



## STOTFOLD TOWN COUNCIL

### VOLUNTEER POLICY

VERSION: 1.0

#### 1. Purpose

This policy applies to all individuals who volunteer on behalf of the council, regardless of their role, length of service, or the nature of their volunteering activity. It covers all council-managed or council-supported volunteering, including one-off events, ongoing projects, and regular activities. The policy applies to volunteers working directly with the council as well as those involved through partnerships or community initiatives under the council's direction.

#### 2. Scope

This policy applies to all individuals who volunteer on behalf of the council, regardless of their role, length of service, or the nature of their volunteering activity. It covers all council-managed or council-supported volunteering, including one-off events, ongoing projects, and regular activities. The policy applies to volunteers working directly with the council as well as those involved through partnerships or community initiatives under the council's direction.

Definitions: For the purpose of this policy, a 'volunteer' is an individual who undertakes activity for the benefit of the Council without financial remuneration. This may include informal helpers, formal volunteer roles, or partner groups operating under Council direction.

#### 3. Policy Statement

The council recognises the vital role volunteers play in supporting its work and is committed to providing a positive, inclusive, and safe volunteering environment. Volunteers will not replace paid staff but will complement and enhance council services. The council will ensure that all volunteers are valued, supported, and given appropriate training and supervision to carry out their roles effectively and safely.

#### 4. Roles and Responsibilities

The Clerk is responsible for the recruitment, induction, and support of volunteers, though day-to-day supervision may be delegated to designated managers or project leads. Councillors must not directly instruct volunteers. The council will ensure all volunteers are appropriately supervised and supported. Volunteers are responsible for following council policies and procedures.

- Volunteers will be recruited openly and fairly, with clear role descriptions.



- All volunteers will complete an application form and may be subject to references or DBS checks, depending on their role. Volunteers under the age of 18 may be accepted with appropriate parental/guardian consent and safeguarding measures in place.
- Induction will be provided, covering council aims, structure, and relevant policies.
- Volunteers will have a named contact for support and regular check-ins.
- Risk assessments will be carried out for all volunteer activities.
- Reasonable out-of-pocket expenses will be reimbursed, including travel and subsistence, subject to prior agreement and receipts. Claims should normally be submitted within one month of expenditure.

## **6. Training and Support**

All volunteers will receive an induction and appropriate training, which may include:

- Health & safety awareness (including risk assessments and equipment use)
- Safeguarding (if working with children or vulnerable adults)
- Data protection and confidentiality
- First aid (where relevant)
- Specialist training in specific roles (e.g. machinery, lone working)

Ongoing support and refresher training will be offered as needed. Volunteers will be covered by the Town Council's insurance, including public liability and personal accident cover. Volunteers must abide by the Town Council's data protection policy. Volunteers are not employees of the Council and do not have employee rights.

Complaints about volunteers will be dealt with by the Town Council's complaints procedure. Concerns raised by volunteers about their experience or treatment will also be addressed through the same procedure.

## **7. Monitoring and Review**

The Clerk will monitor the implementation of this policy and report to the council as required. Annual light-touch monitoring, such as volunteer feedback surveys and tracking engagement, will also be undertaken. The policy will be reviewed every two years or sooner if required by legislation or best practice.

## **8. Related Policies and Documents**

- Health & Safety Policy
- Safeguarding Policy
- Data Protection Policy
- Complaints Procedure
- Risk Assessments
- Lone Working Policy
- Volunteer Agreement



- Equalities Policy

## 9. Approval and Review

Approved by: Committee Engagement Committee  
Date: 19/11/2025

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### Version History:

Version No	Date Approved/ Reviewed	Summary Of Changes	Review Date
1.1	4/12/2025	Adopted	December 2027



## **Appendix A – Volunteer Agreement**

### **Stotfold Town Council**

This Volunteer Agreement sets out what you can expect from us, and what we ask of you in return. It is not intended to be a contract of employment, and you are not an employee of the Council.

### **Our Commitment to You**

We will:

- Welcome you as a valued part of our team and treat you with respect.
- Provide a clear role description and induction.
- Offer training and support appropriate to your role.
- Ensure you have a named contact for advice and regular check-ins.
- Cover you under our insurance while you carry out agreed volunteering activities.
- Reimburse reasonable, agreed expenses (e.g., travel, subsistence) with receipts.
- Listen to your feedback and review your volunteering experience with you.
- Recognise and appreciate your contribution.

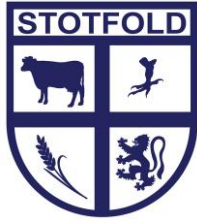
### **What We Ask of You**

We ask that you:

- Carry out your role responsibly and in line with Council policies and procedures.
- Work safely and follow health and safety guidance.
- Respect confidentiality and data protection requirements.
- Treat councillors, staff, fellow volunteers, and residents with courtesy.
- Let us know if you cannot attend or need to change your availability.
- Raise any concerns promptly with your named contact.

### **Ending the Agreement**

You may stop volunteering at any time. We also reserve the right to end the arrangement if necessary. We will always aim to discuss this openly with you first.



**Volunteer Name:** \_\_\_\_\_

**Volunteer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Council Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_