



Wellbeing at Redbridge Lakes

E: wellbeingcic.contact@gmail.com

A: 1 Salix Lane IG88LY

The organisations Redbridge Lakes Ltd (RLL) and Wellbeing at Redbridge Lakes CIC (the CIC) operate at Salix Lane, IG8 8LY. The organisations share a common policy framework, but remain separate legal entities, independently responsible for the adoption, implementation, monitoring and review of this policy as it applies to their own activities. Schedules at the end of this policy identify responsibility for fulfilling the policy.

Volunteer Membership

Wellbeing at Redbridge Lakes CIC is a not-for-profit Community Interest Company dedicated to improving mental, physical, and emotional wellbeing. We connect people of all ages and backgrounds with nature, learning, and community in the beautiful setting of Redbridge Lakes nature reserve, Woodford Green.

Volunteers are essential to our mission. This policy outlines the expectations, rights, and responsibilities of all volunteers to ensure a safe, supportive, inclusive, and effective environment for participants, volunteers, and the wider community. This policy applies to all unpaid volunteers, including one-off helpers, regular volunteers, and those supporting our Member Organisations.

1. Benefits of being a volunteer

Free membership to Redbridge Lakes and a gates key. Current members will have their monthly membership fees waived for the duration of volunteering.

As a volunteer you will be provided with tea/coffee during your volunteer hours, but all other café merchandise and other goods and services are charged at normal rates.

2. Volunteer Roles and Responsibilities

We welcome help from all people of all abilities for tasks such as:

- General maintenance
- Working with schools and SEND groups
- Gardening
- Assisting with events
- Administration functions such as planning, marketing, fundraising, community outreach etc

We expect volunteers to give at least one hour of volunteering each week.

3. Task Agreement

Volunteering times and tasks will be agreed with the CIC directors or their appointees. These tasks will focus on CIC activities but may occasionally include tasks for Redbridge Lakes Ltd.

4. Applying

- Completion of a simple application/induction process

5. Training and Support for volunteers

- Induction training (safeguarding, confidentiality, boundaries, health & safety, nature-based wellbeing)
- Role-specific training
- Ongoing support from Wellbeing & Redbridge Lakes

6. Code of Conduct Volunteers must

- Treat all participants, volunteers, and staff with dignity and respect
- Maintain professional boundaries
- Declare any conflicts of interest
- Not attend sessions under the influence of alcohol or non-prescribed drugs

7. Confidentiality and Data Protection

- All volunteers must comply with GDPR and respect participant privacy.

Information shared during activities is confidential, except where there is a safeguarding concern (risk of harm to self or others).

8. Safeguarding

The safety of participants and volunteers is our highest priority. All volunteers must complete safeguarding training. Any concerns about abuse, neglect, or risk must be reported immediately to the Safeguarding Lead. Please refer to safeguarding policy

9. Health and Safety

- Follow all risk assessments, especially for nature-based, water, tool, or vulnerable-group activities.
- Report any incidents, accidents, or hazards promptly.

10. Equality, Diversity and Inclusion

We are fully committed to an inclusive environment. Discrimination, harassment, or bullying of any kind will not be tolerated.

11. Insurance

Wellbeing at Redbridge Lakes CIC holds appropriate public liability and volunteer insurance cover when volunteers act in accordance with this policy and agreed roles.

12. Supervision, Feedback and Recognition

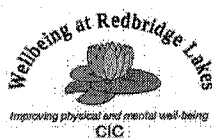
- Volunteers will have a named point of contact.
- Regular feedback is encouraged to help improve volunteering positions.

13. Ending Your Volunteering

- Volunteers may resign at any time with reasonable notice.
- The CIC may end a volunteering arrangement if necessary for the safety of participants or organisational reasons.
- An exit discussion will normally be offered.

14. Complaints and Grievances

Please raise any concerns with your named contact in the first instance. Formal complaints will be handled fairly, promptly, and confidentially.



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Volunteer Membership Application Form

Volunteer Details

Volunteer Name: _____

Address: _____

Email: _____

Phone Number: _____

I am over 18 years old _____ (please tick)

Currently a member of Redbridge Lakes _____ Yes _____ No (please tick)

Volunteer Agreement I have read, understood, and agree to abide by the Volunteer Policy.

Volunteer Name: _____ Signature: _____

Date: _____

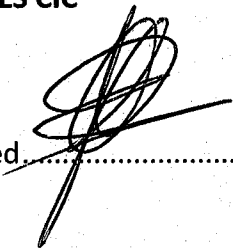
On behalf of Wellbeing at Redbridge Lakes CIC:

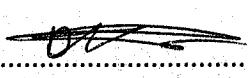
Name: _____ Signature: _____

Date: _____

SCHEDULES

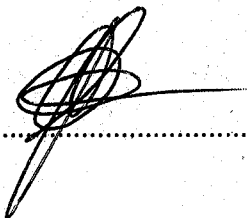
APPROVED FOR WELLBEING AT REDBRIDGE LAKES CIC

CIC Director 1 GORDON Bullock signed  date 24/05/2026

CIC Director 2 DREW FELLOW signed  date 24/5/26

Policy Review Date.....

APPROVED FOR REDBRIDGE LAKES LTD

RLL Director 1 GORDON Bullock signed  date 24/05/2026

RLL Director 2 signed date

Policy Review Date.....