



## 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 Plaistow and Ifold Parish Council ('the Council'). The Council recognises that volunteering can benefit the Council, the community, and the volunteers themselves.

### Policy

2. The Council maintains lists of volunteers (name and address, telephone number and/or email) for each volunteer activity. Volunteers are asked to notify the Council of any changes to their details. If volunteers no longer wish to volunteer, they should contact the Clerk to have their details removed from the list. The lists are kept confidential and stored securely on the Council's laptop. Volunteers' information and personal details will not be shared with any third-party, unless mandatorily required in law, or used for any other purpose other than for the activity the volunteer has signed up to do.
3. Volunteers must be competent to carry out the volunteer activity/role. The nature or skills required will depend on the activity.
4. If required, appropriate training will be provided in advance of the volunteer undertaking the activity/role and/or working on site. The minimum level of training 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 reasonably practicable.
5. Volunteers should be informed about the task and its purpose, health, safety, and supervision arrangements before commencement of the activity/role.
6. All works undertaken by volunteers take account of the Health & Safety at Work Act 1974.
7. 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.
8. Volunteers should only carry out tasks allocated to them.
9. Prior to commencing an activity/role, a visual inspection of the site must be carried out to ensure that there are no obvious hazards. These inspections are to be recorded.
10. There should be a method of communication for emergency purposes.
11. 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.
12. If a volunteer raises a complaint that cannot be resolved at the time, then a complaint should be instigated in accordance with the Council's Complaints Procedure.
13. A copy of this policy must be given to volunteers the first time they undertake work on behalf of the Council. The policy will be re-issued to volunteers if any material changes to the policy are made.

Adopted: April 2022

Review: May 2023

## Procedures

14. A risk assessment should be undertaken before commencement of the task(s)/activity/role. The Parish Clerk is to receive a copy of the risk assessment.
15. Volunteers must undergo an induction briefing appropriate for the task(s)/activity/role being undertaken. This should include a description of the task(s)/activity/role to be undertaken and known issues and risks associated with the site.
16. Volunteers will be expected to sign to confirm that they have received the Risk Assessment, showing that they have received an induction briefing, that they understand the nature of the task(s)/activity/role, they recognise the risks associated with the task(s)/activity/role and agree to comply with instructions provided during the induction brief. This document is not intended to form a contract. 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.
17. On completion of the task(s)/activity/role, the supervisor is to forward the completed induction brief to the Parish Clerk with a completed summary of the work undertaken. Retention of induction briefings will allow the Council to record work and ultimately acknowledge the contributions to the community made by volunteers.