

WEST MOORS TOWN COUNCIL



VOLUNTEER POLICY

Adopted by the Council: 25.01.2024

Last Reviewed: **22nd January 2026**

VOLUNTEER POLICY

1. General Policy Statement

This Policy is written to recognise the contribution made by volunteers and to provide a framework for how West Moors Town Council (WMTC) will manage volunteers engaged by the Council including Councillors.

WMTC has adopted this policy in order to comply with Section 3 of the Health and Safety at Work Act, 1974.

The Council defines volunteering within our community, as “an act of an individual or group freely giving time and effort for community service”. WMTC reliable group of volunteers assist at most community events, including ones organised by the Council and other events that they are merely associated with.

2. Purpose of the Policy

The relationship between the Council and volunteers is non-contractual and no working relationship is created or implied at any time. The Council wants volunteers to feel supported in a way that reflects the values of the Council and to achieve this it is important to set out clear, reasonable guidelines to manage expectations and to help things run smoothly.

3. Co-ordinators/Volunteer Leaders

A co-ordinator has been appointed by the Council for each activity managed by the Council. This is the Assistant to the Clerk. The volunteer leaders:

- Act as the point of contact with the Council
- Organise the volunteer activities and plan the sessions
- Recruit the volunteers
- Provide training, equipment and health and safety briefings
- Maintain communication with volunteers and promote activities
- Carry out risks assessments to ensure everyone stays safe.

Groups such as Community Speed Watch (CSW) will, when managing their own activities, nominate their own Co-ordinator.

4. Volunteer Involvement

The Council strives to create a diverse and inclusive organisation within a diverse and inclusive community. The Council is committed to ensure equality of access to, and treatment of, its volunteers. The [West Moors Town Council Equality and Diversity Policy](#) will apply to volunteers.

Volunteers may give time regularly or on an occasional basis. Every volunteer has their own personal motivation and preference which we will respect.

Who are our volunteers?

WMTC welcome all abilities and all ages (there is no upper age limit for volunteers. However, most volunteering opportunities have a minimum age of 18 years. Children under 18 years old are welcome but must be accompanied by a parent or guardian at all times). Volunteers may come through community groups, direct from the community or be students from a local school or college (over the age of 16).

Working alongside the Council

Volunteers are expected to read all policies applicable to their role and shall be deemed to have done so.

The roles of volunteers will extend the work of the Council and will complement, but never substitute, the work of paid staff.

Volunteers give their time freely and are free to leave at any time without being required to give a reason, however, where possible, notice would be appreciated.

5. Supporting Volunteers

WMTC confirms its commitment to involving volunteers in its work, covering volunteering members under the Public Liability Insurance, and also providing useful equipment (See 10c below) to better deliver community benefits through safe and meaningful voluntary contributions.

The involvement of volunteers within our organisation will be guided by the following principles of enjoyment, good practice and shared experience:

- Volunteers will always be given a list of contacts for all the other volunteers and paid staff involved in the event and/or walkie talkies.
- Where the risk assessment for an event considers adverse weather as a factor, volunteers will not be asked to carry out any more than 1-1.5hr shifts.
- The event co-ordinator will always be on hand at organised events to provide guidance and support to any requests.
- Health and safety is everyone's responsibility, and all must act in regard to others and themselves.
- Volunteers should consider themselves to be fit and healthy to undertake activities suggested and can stop at any time without question.
- On group events, volunteers expected activities will typically include a shared group briefing prior to commencement of work by the event co-ordinator.
- Volunteers are encouraged to raise any uncertainties or concerns; if in doubt, stop, and ask!

6. Insurance

Volunteers engaged in tasks directly managed by the Council are covered by the Council's public liability and personal accident insurance (see 5 above)

Self-managing independent groups carrying out voluntary work on behalf of the Council may have their own insurance. Members of such groups must check with the Council and their group to ensure that they are covered.

Drivers using their own vehicles in connection with their voluntary work must inform their own Insurance Company to ensure adequate and continuing cover for such use of their vehicle during the volunteering activity.

Volunteers will only be covered when carrying out tasks that have been agreed with the coordinator.

7. Safeguarding

Most roles to be undertaken by volunteers will not require a DBS (Disclosure and Barring Service) check. However, if such a check is required, it will be made clear to the volunteer.

Volunteers must disclose any unspent convictions, as defined in the Rehabilitation of Offenders Act 1974.

8. Personal Data

Any information provided by a volunteer and personal data processed by the Council will be dealt with in accordance with [West Moors Town Council Data Protection Policy](#) and [West Moors Town Council General Privacy Notice](#)

Volunteers may have access to personal data or gain sensitive knowledge about the work of the Council, volunteers, staff, Councillors, organisations groups and others who have contact with the Council. There is an absolute obligation, both during and after volunteering, to maintain confidentiality and not to pass on information to any individual or third-party organisation unless required by law to do so.

Volunteers are required to complete the **Volunteer Agreement** which includes their details and that of an emergency contact for the day - see Appendix A.

9. Expenses

Where a volunteer seeks reimbursement of out-of-pocket expenses incurred in carrying out voluntary duties, prior approval of the Town Clerk must be obtained. Claims must be submitted to the Town Clerk on a Council Expenses Claim Form, accompanied by proof of the expenditure.

10. Health and Safety

a) Risk Assessments

A risk assessment for volunteer activities managed by the Council will be carried out by the nominated Co-ordinator in accordance with [West Moors Town Council Health and Safety Policy](#).

A risk assessment for volunteer activities managed by an external group will be carried out by the Co-ordinator nominated by that group. A copy of the risk assessment must be submitted to the Town Clerk not less than 2 clear working days prior to commencement of the activity.

b) Accidents/Incidents

Volunteers must report all accidents and incidents to their Co-ordinator as soon as possible after it has occurred. Serious injuries or incidents must be reported immediately in accordance with Council's Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

c) Protective Equipment

Where appropriate, protective clothing will be supplied for a Council managed activity. All protective clothing remains the property of the Council and must be returned to the Coordinator upon completion of the relevant activity.

11. Complaints

The Council aims to reflect the voluntary nature of its relationship with volunteers in all its policies and procedures for managing their involvement. Therefore, the Co-ordinator will deal with minor complaints about, or by, volunteers or their work in the first instance. If the complaint is not resolved it will then be dealt with in accordance with [West Moors Town Council Complaints Policy](#).

Where a criminal offence is suspected it will be referred to the police.

12. Photography

The Town Council often takes photos of volunteers for marketing purposes and project reporting. These images may appear in printed publications, on the website, on social media and at meetings. Volunteers are asked for their consent to be included in these photos and imagery. Consent can be withdrawn at any time after it is given

13. Review

This Policy was considered at the Finance and General-Purpose meeting 18th January, 2024, ratified at the Full Council meeting 25th January and will be reviewed every 2 years.

WEST MOORS TOWN COUNCIL - VOLUNTEER AGREEMENT AND CONTACT DETAILS

We very much appreciate you volunteering with us and committing your time and skills. We hope your experience with us will be rewarding and enjoyable.

The purpose of this Agreement is to ensure volunteers comply with the Volunteer Policy and to collect essential personal data and consents.

This Agreement is not intended to be a legally binding contract and may be ended at any time by either party.

Risk Assessment

By signing this Agreement, I confirm that I have read and understood the risk assessment for the activities I take part in.

Criminal Convictions

By signing this Agreement, I confirm that I do not have any unspent criminal convictions as defined in the Rehabilitation of Offenders Act 1974.

Personal Details

Volunteer Name:	
Address:	
Contact Number(s):	
Emergency Contact Name:	
Emergency Contact phone number(s):	

Consents

• Photography

Photographs of the task may be taken for use on the Town Council's website, social media sites and/or in presentations.

I consent/do not consent* to being photographed for publication as above. I understand that I can withdraw my consent at any time.

• Personal Data

I consent/do not consent to my details being kept by West Moors Town Council for future volunteering. I understand that I can ask for them to be removed at any time. West Moors Town Council is committed to protecting and respecting the privacy of everyone and ensuring it is fully compliant under the UK General Data Protection Regulations and the Data Protection Act 2018.

We process your personal data in accordance with the law, please see the privacy notice on our website.

[West Moors Town Council Data Protection Policy](#) which provides more details on the processing of data.

Signed (volunteer):	
Date:	
Signed (Co-ordinator - on behalf of WMTC):	
Name:	
Date:	