

CONGLETON TOWN COUNCIL

VOLUNTEERS POLICY

Congleton Town Council is a local Council.

VISION: A flagship town, vibrant, enterprising and sustainable, which is as attractive to visitors, investors and workers, as it is to live in

MISSION: To deliver the strong governance and community leadership required to preserve and enhance the quality of life for Congleton residents.

STRATEGIC GOALS

1. An active and engaged community.
2. A sustainable environment.
3. A celebrated and protected heritage
4. A strong and diverse economy.
5. Operational quality

OUR CORE VALUES: The principles by which we will operate the Council are:

- Democracy and openness
- Equality
- Working with others
- Value for money

Accordingly Congleton Town Council involve volunteers to:

- Increase our contact with the local community we serve
- Help ensure our services reflect the needs of our community
- Increase skills, experience, perspectives and diversity in the workplace.

We will ensure that volunteers feel part of the Town Council structure by enabling them to contribute to our ongoing development. We will have systems in place to involve volunteers in staff information sessions, and regular supervision.

Congleton 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.

We acknowledge that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing training for them to do their role effectively.

Volunteers may come through the Congleton District Community Action (CDVA), direct from the community or be students from a local educational institute.

Guidelines:

The following guidelines deal with practical aspects of volunteering with the Town Council. More information can be found in the Volunteers Handbook together with copies of policies mentioned here.

Recruitment:

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Volunteer Agreement and Task Descriptions

Each volunteer will have an agreement establishing what Congleton Town Council undertakes to provide for them. Also volunteers will be asked to agree to a written outline of the specific work they will be undertaking. Neither of these documents is intended to form a contract. Congleton Town Council has no intention of creating a contract with any volunteers. These documents merely reflect the hopes and intentions of the volunteer and the Council, and will not be contractually binding in any way on either party. For the avoidance of doubt there is no intention by either the volunteer or the council to create an employment relationship of any form whatsoever. Each volunteer will also receive a Volunteers' Handbook

Expenses

Volunteers working a minimum of five hours per day will be able to claim expenses for lunch this would be paid against a receipt and no more than £3.50. Reasonable travel expenses carried out on behalf of the Town Council would also be met.

Induction and training

All volunteers will receive an induction into Congleton Town Council and their own area of work. Training will be provided as appropriate.

Support

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning Congleton Town Council and its work to staff and councilors to their main point of contact.

Insurance

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

Health and Safety

Volunteers are covered by Congleton Town Council's Health and Safety Policy, a copy of which will be provided to each volunteer. Volunteers will be made aware of the Council's Child and Vulnerable Adults Policy and Procedures and where necessary DBS (Disclosure and Barring Service) checks, registration and train will be undertaken.

Equal Opportunities

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

Protection of Children and Vulnerable Adults

If the volunteer is to work in a regulated activity within the Council, the Council will carry out DBS checks and ensure the volunteer is registered with the ISA. The Council has a Child and Vulnerable Adult Protection Policy which will be made available to you.

Problem Solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. A copy of the procedure is included in the Volunteers Handbook.

Confidentiality

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