

## Water Rangers - Frequently Asked Questions

### General Questions

#### **I am unable to attend an open day how do I get more information or ask questions?**

We are keen to make sure you have many different ways of getting in touch with us. If you find it difficult getting to an open day then here are some other ways of getting in touch:

Website: [www.northumbrianwater.co.uk/WaterRangers](http://www.northumbrianwater.co.uk/WaterRangers)

E-mail: [waterrangers@nwl.co.uk](mailto:waterrangers@nwl.co.uk)

Telephone: 0191 3016308

Letter: Water Rangers Volunteer Coordinator, Corporate Responsibility Team, Boldon House, Wheatlands Way, Pity Me, Durham., DH1 5FA

#### **What's in it for me?**

We will offer you:

- reduced sewerage bills (equivalent to £4 per route walked)
- on the spot rewards for Water Rangers that have gone 'above and beyond'
- excellent training on environmental issues and what to look for when your out walking to enable you to become a successful Water Ranger.
- Newsletters
- Finally, you will be invited along to an end of year celebration meal to thank you for your hard work and commitment to the Water Rangers Scheme

#### **I don't know anything about pollution but can I still apply?**

It does not matter how much you already know, as there will be opportunities to learn.

There will be an induction prepared and delivered by one of our employees. This will include:

- some information about Water Rangers our vision, mission and our future plans;
- the role of the volunteer;
- training on what to look for and environmental issues;
- a copy of all the relevant guidelines including this volunteer policy and also our incentives and health and safety information.
- essential procedures such as timekeeping and walking route rotas

### **How will I get my incentives?**

Some incentives will be passed onto you during the year such as on the spot awards for 'above and beyond' actions performance and rebates to cover your call costs. You will need to fill in a form every two months to allow us to give back your call costs to you. Your reduced sewerage bill incentive would show when you have finished the annual scheme; around about similar times to the big thank you dinner.

### **While out on your route**

#### **Can I choose when I want to go out and walk, or do I have to stick to one set day?**

There is no set day for you to walk. It really is up to you when you go out but all we ask is that Water Rangers patrol either weekly or fortnightly and call us every time they go out. We like to hear about evidence of pollution but are also keen to know when the watercourses are good too.

#### **Can I change my route so I don't get bored of walking the same route every week?**

Yes of course. When we invite our Water Rangers in for training we would like them to work together to come up with a changing weekly rota. This would mean that all the volunteers in one area are patrolling different routes every week which should give you a bit of variety.

#### **What if I need to have a break or quit the scheme?**

That's fine. We understand that sometimes things might pop up in life that makes commitment to this scheme difficult. If you feel this is the case we would ask you to get in touch with your Volunteer Coordinator and/or your local Technical Advisor. We can talk you through your options and discuss the next steps. Don't worry about incentives as these can be recalculated pro-rata for you so you don't miss out.

#### **This is a yearly scheme so what happens if the seasonal weather prevents me from doing the walk?**

We would never expect our volunteers to do anything other than their normal outdoors walk. All Water Rangers will get training on Health and Safety and part of this training highlights that we would never expect you to walk a route if the weather conditions are dangerous.