



Parish Council

Volunteer Policy

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1. Introduction

- 1.1) Central Swindon North Parish Council (CSNPC) values the involvement of volunteers in the service. Volunteers help reflect the interests, needs and resources in the community we serve. We recognise volunteers as a core part of the team with a distinctive but complementary role alongside staff.
- 1.2) CSNPC benefit from the willingness, enthusiasm, skills and experience of the volunteers and we believe that volunteers should benefit from the experience in return. We are committed to managing volunteers in a way that ensures the needs of CSNPC and the volunteers are met.
- 1.3) CSNPC are a diverse and inclusive organisation within a diverse and inclusive community. We are committed to ensuring equal access to high quality volunteer opportunities and equal treatment for our volunteers in all policies and practices.

2. Preparation and Planning

- 2.1) CSNPC will identify roles for volunteers in the service. The roles are to compliment the roles of paid staff and not be used as a substitute for paid staff. At no time will volunteers be asked to undertake the duties of employees.
- 2.2) All volunteers will be provided with a volunteer role description. This will outline:
 - Who they will report to during their volunteering
 - The times and days of the volunteers
 - The tasks and expectations of the role
 - Training and development pathways(appendix a – example)
- 2.3) This role description should be reviewed yearly to ensure the role is necessary, valid, inclusive and fit for purpose.
- 2.4) Volunteers are fully protected by CSNPC's Public Liability Insurance. No volunteers will be expected to use their personal vehicle to support the service and therefore the confirmation of insurance and drivers details are not needed.
- 2.5) CSNPC will reimburse all reasonable public transport costs of the volunteers on receipt of a valid receipt or ticket. It is not expected that the volunteer will incur any other out of pocket expenses. Should a volunteer request reimbursement for anything other than travel this will be considered on a case by case basis.
- 2.6) CSNPC will provide adequate and appropriate facilities, equipment and resources to enable the volunteer to fulfil their role.

- 2.7) The Head of Operations is responsible for the overall management of volunteer involvement, including overseeing the implementation of this policy and dealing with any complaints relating to volunteers and volunteering. The identified volunteer supervisor will provide support and supervision, identify training needs and reimburse travel costs. All staff that are required to undertake the duties above will be provided with the relevant training to do so.

3. Volunteering Recruitment

- 3.1) Central Swindon North Parish Council is committed to serving and representing all of the residents in the community and we would like to see all areas of the community represented among our volunteers. Volunteer opportunities are widely promoted and we will ensure wherever practicably possible to make recruitment materials available a format accessible to any individual or group upon request.
- 3.2) CSNPC implements a fair and effective system in the recruitment of volunteers and treats all information in this process in accordance with General Data Protection Regulations and Data Protection Act (2018).
- 3.3) All potential volunteers will go through a recruitment and selection process that is appropriate to the role offered. CSNPC uses a registration form, references and informal chats. Additional measures may be implemented such as Disclosure and Barring Service check and Risk Assessment and Management Plan as necessary (appendix b).
- 3.4) This process allows **both** parties to present and receive the relevant information to assess whether the volunteer opportunities available match the potential volunteers skills, qualities and interests.
- 3.5) If unsuccessful, the individual will be offered the opportunity to discuss the outcome, in person where possible, and identify other opportunities within or outside of CSNPC.

4. Management of Volunteers

- 4.1) Volunteers will be given an induction before they begin volunteering and will cover the following:
- Welcome and thanks
 - Role and Expectations
 - Health and Safety
 - Confidentiality and GDPR
 - Safeguarding
- 4.2) Volunteers will be provided with an handbook for their role. This will include:
- A personal letter of thanks

- A copy of the role description
 - An outline of the responsibilities of Central Swindon North Parish Council
 - Confidentiality in relation to the role
 - GDPR in relation to the role
 - Safeguarding in relation to the role
 - A volunteer agreement
- 4.3) Volunteers will be given the opportunity to discuss any issues/questions they have with the CSNPC Officers or volunteer supervisor before beginning their role.
- 4.4) All volunteer opportunities are subject to settling in period, the length is dependent on the nature and hours of volunteering. During this period volunteers are given extra support by the volunteer supervisor and meeting will be held at the end of settling in period to ensure that all parties are satisfied with the volunteering arrangements.
- 4.5) The volunteer supervisor will provide on-the-day support to the volunteers as their supervisor. The Head of Operations can be contacted in case of an emergency or if the volunteer supervisor is unavailable.
- 4.6) The volunteer supervisor is responsible for supervision of the volunteers. The frequency, duration and format of this is agreed between the volunteer and the volunteer supervisor
- 4.7) CSNPC is committed to the development of volunteers. Volunteers may attend in-house courses relevant to their role with the approval of their volunteer supervisor.
- 4.8) CSNPC will communicate with volunteers by telephone and email in accordance with the information supplied by the volunteer and their preferences for contact.

5. Complaints

- 5.1) Central Swindon North Parish Council aims to reflect the inclusion of volunteer in our service through policies and procedures for managing their involvement. The volunteer supervisor will deal with all minor complaints by or about volunteers through usual support and supervision in the first instance.
- 5.2) Central Swindon North Parish Council recognises its duty to protect the wellbeing and interests of all of stakeholders and therefore will operate under the existing Complaints Policy and follow the formal complaints procedure in the case of more serious complaints. These complaints may be brought forward by the volunteers or a stakeholder. In the rare case where a criminal offense may have been committed the complaints procedure may be bypassed, the volunteer asked to leave and the matter referred to the police.

6. Volunteer Feedback

- 6.1) CSNPC recognises the role the volunteers fulfil at every level of the organisation. Volunteer feedback will be sought on a regular basis through an annual volunteer survey. Volunteer feedback is always welcome and a volunteer may approach any member of staff to offer feedback at any time.

7. Volunteer Information

- 7.1) In order to effectively manage and communicate with volunteers a volunteer Database and electronic files will be established. This will include:
- The full name of the volunteer.
 - Contact details.
 - Record of induction and development.
 - A record of any conversations pertaining to the role and remit of the volunteer.
- 7.2) This information will be held in accordance with the Data Protection Act (2018) and most recent GDPR Guidelines.
- 7.3) Volunteers are entitled to inspect information pertaining to their own involvement.

Appendix A: Role Description

Example Grounds Role Description

Grounds Maintenance Volunteer

About the Role:

About the role:

We are looking for someone who enjoys manual work, being outside, chatting with others doing a little gardening and tidying to keep our assets looking neat and tidy.

Key Responsibilities:

- Carrying out a variety of planned and reactive tasks to fix, maintain and keep the site(s) in good order.
- To assist the staff in carry out general maintenance works.
- Manual handling including assembling and moving items.
- General improvements including painting and general decorative improvements.
- Ensuring high standards of maintenance are met in accordance with Health & Safety Policies

Criteria:

- Experience of performing routine maintenance or DIY tasks preferred.
- Able to use tools and equipment safely.
- Good attention to detail.
- Be able to accurately record & log information and update records if required.
- Ability to work alone safely and adhere to H&S policies

Support and training offered:

- To become part of a friendly team and make a difference in your local community. All tools and equipment / training provided. The role also includes a free food and drink offer for all our volunteers in our Community café.

Time commitment and location:

- Volunteering time to suit the volunteer during Parish opening hours.

Where: Central Swindon North Parish Council

Reporting to: Grounds Maintenance & Allotment Officer(s)

We will re-imburse all reasonable public transport costs when provided with a receipt.

Appendix B:

Risk Assessment and Management Plan (RAMP)

Name of Volunteer:

Name of staff member:

This assessment tool should be used for volunteers known to have a blemished disclosure check prior to confirmation of the volunteer post. It is advised that the volunteer bring their DBS certificate to this meeting.

Use this assessment, along with the following documents as available:

Role Description
Registration Form
Self Disclosure
Disclosure Certificate
References
Informal Chat Notes

Together these documents will assist you in identifying the potential risk posed by the volunteer taking up the role.

To consider before meeting with the Volunteer

Based on the Role Description:

Will role involve contact with children/vulnerable adults?	Yes	No
Will role involve access to financial assets?	Yes	No
Will role involve access to valuable physical assets?	Yes	No
Will role involve access to sensitive information?	Yes	No

How has this risk been identified?

Self-disclosure, informal chat, references, DBS check

To consider during Risk Assessment meeting with the Volunteer:

Based on the Volunteer's Disclosure Certificate:

Date/Offence/Other information provided by Disclosure	Brief details of offence (include circumstances, victim, information/age of offender at time)

Question	Applicable? Yes/No	Volunteer's explanation/comments
Did the Volunteer declare the matters recorded on Criminal Records Disclosure Application and/or during role application process?		
Does Volunteer agree that information on Criminal Records Disclosure is correct?		
Does the Volunteer regret the offence(s) and what is their attitude towards it now?		
Would they do anything differently now?		
Have the individual's circumstances changed since the conviction? e.g. location, relationships, employment, substance, misuse, mental health?		
Can the Volunteer demonstrate any efforts not to re-offend? e.g. rehabilitation courses.		

DECLARATION BY VOLUNTEER:

I understand that:

- if any information is false or misleading, or I do not supply any other relevant information, I may be asked to leave Central Swindon North Parish Council.
- information I provide will be maintained by Central Swindon North Parish Council.

I hereby consent to the use and maintenance, of my personal information in accordance with this declaration.

Signature:

Date:

Questions to consider following the Risk Assessment meeting with Volunteer:

Question	Applicable? Yes/No	Explanation/comments
Do the matters disclosed form any pattern of offending?		
Is the age of the Volunteer at the time of offending significant?		
Can the Volunteer demonstrate any rehabilitation?		
Will the nature of the position present any realistic opportunities for re-offending?		
Can any safeguards be implemented to reduce/remove risk?		
Additional Comments:		

Do you want to proceed with the post:

Yes

No

If Yes, proceed to Risk Assessment and Management Plan. The RAMP should be sent to the Head of Operations for review.

If No, please inform the Head of Operations that you are not going to take the application forward.

Staff signature:

Date:

Risk Assessment & Management Plan (RAMP)

Name of Volunteer

Date of Assessment:.....

Role/Position.....

Assessor Name and Title.....

What is the risk? (Please indicate whether this risk is minimal to high. ' No Risk' will not be accepted)	Who is the risk to?	When is risk behaviour likely to occur?	Protective measure	By whom	Date actioned

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To Review: every 6 months/annually or following a significant incident/evidence of escalated risk.

Next review date:

Staff signature:

Volunteer Signature:

Date:

Date: