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Appendix

Appendix A – Volunteering Forms Pack

1. Volunteering in Context

1.1. The goal of Witney Town Council's Volunteering Policy is:

- To encourage those who live, work, or study in Witney to actively participate in their community through the development of specific projects and events.
- To provide an access point for people of all ages and abilities to get involved in opportunities with Witney Town Council, local community groups, and organisations.

1.2. Purpose of the Volunteer Policy

The purpose of the policy is to provide overall guidance and direction to volunteers and staff engaged in volunteer activity and volunteer management. The policy is intended for guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Witney Town Council reserves the exclusive right to change any aspect of the policy at any time and to expect adherence to the changed policy.

1.3. Scope of the Volunteer Policy

Unless specifically stated, the policy applies to all volunteers registered with Witney Town Council.

1.4. Role of Witney Town Council staff

The involvement of volunteers requires a planned and organised effort. The function of the Witney Town Council's Volunteering team is:

- to provide a central co-ordinating point for effective volunteer opportunities and management for Witney Town Council Volunteers
- to provide appropriate support and training
- to maintain adequate and accessible records of volunteers, volunteering endeavours and achievements

1.5. Definition of a Volunteer

'A volunteer is any person who registers with Witney Town Council in order to perform a task or role with a community focus without compensation, or expectation of compensation beyond reimbursement of expenses incurred in the course of their duties. Volunteers are not considered to be employees of Witney Town Council or the organisations with which they have contact through Witney Town Council Volunteering.'

1.6. Discretion

The participation of volunteers in activities organised by or facilitated through Witney Town Council's Volunteering is at the discretion of Witney Town Council and other

organisations involved in the activity. Volunteers must be willing to submit to appropriate checks before commencing volunteering as listed in the role description.

1.7. Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable asset to Witney Town Council and its staff. As a volunteer with the Council, we will expect you to follow all of our policies and codes of practice. You will be given more details on these during your induction by your Supervisor.

2. Volunteer Management Procedures

2.1. Maintenance of Records

A system of records will be maintained on each volunteer, including initial registration details, copies of all written communication, a log of personal telephone contact, reports or correspondence received from other organisations related to the volunteer, risk assessment and any other relevant documentation. Any personal data will be collected, used, and held, lawfully and appropriately in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2.2. Photography and Videos

As part of our evaluation and future development we may wish to take photographs or videos of activities that involve volunteers.

The photographs and videos may be used on Witney Town Council's website, Facebook or Twitter pages and could be used for Witney Town Council press releases.

Before any photographs of volunteers can be printed, or videos be shown, the permission of the volunteer will be sought.

Photography or filming will only take place under appropriate supervision.

2.3. Representation of Witney Town Council

Prior to any action or statement that might significantly affect or obligate Witney Town Council, volunteers are requested to seek consultation and approval from the relevant Volunteer officer. These actions may include, but are not limited to, public statements to the press, collaborations or joint ventures, or any other agreements involving contractual or financial obligations. Volunteers are authorised to act as representatives of Witney Town Council if specifically indicated within their task and/or role description and only to the extent of such written specification.

2.4. Confidentiality

As a volunteer you may become aware of confidential information about Witney Town Council, its staff, users and suppliers. You must not disclose this information or use it

for your own (or another's) benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain.

2.5. Health and Safety

The Council has a duty of care to avoid exposing our volunteers to health and safety risks. All volunteers will be made aware of our Health and Safety Policy and any practical safety concerns as part of their induction. Volunteers are expected to comply with the Council's Health and Safety Policy.

All volunteer roles will be risk assessed, covering both the tasks involved and the environment in which they will be conducted. In addition, where a volunteer makes us aware of a pre-existing medical condition or disability, an individual risk assessment will be necessary.

The Council will provide you with the appropriate information, instruction, supervision and training required to enable you to work safely while volunteering at the Council.

2.6. Equal Opportunity

The Council is committed to the elimination of discrimination and promotion of equality of opportunity for all citizens and will work towards this goal, both in the provision of services and employment. We will do everything reasonably practical to make volunteering available to everybody and to conform to all relevant legislation. We want to create a good and harmonious working environment in which you should not feel threatened or intimidated.

3. Volunteer Recruitment and Selection

3.1. Role/Task Description

Volunteers require a clear, complete, and current description of the duties and responsibilities of their task or role. This role/task description should include a named supervisor and worksite. The Department Volunteer Coordinator is available to assist in the development of role/task descriptions.

3.2. Requests for Volunteers

Any organisation can volunteer with Witney Town Council. Any organisations wishing to offer opportunities through Witney Town Council Volunteering should be made initially through the member of Witney Town Council Volunteering. A partnership agreement for longer term volunteering with constituted groups will also be adapted for each group to outline the commitments on both sides and will be signed on behalf of the group and by the Council.

All parties should understand that the recruitment of volunteers is enhanced by creative and interesting tasks and roles and by well planned projects. The Department Volunteer Coordinator will direct appropriate volunteers to the opportunities but

holds no responsibility for the 'recruitment' of a volunteer into an opportunity. The organisation should apply their normal recruitment criteria to volunteers.

Witney Town Council reserve the right to refuse to promote an opportunity or place/recruit volunteers where they feel effective use will not be made of their skills and abilities or where it appears the placement may be unsafe or unsuitable.

3.3. Recruitment of Volunteers

Volunteers shall be recruited pro-actively through the medium of the Witney Town Council's Volunteering website (when established), posters, leaflets, internal press, events, and other means. Volunteers shall be recruited without regard to gender, disability, race, age, employment status or other distinction that may be viewed as discriminatory.

The sole qualification for volunteer recruitment shall be the suitability to perform a specified task or role on behalf of Witney Town Council or other organisation that has requested volunteers.

3.4. Selection

Witney Town Council will endeavour to offer guidance to help potential volunteers find a project that will best meet their skills, knowledge, and interests.

3.5. References and Disclosure and Barring Service Checks (DBS, formally CRB)

Volunteers will be required to submit to a disclosure and barring service check before being placed if the role may result in the volunteer being unaccompanied with a minor or a vulnerable adult. Failure to do so will result in all placements being refused. A criminal conviction would not automatically result in a placement being refused - each case will be looked at individually. All information obtained will be kept confidential in line with the Council's data protection obligations.

Some roles may require a set of two references. If this is the case this will be stated clearly on the role/task description. Failure to do so will result in some placements being refused. A negative outcome from a reference may again result in a placement being refused but each case will be looked at individually.

4. Volunteer Training and Development

4.1. Orientation and Induction

All volunteers will receive an introduction to Witney Town Council. Each community placement will be responsible for providing volunteers with an induction. Volunteers taking part in Witney Town Council projects and events will be trained as needed for the opportunity.

4.2. On-going Training and Support

All volunteers will be provided with any necessary learning and development opportunities, and the support to perform the role. Some roles will require further training such as shadowing Council staff, carrying out duties with the support of staff or experienced volunteers, and learning skills via practical sessions. Refresher and extra training will also be provided as appropriate.

5. Volunteer Supervision and Evaluation

5.1. Requirement of a Supervisor

Each volunteer who performs a task or role for an organisation should have a named supervisor who is responsible for their direct management. In addition, the Department Volunteer Leader is available for consultation, guidance and assistance, in confidence where appropriate.

5.2. Commitment and Absenteeism

Witney Town Council recognises that external factors can affect a volunteer's ability to commit to a role over a longer period of time. Volunteers should be honest and open about their availability and the organisation should respect volunteer priorities. The Department Volunteer Leader is available to advise on such issues if required.

Volunteers are responsible for informing placements as soon as possible if they are unable to attend a session due to illness.

5.3. Placement End

There may be times when a placement feels it is in its best interest to end their relationship with a volunteer, either because they no longer wish to have a volunteer perform the role or they have issues with the volunteer's performance.

In the first instance, the placement is encouraged to talk to their relevant Witney Town Council volunteer officer about redeployment. In the second, the placement is requested to advise Witney Town Council regarding its decision and the Department Volunteer Coordinator will be available to offer guidance and advice to either party at any stage.

5.4. Concerns and Problem Solving

Volunteers who feel they may have concerns about their placement are encouraged to speak to the relevant Witney Town Council officer who will advise them of the appropriate action to take and will offer support throughout the process.

Volunteers who have concerns or grievances about Witney Town Council or its staff, and do not wish to discuss these with the relevant volunteer officer, should contact

the department Head of Service, who will deal with the concern or grievance as appropriate and in confidence where possible.

5.5. Communication

Volunteers are entitled to all necessary information pertinent to the performance of their tasks. Accordingly, volunteers should be included in and have access to all appropriate information, memos, materials, and meetings.

Lines of communication should operate in both directions and should exist both formally and informally. Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

5.6. Evaluation

Volunteers shall receive periodic evaluation to review their work. The evaluation session will review the performance of the volunteer, the skills developed, training needs identified, and any issues of concern raised by the volunteer.

6. Volunteer Support and Recognition

6.1. Reimbursement of Expenses

The Council is committed to paying reasonable 'out of pocket' expenses ensuring that potential volunteers are not excluded due to financial reasons. However, these need to be agreed in advance with relevant managers before the volunteer commences their activity. Where expenses are not agreed, volunteers must be made aware of this at the first opportunity in the recruitment process.

6.2. Insurance

All volunteers who are individually registered with and managed by the Council to work in connection with council business are automatically covered by the Council's insurance policies. The Council's insurance policies include coverage for Public Liability exposures, which covers any damage or injuries to members of the public or their property caused by the negligent actions of our volunteers whilst under supervision of the Council. The policies will also protect the volunteers under the Council's Employers Liability coverage, should they suffer an injury in the course of their duties and where the council are found to have acted negligently. Personal Accident coverage does have some age related exclusions, and this will be discussed with the volunteer and included within the specific risk assessment for the volunteer.

Please note that constituted groups who register to volunteer as a group, or businesses, local organisations and educational establishments wishing to provide volunteers for a one-off event need to have their own public liability insurance.

The Council asks all of our volunteers not to bring valuable items to their volunteering site. If you do, please be aware that you do so at your own risk.

6.3. Recognition

Witney Town Council believes that the commitment and performance of volunteers should be recognised as widely as possible. All volunteers are eligible to win the Witney Town Council Volunteering Award and may be directed to other organisations or schemes, where appropriate, for additional accreditation.

6.4. Volunteer Career Paths

All volunteers are encouraged to develop their personal skills to enhance their opportunities. The Department Volunteer Co-ordinator is available to signpost the volunteers to receive support for progression within their chosen field who can help with CV writing to help volunteers promote their skills.

Witney Town Council is also able to offer a reference to volunteers who have worked with the programme for a minimum of six months. This will be provided by the direct supervisor of the volunteer.

7. Volunteer Registration

- 7.1 If you would like to register with Witney Town Council Volunteering, please complete the attached forms. If there are no suitable positions vacant, we will keep your details on file and contact you when a suitable activity arises.

8. Privacy Statement

- 8.1 Witney Town Council is committed to ensuring that the requirements of the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 1998 are met. Our Data Protection Policy is available to view at: [Witney Town Council Data Protection Policy](#)

Who we are and what we do?

Witney Town Council is the 'Controller' of any personal data that you provide to us. We collect, process, and store your personal data in relation to your application as a volunteer.

What we need to process your application?

You must supply personal data including your name, address and contact details.

Why we need it?

We use your personal and sensitive data to enable us to process your application. If you do not provide this information we cannot process your application.

What we do with it?

We will store your personal data in the Council's secure database, and it will be accessed by authorised Council employees only. We will use your data to enable us to check compliance with your application and contact you about volunteering matters. We may

share your personal data with enforcement authorities for the purposes of investigation and with emergency services if either is required.

How long we keep it?

If your application is not successful, we will keep your data for three months from the date of the final decision on your application. If you are successful, we will keep your data for the period you volunteer with the Council and a further six years.

What are your rights?

Please refer to the Council's data protection policy and privacy notice here:

[Witney Town Council Data Protection Policy and Privacy Notice](#)

Alternatively, if you have any Data Protection queries you can email or contact the Council's Data Protection Officer via the details provided on our website <https://www.witney-tc.gov.uk/>