

Great Coxwell Parish Council

Volunteer Policy and Procedures

Introduction

1. This document sets out the policy and procedures relating to the engagement and management of volunteers in activities authorised by Great Coxwell Parish Council ('the Council').

The Council recognizes that volunteering can benefit the Council, the community and the volunteers themselves.

This document is not intended to form a contract.

Policy

2. The Council will maintain a list of current volunteers (including name, telephone number and/or email address) for specific tasks or activities. Volunteers are asked to notify the Council of any changes to those details. If volunteers no longer wish to volunteer, they should contact the Chairman or Vice Chairman to have their details removed from the Volunteer List.

3. All works undertaken by volunteers take account of the Health & Safety at Work Act. Volunteers must be competent to carry out the role for which they are volunteering, with appropriate training and/or guidance as required. The nature of skills required will depend on the activity. The agreed range of tasks will normally be identified in the risk assessment for any particular activity requiring volunteers. Volunteers should only carry out tasks within the agreed range for any activity. Requests to undertake any additional tasks should be referred to the Chairman or Vice Chairman.

4. If required, appropriate training and/or guidance may be provided in advance of the volunteer working on the task or site. The minimum level of this should be sufficient to ensure maintenance of the health and the safety of volunteers and any people who might be affected by the work, as far as is reasonably practicable.

5. Volunteers should be informed about the task and its purpose and any health, safety and supervision arrangements before commencement of work.

6. Volunteers working at the sole request of, and under the sole control of the Council, will be insured under the Council's Public Liability and Employers Liability cover, where the Council has authorised such activity and confirmed cover with its insurer. Any volunteer under the age of 16 must be specifically authorised by the Council and be accompanied at all times by a parent or guardian.

7. Dependent on the nature of the work, prior to work commencing, the volunteer should carry out a visual inspection of the site to ensure that there are no obvious hazards. If the hazards are such that the volunteer cannot proceed without putting him / her self into a position of unacceptable risk, they should be brought to the attention of the Chairman or Vice Chairman and the volunteer should not proceed without further guidance.

8. In the event of an emergency the volunteer should call 999. In the event of a problem not amounting to an emergency, the Chairman or Vice Chairman should be notified immediately.

9. Volunteers must have due regard to the fact that they are carrying out authorised work on behalf of the Council and as such are representing the Council, in terms of both the quality of work and possible interaction with the public.

10. If a volunteer raises a complaint that cannot be resolved at the time, then the complaint should be instigated in the first instance by reporting the matter to the Chairman of the Council or alternatively to the Vice-Chairman of the Council.

11. In the event that a recipient of the voluntary assistance raises a complaint, it should be investigated in the first instance by reporting the matter to the Chairman of the Council or alternatively to the Vice-Chairman of the Council.

12. A copy of this policy must be emailed to volunteers the first time they undertake work on behalf of the Parish Council. The policy will be re-issued to volunteers if any material changes to the policy are made. A copy will also be available on the Parish Council website.

Procedures

13. The risk assessment for any particular task(s) is intended to cover all anticipated activities. Any additional activities should be risk assessed before commencement of work for the first time.

14. The risk assessment should include a description of the work to be undertaken and known issues and risks associated with the site / task.

15. Volunteers will be expected to sign the risk assessment, or acknowledge electronically that they have read the risk assessment, showing that they understand the nature of the work, they recognize the risks associated with the task and agree to comply with instructions provided, whether that be by way of induction brief in person, or instructions given by telephone or email. Volunteers will also be expected to confirm that they do not have any medical issues that would put either them or other volunteers at risk.

16. It will be assumed that volunteers have understood the guidance provided by way of induction brief in person, or instructions given by telephone or email, including this policy and the associated risk assessment, and that they do not have any medical issues which might put themselves or other volunteers at risk, unless they notify the Chairman or Vice Chairman accordingly.

17. On completion of the particular task or activity, volunteers will be asked to forward a summary of the work undertaken to the Council. Such reports will allow the Council to record work and acknowledge the contributions to the community made by volunteers.

Adopted by the Council: July 2023

Review Date: September 2025