Park Volunteers: Supporting your event

Queen Elizabeth Olympic Park's Park Champions are continuing the volunteer legacy of the 2012 Games and provide excellent support for events taking place at the Park.

With a wealth of local knowledge, Park experience and welcoming enthusiasm, the Park Champions will provide a fantastic addition to the visitor experience and smooth running of your event. In addition, the Park Mobility Service ensures that the access needs of your customers are also met.



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What are the Park Champions roles?

- On the day support for events at Queen Elizabeth Olympic Park
- Wayfinding
- Welcoming and greeting visitors, which includes sharing extensive knowledge and enthusiasm for the Park, its layout, location of facilities etc
- Customer services roles
- Customer welfare
- Assisting your customers with accessibility needs
- Specific event support roles as required

Please note that if you have other role requirements, we can discuss this individually to ensure that volunteers meet your needs.

Why use the Park Champions?

- Park Champions event volunteers are experienced, trained, passionate and knowledgeable.
- They have been specifically trained to meet the requirements of Park visitors and to support event organisers on event days.
- Park Champions have extensive knowledge of the Park and the surrounding areas leading to the Park such as Westfield Stratford City, transport hubs and high footfall areas which visitors to the Park pass through on their way to and from events.
- Other landowners (e.g. Westfield, station managers, other transport hubs) are happy to allow Queen Elizabeth Olympic Park's volunteers to have a presence on routes to the Park offering a warm welcome to people passing through on their way to events.
- All health and safety requirements have been accounted for as part of the volunteer provision including:
    - Role specific training
    - Volunteer health and safety
    - Codes of Conduct
    - Team Leaders (who have additional training including: First Aid, Managing a Team and Welcome All disability awareness)
    - Uniforms
    - Insurance cover (when managed directly by a member of the Volunteer Team)

"I want to personally thank each and every one of you for a fantastic service to both the Park & Stadium visitors on Saturday. Each of you made a difference in the warm welcome each fan and visitor received and the help you provided them on their onward journey, either to their seat or to another destination in the park. Great job everyone!"

Matt Lynch,
London Stadium 185
Operations Team

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Managing Park Champions

- Park Champions are managed by Our Parklife on behalf of the Park.
- Park Champions have a specific uniform which is easily recognisable and identifies them as Park Volunteers.
- Members of paid staff are available to manage the volunteers on the day for larger events and will oversee all correspondence and briefings with them before and after the event day. For smaller events volunteers can be recruited and briefed in advance but managed as part of the event organisers team on the day.
- Refreshments and travel expenses should be covered by the event organiser at £19 per head.

N.b. If an event organiser doesn't have their own catering arrangements food/refreshments can be negotiated. There are a number of options available including packed lunches, a voucher system which can be used at certain Park cafes and the option to include volunteers in the wider 'crew' catering that may be organised for other event staff.

How to book Park Champions?

Stage 1: Fill in the event volunteer information form at the end of this document and sign the letter of agreement	6 weeks prior to your event
Stage 2: The Volunteer Manager from Our Parklife will contact you to discuss your Park Champion requirements and your event will be assessed - we cannot guarantee that we will be able to support every event	6 weeks prior to your event
Stage 3: Once your booking is agreed, you will need to complete our finance New Supplier Account form and provide us with a PO covering the maximum amount of welfare/management so that we can start recruiting	Before starting the recruitment
Stage 4: The Volunteer Manager will send you the volunteers' contact details, emergency contact numbers and any support requirement they may have Please note that this information is personal data, is confidential and needs to be treated accordingly. By signing up to your event, our volunteers agree to their data being passed on to you for the purpose of your event only. In accordance with the General Data Protection Regulations, it is your responsibility as a data controller to ensure that you are compliant.	2 weeks before your event
Stage 5: Pre-briefing/training information sent to the volunteers	A week before your event
Stage 6: Event day	Event day
Stage 7: Send the volunteer sign-in sheet to the Volunteer Manager	The week after your event
Stage 8: You will be sent an invoice from *i*dverde to cover the total cost of expenses agreed based on the number of volunteers that attended. This will normally be £19 per head (£9.50 per head to cover the travel expenses and £9.50 for a meal) plus any management fee unless otherwise agreed	The week after your event
Stage 9: We value your feedback and would love to hear about your experience working with us: https://www.surveymonkey.co.uk/r/EventOrganiserFback	The week after your event
Total	7 weeks

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What we ask from you

- To give us at least **6 weeks-notice** of volunteer requirements in advance of your event. We cannot guarantee volunteers unless we have ample notice. Additionally, it is important to respect the Park Champions, giving them enough time to factor dates into their diaries. This is best practice when engaging with volunteers as they shouldn't be an after-thought but a key component of your event. This gives us time to ensure that the volunteers have adequate welfare and the roles we provide are both meaningful and rewarding.

- Think carefully about the roles you are hoping to offer to Park Champions, think of it from the volunteers' perspective! **Will they really feel part of your event team? Is the role challenging, rewarding, using their skills and fun?**

- Inform us of volunteers you are using as part of your event who are NOT Park Champions.

- If you are directly managing volunteers on your event you must ensure you have the appropriate **insurances** in place for volunteers.

- Volunteer roles are seen as advantageous in supporting the work of paid staff but not replacing them.

- Keep us updated on any changes to your initial requests and be aware that last minute changes may not be possible, though we will try our best.

- We expect to be notified in advance if there are likely to be any changes to rotas, volunteer requests etc so that we can notify Park Champions accordingly.

- The detail of shifts and volunteer roles have been designed and agreed with Our Parklife.

- Once you have been provided with the contact details for your team of volunteers, you must copy us in all your communication with them so that we are aware and can answer any questions they might have.

- Volunteers to be able to wear their **Park Champions uniforms** when volunteering.

- To work with Our Parklife to ensure that the welfare of the volunteers is always considered.

- To consider volunteers' health and safety at all times and to only request that they perform volunteer duties as agreed with Our Parklife. This is to ensure that volunteers are not replacing the requirements for paid staff or not doing something that might be risking their health and safety and not covered by insurance.

- As a minimum cover the **welfare** of each volunteer, this is a cost of approximately £19 per head to cover refreshments and a contribution to travel.

- Are there any 'perks' you can offer a volunteer as part of a thank you? Tickets, memorabilia, merchandise, vouchers?

- That you comply with the General Data Protection Regulations, processing personal data safely and not holding our volunteers' data once the event has taken place.

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Event Volunteer Booking Form Name of Event:

Date of event
Brief description of event
Event location(s) Please also include the exact meeting point for volunteers if you know it.
Meeting point:
Main point of contact for volunteer matters (before and on the day) Have they got experience working with volunteers? **Please provide a contact number**
Tick the relevant box: ○ Yes, we will manage the volunteers on the day: - Point of contact: - Phone number: ○ No, please provide us with a quote to manage the volunteers on the day.
Outline of volunteer roles/duties on the day – what would inspire you to sign up?
Number of Park Champion volunteers needed
Are other volunteers being used/considered? If so please clarify that all volunteers will be treated fairly and receive the same 'perks' (if any) and treatment on the day even if roles/duties differ.
Shift times (consider impact of early starts and late finishes for public transport links)
Confirmation that they will receive a meal/appropriate refreshment (for shifts longer than 4 hours a full meal and half hour break is required, lighter refreshments for shorter shifts)
Confirmation travel expenses and food can be covered for each volunteer (£19 per head). You will be invoiced for the total number of volunteers who attended. If you provide your own meals and refreshments, you will just have to cover a £9.50 per head contribution to travel.
Who can brief volunteers and oversee them during the day? Where will be the meeting point at the start of the shift? This is for smaller events where it may not be necessary to have the volunteer manager

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or supervisor. A Volunteer Manager from Our Parklife can be in charge of the volunteers on the day (let us know if you are interested by this option and we will provide you with a quote).
Any other relevant info
Confirm they can wear their pink Park Champion uniform, if not please explain why. Their uniform is their identity and shows visitors they are related to the Park.
Confirm that you have the appropriate insurance cover for volunteers whilst they are volunteering with you.
Deadline for signups
Would you like a Team Leader as well to assist the management of the group on the day? They can receive a slightly more detailed briefing and are First Aid Trained. Depending on the event a Team leader can oversee a group of 8-10 volunteers **(we highly recommend this)**

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Mobility Services



Is your event accessible to all? Do your customers need help getting to your event?

We are experienced in delivering Mobility Services to Park visitors and our trained and dedicated team of staff and volunteers are passionate about providing an excellent service. Since 2015, we assisted over 55,000 Park visitors.

We have previously provided a dedicated mobility service to major events including the Major League Baseball London Series, Sainsbury's Anniversary Games, the Unibet Eurohockey Championships and Race of Champions. We also provided services for private hire functions and pre-booked group visits on the Park.

> *"Your volunteers put all of my worries to rest. What a WONDERFUL service! Everyone was informed, helpful, and friendly! Your service alleviated all of my concerns and saved me a great deal of pain."*
>
> Major League Baseball 2023 Customer

Make your event accessible to all by offering them our services. The offer could include:

- Park Mobility Service (hire of scooters, wheelchairs and 'golf' buggies)
- Accessibility Manager
- Blue Badge Parking coordination
- Pre-event Information for ticket holders/visitors
- Sighted guide service

Please describe the scope of service needed

About Our Parklife CIC

Our Parklife is a Community Interest Company (CIC) delivering the Park Champion programme and managing the event volunteers. Its purpose is to connect local people to the Park through employment, training and volunteering. The CIC was set up as part of the Estates and Facilities Management (EFM) contract on the Park with the specific task of involving local people to the Park through the management of the parklands and the management and maintenance of the buildings and some of the venues. As a CIC, Our Parklife is a not for profit company – any surpluses generated will be reinvested into the Company. Our Parklife has two founding members – *i*dverde and Groundwork London who deliver various activities on behalf of the CIC.

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Park Champion Booking Letter of Agreement

This Agreement is made on the [Insert Date]:

BETWEEN

(1) …… (“The Event Organiser”)

(2) Our Parklife (“Contractor”)

For Volunteer, Customer and Mobility Services

Definitions

In this Agreement unless the context otherwise requires the following terms shall have the meanings given to them below:

Agreement; means this Agreement (Including Appendices)

Activities; Including but not limited to Mobility Services, Accessibility Service, Park Champion Deployment and Customer Service Support

Change; means any changes to the scope agreed

Commencement Date; Date (s) of the event

Payment Terms; Once the event has taken place

Park Champion; Our Parklife’s’ Volunteers

Park Champion Programme; Detailed on page 2

Volunteer Manager; to be agreed in writing by both parties prior to the Commencement Date: [Insert Name]

- All Activities and roles have been agreed with the Volunteer Manager
- All Park Champions involved will be treated equally and fairly, regardless of the roles they are performing
- Park Champions are not a replacement for paid staff
- I understand that whilst every effort is made to arrange Park Champions for the event Our Parklife cannot guarantee 100% attendance or to arrange the total number originally requested
- Park Champions will be provided with appropriate breaks, refreshments and welfare provision
- Volunteer roles will be meaningful, rewarding and fun
- Any changes required by The Event Organiser to any of the roles or arrangements detailed in the Event Volunteer booking form will be agreed with the Volunteer Manager. Our Parklife cannot guarantee last minute requests or changes will be possible, though Our Parklife will try our best

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- Any incidents involving a volunteer will be reported
- The Volunteer Manager will be informed, in writing of any other volunteers involved that are not Park Champions
- Our Parklife expects to be informed through the Volunteer Manager in advance if there are likely to be any changes to rotas, volunteer requests etc so Our Parklife can notify Park Champions accordingly
- As a minimum, I, as The Event Organiser will cover the welfare of each Park Champion, this is a cost of £19 per head to cover refreshments and a contribution to travel. Our Parklife will invoice for the total number of volunteers who attended the event
- I confirm that when any Park Champion is acting under my supervision and control, they will be covered by my Employers and Public Liability insurances
- I agree to indemnify and hold harmless (idverde (on behalf of Our Parklife) or the London Legacy Development Corporation) against any and all claims, costs, demands or similar expense arising out of the activities of the Park Champions whilst they are acting under my supervision and control
- In accordance with the General Data Protection Regulations (GDPR) and as a data controller, the personal data I receive from the Park Champion Programme will be processed safely and in accordance with the law
- If we, as The Event Organiser cancel this Agreement, we will remain liable for any costs that OPL may have incurred or incurs as a consequence of such cancellation and all costs which OPL has incurred in anticipation of us completing this Agreement
- I agree to the Payment Terms of this Agreement
- I can confirm that the Park Champion request detailed in the Event Volunteers booking form is the agreed scope of services to be provided in accordance with this Agreement
- This Agreement shall be governed and construed in all respects in accordance with the laws of England and Wales

I, ... on behalf of (insert event organiser) .....

agree to the above terms and conditions for the booking of Park Champion Volunteers on my event:

Signed:
.....
Printed Name:..... Date.....

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