volunteering, age plays a big part in the ability to recognise and avoid risk. With that in mind, an adult should always supervise volunteers under the age of 18 and permission for their participation should be gained from the child's or young person's parent</p> |

| | |
|--|--|
| | <p>or guardian. Unless accompanied by their parent or guardian, or a person nominated by their parent or guardian, Disclosure Barring Service (DBS) checks may be required by those supervising or working alongside them.</p> |
|--|--|

| | |
|--|---|
| | <p>Please contact the HR Employment Service Centre hremploymentservicecentre@wigan.gov.uk</p> |
|--|---|

Risk assessment

The lead organiser of the volunteering activity will need to complete a risk assessment before the day of the event.

This is a simple way to ensure you have considered any safety issues for the group and taken the necessary precautions to prevent them, as far as is reasonably practical.

To get make sure your event is insured the lead organiser of the event needs to send a copy of the completed risk assessment to StreetsceneCustomerServices@wigan.gov.uk

Useful contacts

| | | |
|---|----------------------------|---------------------------------|
| Heart Attacks Strokes Fits Asthma Attacks Head, Neck and Spinal Injuries Major Bone Injuries Road Traffic Accidents | | Call 999 immediately |
| Local Hospitals | | |
| Wigan Royal Albert Edward Infirmary | Wigan Lane, Wigan. WN1 2NN | 01942 244000 |
| Leigh Walk-In Centre, Leigh Health Centre, (Leigh Infirmary) | The Avenue, Leigh. WN7 1HR | 01942 483453 |

Wigan Council – Emergency contacts

Contact centre 01942 404364 (out of hours 01942 244991 or 01942 404040)

To report and arrange emergency removal of needles, drug paraphernalia, hazardous items, etc., please contact Wigan Council Customer Services.

RSPCA

To report any kind of incident where help is needed with an animal in any location

0300 123 4999 (24 hours)

**We would like to thank you for joining
in the effort in making our borough
cleaner, greener and safer.**

**Please don't forget to tell us how you
get on!**



[Wigan Council \(@WiganCouncil\) / X](#)



[www.facebook.com/WiganCouncilOnline](#)



Wigan♥
Council

StreetsceneCustomerServices@wigan.gov.uk