



27 November 2014

INFORMATION REQUEST REFERENCE 14-046

Dear 

Thank you for your information request, received on 11 November 2014. You asked us to provide the following information under the Freedom of Information Act 2000 (FOIA):

"I wish to request the following information under the terms of the Freedom of Information Act 2000 'The FOI Act' and or the Environment Information Regulations 2004 'The EIR Regs'

In order to assist you with this request, I am outlining my query as specifically as possible. As you will understand, this may not be a definitive list of relevant information.

You should also be aware that it is a requirement of the act to respond within 20 working days.

You may be aware that S16 of the act provides a duty on yourselves to assist requesters.

Park Champions

- 1: Please provide an explanation of what Park Champions are?*
- 2: How many Park Champions (Including Team Leaders) do you have? (Defined as how many are registered on a database or other recording system).*
- 3: How much are the Park Champions paid?*
- 4: Do the Park Champions get expenses, free uniform, meal allowances, etc?*
- 5: Who created the Park Champions programme?*
- 6: Was the Park Champions programme put out to tender and or advertised in the OJEU and or advertised anywhere else?*
- 6.1: If so please provide a copy of the Invitation to tender document and copies of the advertisement.*
- 7: What events have the Park Champions been deployed for since the creation of the programme?*
- 7.1: Please also provide approximate numbers of Park Champions deployed for the said events.*
- 8: What is the Job Description for the Park Champion?*
- 9: What is the job Description for the Park Champion Team Leader?*
- 10: Are Park Champions DBS (formally CRB) checked?*

If any document is to be exempted or refused then S16 must be followed to assist me in my request.

In accordance with S11 of the FOI Act and or S6 of the EIR Regs the data needs to be provided in an easily readable format such as .doc .pdf. xls.”

I have set out below our response to each one of your questions following your order:

Q1: Please provide an explanation of what Park Champions are?

The Park Champions are the official volunteers for Queen Elizabeth Olympic Park (the Park). They currently support the Park across three themes of activity; Gardening and conservation, Park mobility service and Events.

Q2: How many Park Champions (Including Team Leaders) do you have? (Defined as how many are registered on a database or other recording system).

1,232 people have registered since the programme began in March 2013.

Q3: How much are the Park Champions paid?

The Park Champions are volunteers and do not receive payment. We do however cover their travel expenses and welfare costs.

Q4: Do the Park Champions get expenses, free uniform, meal allowances, etc?

Yes – they receive a free uniform, refreshments and up to £5 travel allowance per shift. Meals are provided for any shifts that go over meal times.

Q5: Who created the Park Champions programme?

The London Legacy Development Corporation (the Legacy Corporation).

Q6: Was the Park Champions programme put out to tender and or advertised in the OJEU and or advertised anywhere else?

Park based volunteering was included within the Estates and Facilities management contract that went out to OJEU in 2011. In addition, the events volunteering contract went out to tender in January 2013 and again in December 2013 for the delivery of the 2013 and 2014 events volunteering contracts respectively.

Q6.1: If so please provide a copy of the Invitation to tender document and copies of the advertisement.

Please see **Annex A** for the 2014 Volunteering contract notice, published in SupplyingLondon (the Legacy Corporation e-tendering platform at that time) and **Annex B** for the Invitation to Tender for the 2014 programme.

Q7: What events have the Park Champions been deployed for since the creation of the programme?

Q7.1: Please also provide approximate numbers of Park Champions deployed for the said events.

Please see **Annex C** for details of the Park Champion events and deployment numbers.

Q8: What is the Job Description for the Park Champion?

Please see **Annex D** for the Park Champion job description.

Q9: What is the job Description for the Park Champion Team Leader?

Please see **Annex E** for the Team Leader job description.

Q10: Are Park Champions DBS (formally CRB) checked?

No. Legally, under the new DBS system, volunteering in a public park no longer qualifies as a regulated activity. Therefore we are not allowed to DBS check any volunteers.

If you are unhappy with our response to your request and wish to make a complaint or request a review of our decision, you should write to:

Executive Director of Finance and Corporate Services
London Legacy Development Corporation
Level 10
1 Stratford Place
Montfichet Road
London
E20 1EJ

Please note: complaints and requests for internal review received more than two months after the initial decision will not be handled.

If you are not content with the outcome of the internal review, you may appeal directly to the Information Commissioner at the address given below. You should do this within two months of our final decision. There is no charge for making an appeal.


Further information on the Freedom of Information Act 2000 is available from the Information Commissioner's Office:

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone 08456 30 60 60 or 01625 54 57 45

Website www.ico.gov.uk

Yours sincerely


FOI / EIR Co-ordinator
London Legacy Development Corporation

GB-London: Volunteering Programme – 2014 Major Events

Competitive Contract Notice

1. Title: GB-London: Volunteering Programme – 2014 Major Events
2. Awarding Authority:
London Legacy Development Corporation
29-35 West Ham Lane, Stratford, London, E15 4PH, United Kingdom
Tel. 02032881815, Email: nieveschilderley@londonlegacy.co.uk
3. Contract Type: Services
4. Description: Recreational, cultural and sporting services. LLDC is seeking an organisation, ideally with local knowledge, and with good track record of designing and managing volunteer programmes, to recruit, train and manage volunteers for the 2014 summer programme. This will include events based volunteers and some Park based volunteers.
5. CPV Codes:
92000000 - Recreational, cultural and sporting services.
6. NUTS Codes :
UKI - LONDON
7. Main Site or Location of Works, Main Place of Delivery or Main Place of Performance:
LONDON,
8. Reference Attributed by the Awarding Authority:
9. Estimated Value of Requirement: Category I: 50K to 100K
Currency: GBP
10. Deadline for Expression of Interest: 09/01/2014 17:00:00
11. Address to which they must be sent:
Not Provided
12. Other Information:
Other Information: Suppliers must read through this set of instructions and follow the process to respond to this opportunity.
The information and/or documents for this opportunity are available on supply4london.gov.uk.
You must register on this site to respond, if you are already registered you will not need to register again, simply use your existing username and password. Please note there is a password reminder link on the homepage.
Suppliers must log in, go to your Response Manager and add the following Access Code: 4G28M7US7Q.
Please ensure you follow any instruction provided to you here.
The deadline for submitting your response(s) is 17:00 on 9 January 2014. Please ensure that you allow yourself plenty of time when responding to this opportunity prior to the closing date and time, especially if you have been asked to upload documents.
If you experience any technical difficulties please contact the Supply4London Helpdesk on call 0845 270 7050 or email helpdesk@supply4london.gov.uk. TKR-20131217-PRO-5339412

Annex C

Events supported by Park Champions through 2013 and number of Park Champions for each event.

Date	Event	Numbers of Park Champions
July 2013	Kasabian	62
July 2013	Bruce Springsteen	76
July 2013	Mumford and Sons	112
July 2013	Wireless Day 1	111
July 2013	Wireless Day 2	116
July 2013	Wireless Day 3	101
July 2013	Join In Event	88
July 2013	Electric Daisy Concert	158
July 2013	National Lottery Run	153
July 2013	Sainsburys Anniversary Games Day 1	188
July 2013	Sainsburys Anniversary Games Day 2	237
July 2013	Sainsburys Anniversary Games Day 3	144
August 2013	Open East Festival Day 1	59
August 2013	Open East Festival Day 2	75
August 2013	Opening of Childrens Play Area	23
August 2013	Ride London	103
August 2013	Lollibop Day 1	88
August 2013	Lollibop Day 2	113
August 2013	Lollibop Day 3	79
Sept 2013	National Paralympics Day	225

Events supported by Park Champions through 2014 and number of Park Champions for each event.

Date	Event	Number of Park Champions
01.03.2014	Aquatics Centre Opening	8
02.03.2014	Aquatics Centre Opening	8
14.03.2014	Revolution Series	40
15.03.2014	Revolution Series	40
23.03.2014	Sainsburys Sport Relief	20
05.04.2014	South Park Opens	40
06.04.2014	South Park Opens	20
25.04.2014	FINA/NVC Diving World Series	32
26.04.2014	FINA/NVC Diving World Series	32
27.04.2014	FINA/NVC Diving World Series	32
01.05.2014	Go Run	10
08.06.2014	Queens Baton Relay	50
12.06.2014	Floating Cinema	6
13.06.2014	Floating Cinema	6
14.06.2014	Dogs Unite	32
23.06.2014	Greenwich and Docklands Festival	8
24.06.2014	Greenwich and Docklands Festival	8
25.06.2014	Greenwich and Docklands Festival	8
26.06.2014	Greenwich and Docklands Festival	8
27.06.2014	Greenwich and Docklands Festival	8
28.06.2014	Festival of Colours	16
29.06.2014	Festival of Colours	16
05.06.2014	Tour De France	8
06.07.2014	Tour De France	8
07.07.2014	Tour De France	8
09.07.2014	Investec	5
10.07.2014	Investec	5
12.07.2014	Investec	5
13.07.2014	Investec	5
20.07.2014	Newham Run	40
27.07.2014	GBC	50
16.09.2014	Picnic in the Park	30
30.08.2014	National Paralympic Day/Liberty Festival	110
12.09.2014	Invictus Games	20
13.09.2014	Invictus Games	20
14.09.2014	Invictus Games	20
27.09.2014	Colour Run	12
28.09.2014	Colour Run	12
16.10.2014	Art moves	14

**Park Champions:
Event Volunteers role description**

Volunteer role:	Park Champion event support volunteer
Vision:	To have well-managed effective and efficient resource of local volunteers to support the general activities of the Queen Elizabeth Olympic Park
Objective of role:	To provide support to members of the general public at events. To support the event organisers with pre-planned agreed activities. To support customers attending events on the Queen Elizabeth Olympic Park. To provide a fun element in the information and experience of people visiting
Length of task:	4-5 hours per event our choice of a range of events at Queen Elizabeth Olympic Park throughout the year (mainly in the spring and summer seasons)
Start date:	Training will commence ahead of the event season. A range of dates will be offered. Each event with volunteer opportunities will be issued to you in advance for you to sign up to subject to your interest and availability.
Hours required:	5 hours per shift
Uniform:	Park uniform including t-shirts, water bottle, lanyard Windbreaker and cap
Benefits: <i>(social events, certificates etc)</i>	Social events Uniform Training Certificates
Training:	Welcome workshop Park orientation Specific event briefing (plus individual role specific training as required)
Task description:	<ul style="list-style-type: none"> • Provide visitor welcome and support • Wayfinding support to general public • To provide customer services • To help marshal crowds • To provide information about facilities, venues, timings • Eyes and ears of the Park reporting any issues including: rubbish, potential health and safety problems, lost children,

<p>Person specification: <i>(please outline the main skills and type of person that you will require)</i></p>	<p>Good communication skills Ability to work well with members of the general public Team player Dedicated to championing the QEOP volunteer programme Listens to instructions Compliant with code of practice</p>
<p>Volunteer will receive: <i>(out of pocket expenses, training etc.)</i></p>	<p>Expenses Light refreshments Meals when shifts cover meal times</p>

Task Description for Team Leaders

Service area:	QEOP
Volunteer role:	Park Champion Team Leader
Vision:	To have a multi-disciplined group of team leaders to provide efficient and effective support to a group of 10- 15 Park Champions
Objective of role:	<ul style="list-style-type: none"> • To entirely manage a group of up to 15 volunteers including in the absence of staff • To support and maintain the vision, ethos and personality of the Queen Elizabeth Olympic Park and encourage Park Champions to adhere to that mission • To ensure compliance with the health and safety policies and procedures laid down by the management of the programme • To be an encouraging and supporting manager of volunteers who applies equality of opportunity when managing a group of Park Champions • To deal with any issues that might arise for Park Champions including accident or injury • Liaise with event organisers • Ensure that Park Champions get adequate break times • Ensure that Park Champions are covering their roles and moving Park Champions around to ensure effective and efficient volunteers support for the event organisers
Length of task:	6 hours per event Ongoing
Start date:	On completion of training
Hours required:	6 hours per shift
Training:	<ul style="list-style-type: none"> • Park Champion induction • Park orientation • Team Leader training • First Aid
Uniform:	Park uniform including t-shirts, water bottle, lanyard Windbreaker and cap
Task description:	<ul style="list-style-type: none"> • Registering volunteers • Ensuring volunteers have a safe mode of travel home • Ensuring volunteers are complying with health and safety • Delegating roles to volunteers • Ensuring that volunteers represent the LLDC and Queen Elizabeth Olympic Park to the highest standard

	<ul style="list-style-type: none"> • Dealing and mediating conflict • Instructing volunteers on how to deal with difficult situations • Dissemination relevant information to volunteers • Receiving and relaying feedback from volunteers regarding events and event organisers • Compliant with the processes and procedures of activeNewham and the LLDC • To lead volunteers in an emergency situation following detailed instructions • To ensure that volunteers take adequate breaks • To provide support and assistance to volunteers who might have additional support needs • Ensuring volunteers under the age of 18 were safe and well-cared for
<p>Person specification: <i>(please outline the main skills and type of person that you will require)</i></p>	<ul style="list-style-type: none"> • Good communication skills • Ability to work well with members of the general public • Dedicated to championing the QEOP volunteer programme • Compliant with code of practice • A demonstrable high level of emotional intelligence and people skills • A sensitive and patient nature • Able to manage a team of people from diverse backgrounds • The ability to multi-task • Be able to demonstrate initiative in difficult situations • Good understanding of health and safety and the importance of compliance • Actively listens and complies with instructions
<p>Benefits: <i>(social events, certificates etc)</i></p>	<ul style="list-style-type: none"> • Social events • Uniform • Training including: <ul style="list-style-type: none"> ○ Park Champion mandatory for all ○ First Aid ○ Team Leader training <p>Please note if you have already done your First Aid in the last 3 years please advise us accordingly in your application</p> <p>Please note if you have a recent DBS or CRB please could you advise us in your application form</p>
<p>Volunteer will receive: <i>(out of pocket expenses, training etc.)</i></p>	<ul style="list-style-type: none"> • Expenses • Light refreshments • Social Events