

**Volunteers –
Common Standards Framework for WCC Managers (not including
schools' employees)**

This is a basic framework for the County Council to ensure uniformity of process and good practice across all departments when working with volunteers and to achieve a positive working relationship for both parties

Volunteers have been involved in working with the County Council in various ways over many years but there is an increased focus on voluntary effort as some communities take on more responsibility for delivering local services. Support from volunteers is welcomed to enhance council services and volunteers can benefit from the experience and opportunities available

These are the Common Standards which all managers must apply when recruiting all volunteers:

Checklist	Tick box
<p>Safeguarding Prior to a volunteer starting it is important to assess whether or not a Disclosure and Barring Service (DBS) check is required. Volunteers are subject to annual rechecks and any information revealed on a DBS Disclosure should be risk assessed. Please read the Council's DBS Policy for further guidance .Under no circumstances should a volunteer in respect of whom no checks have been obtained be left unsupervised or allowed to work in a defined regulated activity.</p>	
<p>Recruitment and Selection</p> <ol style="list-style-type: none"> 1. Managers must ensure they outline the role clearly by preparing volunteer roles descriptions to help staff and volunteers understand their roles. 2. Volunteering opportunities may be advertised on the Council's website or promoted via word of mouth. 3. An application form should be completed by individuals applying for volunteer opportunities. 4. Applicants should attend an informal interview/discussion with the responsible manager. The purpose of the interview is to explain more about the work of the organisation and how volunteers fit into its activities. The interview also gives you the opportunity to assess the suitability of the volunteer and enables you to make sure they have the skills and qualities that you need, or to match their skills most effectively to a suitable role. 5. Identity checks, and references should be obtained. Copies of documents should be stored securely locally by the responsible manager. 6. The County Council reserves the right to decline to accept offers from people wishing to undertake voluntary work in 	

<p>service areas for which it is responsible and to terminate such arrangements.</p>	
<p>Supervision Volunteers will be appropriately supervised at all times. In the event that volunteers have any complaint they shall be provided with the opportunity to raise the issue(s) concerned with an appropriate manager or supervisor.</p>	
<p>Health & Safety The County Council will ensure, so far as is reasonably practicable, the health and safety of those undertaking voluntary work, including the provision of training where appropriate, making volunteers aware of relevant risk assessments and providing any relevant equipment or materials. Volunteers should comply with all related health and safety obligations, local safety rules and codes of safe working practices. Volunteers must disclose any information which pertains to their own health and safety and take reasonable care of their own health and safety and that of others.</p>	
<p>Liability Volunteers will be indemnified against third party claims under the County Council's Public Liability Policy while carrying out their duties. Volunteers using their own transport for fulfilling their role should ensure they are fit to drive and have the appropriate motor insurance which covers use of the vehicle for volunteering purposes</p>	
<p>Training Volunteers will be provided with any necessary training required to undertake their work competently and safely</p>	
<p>Equality & Diversity Volunteers will be treated at all times within the County Council's Equality & Diversity policy and are required to follow that policy in undertaking their work. Details of this policy will be drawn to the attention of all volunteers</p>	
<p>Personal data Volunteers are required to provide such personal data about themselves as are necessary to maintain contact, including name, address and relevant contact details, and other data necessary to meet safeguarding requirements and other reasonable requirements of the County Council. Such data will be stored confidentially and within relevant data protection legislation.</p>	
<p>Confidentiality, Data Protection and Privacy Volunteers may have access to and handle confidential information relating to individuals, staff, other parties and Council business, during their working. Information must be kept accurate, factually correct and handled correctly and securely. Volunteers</p>	

<p>must not whilst they are working or after their working ends disclose to any unauthorised person, that confidential information except where permitted by law, or authorised by the Council.</p> <p>Volunteers must understand and agree to comply with the Council's Information Compliance Policy and associated standards and procedures for the handling and security of information. Links can be found at: www.warwickshire.gov.uk/imdataprotection. A breach of these will be regarded as serious, will be investigated and may result in action against the individual.</p> <p>Volunteers must sign a copy of Confidentiality Agreement</p>	
<p>Reimbursement of expenses – if managers agree to reimburse any expenses to volunteers such claims must be supported by receipts and processed in the same way as for County Council employees. Any mileage or other allowance must be the same as allowances paid to WCC employees.</p>	
<p>References If a volunteer requests a reference in pursuit of paid or unpaid employment we will meet all such reasonable requests.</p>	

Manager's signature.....Date.....

Volunteer's signature.....Date.....