

LEADERS GUIDANCE NOTES



**WATERWAY
RECOVERY**
GROUP



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INTRODUCTION

Welcome to the Leaders Guidance Notes. This document has been produced to help you lead a successful Canal Camp. The information is not intended to be prescriptive, because there is no single approach to running a Canal Camp that is better than any other, but to **act as a guide**, and help **you decide what is right for your camp**. If in any doubt about the running of your camp, **ask for help!**

WHY VOLUNTEER, WHAT'S IN IT FOR YOU

AS A CANAL CAMP LEADER, ASSISTANT OR COOK YOU CAN:

- ➔ Meet **new people** from a wide range of backgrounds and ages.
- ➔ Gain new, transferable skills that make your **CV stand out**.
- ➔ Have a **fun**, enjoyable and **FREE** holiday.
- ➔ Become a **vital member** of the WRGie team!

As a leader or assistant you need to be able to give up a week to run the camp, have some **experience of Canal Camps**, and most of all be willing to look after 18 wonderful volunteers! Your main role is to ensure that WRG Canal Camps are **fun, well planned and safe experiences**. Yes, there's some paperwork to be done before and after the camp, but remember you aren't alone – you will have support from the WRG Head Office Team and WRG Board.

TRAINING & DEVELOPMENT

WRG is committed to the training and development of all our volunteers. Canal Camp Leaders will be encouraged to develop the skills necessary to enable them to run high quality and fun Canal Camps.

“*The best thing about leading a camp is the sense of achievement you get at the end. You see the progress the camp's made as well as seeing everyone enjoying themselves, gaining new skills and new friends.*”

-Lucy Byrne, Camp Leader

WE ARE OFFERING THE FOLLOWING TRAINING OPPORTUNITIES:

- ➔ Leaders Training Day in May
- ➔ Training Weekend (Practical Skills) in June
- ➔ Training Grant – to undertake external training
www.waterways.org.uk/wrg/resources/training_grant

IWA's Restoration Hub also offers several workshops on aspects of canal restoration:

www.waterways.org.uk/restorationhub

WRG LEADERSHIP TEAMS

WRG's **leadership teams** are responsible for making sure each Canal Camp is a **safe, fun-filled, enjoyable experience** – they run the canal restoration site, organise social activities in the evenings, and ensure that everyone is still smiling by the end of the week!

All Leaders Resources can be found online:
www.waterways.org.uk/wrgleaders_resources



BUILDING YOUR TEAM

Leadership teams are typically made up of a leader, an assistant and in most cases a cook. Usual practice is for a potential leadership team to put themselves forward to run a particular camp. However, even if you don't have a complete team, then let us know as we may have some willing volunteers we can match you with.

All Canal Camp leaders and assistants are approved by the WRG Board, therefore all leadership teams will have the full support and knowledge of the Board to make difficult decisions on camp. Any changes to the leadership team must go via the WRG Board.

ROLES AND RESPONSIBILITIES

There is no 'correct' way to run a camp, or to allocate jobs between the leader and assistant leader, but it is important to agree jobs and responsibilities before the start of the camp and to work as a team. Remember you are representing WRG and any actions you take will be seen by the volunteers to reflect WRG's policy and standards. Most leaders were assistants and most assistants were volunteers - and we can help with mentoring from established leaders and assistants to help you make the next step.

THE LEADER

The main role of the leader is to motivate and organise the volunteers to work safely towards completing the canal restoration task and, above all, make the Canal Camp an enjoyable week. As a leader, you are responsible for the well-being of your volunteers 24 hours a day for the duration of the camp.

ASSISTANT LEADER

Every Canal Camp should have an assistant or co-leader to aid and support the leader. It is important that they are involved in many aspects of the camp (before, during and after) and are given reasonable responsibility throughout the week – either on site, in the accommodation or planning evening activities.

HELPFUL HINT

Building your Dream Team

You can recruit volunteers through many different mediums:

- ➔ Put out requests for volunteers on **social media**.
- ➔ **Discuss** it with people on other digs.
- ➔ Send an **email** to people you've been on camps with before.
- ➔ **Call** volunteers.
- ➔ **Ask** Head Office for help.

THE COOK

If you've been on one of our Canal Camps before you will know the **camp cook is the most important person!** For each camp we like to have a camp cook and each leadership team is responsible for recruiting a cook for their camp.



The cook's main role is to cook dinner for the volunteers each night, as well as carry out the shopping, ensuring there is enough food for breakfast and lunch. How the leadership team decide to run the rest of the cooking is up to them – some cooks prepare and cook breakfast and lunch, whilst others ask for volunteers and helpers. Cooks can also have the night off and organise for a BBQ or a Fish and Chip night. Cooking for 18 hungry volunteers doesn't have to be a daunting task and WRG has created a set of Guidance Notes for the Cooks to help them through each task. More information about cooking on a Canal Camp, including the Cooks Guidance Notes, can be found here www.waterways.org.uk/wrg/volunteer/cooking/cookscorner

If you are struggling to find a cook for your camp please contact WRG Head Office.

THE DUTY DIRECTOR

Each camp will be appointed a Duty Director. This is simply an additional resource for you to call on for independent advice before or during the camp. In an ideal camp you won't need to contact them at all, but if you do feel in need of support from someone who is distanced from the Camp and can see the bigger picture then do call them.


Duty Directors are appointed to help you, but not necessarily fix all your problems. They are not there to do the leader's role but they are on the end of the phone for moral support. If needed they will visit your camp to give you support and ensure the issue is dealt with quickly and effectively.

THE DUTY DIRECTOR CAN:


- Act as a **safety net** during the camp – if something goes wrong or you need help.
- Offer **advice** on how best to deal with a volunteer you are struggling with.
- Can give independent advice during the camp. **Don't bottle up issues – talk!**
- Act as an **independent arbiter, if the need arises.**
- An **available resource** – feel free to pick their brains if you have any questions.
- Also available after the camp for a debrief chat and **post camp evaluation.**

HOST ORGANISATION


Close liaison between the host organisation and the Canal Camp Leader is essential. You should get in touch as soon as possible after your appointment; **introduce** yourself, **ask** what the work is and plan your **site visit**. If there are several camps running on the same project then try to coordinate with the other leaders. Contact details will be provided by WRG Head Office.




Point of Contact - The host should provide a named, competent person to help plan and oversee the work.




Environmental Considerations - The host should consider and assess any potential environmental impacts of the work. If they haven't, make them aware!




Permissions - The host should obtain permissions to carry out the work. This can be complex and time consuming but it is essential that they are in place before work starts. Hopefully permissions should be sorted before your site visit but is always best to ask.




Plant & Equipment - The host will provide major items of plant and equipment required to carry out the job safely.




Money - The host is responsible for paying for fuel used by plant and vehicles, materials, and for the accommodation. Any cost relating to the above items that you pay for will be recharged to the host society.



Accommodation - The host are responsible for booking and paying for the accommodation, and liaising with the owners beforehand. This includes arranging and paying for shower facilities.



Site Welfare - The host should ensure that the site has adequate welfare facilities including a toilet and hand washing facilities.



Materials - The host is responsible for providing all the materials required for the work to be carried out.

During the camp you may occasionally have disagreements with the host organisation on equipment required or the method of doing something. Try to keep these situations to a minimum by **thorough planning** and agreement **prior to the camp**. If a problem arises try and keep any disputes away from the general camp.

KIT & LOGISTICS

VANS, TOOLS & CATERING EQUIPMENT

Each Canal Camp is assigned two WRG vans and a kit trailer with hand tools and catering equipment (including fridge and freezer). Further specialist equipment is available on loan if requested in advance.

The Leader is responsible for sorting out the logistics of getting the vans and trailer to their camp. The leader should arrange vehicle movements with the previous week's leaders, and (if required) seek help from extra drivers as early as possible. The next camp will then collect the vans and trailer, so don't forget to leave the vans full of fuel at the end of the camp!



You will be sent a Leader's Pack by Head Office before the start of your camp - this will include a full list of equipment (site and catering). At the start of your camp please **'check out'** all the tools and catering equipment and at the end of the camp **'check in'** everything.

If you are missing any equipment or something is broken please contact WRG Head Office and they will arrange for a replacement to be sourced.

All resources can also be found online: www.waterways.org.uk/wrgleaders_resources

HELPFUL HINT (Kit Checks)

- Checking the kit is a good team bonding exercise for volunteers on the first day. It gets people talking and helps them learn what all the tools look like!

DAMAGE TO WRG VANS

Any damage to vans **must be reported** to the WRG Chairman (Mike Palmer) or to the WRG Transport Team (Jonathan Smith/ George Eycott) immediately – at this point the driver's **authorisation to drive may be temporarily rescinded**. Any accident or incident involving a WRG vehicle that might give rise to any claim against us must be **reported to insurers**, ideally from the scene, but in any case **within 24 hours** of the incident occurring. Full details can be found in the vehicles folder in each van.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

At the end of the safety talk volunteers should be invited up to make up their own PPE kits depending on the camp's activities. Each camp will be supplied with safety specs/goggles, dust masks, gloves and earplugs. Make sure all volunteers feel that they can freely replace any PPE they wear out or lose, and understand when and how to wear the safety equipment. These packs are only basic protection for simple site work; your tasks may require additional equipment. **If PPE levels are running low please let WRG Head Office know!**

THE SITE & PLANNING

The main purpose of the camp is to complete the work as agreed between the leader and the host organisation. For the host a camp can be quite expensive and they expect to get some high quality work done that makes a real difference to their project during the week.



SITE VISIT

Leaders should make at least one site visit several months before the Canal Camp is due to take place. Going on a site visit before your Canal Camp can be a daunting experience, so remember WRG's technical officer can come along too. To help we have provided you with three helpful check lists for when you visit the accommodation, surrounding area and work site. These can be found in the Leaders Resources section of the WRG website.

As part of WRG's commitment to the smooth running of the planning stage we will pay for your expenses (see page 19) for the first site visit. If you feel it is necessary, there is nothing wrong with making further site visits prior to the camp.

“WRG has a reputation for achieving a high standard of work and really pushing projects forward; we'd like to keep and, if possible, enhance that reputation.”

THE SITE VISIT

gives you an opportunity to:

- Get to know the host organisation, site and local area.
- Meet the host organisation.
- Agree exactly what the Canal Camp will be doing. We realise this is often difficult to do in advance but it is better to start with an agreement and modify it in the light of progress than to just wait and see!
- Take photos of the site to help with planning.
- Consider maximum numbers for the camp.
- Work out what skills will be required to do the job.
- Check the accommodation and kitchen facilities.
- Discuss and agree requirements for plant, equipment and materials with the host organisation.
- Discuss overflow work in case the intended job is completed early or weather conditions prevent it from being done.

“Would I be part of the leadership team again? Yes, in a heartbeat! It has been one of my greatest achievements.

- Matt Baines
Assistant Leader



PLANNING

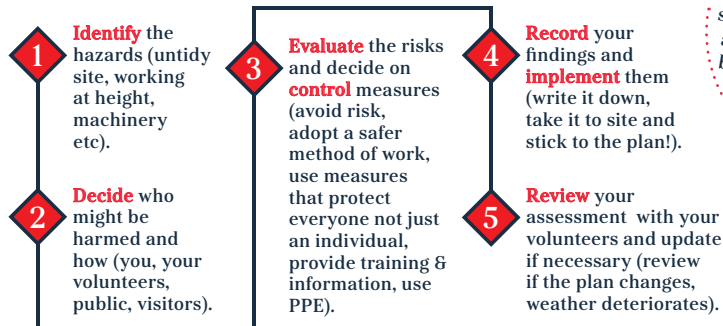
Once you have carried out the site visit you can start planning! The leader is responsible for ensuring the camp has a **project plan, risk assessments and method statements**:

THE PROJECT PLAN

This is the document that records the health and safety arrangements for managing the risks associated with the work that has been agreed with the host organisation. It will include site rules, welfare arrangements and the emergency procedure. **Project plan examples can be found in the Leaders Resources section of the WRG website.**

WRG HO need a copy of the document in advance of the camp, but some time

RISK ASSESSMENT



can be spent in the final weeks before the camp tweaking the fine details, but changing the main plan can lead to problems. If there are last minute changes you consider significant then we strongly recommend discussing it with your Duty Director.

Remember to communicate your plan to your volunteers at the start of the camp. **Being organised and prepared will give you confidence in your planning.**

RISK ASSESSMENTS

There are no fixed rules on how a risk assessment should be carried out, but there are a few general principles that should be followed. Following the simple steps below will ensure that your risk assessment is carried out correctly:

TOP TIP

Remember risk assessments and method statements are not finalised at any point - they need to be continually reassessed before and throughout the job.

Even if a local society provides risk assessments make sure you **consider it in the light of your camp/volunteers and modify it accordingly.**



METHOD STATEMENTS

A method statement is a safe system of work and it is a document that details how the work will be carried out safely. It describes what plant, tools and materials are required and identifies the risks associated with these.

- It should explain the job.
- It's like a cake recipe giving you all the ingredients required - materials, equipment, etc.
- It should enable volunteers to work independently.
- It should help with quality control.

Please make sure WRG Head Office has a copy of your health and safety paperwork before the start of your Canal Camp.



PLANNING

- Each host organisation should have its own project and health and safety plan – ask to see this as it may help with your planning.
- Try drawing up a schedule for the week's work – this will inevitably change but it will give you confidence that the work is possible!
- Your camp may require specialist skills such as machine operating, bricklaying or scaffolding so you may want to think about recruiting specific volunteers to help with this, either by carrying out the work themselves or by training your volunteers.
- Make sure your volunteers know what is in the Project Plan, risk assessment and method statement and allow them to feedback and make changes.

RESOURCES

The WRG Leadership Site also has resources to help you with planning including example risk assessments, method statements and project plans www.waterways.org.uk/wrgleaders_resources

CONSTRUCTION, DESIGN AND MANAGEMENT REGULATIONS (CDM)

Leaders should be aware of the requirements of CDM. Construction (Design and Management) Regulations 2015 (CDM) are the main set of regulations for managing **the health, safety and welfare of construction projects.**

CDM applies to all building and construction work and places **legal duties** on virtually **everyone** involved in construction work, so you and the host organisation need to be aware of these regulations. Guidance on CDM Regulations can be found in the Leaders Resources section of the WRG website.

SAFETY & WELFARE

SAFETY MANAGEMENT

Health and safety is of prime importance on any work site and WRG Canal Camps have an excellent safety record. Leaders play a key part in this and if you are unsure about any health and safety issues then please contact WRG Head Office or your Duty Director. Communicate your risk assessment and method statement to your volunteers and allow for feedback into the documents.

A summary of WRG's Canal Camp's Safety Management, which outlines the usual procedures to ensure that volunteers work safely, can be found online www.waterways.org.uk/wrg_health_safety

HEALTH AND SAFETY VIDEO

The purpose of the Health and Safety video is to ensure that WRG has a consistent standard of safety talk and to allow leaders to focus on the specific issues of their particular camp. You can view the Health & Safety video online at www.waterways.org.uk/wrg/health_safety/wrg_health_safety_video

There is a modified version of the safety talk in the flight-cases to be used alongside the video. Please remember that the video is not a replacement for your talk. There are 'pause points' in the video for you to add points specific to your site/project.

The video concentrates on site

WRG Head Office have produced a series of toolbox talks that cover many activities on your camp. Use these to highlight particular activities that may occur on your camp. These can be found online or in the flightcase.

considerations. The 'how to run your accommodation' side of things is still very much up to you. Over half of WRG's accidents occur off-site, so do emphasise the needs for common sense back at the accommodation.

CHAINSAWS ON SITE

Using chainsaws on Canal Camps or regional digs will now need to be approved by the WRG Board and supported through WRG Forestry. WRG Forestry will be able to assess the work on site and provide advice on how to best deal with the operations. Operations carried out without approval will not be covered by insurance. If approved, chainsaws should only be used by a suitably qualified person, who has provided WRG Head Office with their certification and has approval from insurers. Please let WRG Forestry and Head Office know about proposed operations with as much time as possible to get the best chance of approval. For more information contact Nigel Lee (WRG Forestry Coordinator) at nigel.lee@wrg.org.uk



REPORTING ACCIDENTS & NEAR MISSES

Safety doesn't happen by accident! You must report all incidents, accidents, near misses and any other issues on your Canal Camp. All accidents/incidents can be reported using the accident book found in the first aid kits. Near-misses can be recorded using the near-miss postcards – also found in the flight case. Encourage volunteers to report near-misses at the time as this could have an immediate benefit to site safety.

PLEASE KEEP REPORTING

(You won't get in trouble, but if we don't know about accidents we can't change things!)

- It can **prevent** something similar from happening again and causing harm.
- It **alerts** WRG to hazards we might not have been aware of.
- It helps create a **safe working environment** for everyone on the Canal Camp.
- Please include as many details as you can and write information clearly.



FIRST AIDERS ON SITE

You must consider first aid provision on site and decide what is appropriate. Make sure you have an emergency plan in the site plan and know where the nearest A&E and minor injuries unit are. Directions and postcode to the nearest A&E should be kept in the flight case and a laminated copy should be in each van. WRG is happy to organise first aid courses for volunteers. Please register your interest with WRG Head Office.

FIRST AID KITS

There should be a full first aid kit in the accommodation and on site. Make sure volunteers know where these are situated. If you are working on multiple sites make sure you have an appropriate first aid kit for each site. At the start of the camp check both first aid kits and arrange for any missing items to be replaced. Remember to replace any item used from the first aid kit and fill out the accident report book if necessary.

CANAL CAMP TIME



TOP TIP

Try and make sure you and your assistant are wearing a clean WRG t-shirt and the vans are clean. This presents a good image of WRG to volunteers. Make sure there is a pot of tea ready for when volunteers arrive!

As a WRG Leader or Assistant you are often the first 'face' of WRG and main point of contact for new volunteers.

BEFORE YOUR CANAL CAMP

The WRG Board has an expectation that the leadership team will call all volunteers before the start of the camp. Consider asking volunteers the following things; how are they travelling to the camp, do they have any dietary requirements, do they need any extra help/support, do they know what to bring and let people know about the work/ any change of plans. Prior to the start of the camp arrange with the Host Society who will collect the keys to the hall and at what time.

START OF THE CANAL CAMP

Try and get to the accommodation early to allow time to you and your team to set up and check that it is clean and tidy. Take a photo of the room before you move anything so you have a reference photo when putting everything back at the end of the camp. This should then leave you free time to concentrate on getting the shopping in, checking the tools, completing any preparatory work on site and most importantly getting ready to welcome your volunteers.

Make sure your phone is on (not on silent!) and fully charged in case volunteers try and ring with any last minute changes to their travel plans.

WELCOME YOUR VOLUNTEERS

The first day of your camp is usually very hectic. However, always try to be around to meet your volunteers when they arrive. For some, going on a Canal Camp will be a totally new experience; so it's important to make your volunteers feel welcome and perhaps introduce them to other volunteers.

WELCOME SPEECH

- Introduce the leadership team.
- Thank everyone for volunteering.
- Explain about WRG and the purpose of the camp.
- Explain the 'house rules' and food arrangements for the week.
- Explain rotas for cleaning.
- Explain evening activities (Beer o' clock!).
- Tell everyone when it's light's out time.
- ... and remember to ask volunteers to introduce themselves!

SAFETY TALK

The timing of the safety talk is up to you. Some leaders like to take people on site on the Saturday afternoon (safely) before giving the talk so that people can place the talk in context. Others find it is better received on the Sunday morning and so only go over the non-site aspects on the first evening.

TOP TIP

When doing the safety talk make sure you avoid acronyms so everyone understands, identify site specific issues and don't forget to mention the accommodation.

Remember what you might think is obvious, might not be to someone else!

DURING THE CAMP

How you run your camp is very much down to you. Here are some points that you should not lose sight of:

- **Monitor Health and Safety continuously** - check for hazards and changing hazards.
- **Make sure volunteers are appropriately supervised and understand the task** – also explain the bigger picture and how the work fits into this.
- **Keep to a plan – make your own timeline for the week's work** – this might include a list of jobs, who might do them and when they might be done.
- **Plant and materials** – keep an eye on supplies, there is nothing more frustrating than running out half way through a job.

➤ **Take photos** – they are useful to show the camp's progress and share on WRG's social media. Plus they can be used in reports and publicity after the camp. Try and remember to take a group photo as well!

➤ **Rotation of jobs** – change who works with who and let people try something new. Also consider exhaustion – a Canal Camp is considerably more strenuous than most people's daily life.

➤ **Training volunteers** – Try to make sure everyone on the camp leaves with at least one new skill. For example, train everyone to use the cement mixer at the beginning of the week or put aside a few hours where everyone has a go at operating the excavator.

➤ **Working on site** -The host organisation may have volunteers working on site during the Canal Camp. Agree with the host who is in charge of the site and who controls the work. Carry out your own induction for all visitors.

Finally, don't forget everyone is a volunteer!

ACCOMMODATION

'A tidy hall is a happy hall'. It is also your home for the week. Try and arrange it to be as safe as possible and, if you have room, you may like to create an area where you can do the paperwork whilst the rest of the group relaxes before the evening meal.

HELPFUL HINT

There are many different ways of running a Canal Camp. The Leaders Resources section gives examples of the things you will do during the week and included are tasks relevant to most camps that are easily forgotten by a busy leader!

How you arrange the cleaning, cooking and washing-up etc, is entirely your choice. Some leaders like to put up rotas, others may use a blackboard, some just 'wing it' and ask for volunteers as the job needs doing. Try what feels right and, if it doesn't work, be flexible enough to change it.

SOCIAL ACTIVITIES

When organising evening activities try and involve the volunteers and ask them what they would like to do. Be mindful that some volunteers may not wish to join in with an activity, and some may not be able to afford to.

Ideas: Boat trip (arrange with local society), bowling, cinema, museum, outdoor sports, games & jigsaws, BBQ.

The pub is another option but be aware of the associated problems it can bring – some people may feel uncomfortable in a pub especially if they are not regular drinkers due to religious reason and others might not be able to afford to drink. Be aware of the lingering effects of alcohol intake the following day on site.

TOP TIP

Once you have recovered from your Canal Camp don't forget to send a letter or email to each of your volunteers. Thank them for their hard work, confirm what the group achieved, forward any thanks from the local society and ask them to return again. Particularly push the reunion weekend as a suitable event for everyone to meet up again.

AT THE END OF THE CAMP

Many leaders like to have a Friday night "do" to celebrate the group's hard work, but there is also a lot of work before you leave.

- ✚ Complete as many jobs as possible on the Friday (including packing up the kit trailer).
- ✚ Invite the locals to join you on the last night (but try to get numbers from them so that you have enough food).
- ✚ Arrange a thank you card/small gift for your assistant, cook, any "shining stars" etc.
- ✚ Agree a target departure time for Saturday.
- ✚ Make sure the tools are clean and neatly packed in the trailer.
- ✚ Clean vans (and trailer) inside and out. Don't forget to clean the windows, mirrors, and lights as well.
- ✚ Fill the vans with fuel.
- ✚ Confirm the arrangements for collection of the vans (if you haven't heard by midweek, call the leaders of the next camp to agree a time).
- ✚ Clean the hall top to bottom. It should be at least as clean as when you arrived.
- ✚ Ensure the hall is secure, with all windows and doors locked and return the hall keys. Say thank you!

SUPPORTING YOUR VOLUNTEERS

One of WRG's strengths is that it attracts volunteers of all ages and from all walks of life. We are an inclusive organisation and we must always and willingly find a suitable task for our volunteers, regardless of physical or mental ability.

Everyone is different, with different motivations, therefore understanding everyone's reason for coming on a Canal Camp is important. Getting to know your volunteers will help you in making sure everyone has a good camp.

HELPFUL STRATEGIES:

- ➔ **A Warm Welcome:** Think about how you might get to know your volunteers in advance of the camp (pre-camp phone calls/emails) and what you can do on day 1 to make everyone feel welcome and included. What are their strengths and interests? What do they find difficult doing? Try to take time to explain the plan for each day - remember for most volunteers Canal Camps will be a new experience and they could be very nervous (sleeping in the same room/ being on site/ mixing with strangers/arriving in a foreign country).
- ➔ **Clear Communication:** Try to say what you mean and avoid common phrases and jargon - in-jokes can initially make people feel left out. This is especially important for those on camp who do not have English as a first language. Although their English may seem very good, they will have difficulties at first in understanding slang, jokes, acronyms, etc and even regional accents. Take time after the
- ➔ **Language:** Some camps regularly attract international volunteers. They may have limited English language skills, may be shy when speaking in English and might sometimes misunderstand you. Always check that they have understood you, and that you have understood them, without being patronising or making them feel uncomfortable. You might want to create a multi-lingual glossary of Canal Camp appropriate terms, which could be important when dealing with lime and other hazardous materials. Try not to rattle off instructions too quickly or enthusiastically. Remember that your British humour may not chime with someone for whom English is a second language (this is also a risk when speaking with volunteers from other English-speaking countries such as the US, Canada and Australia). International volunteers are also prone to feeling lonely or isolated when surrounded by rapidly speaking English speakers! Some British foods may also be new to them and need explaining!



➤ **Quiet space and chill out time:** Canal Camps and site, in particular, can be a very overwhelming experience for some volunteers, which could lead to stress and anxiety. Having access to a designated ‘quiet space’ (such as a van at lunchtime) where a volunteer can go and relax and refocus can really help.

➤ **Interests:** Try and find out what interests and motivates a volunteer and if they have a preferred type of activity to do. This will help you allocate out jobs each day and keep everyone motivated.



SAFEGUARDING

WRG welcomes participants from all backgrounds, ages (over 18), disabilities, etc on the condition that we can ensure their safety, and the safety of others on site. Unfortunately, WRG cannot provide direct care to anyone with special needs.

We therefore ask for a carer or guardian to accompany a vulnerable adult on a Canal Camp, if necessary. Volunteers should be encouraged to disclose any information (in confidence to the leader) before the start of an activity that might affect their health and safety, or the safety of others whilst taking part in the activity. Early disclosure allows the Canal Camp Leader to adequately plan and assess the risk to allow all volunteers to participate in the camp to their full potential.

Whilst, ordinarily, arrangements for those with special needs will have been discussed in advance with the Canal Camp Leader, carer/guardian and volunteer, occasionally a vulnerable adult (without carer/guardian) may book without providing any information regarding their support needs. A vulnerable adult should not be automatically prevented from joining the camp if they arrive without a carer or support worker. Leaders may have to make judgement calls at the start of a camp due to lack of

prior information regarding a participant's mental or physical health. Leaders are advised to try to find an alternative activity that is suitable to the individual, before considering other options.

If you have any concerns, please contact the WRG Head Office team who will be able to support the leader in taking the best approach possible to ensure a positive outcome for the individual and the group as a whole.

IWA/WRG's Safeguarding Policy on support vulnerable adults and children can be sent to leaders on request.



ILLNESS ON CAMP

You have a duty of care whilst on camp and are responsible for the health of the volunteers on the Canal Camp and must ensure that the volunteer receives the appropriate medical attention if they fall sick or are injured. Call the doctor if a volunteer has to remain indoors or in bed due to illness for more than 24 hours. Always find out where the nearest 24 hour A&E unit is, and ensure that you, or your 'duty driver', knows how to get there. If a volunteer has sickness or diarrhoea they should not undertake any kitchen work, including washing up. Do not give your volunteers any medication such as aspirin, stomach pills or antiseptic, etc. You may offer such things but leave the volunteer to administer it to him or herself.

MEDICAL CONDITIONS

Try to ensure volunteers tell you if they have any medical conditions or are taking any medication – reassuring them of confidentiality at all times. This should include: what is the medication and dosage, where it is kept, what is the illness or condition, what is the worst situation and what should be done in that situation.

VOLUNTEERS WANTING TO LEAVE SITE EARLY

Try to find out why the volunteer wishes to leave. This may be due to exhaustion, disillusionment, dissatisfaction or personal or family problems. If appropriate, encourage the volunteer to think it over and decide if you can do anything to help. If exhaustion is a problem, then a half-day lie in may work wonders.

If the volunteer still wishes to leave, make sure they have made arrangements to get home safely and take them to a coach or rail station if need be.

DEALING WITH CHALLENGING BEHAVIOUR

No doubt some individuals will test your leadership skills, but remember you do have the power (sometimes the duty) to send volunteers, who are proving to be detrimental to the safe functioning of the group, off the work site or send them home. This is a last resort once all other warnings have failed. Try to be sure that personal feelings are not involved; the criteria should be whether the volunteer's conduct is detrimental to the Canal Camp in any way. You may find decision-making easier if you involve the Assistant Leader. If you want to discuss the issue with an independent advisor, then please call your Duty Director. Most tricky situations have been encountered before and they can provide guidance. Any decision you make will have the full backing of the WRG Board, but please inform them of the actions you have taken.

Please remember to contact Head Office as soon as possible regarding any volunteer you have had difficulty with.

DUKE OF EDINBURGH'S AWARD

Some people will be attending the Canal Camp to complete their residential section of the Duke of Edinburgh's Gold Award. The Award states that candidates must be away for a minimum of five days (four nights). **However, it is WRG policy that candidates attend for the whole duration of the camp.**

We have created a set of **guidance notes for DofE volunteers** to read before attending the camp. They include our top three priorities - staying for the whole camp, mixing with other volunteers and getting involved with all activities. We hope these guidance notes will help you and DofE volunteers agree on their goals for the week.

TOP TIP

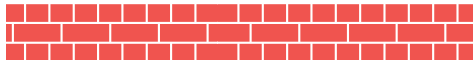
If you can't log into the website during the camp it is still a good idea to write the report whilst the volunteer is still there, and the camp is fresh in your memory!

- WRG is an **Approved Activity Provider** with the Duke of Edinburgh's Award.
- The Gold Residential should be an activity with people you don't know, away from home and in an unfamiliar situation.
- Leaders should speak to DofE candidates at the start of the camp and agree a set of criteria which they are to be assessed on – such as personal standards, relationships with others, responsibility, initiative and general progress.
- **DofErs are expected to participate fully in all aspects of the holiday** and stay for the entire week. If you are unhappy with their performance, talk to them part way through the week to give them a chance to change.
- **EDofE** – participants now keep an online record of their activities. You can log in (if you have the participants ID number) and write in their log book for the residential. Alternatively you can fill out the 'Keeping Track' sheet, send an email or write a report on paper which the participant can upload to the website. Copies of the 'Keeping Track' sheet are in the flight cases.



FINANCES & ADMIN

The leader will be sent the following paperwork before the camp by the WRG Head Office Team.



- **Booking information**, names and contact details of your volunteers.
- **Kit Lists** - all kit needs to be checked out and in.
- **Catering List** - all kit needs to be checked out and in.
- **Van Paperwork** - checking the condition and mileage of the vans. The previous camp should have washed and cleaned the vans and filled them with fuel.
- **Accounts Sheet** - to record what money you spend and receive (don't forget to keep your receipts!)
- **CF003 Catering Form** - to be completed by the cook or leader.

All of the above paperwork must be returned to Head Office at the end of the camp.

CANAL CAMP MONEY

The money for the camp will be paid electronically from Head Office to the leader or the cook. To do this, you must ensure Head Office have your bank account number and sort code. The payment will be based on money received from volunteers (minus VAT) and a float of £250.

Budget for food is £6-7 per person per day. Any extra money paid by the volunteers goes towards the cost of feeding those who don't pay for their food (i.e. the leaders and cook), logistics and administration costs etc. The float is provided to avoid any cash flow problems and to pay for fuel. It is expected that any remainder of this sum will be returned with the accounts form. Remember to return the accounts form and receipts to Head Office ASAP. Don't forget to collect and record payments from volunteers who have not yet paid their Canal Camp fee.

CATERING FOLDER AND FORMS

A Catering Folder is provided with each kit and should contain Cooks Guidance Notes, catering forms, catering work instructions and useful signs. The catering forms are to be filled in throughout the camp as and when they specify. At the end of the camp please return the forms to Head Office. Hard copies can be found in the catering folder.

Don't forget to do the catering/ accomodation Toolbox Talk on the first evening!



CLAIMING EXPENSES

WRG works on the simple principle - WRG's Leadership Teams should not be out of pocket when helping organise and run Canal Camps.

If as part of the WRG Leadership Team you have had to spend money that you otherwise wouldn't, it's an expense. For example Leadership Teams may claim travel expenses, including mileage (at a rate of up to 33p per mile) for fuel used

from home to the camp or for the site visit, as well as additional phone costs associated with the camp. All expenses must be submitted on an expenses form, with receipts attached. A copy of the form can be downloaded from here www.waterways.org.uk/wrg/volunteer/leading/claiming_expenses

All volunteers should inform their insurers if they use their car for WRG volunteering activities, including travel from home to the place of volunteering.

DATA PROTECTION – BEING GDPR COMPLIANT

New GDPR rules require WRG to ensure data is :

- Processed fairly, lawfully and transparently
- Collect and process data for specified and limited purposes
- Adequate, relevant and limited to what is necessary in relation to the purposes
- Accurate and up to date
- Not kept for longer than is necessary
- Processed in a secure manner

Much of this is managed by staff at Head Office, however going forward our leaders are asked to do the following:

- Keep all personal data secure on site and keep it locked away or safe when not in use (this includes information such as names, addresses, medical information)
- Leaders, deputies and cooks must delete all camps personalised information as soon as they no longer need it, i.e. once the newest booking forms have been sent and after the camp is finished. Paper copies need to be sent back to Head Office along with the camp paperwork.
- Do not contact the volunteers for reasons not specifically Canal Camp related e.g. raffle tickets.



For any queries regarding data protection and GDPR, please contact Head Office or see our privacy policy: www.waterways.org.uk/privacypolicy

OTHER SUPPORT, USEFUL DOWNLOADS & INFORMATION

WRG HEAD OFFICE TEAM

Once you have been appointed to your Canal Camp, WRG's Head Office Team will be in touch to start helping you plan your camp. We...

- Will send you information about the work and contact details for the host society.
- Will send you regular updates on bookings.
- Will send out joining and travel instructions to volunteers.
- Can offer support and advice writing your planning paperwork, dealing with difficult volunteers, sorting your camp logistics, or even finding van drivers and skilled volunteers!

Don't be afraid to ask for help!

Please contact the WRG Head Office Team:

e: enquiries@wrg.org.uk
t: 01494 783 453

OTHER SUPPORT:

WRG and its volunteers have an excellent reputation in the field of canal restoration, earned over 40 years, which is still growing. If you need any advice before or during a camp there are a large number of people on the other end of a phone or email that can help.

Engineering & Planning Advice

WRG can advise on methods of work whenever engineering work is involved, and if the project requires additional technical support The Inland Waterways Association's honorary consultant engineers are on hand to give their advice and support.

Mikk Bradley retired in May 2023.

Health & Safety

Mike Palmer

e: mike.palmer@wrg.org.uk
t: 07764 354 893

Vehicles & Equipment

Each Canal Camp is assigned two WRG minibuses and a kit trailer with hand tools and catering equipment (including fridge and freezer). Further specialist equipment is available on loan if requested in advance.

Advice on transport

Jonathan Smith

e: jonathan.smith@wrg.org.uk

Advice on plant

George 'Bungle' Eycott

e: bungle@wrg.org.uk

Advice or requests for tools

WRG Head Office

e: enquiries@wrg.org.uk

USEFUL DOWNLOADS

The Leaders Resources section of the WRG website has lots of useful downloads and information on:

www.waterways.org.uk/wrgleaders_resources

➤ Leaders Resources

The WRG website has a section dedicated to the running of Canal Camps which is full of useful resources for leaders.

➤ Planning Paperwork

Examples and templates of project plans, risk assessments and method statements.

➤ Practical Restoration Handbook

The Practical Restoration Handbook is available at the WRG website and can also be found in the flight case on site. This Handbook gives you an insight into legal requirements, best practice, good sense and helpful hints and tips when carrying out canal restoration work.

➤ Cooks Website

This section of the website contains useful paperwork and downloads for WRG Cooks and how to cope if you don't have a cook.

➤ Toolbox Talks

Need to explain how to use the toaster? WRG's Toolbox Talks provide you with simple, easy to read sheets on safety and other important issues (like not burning the toast!).

CANAL CAMPS TIMELINE

- **5-6 months before your camp** - Volunteer/get lumbered with the job! Recruit rest of your team.
- **3-4 months before** - Carry out a site visit, start preparing your site paperwork (risk assessments and method statements).
- **1-2 months before** - send a copy of your site paperwork to Head Office and plan van and kit movements.
- **2 weeks before** - Final bookings list sent from Head Office, call round all your volunteers and introduce yourself.
- **1 week before** - Final paperwork check, people and site. Canal Camp money transferred by Head Office.
- **Canal Camp Time** - Don't forget to take photos for social media.
- **2 weeks after** - Contact volunteers, locals etc. and say THANKS! Remind everyone about the Bonfire Bash. Don't forget to send Head Office all your Canal Camp accounts, receipts and paperwork.

Finally, and most importantly, thank you for taking the time to read this document. We hope it has reassured you regarding the bits that are done for you, and equally of the bits that only you can do. Enjoy your camp!

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