



Norfolk Wildlife Trust's **Volunteer Handbook**



Saving **Norfolk's Wildlife** for the Future




Welcome to Norfolk Wildlife Trust and our network of valued volunteers


This Handbook is for you to use as a reference and tells you what you need to know as a volunteer for Norfolk Wildlife Trust.

If you need any help or advice with regard to your volunteering please contact the Volunteer Coordinator on **01603 625540** or **volunteer@norfolkwildlifetrust.org.uk**

Our vision for the future

Norfolk Wildlife Trust seeks a sustainable Living Landscape for wildlife and people

 Where the future of wildlife is protected and enhanced through sympathetic management

 Where people are connected with, inspired by, value and care for Norfolk's wildlife and wild spaces

From the Chief Executive

Welcome to Norfolk Wildlife Trust, I am delighted that you are joining our dedicated team of volunteers.

Our volunteers support us because they care passionately about protecting Norfolk's wildlife and environment. Volunteers play a key role in our work and bring an array of experience, skills and knowledge to the Trust which, in partnership with our staff, helps us to achieve our objectives.

We have volunteers of all ages and backgrounds who undertake a range of tasks and activities, some

at stunning locations throughout Norfolk. Whatever your volunteer role, you are making a valuable contribution to our work.

I hope you will enjoy volunteering for NWT as we continue to work together towards our vision for Norfolk.

Best wishes and welcome.



Pamela Abbott
Chief Executive



About Us

Founded in 1926, Norfolk Wildlife Trust is the oldest of the UK's 46 Wildlife Trusts.

We work, on our nature reserves and with our partners across the county, to make Norfolk healthy habitat for wildlife and for people.

Our income comes from membership subscriptions, legacies, fundraising, grants, business support and charitable trusts. With around 100 full and part time staff, nearly 36,000 members and the support of around 1,300 volunteers annually, NWT achieves its aims through a variety of means:

Owning and Managing Nature Reserves

We own and manage more than 4,000 hectares across 60 nature reserves throughout the county. These include internationally important sites such as Cley and Salthouse Marshes, Hickling Broad and Marshes, Weeting Heath, Roydon Common and Holme Dunes. We undertake active management on all our nature reserves to ensure the survival of the rare and special wildlife which inhabits them.

Promoting Education and Awareness

Our education and engagement programme for schools, families and adults offers hands-on outdoor learning opportunities, aimed at fostering a positive and caring relationship with Norfolk's wildlife.

Visitor Centres

We have a year-round visitor centre at Cley and Salthouse Marshes, and seasonal visitor centres at Hickling Broad and Marshes, Holme Dunes, Ranworth Broad and Marshes and Weeting Heath. They enable us to engage with the public, run events and promote our work and membership.

Working in the Wider Countryside

We work with many other organisations and with private landowners across Norfolk to promote nature conservation in the wider countryside. This work includes monitoring County Wildlife Sites and providing advice on how best to manage land for wildlife.

Responding to threats

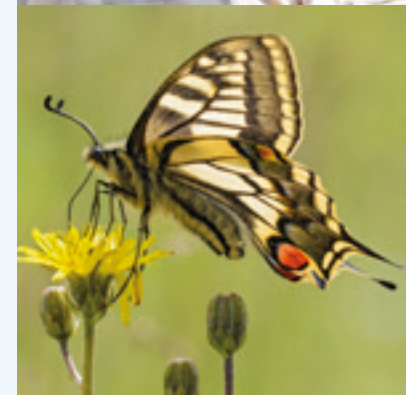
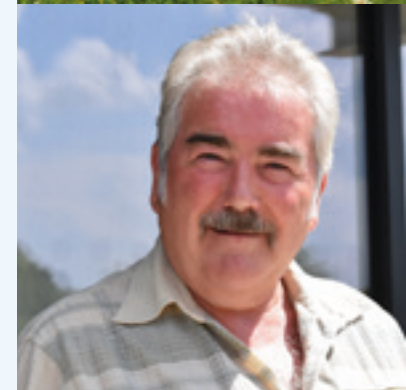
Our wildlife and wild landscapes are under threat on many fronts. We monitor planning and development throughout the county to prevent loss of wildlife and its habitats through unsympathetic development. We also seek to influence the plans of other bodies by promoting our policies on wildlife conservation. We work with other Wildlife Trusts nationally to campaign for stronger policies and better legal protection for our environment and wildlife.

Trustees

NWT is managed by a Council of Trustees. The Trustees, who must be members of NWT, are responsible, under NWT's Memorandum & Articles of Association, for the governance and administration of the Trust. The Council meets ten times a year.

The Chief Executive reports to Council, with the Senior Management Team attending by invitation.

The Memorandum & Articles of Association are available to read at HQ. A list of Council members is available on our website and in our Annual Report.





A Living Landscape

Our nature reserves are rich, diverse, beautiful and full of life.

However, we want wildlife to thrive all across the Norfolk landscape, not just on nature reserves. Working in partnership with local people, communities, landowners, businesses and statutory bodies we can improve habitat, help wildlife across Norfolk recover from past declines and deliver our vision of A Living Landscape.

We have identified six Living Landscape projects, in which our landscape-scale conservation activity is focused.

- The Brecks
- Bure and Thurne
- North Norfolk
- Gaywood Valley
- Claylands
- Wissey

Norfolk Wildlife Trust works to create A Living Landscape by:

- ✿ Making our nature reserves and other protected sites bigger, better and more connected;
- ✿ Inspiring local communities to take action for wildlife;
- ✿ Offering advice and encouragement to landowners, including those who manage the more than 1300 County Wildlife Sites in Norfolk;
- ✿ Commenting on planning applications to ensure that development does not threaten our wildlife.

Living Seas

The UK's coasts and seas support more than 10,000 species of marine plants and animals.

Norfolk's undersea landscapes are priceless: sand and gravel flats which are vital spawning grounds for fish, living reefs formed from the hard tubes of ross worms, sunken wrecks colonised by sponges and anemones, and one of the longest chalk reefs in the world, with chalk arches and strangely shaped flints, home to colourful sea slugs, bee-sized cuttlefish and Norfolk's famous crabs and lobsters.

However, our seas and their wildlife are in trouble: over-fishing, dredging for marine aggregates, pressures from coastal recreation, pollution,

- undersea cables and pipelines
- and climate change all put marine wildlife under pressure.

Living Seas is The Wildlife Trusts' vision for the future of the UK's seas, a future in which wildlife and marine habitats can recover from past declines, in which people cherish the sea and its wildlife.

At NWT we advocate better protection for special areas such as North Norfolk's chalk reef and, at events on our coastal reserves, we raise awareness of the urgent need to manage our seas sustainably.



Our Nature Reserves Across Norfolk

Alderfen Broad and Marshes	1	Honeypot Wood	17	Swangey Fen	32
Barton Broad and Marshes	2	Kay Cliffs Nature Reserve	18	Syderstone Common	33
Booton Common	3	Lolly Moor	19	Thetford Heath	34
Brett's Wood	4	Lower Wood, Ashwellthorpe	20	Thompson Common	35
Buxton Heath	5	Martham Broad and Marshes	21	Thorpe Marshes	36
Cley and Salhouse Marshes	6	Narborough Railway Line	22	Thursford Wood	37
Cockshoot Broad	7	New Buckenham Common	23	Trinity Broads	38
Cranberry Rough	8	Pigneys Wood	24	Upton Broad and Marshes	39
East Winch Common	9	Ranworth Broad and Marshes	25	Wayland Wood	40
East Wretham Heath	10	Ringstead Downs	26	Weeting Heath	41
Foxley Wood	11	Roydon Common and Tony	27		
Hethel Old Thorn	12	Hallett Memorial Reserve			
Hickling Broad and Marshes	13	Rushmeadows	28		
Hoe Rough	14	Scarning Fen	29		
Holme Dunes	15	Southrepps Commons	30		
Holt Lowes	16	Sparham Pools	31		

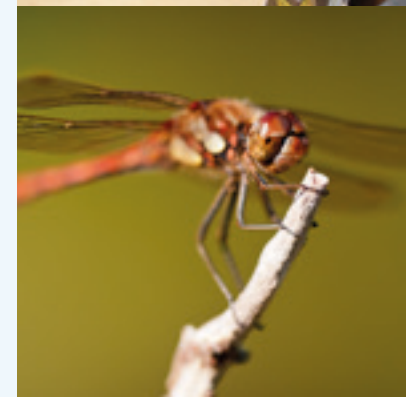
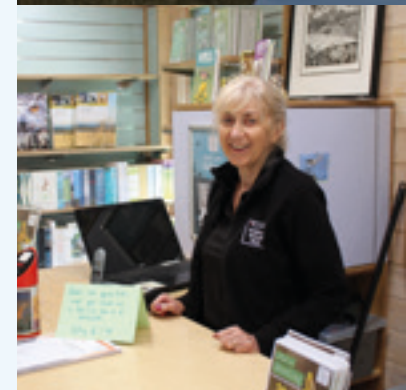
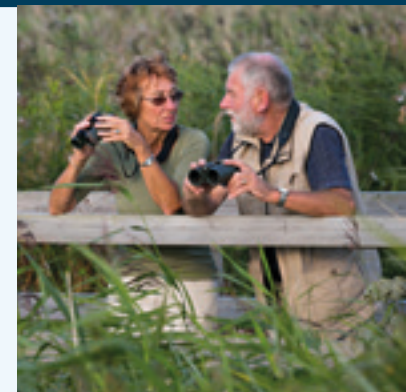
For more detailed location information and visiting details please visit our website www.norfolkwildlifetrust.org.uk.

NWT has eight active local groups:

Breckland	Fakenham
North Norfolk	West Norfolk
Broadland	Mid Norfolk
Norwich	Wymondham

Groups meet throughout the year for talks, walks and social events. Joining a Local Group is a great way to get involved in wildlife issues and conservation in your community. All are welcome at Local Group events, including non-members of NWT.

Local Groups are run by NWT members on a voluntary basis. They get involved in NWT events, habitat management, wildlife surveys, visitor centres, membership recruitment and fundraising. Local Group details are listed on the NWT website and in the NWT events leaflets.





Why we need Volunteers

Ever since the formation of NWT in 1926, volunteers have played an important part in our development. Your contribution is integral to our success and future development.

Volunteers make a valuable contribution to our work by:

-  Bringing a valuable variety of experience, skills and knowledge
-  Showing commitment to NWT and strengthening our voice
-  Providing local representation in communities, which helps to raise our profile
-  Attracting match-funding for volunteer hours when we apply for grants
-  Enabling us to achieve more

Volunteer Vacancies: If you would like to increase your volunteering, try something different, or know of someone who is interested in volunteering with Norfolk Wildlife Trust, our current list of volunteers vacancies can be found on our website www.norfolkwildlifetrust.org.uk/support-us/volunteering or contact the Volunteer Coordinator

Your volunteering experience

What you will receive

- An induction to NWT, your role and role description.
- A supervisor who is responsible for your volunteering activities and who you can speak to if you are unclear about anything.
- An initial three month review for regular volunteers and an annual review.
- To be valued and thanked
- Out of pocket expenses, to be agreed in advance
- To be safe and secure whilst volunteering
- To meet new people and have a rewarding experience.

Your supervisor

The role of your supervisor is to:

- Provide an induction
- Plan and supervise your work
- Ensure that you understand what you are being asked to do
- Explain how NWT's policies affect you
- Identify training needs
- Carry out an initial three month review to confirm your role, and annual reviews
- Ask for and receive feedback from you

What we expect from you as a volunteer

- Act as an ambassador for NWT in your role and in your community
- Be aware of and abide by NWT policies and guidelines
- Advise your supervisor as soon as possible if you are not able to attend at a previously agreed time or day
- Respect confidentiality of information that you have access to whilst volunteering
- Ensure that no illegal or criminal misuse is made of NWT assets
- Inform your supervisor or the Volunteer Coordinator if you do not feel confident that you have received the guidelines and information necessary to carry out your role.

Acting as an ambassador for the Trust

We ask that you give a positive message about NWT. If there is anything we do which you do not understand or do not feel positive about, please discuss this with your supervisor.

Any enquiries from the press or other media should always be immediately referred to Bewick House.

Induction

Your Volunteer Induction will be carried out by your supervisor.

- You will meet other volunteers and members of staff as well as being shown round the building or site where you are volunteering. You will be asked to sign our Health & Safety policy statement.

- You will complete a personal details form (including an emergency contact) and your details will be kept securely at all times and only be used by NWT for purposes related to NWT volunteering.

Training

You will be given relevant on the job training from a member of staff or experienced volunteer. We aim to make appropriate formal training available within the constraints of available resources. If there is any training that you think you require please speak to your supervisor as we may be able to arrange this.

Expenses

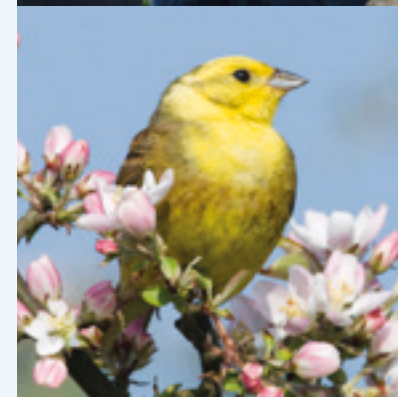
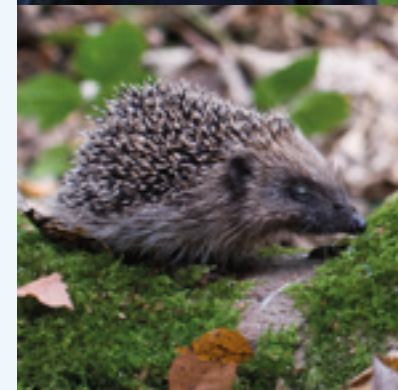
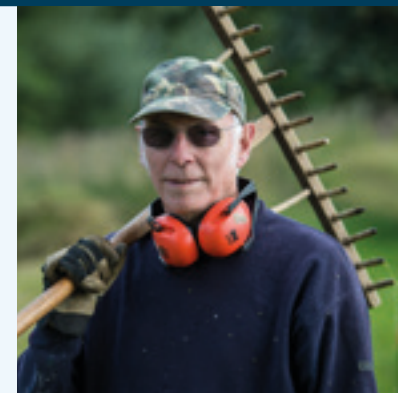
We greatly value the work carried out by volunteers and can reimburse your out of pocket expenses - these must be agreed in advance with your supervisor. You may claim by completing a Volunteer Expenses Form, available from your supervisor or the Volunteer Coordinator. The main cost you are likely to incur is travel to and from your volunteer base. Travel expenses will be reimbursed at the prevailing volunteer mileage rate up to an agreed limit.

Health & Safety

All volunteers will receive an induction to health and safety procedures and, where required, a written risk assessment for their role.

NWT aims to take all reasonable steps to ensure the welfare of our volunteers. We are committed to providing a safe and healthy working environment and have devised policies and procedures to help ensure that you have a safe and enjoyable experience.

All volunteers must abide by our Health & Safety policies and have appropriate Personal Protective Equipment (if required) for their role.





Volunteers under 18 years of age

Volunteers under 18 years of age will be required to provide a signed parent/guardian consent form before being able to volunteer. Please note that not all staff and volunteers that you work with will be Disclosure and Barring Service (DBS) checked.

Working with Young People & Vulnerable Adults

Volunteers working with children or vulnerable adults will need to provide two references and may be required to undergo a DBS check. You will receive an induction to NWT's Safeguarding Children, Young People and Vulnerable Adults policy.

Problem Solving

We aim to ensure that your volunteering is enjoyable and worthwhile but occasionally problems do occur. If you are not happy with something, discuss the problem in the first instance with your supervisor. If the problem is not resolved to your satisfaction the next stage is to discuss it with the Volunteer Coordinator. If it is still unresolved, a Senior Manager will become involved.

Similar steps will be taken if we are unhappy with any aspect of your volunteering. In the case of any misconduct we reserve the right to end a volunteering arrangement.

If you decide to stop volunteering

If your circumstances or interests change and you decide to stop volunteering for NWT please tell your supervisor or the Volunteer Coordinator. This will help us keep our volunteer database accurate and up to date.

Insurance Cover

Volunteers are covered under NWT's public liability insurance when carrying out activities on behalf of NWT (or its subsidiaries). Volunteers carrying out practical conservation works (e.g. scrub clearance, coppicing etc.) are only covered by NWT's insurance whilst engaged on Trust business. In order for the Trust's insurance to cover an individual they should follow all relevant NWT policies and procedures. The policy includes:

Public liability cover:

Protects you from any claims made against you for negligence, bodily injury to a third party and loss of or damage to a third party's property.

Personal accident cover:

Provides limited financial compensation cover for accidental death, personal injury resulting in loss of limbs etc., permanent total disablement and, for adults, temporary total disablement. As the NWT personal accident cover is limited, volunteers may wish to take out their own personal accident insurance.

Volunteers' personal possessions:

You are not covered for theft or damage to your own personal possessions whilst volunteering.

Motor vehicle insurance:

Volunteers over 21 with a full clean driving licence may with permission use NWT vehicles on NWT business and be covered by the NWT vehicle insurance policy. Your driving licence will need to be shown to your supervisor before use of NWT's vehicles.

Volunteers using their own vehicle:

You are responsible for ensuring that you have adequate insurance cover that includes business use. You will need to produce your vehicle insurance document, driving licence and current MOT certificate for checking prior to undertaking NWT business use.

THANK YOU

For volunteering with us

Norfolk Wildlife Trust

Bewick House
22 Thorpe Road
Norwich
NR1 1RY

Tel: 01603 625540

Email: info@norfolkwildlifetrust.org.uk

www.norfolkwildlifetrust.org.uk

Registered charity no. 208734

Images: Amy Lewis, David Tipling, David Tipling/2020VISION,
Danny Green/2020VISION, Elizabeth Dack,
Guy Edwardes/2020VISION, Katrina Martin/2020VISION,
Mark Hamblin/2020VISION, Matthew Roberts,
Norfolk Coast Partnership, Richard Steel/2020VISION,
Richard Osbourne, Ross Hoddinott/2020VISION,
Steve Cox, Terry Whittaker/2020VISION, Tom Marshall



Saving **Norfolk's Wildlife** for the Future