



VOLUNTEERING POLICY STATEMENT

POLICY STATEMENT

1. Keynsham Town Council will seek to use volunteers to:

- a) Enhance the service that the Council provides to the local community
- b) provide new skills and perspectives
- c) increase our engagement with the local community we serve.

2. PRINCIPLES

The Council recognises and welcomes the important contribution made by volunteers working in any capacity for this organisation.

This Volunteering Policy is underpinned by the following principles:

- a) the Town Council will ensure that volunteers have a clear understanding of their role within the Council.
- b) the tasks they are being asked to perform, and the responsibility that goes with those tasks.
- c) the Town Council do not aim to introduce volunteers to replace paid staff.
- d) the Town Council expect that paid staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- e) the Town Council recognise that volunteers require satisfying work and personal development. The Town Council will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- (f) The Town Council are committed to ensuring that volunteers find their volunteering rewarding and enjoyable.

3. PRACTICE GUIDELINES

The following guidelines deal with the practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to are available from the Town Council office, on request.

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.

EXPENSES

Volunteers will receive reasonable out-of-pocket expenses. The Council believes that volunteers should not in any respect suffer financially by volunteering. These must be claimed within three months and receipts must be produced for expenses made. Before accruing any expenses, the Volunteer should seek permission from the Town Clerk or in their absence, the Deputy Town Clerk.

INDUCTION AND TRAINING

All volunteers will receive an induction into the work of the Council and their own area of work. On-the-job training will be provided as appropriate.

All volunteers must be DBS checked before joining the Town Council as a Volunteer or provide a valid in date DBS.

All volunteers must undertake an online Safeguarding Level 1 course and any other training relating to their role e.g., food hygiene, before starting with the Council.

As part of the volunteer interview process references for the applicant will be requested and should be on file before the volunteer starts with the Town Council.

The first two months of the volunteering will on a trial basis with a review at which time the Council or volunteer may decide to leave the volunteering role.

SUPPORT AND SUPERVISION

All volunteers will have a named person as their main point of contact. Volunteers will have regular access to this person who will ensure that each volunteer is given the support they need. Volunteers will be provided with regular supervision to feedback on progress, discuss future development and air any problems.

INSURANCE

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

HEALTH AND SAFETY

Volunteers are expected to comply with the Health and Safety Handbook and must read this before commencing work.

WORKING DIRECTLY WITH YOUNG PEOPLE

All volunteers working directly with young people MUST be DBS checked and should read the Town Council's Safeguarding Policy before commencing volunteering with the Town Council.

EQUAL OPPORTUNITIES

Keynsham Town Council operates an equal opportunities policy in respect of both paid staff and volunteers, a copy of which is available to read in the Council office. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

PROBLEM SOLVING

We aim to identify and solve problems at the earliest possible stage. Any complaints and grievances should be discussed in the first instance with Town Clerk or in their absence the Deputy Town Clerk.

GENERAL DATA PROTECTION REGULATION

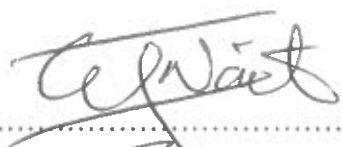
Volunteers are expected to comply with the Town Council's GDPR and Social Media Policies.

CONFIDENTIALITY

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

Amendment History

Paragraph	Detail	Committee or Town Council	Approval date
Original	Adopted version	Town Council	19 th February 2019
Review date		Personnel Committee	5 th October 2023
Review date		Town Council	17 th October 2023
Next Review			October 2025

Signed  Date 211025

Chair of Council 

Signed  Date 21st October 2025

Town Clerk

