PENRYN TOWN COUNCIL
Volunteer Policy

1. Why Volunteer?

People volunteer for a variety of reasons including:
• to socialise;
• to put something back into the community;
• to regain or learn new employment skills; and/or
• to occupy their time.

In public services, volunteers bring a range of expertise to particular task projects. Their expertise should complement the skills of staff. Often, volunteers can develop a range of support that cannot be provided solely by paid staff.

2. Principles and Values

This policy will:

• let volunteers know how we will ensure fairness and consistency;
• enable volunteers to know where they stand;
• offer security in terms of knowing how they will be treated; and
• help staff and volunteers understand each other's roles.

3. Who is a Volunteer?

Volunteering is:

> An activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives [see central government's volunteering code of good practice, 'Compact'].

A volunteer from the community is therefore a member of the public who undertakes tasks, which complement the work of paid staff in achieving our aims, on a long term basis. Anyone who assists staff on a casual or 'one-off' basis, for example, laying tables, washing dishes, etc. is not a volunteer in terms of this policy, but is a helper. Where the participation of local people is actively sought,

such as for a consultation, those involved are regarded as involved persons or consultees, not volunteers within the terms of this policy.

4. Conflict of Interest

Anyone with a conflict of interest with the Town Council should not be accepted as a volunteer.

5. Volunteer Tasks

Volunteers should not be used to replace departing staff members, nor asked to work in unsafe or unhealthy conditions. Any special clothing or equipment needed will be provided by the Town Council.

Volunteers will not be asked to undertake activities which they do not want to do, or given only repetitive tasks. If a volunteer would like changes to be made to their tasks they are encouraged to discuss this with their supervisor. The Council's Health and Safety Policy applies to volunteers as well as to paid staff.

6. Induction

Volunteers should have an induction that includes:

• an introduction to their supervisor, other staff and volunteers;
• an explanation of the relevant procedures;
• being shown where the various facilities are;
• training for their duties, where necessary; and
• completion of the Volunteer Details Form (attached).

7. Insurance

Should anything happen to volunteers whilst carrying out their duties, they are covered by the local authority's public liability and employer's liability insurance. Volunteers should not be expected to use their own vehicle for undertaking voluntary duties, such as transporting goods, unless they are appropriately insured and the documentation has been checked.

8. Equal Opportunities and Diversity

Our commitment to anti-discriminatory practice extends to volunteers. A diverse group of volunteers helps to make the council more welcoming and representative of the community.

9. Complaints

Volunteers have a right to use the Town Council's complaints procedure, if something causes them concern. Similarly, should a volunteer act in an inappropriate manner, a complaint may be made about them. Any complaint should be fully investigated, in accordance with this procedure.

10.   Confidentiality

Volunteers are bound by the same confidentiality requirements as paid staff.

11.   Data Protection

Volunteers have the right to see any personal information held on our files, and to challenge the accuracy of that information.

PENRYN TOWN COUNCIL
VOLUNTEER DETAILS

Name	
Address	
Contact Number	
Email address	
Date of Birth	
Emergency Contact	Name: Address: Contact Number:
Do you have any medical conditions that the Council should be aware of?	☐ Yes ☐ No If yes, please provide details: