



TORPOINT TOWN COUNCIL

VOLUNTEERING POLICY

DATE OF APPROVAL: - June 2025

REVIEW DATE: - June 2027

**REVIEWING COMMITTEE – Finance and Operations
Committee**

Volunteering Policy

Introduction

Volunteering is the commitment of time and energy for the benefit of society and the community: the environment of individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain. The Town Council takes responsibility for ensuring that volunteers within its own organisation are appropriately involved, valued for their contribution and respected as colleagues.

In issuing this volunteer policy, the Town Council wishes to:

- Formally acknowledge and support the role of volunteers in its work
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- Encourage and enable, rather than restrict, the involvement of volunteers.
- This volunteer policy and accompanying guidelines are intended for use by town council paid staff and volunteers.

Volunteer Policy Statement

Equality, Diversity and Inclusion

- As an employer and engager of volunteers the town council is committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment, promotion, training, facilities, procedures and all terms and conditions.
- Volunteers will be expected to adhere to Torpoint Town Council's Equality, Diversity and Inclusion Policy, a copy of which can be found on the council's website, from the Town Clerk or Library & Community Hub Manager.

Recruitment & Selection

- Recruitment of volunteers will be from all sections of the community, and will be in line with the Equality, Diversity and Inclusion Policy.

Information & Training

- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities.
- Volunteers will be given induction and training in the specific tasks to be undertaken.
- Volunteers will be consulted in decisions which affect them.

Support & Supervision

- Volunteers will be assigned a named contact person for supervision and support.

Problem-Solving

- Torpoint Town Council recognises that problems do arise and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person.

Confidentiality

- Volunteers will be bound by the same confidentiality conditions as Torpoint Town Council paid staff.

Expenses & Insurance

- The town council will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.
- Volunteers will be adequately covered by insurance while carrying out agreed duties.

Health and Safety

- All volunteers are covered by the same health and safety policies and provisions as staff.

Relations with Paid Staff

- The council is committed to ensuring that volunteers' work complements the work of paid staff and that it will not be used as a substitute for paid work.
- Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- The council recognises the need for training for all those working alongside and managing volunteers.

Costs

- The council will identify and reimburse out of pocket expenses involving volunteers and recognises the value of designated responsibilities within specific posts for the management of volunteers, adhering to all other council record keeping procedures (e.g proof of business car insurance where a mileage claim is submitted)

References

- On the basis of their voluntary work, volunteers will have the right to request a reference.

Induction

Induction sessions should be provided for all new volunteers and should cover (see Appendix 1):

- Roles and responsibilities
- Arrangements for training, support and supervision
- Contact person
- Need for confidentiality
- Ethos/values, etc
- System for payment of expenses
- Background to Torpoint Town Council
- Building orientation
- Health and Safety
- Meeting staff

Monitoring & Evaluation

- The council will systemically monitor and evaluate its involvement of volunteers with reference to this Volunteer Policy.

Where appropriate, the policy refers to and reflects statements and procedures that are covered in other relevant council policies and procedures, e.g. the council's Health and Safety Policy. Unless specifically stated otherwise, the policy applies to all volunteers in all programmes and projects undertaken by or on behalf of Torpoint Town Council, to all departments and site of operation.

APPENDIX 1 Volunteer Induction Checklist

Name of volunteer		
Site		

Volunteering Information

	Done by:	Date:
Describe role and tasks using Role Description		
Discuss acceptable behaviour/rules		
Line management and support e.g. named supervisor, feedback, complaints, problems		
Discuss time commitments including days and hours and agree		
Reporting sickness and absence		
Availability and provision of resources for the café		

Practical Details

Tour of building, toilets, what's kept where etc.		
Introduction to other staff and volunteers		
Work space and advise where to keep personal belongings		
Refreshments, breaks etc		
Health & Safety: fire routes, fire drills, first aid		

Volunteer Safety

Health & Safety Policy		
First Aid box		
Safeguarding Policy		
Data Protection, GDPR and Confidentiality of information		
Equality, Diversity and Inclusion Policy		
Complaints Procedure		
Communications Policy		

Training

	Done by:	Date:
Training for the role will be delivered as identified		
Café assistant training provided, as per Kitchen Assistant role profile Age UK (https://www.ageuk.org.uk/wp-assets/globalassets/west-sussex-brighton--hove/get-involved/volunteer/volunteer-role-descriptions/rp_kitchen-assistant.pdf) Training in the use of cash till, SumUp online payments and completion online of Level 2 Food Hygiene qualification		

Signed (Volunteer) **Date**.....

Signed (Supervisor) **Date**