



Adopted by: Full Council

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Author: Community Engagement, Events & Projects Officer

Version: One

## **VOLUNTEERING POLICY**

### **1.0 Policy Outline**

1.1 This policy sets out the principles for voluntary involvement in Kingswood Town Council. Kingswood Town 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.

### **2.0 Policy Purpose**

2.1 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.

2.2 This policy applies to all volunteers undertaking 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.

2.3 Councillors may identify the opportunity for volunteering with the council, but all volunteering opportunities must be approved by the Town Clerk or Community Engagement, Events & Projects Officer.

### **3.0 Review Statement**

3.1 This policy has been prepared considering recognised good practise. It is Kingswood Town Council's responsibility to ensure that the copy of the policy and procedure being referred to is the most up-to-date version. This policy and procedure will be reviewed every three years.

## **4.0 Principles**

4.1 All employees will be expected to work positively with any volunteers and, where appropriate, will actively seek to involve them in their work.

4.2 Kingswood Town Council aims to provide volunteers with satisfying roles and the opportunity for personal development.

4.3 For all volunteering roles, there will be an appointed officer who has responsibility for the volunteers(s).

4.4 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 Equality Policy for employees will always be adhered to in relation to the recruitment and support of volunteers.

## **5.0 Recruitment**

5.1 Kingswood Town Council will use appropriate and varied communication channels to recruit volunteers to ensure as many people as possible are aware of the opportunities.

5.2 Interested parties should be invited to contact the Town Clerk or Community Engagement, Events and Projects Officer so that they can discuss the opportunities available and engage with the potential volunteer's expertise and interests.

## **6.0 Responsibilities**

6.1 Kingswood Town Council acknowledges the need for a clear framework for voluntary involvement. Each volunteer or group of volunteers will have a designated officer to guide and advise them in their required tasks. This officer will be who they approach for support before, during and after their volunteering.

## **7.0 Training**

7.1 New volunteers are welcomed and provided with a copy of this policy.

7.2 All volunteers will receive relevant training for their roles at Kingswood Town Council's activities via face-to-face sessions, online training videos or written content.

7.3 All volunteers will have the opportunity to attend a de-brief following the session where feedback can be received.

## **8.0 Recognition and Support**

8.1 Volunteers will be acknowledged for their support on a regular basis. They will receive a voucher following each volunteering 'shift' with Kingswood Town Council (for a local business or refreshments) and will also receive a formal thank you at the Kingswood Town Council's annual meeting.

8.2 The Council's insurance policies include the activities of volunteers and liability for, and towards them.

8.3 The Council does not insure personal possessions of volunteers against loss or damage.

## **9.0 Data Protection**

9.1 Personal information recorded about volunteers is stored and maintained with appropriate safeguards for confidentiality. The Town Clerk is the designated Data Manager as defined in the legislation. The Council informs volunteers of their right of access to personal records under the data protection legislation.

## **10.0 Confidentiality**

10.1 The Council advises volunteers of the need for confidentiality where they have access to sensitive Council information which is not public knowledge. Similarly, volunteers are expected to maintain the trust the Council places in them to ensure any such information remains confidential.

## **11.0 Information**

11.1 The Council provides volunteers with opportunities to attend meetings and the relevant information they need before undertaking volunteering. Responsibility for communication with volunteer rests with the Town Clerk and the Community Engagement, Events & Projects Officer who will include volunteers in appropriate meetings and briefings.

## **12.0 Moving On**

12.1 The Council recognises that volunteers may cease their involvement at any time. Exit interviews are recommended to ascertain why a volunteer is leaving, share any learning points and establish whether they want to be involved again.