

Volunteer Policy

1. The purpose of this policy

Caterham on the Hill Parish Council values volunteers and welcomes their contribution to the community. 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 and to ensure compliance with section 3 of the Health and Safety at Work Act, 1974.

2. Valuing and supporting volunteers

Increasingly the parish council activities involve working in partnership with community groups and volunteers. The parish council will ensure that volunteers feel valued and supported and that their views are recognised. 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. How we work with our volunteers

The following guidelines deal with practical aspects of volunteering with the Parish Council. More information can be found in copies of policies mentioned here available on the website.

4. Volunteer supervision

The Parish Clerk will generally (unless the Council has appointed another member of staff)

- Act as the point of contact with the Council for volunteers
- Organise the volunteer activities
- 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. Volunteer Agreement and Task Descriptions

Each volunteer will have an agreement establishing what Caterham on the Hill Parish Council undertakes to provide for them – mainly this is to ensure safety and insurance. Volunteers will be asked to agree to these simple guidelines. These documents do not form any sort of contract.

6. Expenses

The Council believes that volunteers should not suffer financially by volunteering. The Council will agree expenses that may be paid in respect of specific activities, requests must be made in advance of expenditure.

7. Training and Instruction

All volunteers will receive training and instruction relevant to the roles they perform.

8. Volunteer concerns or complaints

Volunteers are encouraged to express their ideas and views about matters relating to their area of voluntary work through the Parish Clerk. If a volunteer has concerns about the safety of volunteer activities, they may report these direct to the Parish Clerk. We aim to identify and solve problems at the earliest possible stage and to treat all volunteers fairly, objectively and consistently. The Parish 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 aiming always for a positive and amicable solution.

9. Insurance

All volunteers are covered by Caterham on the Hill Parish Council's insurance policy whilst they are engaged in any work on our behalf. It should be assumed that insurance is not provided unless that Council has explicitly authorised the activities to be undertaken. These will be approved on a case-by-case basis relevant to the activity undertaken.

10. Health and Safety

Volunteers are covered by Caterham on the Hill Parish Council's Health and Safety Policy, a copy of which will be provided to each volunteer upon request.

11. Equal Opportunities

Caterham on the Hill Parish 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.

12. Confidentiality

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

13. Data Protection

Personal information recorded about volunteers is stored and maintained in accordance with our privacy policy and data protection policy.