



Wilton Town Council

Volunteer Policy

A code of conduct for elected and co-opted members of Wilton Town Council

 The Council Offices
Kingsbury Square
Wilton SP2 0BA

 01722 742093

 [Email the clerk](#)

 [Wilton TC Website](#)

Legal context

Wilton Town Council has adopted this policy in order to comply with Section 3 of the Health and Safety at Work Act, 1974.

The purpose of this policy

Wilton Town Council values volunteers and welcomes their contribution to community life in the Town. This policy seeks to protect and support volunteers working for the Council and to set down the Council's responsibilities to comply with its own employment and insurance obligations.

10 March, 2020

1. What we do

Wilton Town Council works to create a lively and happy community where people live long and healthy lives. We want to look after our beautiful local environment, encourage bio-diversity and reduce carbon emissions. We respect and celebrate diversity and we aim to include everyone and listen to what they have to say. We want to improve the economic, social and mental wellbeing of everyone in our lovely old Town and we want to provide the very best local facilities and services that we can all afford.

2. Valuing and supporting volunteers

Many of our activities involve working in partnership with community groups and volunteers. We will ensure that volunteers feel valued and supported and we will welcome their views. We will provide training, briefings and communications to recognise the central role they play. We acknowledge that volunteers want satisfying and rewarding work that contributes to their own sense of wellbeing and personal development.

3. Working alongside the Council

Wilton Town Council does not aim to introduce volunteers to replace paid staff. We expect that staff at all levels will work positively with any volunteers and where appropriate, will actively seek to involve them in their work.

4. Who are Our Volunteers?

Volunteers may come through community groups, direct from the community or be students from a local school or college. Volunteers may give time regularly or on an occasional basis. Every volunteer has their own personal motivation.

5. How we work with our volunteers

The following guidelines deal with practical aspects of volunteering with the Town Council. More information can be found on our Website and in copies of policies mentioned here.

5.1. Volunteer leaders

Wilton Town Council generally works with volunteer leaders who are also volunteers. The volunteer leaders:

- Act as the point of contact with the Council
- Access funding allocated by the Council
- Organise the volunteer activities and plan the sessions
- Recruit the volunteers
- Provide training, equipment and health and safety briefings
- Maintain communication with volunteers and promote activities
- Carry out risks assessments to ensure everyone stays safe.

5.2. Volunteer Agreement and Task Descriptions

Each volunteer will have an agreement establishing what Wilton Town Council undertakes to provide for them – mainly this is to ensure safety and insurance. Volunteers will be asked to agree to a these simple guidelines. These documents do not form any sort of contract. Wilton Town Council has no intention of creating a contract with local volunteers.

5.3. Expenses

The Council believes that volunteers should not suffer financially by volunteering. Volunteer leaders will agree expenses that may be paid in respect of specific activities.

5.4. Training and Instruction

All volunteers will receive an training and instruction relevant to the roles they perform. This will be provided by the volunteer leaders or persons nominated by them in liaison with the Council. Volunteer leaders will be provided with enhanced training opportunities funded by the Council in areas relevant to their sphere of activity.

5.5. Volunteer Voice

Volunteers are encouraged to express their ideas and views about matters relating to their area of voluntary work through the volunteer leader. If a volunteer has concerns about actions of a volunteer leader or the safety or organisation of volunteer activities, they may report these direct to the Assistant Town Clerk. We aim to identify and solve problems at the earliest possible stage and to treat all volunteers fairly, objectively and consistently. The Assistant Town Clerk is responsible for handling problems regarding volunteers' conduct or complaints which will be handled in accordance with the Council's complaints and grievance policies. We will seek to ensure that the volunteer's views are heard, noted and acted upon promptly and aim for a positive and amicable solution.

5.6. Insurance

All volunteers are covered by Wilton Town Council's insurance policy whilst they are engaged in any work on our behalf.

5.7. Health and Safety

Volunteers are covered by Wilton Town Council's Health and Safety Policy, a copy of which will be provided to each volunteer upon request.

5.8. Equal Opportunities

Wilton Town Council operates an Equality Policy in respect of both paid staff and volunteers. A copy will be provided upon request. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

5.9. Safeguarding

In appropriate circumstances volunteers will be made aware of the Council's Safeguarding Policy and Procedures and where necessary CRB (DBS) checks and training will be undertaken. Primarily this applies where volunteers may be working with children or vulnerable adults.

5.10. Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff.

5.11. Data Protection

Personal information recorded about volunteers is stored and maintained in accordance with our Data Protection policy, a copy of which is available on our website. All volunteers agree to allow their photographs, motion pictures, and voice media taken during the volunteer activity to be used in Wilton Town Council publications, public relations broadcasts and in digital media unless the council is otherwise notified in advance.