

# Sleaford Town Council

## CONSTITUTION Chapter 19 Volunteers' Policy



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## **VOLUNTEERS' POLICY**

### **1. INTRODUCTION**

This policy has been prepared for the benefit of individuals/ members of the public who may volunteer their time for Sleaford Town Council. The Town Council appreciated that volunteers contribute valuable assistance and experience and in turn can themselves gain valuable working experiences. Sleaford Town Council wishes to encourage the participation of volunteers under supervision, whilst ensuring the safety and security of all parties.

### **2. A VOLUNTEER**

This is someone who freely undertakes to perform a service task or function that is not normally or traditionally performed as a full time job, and who does so without financial reward.

### **3. RECRUITMENT & SELECTION**

It is important to match to the volunteer to the work/task involved, and therefore prospective volunteers should be subject to references and an interview in all cases. Where the volunteer is going to be in contact with vulnerable groups or individuals, it will be necessary to obtain a criminal record disclosure check with the Disclosure & Barring Service.

### **4. AGREEMENT**

All volunteers should be given a role description and written agreement (see Appendix 1) which clarifies the intentions and expectations of both parties in order to avoid subsequent disputes. Without a clear understanding of what is expected of the volunteer, confusion and misunderstandings can arise.

### **5. TRAINING**

Volunteers should receive training directly related to the tasks they undertake. An induction process, including Health & Safety should be followed to ensure that volunteers understand the environment they are to work in. Training will help clarify how the volunteer is expected to carry out their tasks.

### **6. EXPENSES**

The Council does not operate an expenses system for volunteers, but there may be occasions when the Council feel it necessary to reimburse out of pocket expenses.

### **7. LIABILITY**

For any Council activity undertaken by a volunteer, the Council's Public Liability insurance will apply.

### **8. EQUALITY**

The Council's commitment to diversity and equality applies equally to volunteers. The Town Council values the contribution made by everyone and especially that made by unpaid volunteers.

## **9. SUPERVISION**

Every volunteer should have a supervisor who they can go to with queries or problems. This is also important for feedback so that volunteers know how they are performing. Should volunteers' performance fall below the required level, steps should be taken to remedy this. Standards need to be established and maintained regardless of the status of the individual. Although volunteers are not bound by contractual obligations, situations of misconduct must be properly managed as any form of poor behaviour by the volunteer will not be acceptable to the Council.