



Cyngor Dinas Llanellwy St Asaph City Council

Volunteer Policy

1. Introduction

- 1.1 This document sets out the Council's policy on working with members of the public who may volunteer their time for St Asaph City Council.
- 1.2 This policy does not apply to the Council's relationship with voluntary organisations where other arrangements may apply.
- 1.3 The Clerk is responsible for the implementation of this policy.
- 1.4 The City Council appreciates that volunteers contribute valuable assistance and experience that would otherwise not be available. In turn, volunteers can gain valuable experience that can enhance their skills.
- 1.5 The City Council encourages the participation of volunteers under supervision, while ensuring the safety and security of all parties.

2. Definition of Volunteer

- 2.1 A volunteer is a person who freely undertakes to perform a service, task or function that is not normally or traditionally performed as a full job and who does so without financial reward.
- 2.2 A clear distinction exists between volunteers and those who are given a financial reward, eg a wage or allowances at special rates in return for casual services.

3. Recruitment

- 3.1 Where a volunteer offers their services, this offer must be made in writing to the Clerk.
- 3.2 It is important that Council knows who its volunteers are, as they will be representing the Council in the community.
- 3.3 The Council reserves the right to ask for references, before recruiting a volunteer.
- 3.4 The decision to recruit a volunteer must be made by full Council, except in the circumstances outlined in 3.5 below.
- 3.5 In the event of a civic emergency, such as extreme weather, the Mayor, Deputy Mayor, Chairman of the Environment & Assets Committee, together with the Clerk may recruit volunteers for the duration of the emergency. This recruitment must be reported to Council at the next available full council meeting.
- 3.6 Where the volunteer will be in contact with vulnerable groups or individuals, it will be necessary to obtain a criminal record disclosure check with the Disclosure and Barring Service.

- 3.7 The Council's commitment to equality and diversity applies to recruitment of volunteers.

4. Role of Volunteers and Work Allocated

- 4.1 The Council, or its appropriate committee, will consider and approve the tasks to be performed by a volunteer.
- 4.2 The exact nature of the task and its scope will be clearly defined and communicated to the volunteer in writing by the Clerk.
- 4.3 Where a volunteer suggests a project, which may be undertaken, the relevant committee will carefully consider the proposal and make recommendations to Council.
- 4.4 Any recommendation made will clearly define the work to be carried out and its scope, together with the likely cost to the Council.
- 4.5 The recommendations should comply with the Councils Policies and Procedures.
- 4.6 The volunteer is not to do any work not previously approved by the Council.

5. Agreement

- 5.1 All volunteers must be issued with a role description and a written agreement, which clarifies the intentions and expectations of both parties to avoid subsequent disputes.
- 5.2 The volunteer agreement may be short term, to cover an event or complete a set task, or may be of a more enduring nature.

6. Supervision

- 6.1 Every volunteer should have a supervisor who they can refer to with queries or problems.
- 6.2 Volunteers will be supervised, either by the Clerk or a group of Councillors to ensure that the work carried out is to the standard expected and does not exceed the Council's instructions.

7. Induction

- 7.1 An induction process, including health & safety, should be followed in every case to ensure volunteers understand the environment they are to work in.

8. Training

- 8.1 Volunteers should receive training directly related to the tasks they undertake.
- 8.2 Training will help to clarify how the volunteer is expected to carry out their tasks.

9. Financial

- 9.1 The Council does not presently operate an expenses system for volunteers, although this does not exclude occasions when it feels necessary to reimburse out of pocket expenses.
- 9.2 Supplies required to complete the task will be provided by the Council. The Clerk will be responsible for ordering any materials or supplies.

10.Risk Assessment

- 10.1 A comprehensive risk assessment must be carried out before commencing any volunteer activities. This should include:
- i. Risk to volunteers;
 - ii. Risk to Council employees and Members;
 - iii. Risk to members of the public using Council services;
 - iv. Risk to the Council.
- 10.2 Volunteers may have their own special needs that must be included in any risk assessment.

11.Insurance

- 11.1 The Council's public liability insurance will usually apply to any council-led activity undertaken by a volunteer.
- 11.2 The Council's insurers require the Council to obtain details of any volunteer, before they start their voluntary activities.
- 11.3 Before recruiting a volunteer, or commencing any new volunteer activities, enquiries must be made with the Council's insurers to ensure the activities are covered.

12.Communication

- 12.1 The volunteer will be expected to comply with the Council's policies on communication.
- 12.2 The Mayor and/or the Deputy Mayor are responsible for any publicity for the Council's activities. This includes volunteer projects.
- 12.3 Volunteers are not permitted to engage in publicity, or social media communications regarding the Council's activities. All such communications must be approved in advance by the Mayor and/or the Deputy Mayor.
- 12.4 The City Council recognises that it is important to recognise the work of volunteers. This may be done through press releases, or publicising projects on the Council's website or in its annual report.

13.Conduct

- 13.1 Being a volunteer does not excuse poor behaviour and any misconduct must be managed.
- 13.2 Volunteers are expected to treat others with Civility and Respect and in turn the Council, its members and officers will treat the volunteer with civility and respect.
- 13.3 Volunteers must not engage in debates or disputes, in relation to any of the Council's activities, with members of the public, or any third party, whether face to face, by telephone, in writing, or via social media.
- 13.4 Volunteers must abide by the Council's policies and procedures.

14.Termination

- 14.1 The volunteer agreement may be terminated by either party at any time.

Volunteer Policy

<i>Policy adopted</i>	<i>November 2023</i>
<i>Last review</i>	<i>May 2026</i>
<i>Next review</i>	<i>May 2031</i>



**Cyngor Dinas Llanelwy
St Asaph City Council**

Volunteer Agreement

Personal Details:

Name	
Address:	
Telephone Number	
E-mail	

In accordance with the Data Protection Act 2018, I give consent for the personal data supplied above to be retained by St Asaph City Council so that I can undertake my role as a volunteer. You can find out more about how we use your data from our Privacy Notice, which is available from the Clerk, or from our website at <https://www.stasaphcitycouncil.gov.uk> You can withdraw or amend your consent at any time by contacting the Clerk.

.....

Signed

.....

Date

Thank you for volunteering with St Asaph City Council.

For your information and safety we ask you to read and sign this agreement before commencing duties.

- Volunteering is undertaken freely and not in return for wages. We hope that your voluntary work will give you a sense of achievement and enable you to build on your skills and learn new ones.
- As a volunteer you will not do the work of a paid officer, but complement the services of St Asaph City Council.
- While working as a volunteer, you are representing the Council and this must be borne in mind when dealing with others. The City Council has signed up to the Civility and Respect pledge and expects its volunteers to also treat others with dignity and respect.

Part One

We, **St Asaph City Council**, accept the voluntary service of _____

Your role as a volunteer is _____ This work is
designed to _____

We commit to the following:

1. Induction and Training
 - To provide induction on the work of St Asaph City Council, its staff, your volunteering role and training necessary to assist you with meeting the responsibilities of your volunteering role.
2. Supervision, support and flexibility
 - To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work.
 - The Clerk will be your supervisor and will be your point of contact to discuss your volunteering and any associated problems.
 - To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.
3. Health & Safety
 - To provide adequate training and feedback in support of our health and safety policy.
4. Equal Opportunities
 - To ensure all volunteers are dealt with in accordance with our equal opportunities policy.
5. Civility and respect
 - To treat you with civility and respect.

Part Two

I, _____ agree to be a volunteer with St Asaph City Council and commit to the following:

1. To help St Asaph City Council fulfil its _____ (service)
2. To perform my volunteering role to the best of my abilities, within the parameters advised to me by the Clerk.
3. To adhere to the organisation's rules, procedures and standards, including in relation to health & safety, data protection, communication and equal opportunities
4. To maintain the confidential information of the organisation and its clients.
5. To treat others with civility and respect.
6. To communicate with any members of the public, or representatives of other organisations in a polite, professional and measured manner.

7. Not to engage in publicity, or social media communications regarding the Council's activities. I understand that all such communications must be agreed in advance with the Mayor and/or the Deputy Mayor.
8. Not to engage in debates or disputes with others regarding the Council's activities.

This agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created wither now or at any time in the future. St Asaph City Council reserves the right to terminate this agreement and ask you to withdraw your services.

I agree to abide by this agreement.

Signed	
Name	
Signed on behalf of St Asaph City Council Jill Ellison, City Clerk	
Date of agreement	