



WETHERBY TOWN COUNCIL

VOLUNTEER POLICY

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This policy was prepared by Iona Taylor, Town Clerk.

Signed: *I. Taylor*

Dated: *17/8/22*

This policy was adopted by the Town Council at its meeting held on 11th October 2022:

Signed: *N.O'Byrne*
Councillor Neil O'Byrne, Mayor of Wetherby

This policy was subsequently reviewed, and approved without amendment by the Town Council on:

Date:	Signed by Chairman:

1. Introduction

- 1.1 Wetherby Town Council believes that volunteering offers mutual benefits to all parties involved and provides the opportunity for people to make a valuable contribution to their community in a practical way.
- 1.2 This policy sets out the principles and practice by which we involve volunteers.

2. Recruitment

- 2.1 Volunteers may come through various partners organisations, direct from the community or be students from a local educational institute.
- 2.2 All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.
- 2.3 Role descriptions will be in place for all volunteer activities, including necessary skills, experience, actual duties and time commitment required.
- 2.4 A volunteer is not an employee and will not have a contract of employment.

3. Activities

- 3.1 All volunteers will be asked to sign an agreement, which requires them to abide by this policy and sets out a written outline of the specific work they will be undertaking.
- 3.2 The Town Clerk must be informed in advance of any planned activity in order to inform, and seek permission from, the Council.
- 3.3 Volunteer roles will complement the work of paid staff.
- 3.4 Volunteers can refuse demands made of them if they consider them unrealistic, beyond the scope of the activity or if they feel they do not have the appropriate skills to carry them out.
- 3.5 Volunteers wishing to withdraw from their voluntary role are asked to give their supervisor as much notice as possible. When an activity is concluded, volunteers will be asked to return any items or equipment belonging to the Council as soon as possible.

4. Support and training.

- 4.1 All volunteers will receive an induction into Wetherby Town Council and their proposed area of work.
- 4.2 All volunteers will have a named person as their main point of contact (Volunteer Supervisor). They will be provided with regular supervision to feed back on progress, discuss future development and air any problems. The supervisor will be a volunteer's first point of contact.
- 4.3 All volunteers will be offered access to learning and personal development opportunities necessary to enable them to carry out tasks in order to achieve the maximum benefit to to the project and to be able to carry it out safely.



- 4.4 The cost of any formal training or development must be agreed with the Volunteer Supervisor prior to being undertaken.

5. Expenses

- 5.1 Volunteers will not receive any remuneration for the activity they carry out.
- 5.2 The Council will pay reasonable out of pocket expenses for anybody who chooses to volunteer. Volunteer Supervisors will provide details on what is eligible to be claimed for and will provide the relevant claim form.

6. Health & Safety

- 6.1 Wetherby Town Council takes its responsibility for the health and safety of volunteers seriously.
- 6.2 A copy of the Council's Health and Safety policy is available to volunteers on request.
- 6.3 Volunteers have a duty to take care of themselves and others who might be affected by their actions.
- 6.4 Volunteers should not act outside their authorised area of work.
- 6.5 Volunteers should report all accidents to their supervisor and should be recorded in the accident book.
- 6.6 Wetherby Town Council provides volunteers with appropriate guidance on any health and safety issues that arise. Risk assessments will be carried out for all proposed activities.
- 6.7 Volunteers should dress appropriately for their activity; this includes the use of any protective equipment (PPE) that may have been issued.
- 6.8 Providing volunteers are working at the sole request, and under the sole control of the Council using tools materials and equipment provided by the Council the existing Public and Employers Liability Sections of its insurance policy will apply.
- 6.9 Safeguarding
- 6.9.1 If the activity requires a Disclosure and Barring Service (DBS) check volunteers will need to complete the relevant paperwork and receive clearance before they can commence their activity. Volunteer Supervisors will make it clear if DBS clearance is required for an activity. This clearance is usually only required in certain circumstances and with particular groups (such as frequent contact with children or vulnerable adults).
- 6.9.2 The Council has a [Policy for the Protection and Safeguarding of Children and Adults at Risk](#) which is available online.



6.10 Driving

If driving is a part of the role, or if motoring expenses are to be claimed, the volunteer's supervisor will ask to check driving documents prior to the activity commencing. This could include:

- Valid MOT certificate.
- Current insurance. Volunteers should inform their insurance company that they will be driving in a voluntary role.
- Evidence of current road tax.

7. **Equal Opportunities**

Wetherby Town Council operates an Equal Opportunities Policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of, and commitment to, our equal opportunities policy.

8. **IT**

8.1 The majority of volunteers will not require access to any of the Council's computer systems. However, if IT access is required as a part of a role, this will be made clear during the induction process.

8.2 Any use of IT whilst undertaking volunteering activities must be carried out in accordance with the Council's [Communications Policy](#).

9. **Conduct**

9.1 The reputation of the Council is important to maintain. Volunteers must behave appropriately when carrying out their activities.

9.2 Wetherby Town Council has a zero-tolerance approach to drugs and alcohol and this policy is also applicable to volunteers. Volunteers must not be under the influence whilst undertaking activities for the Council.

9.3 Volunteers must not use their activities with the Council to further any political aims, to try to influence the Council's decision-making process, or use their position to influence elected members.

9.4 Volunteers must be mindful to protect the information of others, and not disclose any confidential information relating to either the council, other staff/volunteers, or members of the public.

9.5 The Council must be as transparent as possible; therefore volunteers should not accept gifts from members of the public for their activities.

10. **Complaints**

10.1 We aim to identify and solve problems at the earliest possible stage.

10.2 Volunteers who have an informal complaint should speak to their Volunteer Supervisor in the first instance. A plan and timescale for resolving the complaint should be agreed. If a volunteer is uncomfortable speaking to their supervisor then they should request to speak to the Town Clerk or the Mayor of Wetherby.



- 10.3 If a volunteer wishes to raise a formal complaint, they can do so via the Council's complaints procedure, details of which are on the [website](#).
- 10.4 If a complaint is made about a volunteer, then their Supervisor may call an informal meeting to discuss any resolution and a timescale for implementing any changes. The issue will usually be resolved at this point and no further action will need to be taken. Occasionally, additional action may need to be taken that could include training or moving to a different activity.
- 10.5 Either the Council or the volunteer can terminate this agreement with or without notice at any time.





WETHERBY TOWN COUNCIL VOLUNTEER AGREEMENT

This volunteer policy describes the arrangement between Wetherby Town Council and you. We wish to assure you of our appreciation of you volunteering with us and will do the best we can to make your volunteering experience enjoyable and rewarding.

Description of Activity:

Possible Tasks:

Volunteer's Supervisor:

Volunteer Details:

The Council's [Privacy Notice](#) can be viewed online. I agree by signing below that the Council may process my personal information for statutory purposes, providing information and corresponding with me about my role as a volunteer.

I have the right to request modification of the information that is kept on record by Wetherby Town Council.

Name:

Address:

E-mail:

Phone:

**Emergency Contact
(name, phone number &
relationship):**

Agreement:

This agreement is binding in honour only. It is not intended by the parties to be a legally binding agreement nor is it intended to create an employment relationship between the parties now or at any time in the future. It may be cancelled at any time at the discretion of either party. It acknowledges that the volunteering activities will be run in accordance with this policy.

Volunteer Signature:

**Signed on behalf of
Wetherby Town Council:**

Date: