



## **Countryside Access Memorandum**

### **VOLUNTEERING - MEMORANDUM OF UNDERSTANDING**

Thank you for your interest in volunteering with the Countryside Access Warden Scheme.

Kent County Council (KCC) encourages and welcomes volunteers and hopes that you enjoy volunteering with us and feel part of our service.

This memorandum sets out the basis of the relationship between a volunteer and KCC and other than the section relating to the use and return of KCC'S Equipment (below) is not a legally binding document.

KCC notes that by signing this memorandum it does not intend to create a relationship of employer and employee or employer and worker with you either now or in the future. Neither is this memorandum intended to be a contract for services between KCC and you.

This memorandum tells you in brief what you can expect from us and what we would like from you. We aim to be flexible and we will do our best to accommodate any changes if this would assist you.

Please note that we will offer you volunteering opportunities at our absolute discretion. Volunteering opportunities will be allocated based upon the needs of the service. Please note that we do not offer and cannot guarantee you a minimum number of hours of volunteer work per month. If you are no longer required as a volunteer we will let you know. We are not required to give you a minimum period of notice if we do this.

Similarly, you may turn down any volunteering opportunity at any time (whether you have previously accepted it or not) without reason and you may ask to be removed from our list of volunteers at any time and no minimum notice is required (although we would appreciate 1 week's notice). We do ask you to let us know if you no longer wish to be a volunteer or if you are no longer able to carry out a volunteering opportunity that you have accepted, so that we may make alternative arrangements.

### **Beginning your Journey**

As a Warden you will be issued with an Identification pass which authorises you to undertake the duties included in the training and requested by KCC Public Rights of Way Officers.

We would like you to commit to providing at least 10 reported activities in every 12 month period of your volunteering.

It is vital that as representatives of KCC that you help us to maintain good working relations with landowners and the public, this ensures that we can work together to create an accessible countryside that everyone can enjoy.

#### **ID card holder Conditions:**

- Excellent conduct at all times



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- Keep up to date with training & Information shared by KCC
- Non-confrontational behaviour. If faced with danger or confrontation – Walk away and report it.
- The KCC ID card must only be used in conducting Countryside Access Warden business.
- The ID pass does not entitle you to express personal views on behalf of Kent County Council or KCC employee discounts.

### **Along the way**

Throughout your journey as a volunteer with the Countryside Access Warden Scheme we will provide training, supply the necessary tools for the job and keep you informed with regular updates.

We will work on your behalf to provide opportunities for volunteering that are varied and engaging and ensure that you are regularly thanked for your efforts.

Your safety is important to us, we will provide you with insurance whilst you are working on our behalf and using the tools that we provide. Please let us know when your tools need maintenance.

In order for KCC to maintain the countryside network, **you must report online every action that you take and every fault that you encounter**. In the rare event that our technology falters, please note the action & location and log online when our servers are back up and running.

### **Complaint Resolution**

If you have any problems or complaints about volunteering with KCC, inform your staff contact immediately. We take the concerns of our volunteers seriously and will make every reasonable effort to resolve any issues. Your staff contact email address: [C.AS.Volunteer@kent.gov.uk](mailto:C.AS.Volunteer@kent.gov.uk)



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### **The end of the road**

We recognise that volunteering can be long term or temporary depending on your situation.

We reserve the right to ask a volunteer to leave the scheme if they have breached the spirit of the Memorandum of Understanding and the situation cannot be resolved by discussion. In such a case we will endeavor to direct you to alternative volunteering opportunities where appropriate.

### **We would be grateful if you would provide 1 week's notice if:**

- You are no longer willing or able to commit to 10 reported activities per year
- You feel that this opportunity is not for you but you would like to volunteer for KCC in another capacity.

To let us know that you are leaving us or taking a break for any reason, please contact us by emailing the team at [CAS.Volunteer@kent.gov.uk](mailto:CAS.Volunteer@kent.gov.uk) so that we can arrange cover for your area.

We will contact you to arrange collection or drop off of your tools and ID card which are KCC property and must be returned.

### **Equality and Diversity**

We are committed to equality of opportunity for all expressing an interest in volunteering with us, this includes the recruitment, training, and retention of volunteers.

You will be given a copy of our Equality and Diversity policy and are expected to follow both the spirit and letter of the policy and behave in a non-discriminatory way to members of the public, employees and other volunteers.

### **Agreement for the use and return of KCC Equipment**

This Agreement is between Kent County Council ("KCC" "Our", "Us") and you, the volunteer named below ("You", "Your").

To assist You in carrying out Your role as a volunteer, KCC will provide You with identification and may provide You with clothing and equipment ("these items are collective to be called the KCC Equipment"). The KCC Equipment will be loaned to You and will be provided and maintained free of charge.

In consideration for the provision of the KCC Equipment You acknowledge that at all times the KCC equipment remains Our property and You agree-

1. To use Your best endeavours to prevent the KCC Equipment from being stolen, lost or damaged (reasonable or authorised use, wear and a tear accepted).
2. Not to allow the KCC Equipment to be used by any other person, not authorised by Us.



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- 3. To inform Us immediately in writing if any item of KCC Equipment is stolen, lost or damaged.
- 4. To return any or all of the KCC Equipment to Us within 21 days of Our requesting its return.
- 5. To return all of the KCC equipment to Us within 21 days of Your informing Us that You no longer wish to be a volunteer or of Our informing you that we no longer require You to be a volunteer.
- 6. That You agree to indemnify KCC for all reasonably foreseeable losses (including associated costs) arising from any breach by You of clauses 1 to 5 above.

Please complete the form and return to us in exchange for your ID card.

### **Agreement**

I confirm that I have read and understood the Memorandum of Understanding and that I have read and agree to the above terms and conditions relating to the use and return of KCC Equipment by me.

Signed: ..... Dated: .....  
(Volunteer)

Print Name: .....

Print Address.....

Signed on behalf of KCC: ..... Dated: .....

Print Name.....



# Countryside Access Warden Agreement

**Date:** \_\_\_\_\_

## Public Rights of Way Privacy Notice

Last Updated: 09<sup>th</sup> May 2018

This notice explains what personal data (information) we hold about you, how we collect, how we use and may share information about you. We are required to give you this information under data protection law.

### Who are we?

We are Kent County Council (KCC). KCC collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

### The personal information we collect and use

#### Information collected by us

In the course of recruiting, deploying and managing volunteers as Countryside Access Wardens, we collect the following personal information from you:

- Name
- Contact details (address, email address and telephone numbers)
- Details of any relevant medical conditions
- Copy of confidentiality agreement
- Copy of Property agreement

### How we use your personal information

We use your personal information to recruit you as a volunteer for Kent County Council's Countryside Access Warden service. Specifically, we use your contact details and the details of any relevant medical conditions to recruit, deploy and manage you as a volunteer, and we also use the details to understand the volunteering cohort and to help us to improve our services to you.

### How long your personal data will be kept

We will hold your personal information for the duration of your volunteering and for one year following the notification of the cessation.



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### [Reasons we can collect and use your personal information](#)

We rely on the following as the lawful basis on which we collect and use your personal data:

Because you are a volunteer we rely upon your consent to collect, store and process the personal data that we collect. You may withdraw your consent at any time. If you do withdraw your consent no further personal information will be collected and the existing personal information shall only be retained in accordance with KCC's data protection policy. If you do withdraw your consent you will no longer be able to take part in any of our projects as a volunteer.

### **Data Relating to your health**

We need to collect and process data relating to your past, current and future health in so far as it is necessary to provide a safe working environment for you and for others. This is a requirement of the Health and Safety at Work Act and of the regulations made pursuant to that Act.

You may from time to time provide us with information about your physical and mental health, for example you may wish us to know about a health issue or disability you may have for the purpose of allowing us, our managers or our partner organisations to make adjustments to your volunteer working environment.

We rely upon explicit consent for the processing of this information. If you provide us with this information we will only process it (including sharing the information with our partners) to the extent that it is necessary for that purpose.

You may withdraw your consent at any time. If you do withdraw your consent no further personal information will be collected and the existing personal information shall only be retained in accordance with KCC's data protection policy. If you do withdraw your consent we will not be able to ensure that any necessary health needs are met.

### [Who we share your personal information with](#)

Your personal details are not shared outside of the Public Rights of Way service or the Volunteer and Additional Workers Officer and will be used only for deploying and managing you as a volunteer.

We will share information regarding your health, to the extent it is necessary, with KCC officers or partner organisation who are responsible for creating and promoting a safe working environment for you and for others.

We will share personal information with law enforcement or other authorities if required by applicable law.

### [Your Rights](#)

Under the GDPR you have rights which you can exercise free of charge that allow you to:

- Know what we are doing with your information and why we are doing it
- Ask to see what information we hold about you (subject access request)



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- Ask us to correct any mistakes in the information we hold about you
- Object to direct marketing
- Make a complaint to the Information Commissioners Office
- Withdraw your consent at any time

Depending on our reason for using your information you may also be entitled to:

- Ask us to delete information we hold about you
- Have your information transferred electronically to yourself or to another organisation
- Object to decisions being made that significantly affect you
- Object to how we are using your information
- Stop us using your information in certain ways

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties. Please note: your request may delay or restrict your involvement with us as a volunteer or prevent you from working with us as a volunteer altogether.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under the General Data Protection Regulation.

### Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### Who to Contact

Please contact the Information Resilience and Transparency Team at [data.protection@kent.gov.uk](mailto:data.protection@kent.gov.uk) to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, Benjamin Watts, directly at [dpo@kent.gov.uk](mailto:dpo@kent.gov.uk) or you can write to the Data Protection Officer, Sessions House, Maidstone, Kent ME14 1XQ.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 0303 123 1113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>.