



Volunteering Policy

Ilfracombe Town Council

1. Introduction

Ilfracombe Town Council believes that volunteers contribute in many ways, that their contribution is unique and that volunteering benefits the users of our services, staff, our local community and volunteers themselves.

Ilfracombe Town Council believes that volunteering can build and enhance a person's skills, knowledge and life experience.

Ilfracombe Town Council values the contribution volunteers make and is committed to involving and supporting them and, when possible, developing further volunteering opportunities within the organisation.

This policy is intended to ensure good practice in the involvement of volunteers in the work of Ilfracombe Town Council, and promote understanding of the respective roles of staff and volunteers in the organisation.

2. Volunteer Support

All volunteers will be supported by a coordinator or nominated staff member to offer guidance and advice to help them carry out tasks safely and effectively.

3. Recruitment and Selection

Ilfracombe Town Council is committed to equal opportunities and believes that volunteering should be open to all regardless of race, ethnicity, colour, sex, age, gender or gender reassignment status, marital or civil partnership status, religion or belief, disability or sexual orientation or immaterial offending background (that does not create a risk to vulnerable groups including children).

Informal interviews will be carried out to ensure the role is right for both parties. Selection will be based on the ability of each applicant to carry out the role. Disclosure and Barring Services (DBS) checks will be undertaken and there will be an induction process for all new volunteers.

4. Training and Development

Volunteers will have access to appropriate training and information to help them carry out their volunteering role successfully. It is the volunteer's responsibility to ensure they attend relevant training.

All volunteers will be made aware of, and have access to, Ilfracombe Town Council's relevant policies, including those relating to volunteering, health and safety, safeguarding and equal opportunities.

5. Supervision and Support

Volunteers will have a named person to whom they can take their volunteering concerns and seek guidance and support. This will enable both the volunteer and the coordinator/nominated person to identify any issues, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs.

6. Expenses

Ilfracombe Town Council's volunteers are able to claim reasonable out of pocket expenses, subject to receiving authorisation in advance and on the production of receipts as evidence of the spend. What can be reclaimed from Ilfracombe Town Council and the calculation process of expenses will be explained to the volunteer during the induction process.

7. Insurance

Ilfracombe Town Council has employee liability insurance that includes volunteers, and their specific roles. Ilfracombe Town Council does not insure the volunteer's personal possessions against loss or damage. Where volunteers are using their own vehicles to transport passengers for Ilfracombe Town Council's Community Car Service they must ensure their vehicles are fully road legal at all times and that their insurance provider is aware they are providing this service.

8. General Data Protection and Confidentiality

Volunteers will be advised of Ilfracombe Town Council's Data Protection Policy and procedure. Great care is taken to protect all information as part of data protection responsibilities and volunteers are required to do the same.

9. Problem Solving

It is Ilfracombe Town Council's aim to treat all volunteers fairly and objectively. If volunteers have any complaints or concerns these should initially be raised informally with the Coordinator/nominated person. The aim is to ensure that volunteers views are heard, noted and when appropriate, acted upon promptly, for a positive and amicable solution where possible. Where no action is taken, the reason will be explained. Please also refer to Ilfracombe Town Council's Complaints Policy and Procedure.

10. Safeguarding

Ilfracombe Town Council is committed to safeguarding the well-being of all staff, volunteers and service users, who are involved in or affected by the Council's work. Any concerns regarding a child (i.e. anyone under the age of 18) or vulnerable adult must be reported to the coordinator. For more information, please refer to Ilfracombe Town Council's Safeguarding Policy

11. Copyright, Intellectual Property and Photography

The rights to any original works that may be produced in the course of volunteering will belong to Ilfracombe Town Council unless otherwise agreed. Examples of this include; photography, artwork, graphic design, written work, including the results of research.

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