

VOLUNTEERING POLICY

1. Introduction

Cleobury Mortimer Town Council recognizes the important contribution that volunteers make to the parish and community through their enthusiasm, skills and ideas. Most of the Council's volunteering opportunities are outdoors and we try to find tasks that match the volunteer's interests and skills with the needs of the community.

The Council is committed to providing safe, rewarding and meaningful volunteering opportunities that support local services, events such as the Festival and projects which improve shared spaces such as the parks, for the benefit of residents and visitors.

Many of the Council's activities involve working in partnership with community groups and volunteers. This working relationship helps:

- Encourage further involvement and engagement with the communities that we serve
- The community understand how we operate and what we are responsible for
- Ensure that our services reflect the needs of our community
- Increase the skills, experience, perspectives and diversity in the decision-making of the Council.

We encourage a positive atmosphere to enable volunteers to have the best volunteering experience possible. We will provide a clear description clarifying volunteers' roles and responsibilities and the standards required.

2. Scope

For the purpose of this policy, a volunteer is an individual who gives their time and energy freely, by choice and without payment, to carry out work that benefits the community on behalf of the Council.

This policy sets out the principles, standards and procedures governing volunteers engaged in activities authorized by the Council.

This policy applies to all volunteers undertaking duties that have been authorized by the Town Council, and are carried out under the guidance or oversight of the Council. The policy does not constitute a contract of employment and volunteers are not employees of the Council.

3. Types of Volunteer Activity

Volunteers may support a range of activities including, but not limited to:

- flower and planting projects, including watering and weeding
- maintenance of parks and green spaces including the Cemetery and Churchyard
- litter picking and seasonal tasks such as drain clearance, painting railings
- event preparation and stewarding at the Festival and Christmas events.

The Council may approve new volunteer activities as required.

4. Recruitment and Induction

We offer equal opportunity and inclusivity to everyone who wants to volunteer. Volunteers will be treated fairly, respectfully and without discrimination. Volunteer recruitment will be informal, and no individual is obliged to volunteer. Notices asking for volunteers will be placed on the website, notice board and in the local newsletter. Notices will outline the scope of the volunteering opportunity, time commitments, specific tasks and duties, skills levels, previous experience and any other requirements. Where a new volunteer wishes to join an activity:

- the Town Clerk or Lead Volunteer will discuss the role and expected duties
- the volunteer should assess whether they are competent to undertake the tasks assigned to them
- the volunteer will receive a briefing relevant to the task
- any health considerations that could affect safety should be disclosed in confidence.

Volunteers will be asked to complete and sign an agreement to acknowledge their understanding of safety arrangements, role expectations and insurance coverage. Volunteers must only carry out tasks for which they feel competent and comfortable.

5. Health, Safety and Welfare

The Council has a responsibility to take reasonable measures to ensure the health, safety and welfare of volunteers and members of the public affected by our work. Volunteers are responsible for their own health and safety and should not undertake any tasks they feel is unsafe. Council will undertake a risk assessment before the activity takes place and give volunteers a safety briefing appropriate to the task. Volunteers will not be authorized to carry out work that the Council considers hazardous or would contravene the principles of the Health and Safety at Work Act. Volunteering is covered by the Council's insurance providing all the safety arrangements have been met and the Volunteer Registration and Safety Agreement Form (Appendix A) has been completed whilst they volunteer on Council premises or are engaged in Council volunteering work. The Council does not insure the volunteer's personal possessions.

Volunteers are required to provide their contact details and declare any relevant health conditions to the Town Clerk or Lead volunteer. If a volunteer has a serious health condition or illness, they must seek written permission from their doctor before undertaking any physical volunteering tasks. This information will be kept in accordance with our Data Protection and Privacy Policies.

Volunteers should wear appropriate clothing and footwear for the task and, for outdoor work, prepare suitably for weather conditions.

During activities volunteers are expected to:

- follow safety instructions and use appropriate protective equipment
- carry out a visual inspection of the work area and report any hazards
- work in a manner that does not endanger themselves or others.

Any accidents, incidents or near-misses must be reported to the Town Clerk or Lead Volunteer as soon as possible. First Aid will be available on-site.

Drinking water will be provided as a minimum. Toilet facilities will be available for volunteers, although they may be some distance from the specific work site. This will be communicated in advance.

6. Lone Working

Lone working should be avoided where possible. Where it cannot be avoided, it may only take place under agreed arrangements that ensure:

- suitable tasks for lone working and the individual feels able and safe to work alone
- agreed check-in and check-out procedures with the Town Clerk or Lead Volunteer
- a method of keeping in contact including keeping a fully-charged mobile phone with them.

7. Insurance

Volunteers working at the sole request of and under the direction of the Council are covered under the Council's Public Liability and Employers' Liability insurance policies, provided that volunteers follow Council procedures, safety arrangements and are working on authorized tasks. Volunteers must not undertake any work or use equipment that has not been authorized by the Council.

8. Supervision and Support

Each volunteer group or activity will normally have a Lead Volunteer responsible for:

- coordinating the activity
- ensuring risk assessments and inductions take place
- reporting concerns, incidents or hazards to the Town Clerk.

Volunteers are encouraged to share ideas, raise concerns and provide feedback to help improve volunteer experience and community projects.

Volunteering is inclusive and we welcome everyone to join us. We do ask that children are supervised by their parents/carers. The Council supports safeguarding and is committed to ensuring that children, young people and adults at risk are protected and kept safe from harm while engaging in any services, activities or facilities provided by the Council or on its behalf.

9. Conduct and Respect

Volunteers represent the Council while carrying out authorized activities. Volunteers are expected to:

- aim for high standards of efficiency, reliability and quality in volunteering
- behave respectfully towards members of the public and fellow volunteers
- use Council resources responsibly
- attend briefings as requested and follow Council guidelines
- dress appropriately for the role being undertaken
- not work under the influence of alcohol or drugs.

10. Complaints and Problem Resolution / Feedback

Council is committed to making the volunteering experience enjoyable and meaningful and we welcome both positive and constructive feedback. Volunteers are encouraged to provide feedback to the Town Clerk.

If a volunteer has a concern about their volunteering experience during the task, they should raise it with the Lead Volunteer or Town Clerk in the first instance. Do not post defamatory remarks or details of any incidents on social media.

If concerns are raised about a volunteer's conduct or behaviour, the Council will seek to resolve the matter fairly and transparently. In serious cases, the Council may ask a volunteer to step back from activities if safety or public confidence is at risk.

13. Ending Volunteering

Volunteers may stop volunteering at any time and are asked to notify the Town Clerk so records can be updated.

The Council may end a volunteer arrangement where tasks are discontinued or if safety concerns arise.

14. Data Protection and Record Keeping

The Council will maintain a confidential record of volunteers including:

- name and contact details,
- emergency contact details,
- any relevant medical information voluntarily disclosed for safety purposes.

Information will be stored securely and used only for volunteer management and safety.

Please see our Privacy Policy for more information on how the Council processes your personal information.

Review

This policy and its implementation will be reviewed every four years and whenever there are any legislative changes or amendments to guidance issued by relevant statutory bodies.

Next review: September 2030.



APPENDIX A

Volunteer Registration and Safety Agreement

Please complete this section and sign below before undertaking any volunteering activity with Cleobury Mortimer Town Council.

Name of Volunteer:

Address of Volunteer:

Home Phone Number:

Mobile Phone Number:

Email Address:

Date of Birth:

Emergency Contact Name:

Emergency Contact Number:

Declaration. I confirm that:

☐

I have read Cleobury Mortimer Town Council's Volunteer Policy.

☐

I will follow the Policy and all safety instructions given by the Council's representatives.

☐

I am medically fit to undertake manual outdoor work. If I have a serious illness, I have sought my doctor's written permission.

☐

If I use my own equipment, I will ensure it is in good working order and suitable for the task.

☐

I understand I should not undertake any task I feel is unsafe.

☐

I understand that I will be covered by the Town Council's insurance providing I follow all steps in this Policy.

☐

I consent to Cleobury Mortimer Town Council using photographs taken of me during volunteering for publicity purposes.

☐

I consent to the Council contacting me about future events and volunteering opportunities.

Signature:

Date:

CONFIDENTIALITY AND DATA PROTECTION

Your personal information is being processed by Cleobury Mortimer Town Council. We are devoted to managing personal information in line with current legislation and best practice, this includes the General Data Protection Regulation (GDPR). We will treat personal data collected during the volunteering process in accordance with our Data Protection Policy on processing personal data and our Privacy Policy. Confidentiality will be respected and information given will only be shared with required authorities such as medical practitioners.

Description of processing

The following is a broad description of the way Council processes personal information:

Reasons for processing information:

We process personal information to enable us to carry out volunteering activities.

Type of information processed:

We process information relating to the above purposes. This information may include:

- Personal details - such as name, address and contact details and
- Health and medical information (sensitive information).

Who the information is processed about:

- We process information regarding the person(s) named in the Volunteer Registration Form.

Who the information may be shared with:

The information will not be shared with third parties or other organizations except for medical practitioners in an emergency. Where this is necessary, we are required to comply with all aspects of GDPR.

Period of Data Retention

Your information will be kept for one year after volunteering ends – subject to your rights below.

Rights of Data Subjects

The right to be informed	Data subjects should be clear about what, why and in what way, Personal Identifiable Information (PII) will be processed.
The right of access	Data subjects have the right to learn what PII is held on them by whom and why
The right of rectification	Data subjects can request corrections to their PII
The right to erase	Data subjects can request to be forgotten
The right to restrict processing	Data subjects can ask organisation to stop processing their PII
The right to data portability	Data subjects can ask for their PII in machine readable format or to have it sent to another organisation
The right to object	Data subjects can object to organisation processing their PII
Automated decision making and profiling	Protection against targeted marketing and decision making

If you require more information regarding rights, you can do this by consulting the Information Commissioners Office (ICO) website or more specific enquiries please contact the Town Clerk.

Please sign and date below to confirm you understand and agree with our Privacy Policy.

Signature:

Date.....



Please return all pages of this form to:

The Town Clerk and Responsible Financial Officer - Mrs D McBride
Cleobury Mortimer Town Council
Office 3, The Market Hall
Church Street
Cleobury Mortimer
Worcestershire
DY14 8BX.

Tel: 01299 271154

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