

# VOLUNTEER POLICY

## A.3 APPENDIX A

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## **1. PURPOSE OF THE POLICY**

Tendring District Council encourages and welcomes volunteers to ensure our services meet the needs of our residents, and increases our contact with the local community it serves.

A volunteer is a person who freely gives their time, skills and experience without expectation of financial reward. Tendring District Council recognises the significant benefits that volunteers bring and in return hopes to provide an opportunity for volunteers/students to exercise their skills and undertake new experiences.

This policy sets out the relationship between a volunteer and the Council, and promotes the Code of Conduct for volunteers.

Throughout the policy, reference is made to volunteers; this term will be used to include Student Placement Volunteers who are placed by an education establishment to undertake a period of work experience. Where a volunteer is on a Work Placement, this policy should be read in conjunction with the Work Placement Procedure.

## **2. PRINCIPLES AND VALUES**

This volunteering policy is underpinned by the following principles:

- The Council will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to Council's work.
- The Council does not aim to introduce volunteers to replace paid staff but instead to complement their work and extend our services.
- The Council expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- The Council recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- The Council is proud of our commitment to equal opportunities and seeks to create a diverse and inclusive working environment for staff and volunteers.
- The Council understands and recognises the value of volunteering and the opportunity it provides to meet other people and will encourage team working in a friendly, supportive atmosphere.

## **3. STATUS OF VOLUNTEERS**

A volunteer is not an employee and will not have a contract of employment with the Council.

Upon the successful selection of a volunteer/student, an agreement will be issued; this agreement is not intended to be a legally binding agreement, nor is it intended to create an employment relationship between both parties.

Any agreement is in honour only. In all circumstances, the volunteer/student is not bound to work, and the Council is not bound to find work for any volunteer/student.

The provision of payment, benefits in kind or inappropriate training may all indicate employment and also trigger the requirement to pay the minimum wage under the national Minimum Wage Act.

Other considerations to be aware of include the following:

- The organisation will be held liable if the volunteer is acting in breach of instructions or outside of their authorised duties.
- There is employment case law where volunteers have been deemed to be workers as the volunteer agreement mirrored that signed by employees within the organisation e.g. detailing hours, training, work facilities and agreement to other conditions of service.
- Volunteers who are under 18 will be subject to the Work Placement Procedure guidelines.
- The department needs to consider what activities the volunteer will do and who will provide supervision and support.

The Volunteering Policy does not apply to Elected Councillors. There may be occasions when Officers are undertaking pieces of work in a specific ward e.g. community safety action days , tree planting or litter picking and an Officer and Ward Councillor agree for the Ward Councillor to be involved . However, any involvement should not be used for political promotion.

#### **4. WHY VOLUNTEER FOR TENDRING DISTRICT COUNCIL?**

Volunteers within Tendring District Council, have the opportunity to make a real difference to the organisation, and to the District as a whole. During the course of the period of volunteering/student placement, the benefits may include:

##### For the volunteer/student

- An introduction to a public sector organisation;
- Opportunities to develop interests and skills through experience and training;
- Opportunities to learn new skills and to put them into practice with support from the team;
- The chance to gain experience within a supportive environment (*this can be valuable looking for paid work and a reference*).
- An opportunity to meet other people and to work as a team
- Improve the community they live in

##### For the Council

- To have a person giving freely of their time, skills, experience without expectation of financial reward;
- Volunteers can bring a wealth of skills and that can benefit the Council and community;
- Volunteers/students can often bring new ideas into the organisation;
- Volunteers often bring other 'life skills' into the organisation.

## 5. THE MANAGER'S / VOLUNTEER SUPERVISOR'S RESPONSIBILITIES

### 5.1. Preparing for Volunteers

Before involving volunteers in any role, the manager will ensure that the following are in place to ensure their safety and efficiency:

- A role description will be created for each volunteer opportunity. These will be available to ensure that potential volunteers, staff and the Council as a whole are clear on the purpose of the role and the main tasks and responsibilities. This will also provide a basis for support and supervision (*a template for a role description can be found in Appendix A*).
- A suitable trained and experienced manager will be responsible for recruiting, inducting, supervising, developing and supporting the volunteer. This person will be known as the 'Volunteer Supervisor'.
- The Volunteer Supervisor will ensure that volunteers have access to the necessary equipment to carry out their duties/tasks.
- The Volunteer Supervisor must ensure the necessary insurance is in place to protect volunteers whilst in their voluntary role, and the necessary policies and procedures are followed (*or steps put in place to ensure they are followed*).
- The Volunteer Supervisor must note the potential health and safety and data protection issues that need to be considered for the specific volunteer role.
- The Volunteer Supervisor must consider any costs relating to involving a volunteer including expenses, equipment and ensuring budget provision is in place with the Accountancy Team.

The Volunteer Supervisor must consider additional factors if the potential volunteer is under 18 years old. Further guidance can be found in section 6 of the Policy and the Work Placement Procedure.

### 5.2. Involving Volunteers: Recruitment and Selection Process

#### 5.2.1 Promotion

The Council will ensure that all volunteer opportunities are promoted widely to increase accessibility of a diverse range of interested parties. Our recruitment will include but not be limited to online promotions through the Council's website and social media.

The Council's recruitment process will be a fair and open procedure, promoting equality of opportunity. For example, only essential skills and requirements for the role will be listed in the role description. In addition, reasonable adjustments will be made to accommodate volunteers, for example, allowing a support worker to accompany a volunteer.

#### 5.2.2. Application form

The promotional material will clearly explain how a volunteer can get involved. An example advert is found in Appendix B.

The first step for volunteers is to fill in a short application form that asks for personal contact information, why the volunteer is interested in the role and how they meet the skills criteria. The application form (*as found in Appendix C*), once completed, should be returned to the Human Resources Team. The Volunteer Supervisor will be available to support the individual complete the application form and other documentation, and provide advice on the procedure.

### 5.2.3. Interview

All volunteers identified as 'suitable' (*from the application form*) will be invited to an informal interview. It is at this stage the volunteer and the Council can identify the suitability of the role to the volunteer and identify next steps (*either being invited to join the team or 'saying no'*).

### 5.2.4. References

If an individual is identified as suitable for a volunteer role, two references will be obtained. Where possible, these will be from individuals who have worked with the volunteer (*whether in an employment or voluntary capacity*), however, it is acknowledged this is not always possible and character references will be accepted. Although, a character referee must not be a friend or family member, rather someone that is known to the individual in a professional capacity.

### 5.2.5. Criminal Records Checks (DBS)

The Council will carry out criminal records checks (DBS) for any role that it deemed necessary, for example, working with children and young people or vulnerable people. Further information is available from the Human Resources Team.

Individuals who have a criminal conviction should not be deterred from applying for a volunteering role. The Council is committed to supporting the rehabilitation of offenders in accordance with the Council's Recruitment of Ex-Offenders Guidance. Individuals should be encouraged to discuss any concerns they might have with a member of the Human Resources Team.

### 5.2.6 Proof of Identity

Individuals will be asked to provide proof of identity. This should not be confused with proof of eligibility to work, as volunteers are not required to prove they are able to work in the UK. Following the informal interview and receipt of two references, the prospective volunteer will be asked to provide specific documentation as proof of their identity.

### 5.2.7 Volunteer Agreement

Following the receipt of two satisfactory references, proof of identity and Disclosure Bureau Service certificate (DBS), the volunteer will be sent a Volunteer Agreement which outlines the Council's responsibilities to them and their responsibilities to the Council. The Volunteer Agreement will also include the Code of Conduct. These documents can be found in Appendix D.

### 5.2.8 Saying no and referring volunteers on

The Council recognises that volunteers are an important part of their work and service, but also recognises that volunteers placed in roles not suited to their needs or interests can be

detrimental to the Council's service and to the volunteer's motivation and development. If during the application and interview process a volunteer has been identified as not suitable to the role then the manager will offer individuals an opportunity to identify other roles within the Council (*if available*) or will refer the individual to a volunteering service, such as Community Voluntary Services Tending (CVST).

### 5.3 Managing volunteers

The Council are committed to the ongoing support of volunteers to ensure that they are able to carry out their role, the following elements are essential to 'managing our volunteers':

#### 5.3.1 Induction

All volunteers will undergo a six-week induction (*excluding short-term placements, such as work placements*) which is intended to help them be safe and to understand the environment they are volunteering in as well as to ensure they know where to seek help and support at all times. This induction will include:

- The background of the Council;
- The volunteer role and how this fits into the Council's and department's work;
- Ensure the volunteer understands the Code of Conduct, the Volunteer Agreement and their hours, responsibilities and tasks;
- Where the volunteer will work, resources available and who they will work with;
- Access to all relevant policies and procedures, such as health and safety, safeguarding, expenses, etc. (*See Section 5*);
- An individual risk assessment is undertaken for the volunteer;
- Day to day support from the Volunteer Supervisor or relevant identified person. This could include daily task sheets or shadowing opportunities.

As a minimum, the Volunteer's Induction should include the elements in Appendix E.

#### 5.3.2. Training

Tending District Council recognises that its volunteers are a valuable resource, and it is committed to their training and development to achieve their maximum potential in their roles within the Council.

The Volunteer Supervisor will ensure that any mandatory training that is required for the role is clearly explained to the volunteer during their recruitment interview. The Council will provide any training essential to the role prior to the volunteer undertaking related tasks, for example, safeguarding training or manual handling.

The Council will give volunteers the opportunity to attend the same training that staff of the Council attends (*dependent on availability and suitability to role*).

#### 5.3.3. Support

The Volunteer Supervisor will be responsible for providing ongoing and regular support sessions. The Council recognises that volunteers have different preferences and availability and so are open to this being an informal process agreed upon between the Volunteer Supervisor and the individual volunteer.

The Council requires that volunteers have an informal discussion **regularly** with their Volunteer Supervisor to discuss their work and any concerns either party might have. The Volunteer Supervisor should keep a record of these meetings, including actions and outcomes.

#### 5.3.4. Record keeping

The Volunteer Supervisor will keep an accurate file of each volunteer. Files will include the volunteers personal contact information, their application form, role description, signed agreement, record of their interview, training attended, record of all support meetings and any concerns or complaints. This file will be treated in accordance with the Data Protection Act (1998).

#### 5.3.5. Recognition

Although volunteers have chosen to give up their time to help the Council we understand that recognition of their contribution is vital in helping them to be part of the team, see the difference they make and to encourage others to volunteer. Where possible the Council will promote the contribution that volunteers make to our work, through internal newsletters, press releases and through our social media. The Volunteer Supervisor must ensure explicit consent is obtained from the volunteer before their name and / or photo is used on social media or other public forums.

#### 5.3.6. Saying goodbye

The Council understands that volunteers move on for a number of reasons and so have identified steps to take to ensure a process that is smooth and beneficial to both parties. Volunteers may leave because of another opportunity, because they no longer consider the role suitable or because we have identified they are not suitable to our role. In any case the Council will:

- Arrange a support meeting with the Volunteer Supervisor (*or other identified party if necessary*) to establish the reasons for leaving or the issues we have;
- If issues can be resolved we will create an action plan to follow. This may include further training and more support;
- If the issues cannot be resolved then the volunteer may be offered an alternative role if available and appropriate;
- If the volunteer cannot be placed elsewhere an exit interview (*see Appendix F*) will be carried out to explain to the volunteer why they have been asked to leave, to thank them for their time and refer on to other volunteer services such as the CVST;
- Volunteers will be provided with a reference.

## 6. POLICIES AND PROCEDURES

The Council recognises that volunteers are a part of our team and should be protected and bound by Council's policies and procedures that are designed to keep all interested parties safe and ensure work is carried out to a high and consistent standard. For information about each policy please see Council's Volunteer's Handbook. Important policies to read include:

- Safeguarding
- Health and Safety

- Equality and Diversity
- Problem Solving and Complaints
- Confidentiality and Data Protection

### 6.1. SAFEGUARDING

All Volunteer Supervisors must ensure that volunteers are aware of, and have received, the appropriate training in the Council's Safeguarding Policy.

The Council follows the procedures outlined by the Disclosure and Barring Service to ensure the safety of children and vulnerable adults. A volunteer wishing to participate in an activity that is outlined in the DBS Criteria cannot participate in the Volunteering Activity until the Council has received a cleared DBS.

### 6.2. HEALTH AND SAFETY

The Health and Safety at Work Act 1974 (HSWA) protects employees and others who may be affected by work activities. This includes those volunteering for, or on behalf of the Council. The Council has a duty of care to avoid exposing volunteers to health and safety risks. All volunteers will be made aware of the Council's Health and Safety Policies and Procedures and any practical safety concerns as part of their induction. Volunteers are expected to comply with the Council's Health and Safety Procedures.

All volunteer roles will be risk assessed, covering both the tasks involved and the environment in which they will be conducted. In addition, where a volunteer makes us aware of a pre-existing medical condition or disability, an individual risk assessment may also be necessary. The Volunteer Supervisor should ensure appropriate risk assessments are carried out, and are completed, before any volunteering commences. More guidance and training is available from the Health and Safety Team.

All volunteers will be given appropriate training, safety equipment and Personnel Protective Equipment (*at no cost to the volunteer*) and information to carry out their roles safely as per the content of the completed risk assessments.

If the volunteer is on a work placement (*as outlined in the Council's Work Placement Policy*) and / or is under the age of 18, the Health and Safety (Training for Employment) Regulations 1990 and Management of Health and Safety at Work Regulations 1999, volunteer/ placement will apply. It is essential that:

- Students are properly prepared and briefed on the potential hazards in the workplace and any control measures provided to reduce or eliminate risk or injury before they start work.
- The allocated supervisor for the student and their colleagues, are aware of what is expected of them and their legal responsibilities.

It is important to be aware that more than the standard level of supervision may be required, to ensure that they work safely.

It will be the responsibility of the Volunteer Supervisor to report and record any accidents, incidents or near misses to the Health & Safety Team in accordance with HSE Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

### 6.3 EQUALITY AND DIVERSITY

Tendring District Council is a Disability Confident Leader, and are committed to equal opportunities and fair treatment for all. Whilst volunteers are not employees and are therefore not protected as employees under the Equality Act, it is not acceptable to discriminate against them. The Council will ensure that volunteering opportunities are inclusive and available to all. Volunteers still have a right not to be discriminated against, in the same way as a customer or service user has this right.

Any decisions made about a volunteer's suitability for a role, or regarding their ongoing volunteering within the Council, will be made fairly and in line with equality legislation.

There is an expectation that all our volunteers will adhere to the Council's equality policies, ensuring that their own conduct when carrying out volunteering tasks does not discriminate against others or breach equality legislation. Volunteers are advised to read the Volunteer Handbook and Code of Conduct for Volunteers.

#### 6.4 PROBLEM SOLVING AND COMPLAINTS

As volunteers are not employees, they are unable to use the Council's Grievance Policy and Procedure. However, if a volunteer feels they have been wronged, or has a complaint they are entitled to use the Council's Complaints Procedure. Complaints by volunteers should be raised in the first instance with their Volunteer Supervisor and dealt with informally where possible. Where appropriate, the complaint will be investigated fully by the Supervisor, or if the complaint is against their own Supervisor, by another Volunteer Supervisor or line manager.

If a complaint is made against a volunteer, this will be investigated by the relevant Supervisor. Every attempt will be made to resolve the matter as quickly and informally as possible. The volunteer will be given the opportunity to respond to any complaint. If the issue cannot be satisfactorily resolved, then the volunteer may be told their services are no longer required with immediate effect. In such situations, advice must be sought from the HR Team before a final decision is made.

#### 6.5 CONFIDENTIALITY AND DATA PROTECTION

All Volunteer Supervisors must ensure that during induction, volunteers are aware of the Council's Confidentiality and Data Protection Policies. If their role requires, volunteers must receive appropriate training.

#### 6.6 EXPENSES FOR VOLUNTEERS

The Council does not want anyone to be financially disadvantaged as a result of volunteering. Volunteers are not paid for their time but are entitled to be paid for any out-of-pocket expenses, these are as follows:

- Travel;
- Postage and telephone costs if working from home;
- Essential equipment (*if not provided*).

Volunteers should provide receipts for any expenses they incur, and submit these to their Volunteer Supervisor.

It is important that volunteers do not receive any type of reward or payment other than expenses, as they may see this as a salary and they could be classed as an employee or worker. This would then give them some employment rights.

## **6.7 INSURANCE**

The Council's liability insurance policies include activities of volunteers and liability towards them. The Council does not insure the volunteer's personal possessions against loss or damage. Where the volunteer drives as part of their voluntary activity, and use their own vehicle, they must ensure they possess the relevant class of insurance. Further guidance should be sought from the volunteer's own insurance company.

## **7. VOLUNTEERS WHO ARE UNDER 18 YEARS OLD**

In addition to the Health and Safety requirements noted in section 5.2, the Council must consider additional factors if the volunteer is under the age of 18 years old in relation to their safety and wellbeing.

The Department for Children, Schools and Families provides guidance on safeguarding young people during work experience. The guidance states that where the employer does not have regular unsupervised access to the student, there is not a requirement for those staff to have undergone a DBS (Disclosure and Barring Service) check. However, DBS checks must be in place in certain circumstances and the Volunteer Supervisor should refer to the Work Placement Procedure for further information and / or seek advice from the HR Team.

## **8. STAFF WHO WISH TO VOLUNTEER**

Staff members volunteering for a different team/service within the Council will be treated the same as an external volunteer and according to this Policy. Where an employee of the Council wishes to volunteer either internally or externally, this will be supported in accordance with the Volunteering and Public Duties Policy.

## **9. VOLUNTEERS IN RECEIPT OF BENEFITS**

It is the responsibility of the volunteer to establish whether volunteering is going to affect their entitlement to any social security benefits. Further advice should be obtained from the Department of Work and Pensions (DWP), Job Centre Plus or Citizens Advice Bureau.

**APPENDIX A – ROLE DESCRIPTION**



Title of Role:

Department:

Reports to:

Overview of Role Description

Main Tasks and Responsibilities

- 1)
- 2)
- 3)
- 4)
- 5)

Keys skills and knowledge required

- 1)
- 2)
- 3)



# Volunteer For Your Local Council - Tendring District Council

Can you give some time to help support your local community?

We are currently looking for enthusiastic volunteer to help with .....*add details about the tasks and responsibilities and whether any skills and experience is necessary.*

*Please note, that due to the nature of this role where you will be working with children or vulnerable adults, you will be required to complete a Disclosure Bureau Service check (DBS) which will share whether you have any spent convictions or cautions. (only include if necessary for the specific role)*

For more information about the role and details how to apply, please visit of Council website <https://www.tendringdc.gov.uk/>. You will be asked to complete a brief volunteer application form and then if we have a suitable role for you we will invite you to an informal interview where we *will discuss with you the role in more detail, the amount of time that you are able to commit to volunteering, when you will be available, and how your availability and skills fit with our service needs.*

Tendring District Council is proud to be a Disability Confident Leader, and are committed to equal opportunities and fair treatment for all. If this form of communication is not suitable for you, please contact us at (email and phone number), or ask someone to contact us on your behalf.

*Add relevant LOGO to promotional materials.*

APPENDIX C – VOLUNTEER APPLICATION FORM

**Tendring**  
District Council



<b>Volunteer Application Form</b> <b>Tendring District Council</b>
<b>Name</b>
<b>Address</b>
<b>Under 18?</b>
<b>Contact Telephone number</b>
<b>Email address</b>
<b>Volunteering role applied for:</b>
<b>How did you find out about this opportunity?</b>
<b>Which days and times are you available to volunteer?</b>
<b>How many hours a week do you wish to work?</b>
<b>Do you have any experience that may be relevant to this role?</b>
<b>Employment status</b> Employed/Retired/Unemployed/Student/Other
<i>If employed, please provide the name and address of your current employer and tell us your job title:</i>
<b>Medical Declaration</b> Please tell us about any medical conditions you have that may affect your ability to undertake this volunteer role

<p><b>Details of your Next of Kin</b></p>
<p><b>Reference 1</b></p> <p>Details of someone who can provide a reference. This person must not be a partner or family member.</p> <p>Name</p> <p>Address</p> <p>Telephone</p> <p>Email</p>
<p><b>Reference 2</b></p> <p>Details of someone who can provide a reference. This person must not be a partner or family member.</p> <p>Name</p> <p>Address</p> <p>Telephone</p> <p>Email</p>
<p><b>Proof of identity (Office use)</b></p>
<p><b>Criminal Record Declaration</b></p> <p>Please complete this section only if you have a criminal conviction which is not considered as spent under the rehabilitation of offenders act.</p> <p>Disclosure of a conviction does not automatically exclude applicants from consideration. The offence will only be taken into account if it is considered to be one which would make you unsuitable for the type of work to be done. Tendring District Council welcomes applications from ex-offenders as part of its equal opportunities policy. Many of our posts, for example those concerned with working with young people or handling considerable sums of money, involve work where an ex-offender might be in a potentially vulnerable position unless consideration of the person's background has been made from the outset. For this reason we ask you to give details of any criminal conviction which is not considered as spent under the Rehabilitation of Offenders Act 1974 (as amended). The information you provide will be treated as strictly confidential and will be considered only in relation to the job for which you are applying.</p> <p>Nature of offences</p> <p>Date sentence passed</p>

Sentence(s) or orders given by the court

Name and address of court

I certify that the information provided on this application form is correct and agree that it should form part of the basis of my engagement. I authorise Tendring District Council to Check the information I have supplied. I understand that falsification of information may lead to withdrawal of any offer of work and/or dismissal without notice.

To the best of my knowledge all the particulars I have given are true. I understand that any false statement may disqualify me from volunteering or make me liable for dismissal.

Where a valid email address has been provided, any correspondence will be sent via this form of communication.

Signature

Date

## **APPENDIX D – VOLUNTEER AGREEMENT**

### **VOLUNTEER/STUDENT PLACEMENT AGREEMENT**

This volunteer agreement is a description of the arrangement between us, Tendring District Council, and you, (enter the volunteer's name) in relation to your voluntary work.

We appreciate you coming to volunteer with us here, at Tendring District Council, and want to ensure that your experience with us is a rewarding and positive one. This agreement sets out our commitment to you and what we ask from you in return. It is not intended to be legally binding and may be stopped at any time by either party.

As a volunteer your time and commitment are greatly appreciated, but this is a voluntary role and you will not be paid for the work that you do. You always have the right to decline any task we ask you to undertake. You will also be provided with a volunteer role description and handbook to help you but if you have any questions, please do raise them with your Volunteer Supervisor.

#### **Tendring District Council is committed to:**

- Giving you a positive experience.
- Providing you with an induction when you start your role to introduce you to how the organisation works, and your role in it.
- Providing a named person who will be your point of contact whilst volunteering.
- Providing support throughout your volunteer experience through regular meetings with your Volunteer Supervisor and informal feedback.
- Explaining the standards we expect; and encouraging and supporting you to achieve and maintain them.
- Being flexible in relation to your volunteering hours, recognising your need for holiday time, and other commitments.
- Honouring the time commitment you have agreed to give us, and not to expect more from you unless offered and agreed.
- Providing training required to undertake the role.
- Reimbursing agreed out-of-pocket expenses following procedures set out in the Volunteer Handbook.
- Providing adequate training and information to ensure you know what to do to stay safe, in accordance with our Health and Safety Policy.
- Providing adequate insurance cover for you whilst undertaking volunteering approved, and authorised, by us.
- Ensuring that you are treated fairly and in accordance with our Equality and Diversity Policies.

- Trying to resolve fairly any issues or difficulties you may have whilst you volunteer with us before they become problems. In the event of an unresolved problem, to offer an opportunity to discuss the issue in accordance with the relevant policies.
- Following up on any feedback or questions you may have regarding your involvement as a volunteer.

**The volunteer (named below) is committed to:**

- Performing your volunteering role to the best of your ability;
- Providing two referees and proof of identity;
- Meeting time commitments as agreed and informing your Volunteer Supervisor if you are unable to attend;
- Following Tendring District Council’s policies and procedures and adhere to the Council’s Volunteering Code of Conduct (*see below*);
- Maintain confidentiality of any information received;
- If applicable, ensure that you inform your car insurance company you are using your own car as part of your volunteering role;
- Returning any equipment when your volunteering role ends.

This agreement is not intended to be a legally binding contract between us and may be stopped at any time by either party. We would like to take this opportunity to thank you for committing your time and experience to the role and hope that it will be a rewarding and enjoyable experience. Welcome to Tendring District Council.

Signed..... (volunteer)

Signed ..... (on behalf of Tendring District Council)

Date .....

## APPENDIX E – THE CODE OF CONDUCT

*Tendring District Council expects all its volunteers (to whom these rules equally apply) to conform to a set of rules of conduct when they are volunteering, or in any way representing the organisation.*

*Volunteers are expected to behave with respect and consideration towards one another, to their Volunteer Supervisor and to any person with whom they come in contact with during the course of their volunteering. They should adhere to their agreement and should undertake the tasks allotted to them to the best of their application and ability. Some of the rules, which apply to all employees and volunteers, are shown below:*

- *Volunteers should have proper regard to the terms of their placement;*
- *There should be proper, authorised and safe use of equipment, time and property;*
- *Volunteers should satisfactorily follow the instructions given for performing the function of their role;*
- *Volunteers should satisfactorily perform any reasonable request appertaining to their function by an authorised manager;*
- *In the event of absence, it is essential that the Volunteer Supervisor is contacted;*
- *All safety rules should be adhered to;*
- *Safety equipment should be used at appropriate times;*
- *Volunteer's conduct, whilst volunteering, should be of an acceptable standard;*
- *The drinking of alcohol or the taking of non-prescription drugs on the premises is not permitted;*
- *Threatening or violent behaviour or language towards another volunteers, employees or customers is not permitted;*
- *Behaviour or actions that would in any way jeopardise the safety or wellbeing of other volunteers, employees or customers is not permitted;*
- *Gambling on Tendring District Council premises or whilst volunteering is not permitted;*
- *Smoking whilst in Tendring District Council premises is not permitted;*
- *The making of long or numerous personal telephone calls is not permitted;*
- *Volunteers shall not use behaviour or language that is insulting or discriminatory, particularly concerning race, age, sex or disability;*
- *Disclosure of confidential or personal information concerning the work of Tendring District Council or its volunteers, employees, or Councillors is not permitted;*
- *Harassment of individuals, whether sexual or otherwise, is not permitted.*

## APPENDIX F – VOLUNTEER INDUCTION CHECKLIST

### **Volunteer Induction Checklist** –The should be *adapted by the Volunteer Supervisor to suit the needs of the individual Volunteer role*

Please tick relevant boxes

Name of Volunteer: \_\_\_\_\_

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li><input type="checkbox"/> Check volunteer work area for:<ul style="list-style-type: none"><li>• Essential equipment or clothing</li><li>• Stationery equipment items, desk, chair, telephone</li><li>• Note any problems and take action</li><li>• Whether the volunteer requires any additional needs or support</li></ul></li><li><input type="checkbox"/> General welcome: Briefly introduce a few colleagues, e.g., key colleague.</li><li><input type="checkbox"/> ID Cards (Please arrange with Reception for a visitors pass to be used)</li></ul> | <ul style="list-style-type: none"><li><input type="checkbox"/> Tour of the premises to include (as appropriate)<ul style="list-style-type: none"><li><input type="checkbox"/> Toilets;</li><li><input type="checkbox"/> Location of managers/key colleagues;</li><li><input type="checkbox"/> Kitchen/rest room facilities;</li><li><input type="checkbox"/> Notice boards;</li><li><input type="checkbox"/> Location of equipment and stationery;</li><li><input type="checkbox"/> First aid box and first aiders;</li><li><input type="checkbox"/> Fire alarms, fire equipment, fire exits, assembly points;</li><li><input type="checkbox"/> Security of building including security codes, ID cards, keys etc;</li><li><input type="checkbox"/> Any Hazards that need addressing?</li></ul></li></ul> |
|--|---|

**Ensure that the volunteer understands, or is aware of applicable procedures relating to the following:**

- Hours of volunteering
- Breaks, e.g. lunch
- Who to contact if the volunteer is not able to attend as agreed
- The Council's Policies and Procedures (available on Council's intranet site)
- Role specific tasks e.g. use of telephone, use of equipment
- Confidentiality of information/files
- Security of personnel and personal property
- Security of premises
- Computer systems – including Council's website/intranet sites

### **HEALTH AND SAFETY**

**Ensure that the volunteer understands, or is aware of procedures relating to the following:**

- Fire Risks and prevention
- Fire Drill/Evacuation Procedure.
- Accident Prevention.
- Reporting Accidents.
- Procedures in the event of an accident.
- Violence at work.
- Reporting dangerous and threatening incidents.
- Lone working

**APPENDIX G - VOLUNTEER EXIT INTERVIEW FORM**

**VOLUNTEER EXIT INTERVIEW FORM**

<b>Name of Volunteer</b>	
<b>Leaving Date</b>	

Reasons for leaving
Positive points about the assignment
Negative points about the assignment
Volunteer's assessment of how the assignment might progress and lessons learnt:
Volunteer Supervisor's recommendation for change (if applicable)
Conclusions

<b>Volunteer</b>		<b>Interviewer (if applicable)</b>	
Signed		Signed	
Date		Date	