



# **Marazion Town Council**

## **Volunteering Policy**

### **1 Introduction**

- 1.1 Marazion Town Council (the Council) recognises the valuable contribution that volunteers can make to the work it does in the community and how vital volunteers can be for projects and events to be successful.
- 1.2 The Council also recognises that volunteers are motivated, because it is their choice to volunteer and give their time freely. In return, the Council wishes to provide volunteers with opportunities that will help them to develop new skills and experiences.
- 1.3 The aim of this policy is to ensure volunteers are safe and appreciated when volunteering with the Council. It is designed to provide a framework for how the Council will manage volunteers and what volunteers can expect from the Council; it sets out the principles and practice by which the Council will involve volunteers.
- 1.4 This policy applies to all volunteers undertaking work or duties on behalf of the Council in a voluntary capacity. It does not apply to those who are directly employed or contracted by the Council, or to Councillors.

### **2 Principles**

- 2.1 All employees and Councillors will be expected to work positively with any volunteers.
- 2.2 The Council aims to provide volunteers with a satisfying role and ensure that they are adequately trained to be able to carry out the role.
- 2.3 The Council will not introduce volunteers to replace paid staff.
- 2.4 The Clerk will undertake the role of Volunteer Coordinator and is responsible for all volunteers.
- 2.5 The Council is committed to providing equal opportunities for all volunteers, irrespective of their characteristics and opposes all forms of unlawful or unfair discrimination. The Council's Equal Opportunities Policy will always be adhered to in relation to the recruitment and support of volunteers.

### **3 Recruitment**

- 3.1 The Council may recruit volunteers on an ad-hoc basis depending on opportunities available using a range of methods, including word of mouth, advertising, talking with other organisations or engaging volunteers through another organisation. It may also directly approach people who have previously volunteered with the Council.

- 3.2 The Council will endeavour to help a volunteer overcome barriers which may make it difficult for them to volunteer. There may, however, be occasions when it is not possible to accept an offer to volunteer. If this is the case, the Council will inform the individual without delay and try to signpost them to other organisations to help them find alternative opportunities.
- 3.3 All volunteers will be asked to sign a volunteer agreement (Appendix 2) which details the role they agree to undertake (Appendix 1), indicates agreement to the Council's relevant policies and sets out the intentions and expectations of both parties. This requirement may be disapplied where volunteers are working through a partner organisation which has a similar agreement in place for its volunteers.

## **4 Training**

- 4.1 All volunteers will receive an induction and relevant training that is directly related to the tasks they will be undertaking. The exact nature of the training will depend on the work involved, but will ensure that volunteers are aware of the appropriate risk assessment and any safety measures applicable to the particular role.

## **5 Support and Supervision**

- 5.1 All volunteers will have a named person as their main point of contact, usually the Clerk.
- 5.2 Where appropriate (for example for ongoing volunteer work) volunteers will receive regular supervision to feedback on progress and discuss future development.
- 5.3 The Council may offer training and development opportunities where it helps fulfil the volunteer's role or where it is required for health and safety purposes or in compliance with the law.
- 5.4 The Council will invite volunteers to provide feedback on activity they are engaged in, including, but not limited to, the post-event evaluation of events and projects.
- 5.5 The Council wishes to identify and resolve any problems at the earliest possible stage and volunteers are encouraged to raise any grievance or complaint with the Clerk.

## **6 Health and Safety**

- 6.1 The Council has responsibility for the health and safety of its volunteers and will undertake a risk assessment of all volunteering activities.
- 6.2 Volunteers must always follow the Council's health and safety policies and procedures; they have a duty of care to themselves and others who might be affected by their actions. Volunteers may also need to disclose any medical conditions which affect their ability to undertake certain activities.
- 6.3 The Council will inform volunteers of any specific health and safety measures which must be taken during a voluntary activity and volunteers must wear any protective personal equipment as required.
- 6.4 Volunteers must report any accidents to the Clerk and these must be recorded in the Council's accident book.

- 6.5 Volunteers are covered by the Council's insurance policies whilst undertaking official duties on behalf of the Council; cover is not provided for unauthorised actions or actions taken outside the volunteering agreement.

## **7 Expenses**

- 7.1 Volunteers will only be reimbursed for any out-of-pocket expenses incurred on behalf of the Council where this has been approved in advance.
- 7.2 With prior agreement of the Clerk, reasonable personal expenses may be reimbursed on a case-by-case basis to enable volunteers to overcome financial barriers to volunteering.
- 7.3 Where expenses are agreed, receipts and a claim form must be submitted.

## **8 Volunteer Conduct**

- 8.1 Volunteers represent the Council and whilst they are not employees there are certain expectations the Council has for its volunteers. Volunteers are expected to:
- undertake their volunteering duties to the best of their ability;
  - treat all volunteers, staff, contractors and members of the public fairly and courteously;
  - respect decisions taken by staff and follow all reasonable instructions;
  - follow safety procedures and wear any PPE provided;
  - wear appropriate clothing (including suitable footwear), provide identification (if required), and take necessary steps to protect themselves in the environment they are working in (e.g. protection from UV rays through the use of sunscreen and a hat);
  - not behave in a way which could bring the Council into disrepute;
  - return any equipment/clothing supplied at the end of their duties.
- 8.2 Volunteers may have access to personal data or sensitive information about the work of the Council, its volunteers and staff, clients or other organisations. There is an absolute requirement both during and after volunteering with the Council to maintain confidentiality and not pass on information to any individual or third-party organisation unless required to do so by law.

## **9 Right to Leave**

- 9.1 The Council recognises that volunteers give their time freely and are under no obligation to give notice. However, it is greatly appreciated if volunteers can provide advance notice if they are either unable to attend their volunteer role or wish to end their volunteering arrangement with the Council. If a volunteer consistently does not turn up for an agreed session without any notice, this may impact their ability to volunteer for the Council in the future.

Adopted	Insert date	Insert Minute
Review due	Sept 2025 then 2 yearly	4277

## Appendix 1 – Volunteer Role Description

Example to be completed by the Town Clerk/Nominated Project Lead(s) (Councillor or Councillors) to suit the role.

<b>Role Title</b>	<ul style="list-style-type: none"> <li>Maypole Gardens Volunteer – Friends of Maypole Gardens.</li> </ul>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>To help the town council with the management of the Maypole Gardens.</li> </ul>
<b>Tasks &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>Regular monitoring of the planting, weeding, maintenance, reporting of dead plants, planting when needed.</li> <li>Regular litter picking and sweeping.</li> <li>Helping with the asset management.</li> <li>Assisting with events and event management</li> <li>Helping with marketing and promoting of the including the use of Instagram and Facebook.</li> </ul>
<b>Skills, experience &amp; qualities required</b>	<ul style="list-style-type: none"> <li>No specific skills or experience are required</li> <li>A desire to help</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>Training to be arranged by the Town Clerk to include safe working practices in accordance with the Health and Safety at Work Act 1974 and to include First Aid training if identified as being needed.</li> <li></li> </ul>
<b>Support offered</b>	<ul style="list-style-type: none"> <li>Ongoing support from the Clerk and Councillors.</li> </ul>
<b>What you could get out of it</b>	<ul style="list-style-type: none"> <li>The satisfaction of being part of a team helping to ensure the long-term sustainability of the Maypole Gardens for the benefit of the residents, businesses, and visitors.</li> <li>The health benefits gained through meeting new people, being out in the fresh air and physical exercise</li> </ul>
<b>Other information</b>	<ul style="list-style-type: none"> <li>Anyone undertaking this role must read and agree to comply with the Council's Volunteering Policy</li> <li>A Disclosure and Barring Service check may be required. To be arranged if needed by the town council.</li> </ul>
<b>Point of contact</b>	<ul style="list-style-type: none"> <li>Tracey Unstead, Town Clerk,  <a href="mailto:townclerk@maraziontowncouncil.gov.uk">townclerk@maraziontowncouncil.gov.uk</a>, 01737 710234.</li> </ul>

## Appendix 2 – Volunteer Agreement

Thank you for volunteering with Marazion Town Council. Marazion Town Council appreciates your commitment and will its best to make your voluntary experience enjoyable and rewarding. This agreement should be read in conjunction with the relevant Volunteer Role Description and sets out the intentions and expectations of both parties.

Marazion Town Council is committed to:

- ensuring any volunteer roles align with current safety guidelines;
- providing volunteers with induction and training relevant to the activity being undertaken;
- providing adequate tool and equipment safety awareness training and ensuring volunteers know what to do to stay safe;
- providing adequate insurance to cover volunteers whilst undertaking approved and authorised volunteering;
- ensuring that all volunteers are treated fairly;
- trying to resolve fairly any issues or difficulties that a volunteer raises;
- following up any feedback or questions a volunteer may have.

I agree to volunteer with Marazion Town Council and am committed to the following:

- performing my volunteering role to the best of my ability;
- following reasonable instructions from the Volunteer Coordinator and / or Project Lead;
- familiarising myself with the purpose and methods of the volunteering project;
- not working under the influence of alcohol or drugs;
- working safely as advised by the Town Clerk/Nominated Project Lead (Councillor or Councillors)

I have read and agree to abide by Marazion Town Councils Volunteering Policy, and the relevant Risk Assessments that I will be provided with and am aware that volunteering is done freely and not in return for wages or favour.

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Volunteer)

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(On behalf of Marazion Town Council)

### VOLUNTEER CONTACT DETAILS:

**Name:** \_\_\_\_\_ **Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone no:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

**Person to contact in the event of an emergency:** \_\_\_\_\_

**Emergency Contact's Phone no:** \_\_\_\_\_

Marazion Town Council is committed to protecting your personal data and complies with the General Data Protection Regulation (GDPR). We collect and process your information only where necessary for the lawful functions of the council, and we take appropriate security measures to safeguard your data. You have the right to access, rectify, or erase your personal information held by us. For further details on how we handle your data, please refer to our full Privacy Notice available on our website.