

## **SMBC & Volunteer Partnership Working Agreement**

Thank you for your dedication to making Solihull a cleaner, greener, and more welcoming place for everyone. In order to maintain a positive, safe, and enjoyable experience for all volunteers, members of the public, and council staff, please review and adhere to the following SMBC and Volunteer Partnership Working Agreement.

### **Safety**

***The following points to be read in conjunction with relevant risk assessments:***

- Follow all safety protocols as outlined by Love Solihull, including wearing appropriate clothing, (including sturdy footwear) using equipment properly, and adhering to guidelines for handling litter safely.
- Do not carry out any activities along roads over 30mph speed limit. A minimum of 1 metre safe working zone from live traffic should be always maintained.
- Do not pick up unidentified and potentially hazardous waste or handle any biohazard (including faeces, dead animals and syringes).
- Should you find any needles, leave in situ and report to SMBC Connect: 0121 704 8000
- If you encounter a knife or weapon, please report it to the police by calling 101. Following that, please report it to SMBC Connect on 0121 704 8000 for safe disposal.
- Ensure you use litter-picking tools, gloves, and other equipment as intended.
- Work within your abilities and physical limitations. Avoid heavy lifting or activities that may put you or others at risk.
- Check weather conditions before beginning an activity. Postpone or cancel volunteer activities in adverse weather to prevent accidents.
- Wear provided high-visibility vests and activity relevant PPE as per the relevant risk assessment
- Only hand tools are permitted for use and must be assessed before use to ensure they are in safe working order. See risk assessment for further details.

### **Mutual respect for each other & others**

- As a volunteer, you are a representative of Love Solihull. Behave respectfully and professionally in public areas, avoiding confrontations.
- If a member of the public expresses concerns or provides feedback, respond calmly and professionally. If a situation becomes difficult, please disengage and report the issue to relevant SMBC staff.
- Treat everyone with respect, kindness, and understanding. This includes fellow volunteers, members of the public, contractors and council staff.

- Only undertake activities in designated public areas. If in doubt about access to a specific area, contact Love Solihull for guidance.
- Follow guidance and instructions provided by SMBC staff to ensure safe and effective project completion. Respect their roles and responsibilities.
- Any form of discrimination, harassment, or bullying will not be tolerated. Please conduct yourself in a manner that respects everyone's dignity and fosters a positive volunteer environment.

*See partnership working infringements*

### **Environmental Responsibility**

- Ensure collected waste is correctly prepared for collection and disposal.
- Notify Solihull Connect Services of any major environmental concerns, such as illegal dumping, hazardous materials, or damaged park infrastructure.

### **Connect Services**

Email: [connectcc@solihull.gov.uk](mailto:connectcc@solihull.gov.uk)

Call: 0121 704 8005

### **Teamwork and Collaboration**

- Offer support to fellow volunteers and encourage a collaborative atmosphere. Share knowledge about best practices, safety, and environmental stewardship.
- Keep Love Solihull informed of your activities, including dates and locations of volunteer activities, and any notable amounts or types of waste collected.
- Encourage public engagement by promoting Love Solihull's mission to keep the community clean and green.
- Display professionalism in your conduct and communications, particularly on public platforms or social media when representing Love Solihull.
- Respect the confidentiality of any personal information or sensitive details you may encounter in your role as a volunteer.
- Any new projects above those previously agreed will need to be signed off and agreed to by the relevant love Solihull team member ahead of the project commencing.

### **Partnership Working Infringements**

Failure to adhere to this SMBC and Volunteer Partnership Working Agreement may result in review of your volunteer role. Love Solihull reserves the right to address serious breaches through appropriate actions, which may include suspension or withdrawal from volunteering activities with Love Solihull. Love Solihull team members have the authority to implement this action.

By adhering to this SMBC and Volunteer Partnership Working Agreement we can ensure that all Love Solihull volunteers, the public, and council staff have a positive and meaningful experience.

Thank you for your commitment to maintaining Solihull, to be a welcoming, and enjoyable borough for all.

The Love Solihull Team,

Solihull MBC