



NANTWICH TOWN COUNCIL

VOLUNTEER POLICY

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INTRODUCTION

- 1.1 Nantwich Town Council recognises the valuable contribution that volunteers can make to the work it does in the community and how vital volunteers can be for projects and events to be successful.
- 1.2 The council also recognises that volunteers are motivated, because it is their choice to volunteer and give their time freely. In return, the council wishes to provide volunteers with opportunities that will help them to develop new skills and experiences.
- 1.3 The aim of this policy is to ensure volunteers are safe and appreciated when volunteering with the council. It is designed to provide a framework for how the council will manage volunteers and what volunteers can expect from the council; it sets out the principles and practice by which the council will involve volunteers.
- 1.4 This policy applies to all volunteers undertaking work or duties on behalf of the council in a voluntary capacity. It does not apply to those who are directly employed or contracted by the council or to councillors.
- 1.5 Officers may identify the opportunity for volunteering with the council, but all volunteering opportunities must be approved by the Town Clerk.

PRINCIPLES

- 2.1 All employees will be expected to work positively with any volunteers and, where appropriate, will actively seek to involve them in their work.
- 2.2 The council aims to provide volunteers with satisfying roles and the opportunity for personal development. The council seek to help volunteers meet these needs.
- 2.3 The council will not introduce volunteers to replace paid staff.
- 2.4 For all volunteering roles, there will be a member of staff (line manager) who has responsibility for the management of volunteers(s).
- 2.5 The council is committed to providing equal opportunities for all volunteers, irrespective of their characteristics and opposes all forms of unlawful or unfair discrimination. The council's Equality Policy for employees will always be adhered to in relation to the recruitment and support of volunteers.



RECRUITMENT AND INDUCTION

- 3.1 The council may recruit volunteers using a range of methods, including word of mouth, advertising, talking with other organisations or engaging volunteers through another organisation. It may also directly approach people who have previously volunteered with the council.
- 3.2 In all circumstances a volunteer before commencement of volunteering duties should complete an application form.
- 3.3 The council will endeavour to help a volunteer overcome barriers which may make it difficult for them to volunteer.
- 3.4 For voluntary roles prospective volunteers will undertake an informal interview by the line manager to assess their suitability. The Town Council will obtain references and it may also be necessary to obtain a DBS check.
- 3.5 All volunteers will be asked to sign a volunteer agreement which details the role they agreeing to undertake, indicates agreement to the council's relevant policies and sets out the commitment from the council. This requirement may be disapplied where volunteers are working through a partner organisation which has a similar agreement in place for its volunteers.
- 3.6 All volunteers will receive an appropriate induction which will aim to:
 - a) Familiarise volunteers with the work of Nantwich Town Council in general and in their specific area of work.
 - b) Ensure volunteers are aware of the risk assessment and safety measures applicable to their work.



SUPPORT, INVOLVEMENT AND PROBLEM SOLVING

- 4.1 All volunteers will have a named person as their main point of contact.
- 4.2 Where appropriate (for example for ongoing volunteer work) volunteers will receive regular supervision to feedback on progress and discuss future development.
- 4.3 The council may offer training and development opportunities where it helps fulfil the volunteer's role.
- 4.4 The council will invite volunteers to provide feedback on activity they are engaged in.
- 4.5 Volunteers are encouraged to express their views about matters concerning the Town Council, its facilities, services and events to the volunteer coordinator. The council welcomes volunteers proactively providing feedback and making suggestions for how things may be done differently in future.
- 4.6 The council wishes to identify and resolve any problems at the earliest possible stage and volunteers are encouraged to raise any grievance or complaint with their volunteer coordinator or the Town Clerk.

HEALTH AND SAFETY

- 5.1 The council has responsibility for the health and safety of its volunteers and will undertake a risk assessment of all volunteering activities.
- 5.2 Volunteers must always follow the council's health and safety policies and procedures; they have a duty of care to themselves and others who might be affected by their actions. Volunteers may also need to disclose any medical conditions which affect their ability to undertake certain activities.
- 5.3 The council will inform volunteers of any specific health and safety measures which must be taken during a voluntary activity and volunteers must wear any PPE as required.
- 5.4 Volunteers must report any accidents to the volunteer coordinator.
- 5.6 Volunteers are covered by the council's insurance policies whilst undertaking official duties on behalf of the council; cover is not provided for unauthorised actions or actions taken outside the volunteering agreement.



EXPENSES

- 6.1 Volunteers will be reimbursed for any out-of-pocket expenses incurred on behalf of the council where this has been approved in advance. Receipts must be provided.
- 6.2 With prior agreement of the Town Clerk, reasonable personal expenses may be reimbursed on a case-by-case basis to enable volunteers to overcome financial barriers to volunteering.

VOLUNTEER CONDUCT

- 7.1 Volunteers represent the council and whilst they are not employees there are certain expectations the council has for its volunteers. Volunteers are expected to:
- a) undertake their volunteering duties to the best of their ability
 - b) treat all volunteers, staff, contractors and members of the public fairly and courteously
 - c) respect decisions taken by staff and follow all reasonable instructions
 - d) follow safety procedures and wear any PPE provided
 - e) wear appropriate clothing (including suitable footwear), provided identification (if required), and take necessary steps to protect themselves in the environment they are working in (e.g. protection from UV rays through the use of sunscreen and a hat)
 - f) not behave in a way which could bring the council into disrepute
 - g) return any equipment/clothing supplied at the end of their duties
- 7.2 Volunteers may have access to personal data or sensitive information about the work of the council, its volunteers and staff, clients or other organisations. There is an absolute obligation both during and after volunteering with the council to maintain confidentiality and not pass on information to any individual or third party organisation unless required to do so by law.
- 7.3 Volunteers using the council's computers/IT network are expected to observe the council's IT policy and all volunteers are expected to observe the council's policies on Data Protection and Social Media use.



GRIEVANCE

- 8.1 In any organisation, problems can sometimes occur and whilst it is hoped that this will not be the case, if there are any concerns volunteers should in the first instance speak to either their named supervisor, or Town Clerk who will try and resolve the matter informally.
- 8.2 If a volunteer has any concerns regarding treatment towards them by colleagues or councillors and it has been discussed with their named contact, but they are still not satisfied, any complaint may be taken to the Town Clerk.
- 8.3 Volunteers will not be subject to Nantwich Town Council disciplinary procedures nor have access to Nantwich Town Council grievance procedures, both of which are for employees only.
- 8.4 If there are concerns about the conduct or performance of a volunteer, their supervisor should investigate to find out what is happening. This includes talking with the volunteer concerned. If conduct or performance is unsatisfactory, the volunteer should be informed that s/he will be offered extra support and/or training for a period. The object of extra support and/or training will be to encourage improvement.

If a volunteer does not meet our standards of performance or the steps we have taken to encourage them to improve do not work, the volunteer will be offered more suitable voluntary activities if available. If behaviour, which in Nantwich Town Council's view, is equivalent to gross misconduct has occurred, then the volunteer activity will be terminated immediately.

RIGHT TO LEAVE

- 9.1 The council recognises that volunteers give their time freely and are under no obligation to give notice. However, it is greatly appreciated if volunteers can provide advance notice if they are either unable to attend their volunteer role or wish to end their volunteering arrangement with the council.



Appendix 1 VOLUNTEER AGREEMENT

This volunteer agreement describes the arrangement between Nantwich Town Council and you. The Town Council wishes to assure you of our appreciation of you volunteering with us and will do the best we can to make your volunteer experience enjoyable and rewarding.

Purpose of the Role:

Possible Tasks:

PART 1: THE ORGANISATION

What you can expect from Nantwich Town Council:

Induction and Training

Nantwich Town Council will provide you with:-

- An introduction to the project and your volunteering role within it
- Training related to your responsibilities as a volunteer.
- A named contact who will supervise your volunteering and with whom you can discuss your work
- Personal liability insurance to cover you while you are fulfilling authorised volunteer work
- Injury insurance for injuries incurred while you are fulfilling authorised volunteer work
- Reimbursement of any specific expenses incurred for NAntwich Town Council which has been previously approved, with receipts where possible

Supervision, Support and Flexibility

- To explain what will be required and to encourage and support you in your volunteer work
- To provide a named person who will meet with you regularly to discuss your volunteering role, your successes and problems you may have
- To help develop your volunteering role with us

Health and Safety

- To provide adequate training in support of our health and safety policy

Complaints or Issues

- To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us. If you run into problems when performing your duties, you should discuss any complaint or problems with your volunteering coordinator in the first instance or the Town Clerk if the issue is with your coordinator



PART 2: THE VOLUNTEER

What Nantwich Town Council expects from you:-

We will discuss with you the amount of time that you are willing to commit to volunteering, the frequency of your availability and how this will fit in with your needs. If, for any reason, you will not be attending a previously agreed volunteering session, Nantwich Town Council would be grateful if you could let other volunteers and the volunteer coordinator know via telephone or email so that a substitute can be found or different arrangements can be made. If Nantwich Town Council has no work for you, you will be informed as soon as possible.

Nantwich Town Council expects you:-

- To perform your volunteering role to the best of your ability
- To follow the organisations policies and procedures and standards including Health and Safety and Equality and Diversity
- To maintain the confidential information of the organisation and of its users as appropriate. In the course of your volunteering you may come across confidential information which you must respect this confidentiality and not disclose this information except where required to do so by law
- To be aware of the importance of safeguarding policies and procedures and to always discuss any safeguarding concerns with your volunteer coordinator or a member of Nantwich Town Council staff
- To meet the time commitments and standards which have been mutually agreed with you and to give reasonable notice so other arrangements can be made when this is not possible

Ideas

You may have ideas for the better performance of your duties or of ways in which we can meet our objectives as an organisation. Please discuss these with your volunteer coordinator.

Termination

Either you or the organisation can terminate this agreement with or without notice at any time.

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 us now or at any time in the future. It may be cancelled at any time at the discretion of either party.



Name:

Position:

Signed:

Date:

Volunteer

Name:

Position:

Signed:

Date:

Nantwich Town Council

VOLUNTEERS PERSONAL DETAILS

Name:

Home Contact Number:

Email Address:

Mobile Contract Number:

Home Address:

Emergency Contact Name

Emergency Contact Number

**Any medical conditions or disabilities
that Nantwich Town Council should be
aware of:**



Privacy Notice

Nantwich Town Council is the Data Controller under the new data protection law and will use the information you provide on this form contact you whilst in a voluntary position with Nantwich Council.

The legal basis for processing this data is your consent to do so. You can withdraw your consent at any time by notifying us. Our contact details to do so, or for any other queries, are Nantwich Town Council, Civic Hall, Market Street, Nantwich, CW5 5DG. We will keep your data for one year following the Charity Auction. Your information will not be shared further.

Individuals have a number of rights under data protection law, including the right to request their information. You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Information you provide will only be used for the stated purpose. Further information about the processing of your data can be found on our website at <http://www.Nantwichtowncouncil.gov.uk>.

You can contact the Town Council's Town Clerk, Samantha Roberts by post at Nantwich Civic Hall, Market Street, Nantwich, CW5 5DG, by email at samantha.roberts@nantwichtowncouncil.gov.uk , or by telephone on 01270 619224.

Please confirm your consent below. You can grant consent to any or all of the purposes listed. You can withdraw or change your consent at any time by contacting the Council Office.

- ☐ We may contact you to discuss voluntary working for Nantwich Town Council
- ☐ We may use your name and photo in our newsletters, or on our website, or our Facebook page.

KEEPING IN TOUCH

- ☐ Yes please, I would like to receive communications by email.
- ☐ Yes please, I would like to receive communications by telephone.
- ☐ Yes please, I would like to receive communications by mobile phone including text message.
- ☐ Yes please, I would like to receive communications by social media including Facebook.
- ☐ Yes please, I would like to receive communications by post.

Name:

Signature:

Date:



Appendix 2 VOLUNTEER APPLICATION FORM

Name	
Address	
Contact Number	
Volunteer position applied for	
Have you any training or experience that would be relevant to the position?	
What are your reasons for wanting to get involved in voluntary work?	
What is your weekly availability?	
How many hours do you think you could commit to on a weekly basis?	
Reference name, contact details and relationship	



LOCAL COUNCIL
AWARD SCHEME
QUALITY GOLD

DIVERSITY

We are committed to equality of opportunity for everyone. To assess whether our Diversity policy is effective we need to monitor it and to do this we need the information requested below. We can then compare the appointment of volunteers to ensure that unfair discrimination is not taking place. This will also enable us to comply with our obligations under current legislation.

The information below will be used only for monitoring purposes and not in the selection process. Please tick correct boxes:

Gender: Male ☐ Female ☐ Non Binary ☐
Intersex ☐ Prefer to self-describe ☐ Prefer not to say ☐ Other ☐

Would you describe yourself as trans? Yes ☐ No ☐ Prefer not to say ☐

Marital Status: Married ☐ Civil Partnership ☐ Single ☐

Date of Birth: _____ **Age:** _____

Please indicate your ethnic origin

White:	Mixed:	Asian
White British <input type="checkbox"/>	Mixed White/Black Caribbean <input type="checkbox"/>	Indian <input type="checkbox"/>
White Irish <input type="checkbox"/>	Mixed White/Black African <input type="checkbox"/>	Pakistani <input type="checkbox"/>
Any other White <input type="checkbox"/>	Mixed White/Asian <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>
<input type="checkbox"/>	Other Mixed <input type="checkbox"/>	Other Asian <input type="checkbox"/>

Black or Black British:	Other:
Black Caribbean <input type="checkbox"/>	Chinese <input type="checkbox"/>
Black African <input type="checkbox"/>	Gypsy/Traveller <input type="checkbox"/>
Other Black <input type="checkbox"/>	Other <input type="checkbox"/>

Nationality (Please State)

How would you define your sexual orientation?

Bisexual ☐ Gay ☐ Heterosexual ☐ Lesbian ☐ Prefer not to say ☐

What is your religious belief?

Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh ☐

No religion ☐ Other (please specify) _____ Prefer not to say ☐



Disability: The Equality Act 2010 makes it unlawful for employers to discriminate against their employees who are disabled and places a duty on the employer to make reasonable adjustments to enable the employee to undertake the work.

If you do consider yourself to be disabled under the Act, please indicate this, even if you do not currently need any adjustments to undertake your job.

Do you consider yourself to have a disability? Yes ☐ No ☐

Prefer Not To Say ☐

Is there anything we can do to support you whilst in voluntary work with Nantwich Town Council? Please give details

Have you any unspent convictions? If so please give details.

If between the completion of this application form and taking up a voluntary role with the Council you are convicted of a criminal offence you must inform the Council of this.

The Rehabilitation of Offenders Act (only complete this section if instructed to do so)

The Rehabilitation of Offenders Act allows for a person who has been convicted of a criminal offence involving a sentence of not more than 2½ years imprisonment and who has since lived trouble free for a specified period of time (related to the severity of the offence) to be treated as if the offence, conviction or sentence had never occurred. This is known as a spent conviction.

The voluntary position for which you are applying is one of those to which the provisions of the above Act in relation to spent convictions, do not apply. You must, therefore, disclose whether you have any previous convictions, whether or not they are spent.

Should you identify that you have a criminal conviction, this will be discussed in confidence at interview. However you should note that only convictions that are relevant to the job in question will be taken into account.

Do you have any spent criminal convictions? Yes ☐ No ☐

If yes please state:



If you do not disclose any conviction you have it could lead to your application being rejected, or, if you are appointed, may lead later to your dismissal.

People who have convictions will be treated fairly and given every opportunity to establish their suitability for the position.

Any information that you give will be kept in strict confidence and will be used only in respect of your application for this role.

Criminal Record Bureau

Successful applicants will be asked to apply for a Criminal Record Check (Disclosure) from the Criminal Records Bureau.

Please check with the Town Clerk to identify the level of check required for the position for which you are applying.

A copy of the Criminal Records Bureau Code of Practice is available on request.
Further information about the Disclosure process can be found at www.disclosure.gov.uk

I certify that the details on this application form and any supplementary information attached are true as far as I know. I understand that if I give false information or withhold relevant information, it could result in my volunteer termination.

Signed

Date



VERSION CONTROL

Approval Date

Version 1	25 May 2023 (draft)
Version 2	Amendments made for approval by Full Council 8 June 2023.
Version 3	Approved by Full Council 8 th June 2023



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