

Warwickshire County Council

VOLUNTEER MANAGEMENT POLICY



1. Introduction

- 1.1 This policy relates to the involvement of people who give unpaid help directly on behalf of Warwickshire County Council (the Council) services for community and/or environmental benefit (and to Council staff volunteering outside of work).
- 1.2 The Council recognises and values the contribution that volunteers make in a variety of roles to enhance its services, meet its priorities, support its customers, and add to the quality of people's lives. The Council aims to provide fair, safe, enjoyable and empowering experiences for all its volunteers.
- 1.3 The Council supports those of its staff who wish to volunteer outside of work, either for the Council itself or for other local organisations, and recognises the value of this to Warwickshire's communities, to staff development, and to the Council's reputation.
- 1.4 This policy provides a framework for services within the Council which wish to involve volunteers, and includes minimum standards. It is not intended to replace service-specific policies and procedures around the involvement of volunteers, so long as these policies and procedures are developed within the overall principles of this corporate policy.
- 1.5 This policy broadly applies to people who volunteer on an on-going basis. It does not include those who are on work experience within the Council. Further information on work experience with the Council can be found at Staff members > Human Resources (HR) > Recruitment > Work Experience.
- 1.6 Where services are looking to recruit community support for one-off activities or events, it is the responsibility of the service manager to ensure that appropriate risk assessment is undertaken, and any action taken to ensure the health, safety and well-being of volunteers.

2. Principles

- 2.1 The volunteer policy has been developed with the following guiding principles in mind:

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Policy Owner	Sue Evans, Head of HR and OD				

- Volunteering is independently chosen, freely given and benefits both the individual and the Council.
- Volunteers are not employees. However, under health and safety legislation the Council has a duty to protect volunteers, as well as others who could be affected by our activities.

3. Recruitment

- 3.1 The Council welcomes volunteers of all ages and backgrounds. Where a volunteer is under 18, parental or guardian consent should be obtained and a risk assessment should be conducted by the Volunteer Manager. Volunteers should be recruited for specific roles and will be recruited from all sections of the community.
- 3.2 All volunteering 'roles' should be advertised on the Council's web-site and within local volunteer centres with a simple role description.
- 3.3 Volunteer Role Descriptions and Person Specifications should include any criteria required to fulfil the role (including whether safeguarding checks are required).
- 3.4 Services may decide to run a formal recruitment exercise depending on whether it is appropriate for the role, where volunteers are asked to complete an application form and meet with the service for an interview or discussion. This is likely to be appropriate when:

- The volunteering opportunity requires specific skills or experience or involves working with children or vulnerable adults
- There are a limited number of volunteer roles and demand exceeds this.

Services should consider whether a formal process is needed before the opportunity is advertised, and put in place procedures for receiving and considering applications.

If a formal recruitment process is not required, the service will consider whether it requires volunteers to register in advance either via phone or email, to allow the service to plan volunteer work accordingly. Details of how to register should be included in the information about the opportunity on the website.

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All personal data collected as part of the recruitment and selection process, as well as during the placement, will be kept in a secure place in line with Data Protection requirements.

- 3.5 The Council reserves the right to decline people wishing to undertake voluntary work in service areas for which it is responsible and to terminate such arrangements.

4. Vetting & Safeguarding

- 4.1 Managers must ensure that volunteers have received appropriate training in the Safeguarding Awareness for Adults and, or Children, depending on the nature of the volunteer role that they are involved in.
- 4.2 All volunteers will be required to provide proof of their identity.
- 4.3 All volunteers whose work may involve unsupervised access to children or vulnerable adults, or alternatively employees working with volunteers under 18, (defined as a regulated activity) must undergo an enhanced DBS check plus a relevant barred list check before undertaking any such work. Volunteers should thereafter be subject to annual 're-checks'. Volunteers are requested to join the DBS Update Service to enable future criminal record checks to be undertaken in a cost effective manner. <https://www.gov.uk/db-update-service> Managers with supervised volunteers should conduct a risk assessment to consider whether any other criminal record check is appropriate eg an Enhanced check without a barred list check. Further guidance can be provided from the HR Resourcing team.
- 4.4 Where a DBS check reveals a positive trace a risk assessment must be undertaken by the relevant manager to determine if it's appropriate to allow that person to start, or continue, undertaking voluntary work. A process, guide and template risk assessment form is available on www.warwickshire.gov.uk/db Advice is also available from the HR Advisory Service. A Quality Assurance panel will review the risk assessment and make a decision regarding the selection or continuing to engage with the volunteer in the role.
- 4.5 It is the responsibility of the volunteer manager to maintain records in relation to DBS checks for volunteers.

5 Supervision and Support

- 5.1 Volunteers will be appropriately supervised during the course of their time at

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the Council. 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.

- 5.2 Volunteer managers will ensure that both parties sign the Volunteers Common Standards Framework for WCC Managers and where appropriate volunteers are issued with identity badges, and/or appropriate volunteer uniform, which will be worn at all times when volunteering.
- 5.3 The general purpose, objectives and tasks involved in each volunteer role should be agreed between the volunteer and the Council prior to the volunteering, and this must be regularly reviewed.
- 5.4 Induction, training and development for each volunteer is the responsibility of the volunteer manager and should be appropriate to the role. It is expected that all volunteers receive a basic induction around health & safety.
- 5.5 Volunteer managers should, if asked by the volunteer or former volunteer, provide references where there is a contribution that can be commented on.

6 Expenses

- 6.1 Volunteers should only be paid out-of-pocket expenses that have been approved prior to spend by their manager. Where agreed, this can include the cost of travel to and from the place of volunteering.
- 6.2 Where expenses are agreed this should be in line with those paid to WCC employees and only be for evidenced expenditure. Volunteers should not be paid other amounts, for example, honoraria. Advice is available from the HR Advisory Service.

7. Volunteers' Health, Safety and Welfare

- 7.1 The Council will ensure, so far as is reasonably practicable, the health safety and welfare 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 and making personal protective equipment available. 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

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their own health and safety and take reasonable care of their own health and safety and that of others

- 7.2 The Council's Public Liability cover will only indemnify volunteers who are working on behalf of, and under direct supervision of the Council. Volunteers will be indemnified against third party claims under the Council's Public Liability Policy while carrying out their duties. Volunteers using their own transport for fulfilling their role should ensure they have the appropriate driving licence, that they are fit to drive as per the laws of the road, that they have a valid MOT (where applicable), and the appropriate motor insurance which covers use of the vehicle for volunteering purposes.

8. Confidentiality

- 8.1 Volunteers are required to treat data and information that they come into contact in the course of their volunteering with confidentiality and within relevant data protection legislation. Managers should ensure that volunteers are aware of the Council's Information Security Policy, which can be found on the Intranet at Staff Members > Information Security.
- 8.2 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 Council. Such data will be stored confidentially and within relevant data protection legislation.

9. Volunteering by Council employees

- 9.1 Guidance around staff learning, development and appraisal should ensure that volunteering is considered as a potential learning and development activity at appraisal, and treated as any other learning and development activity.
- 9.2 Guidance and conditions of service around flexible working and work-life balance should enable managers to exercise reasonable discretion for staff to work flexibly in order to accommodate volunteering activity in their own time—particularly where the volunteering activity directly supports the Council's priorities, or supports the individual's learning and development.

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**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 All volunteers whose work may involve unsupervised access to children or vulnerable adults must undergo a criminal records check <u>before</u> undertaking any such work, and thereafter be subject to regular 're-checks' at intervals of no less than three years (or one year where the work involves unsupervised access to 'children in need'). Where such checks reveal a positive result a decision to allow that person to start, or continue, undertaking voluntary work must be taken by the relevant manager, in consultation with the HR Advisory Service.</p>	
<p>Recruitment and Selection The County Council welcomes volunteers of all ages and backgrounds but also reserves the right to decline to accept offers from people wishing to undertake voluntary work in 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</p>	

information which pertains to their own health and safety and take reasonable care of their own health and safety and that of others.	
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	
Training Volunteers will be provided with any necessary training required to undertake their work competently and safely	
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	
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.	
Confidentiality Volunteers are required to treat data and information that they come into contact in the course of their work with confidentiality and within relevant data protection legislation	
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.	
References If a volunteer requests a reference in pursuit of paid or unpaid employment we will meet all such reasonable requests.	

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

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

Targeted Support for Young People

Volunteer Agreement

The purpose of work with young people and other client groups is to contribute to personal and social developments in their transition from childhood to responsible adulthood, encourage their social development and individual fulfilment, and help them engage fully in society.

Volunteering is independently chosen, freely given and benefits both the individual and the Council.

Volunteers must

- complete a WCC application form ☐ Please tick as received
 - supply two references ☐
 - provide proof of their identity ☐
 - are obliged to comply with Disclosure and Barring Service (DBS) checks and regulations prior to commencing their work. ☐
- [DBS checks will be processed by Warwickshire County Council]

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The Volunteer

I agree to be a volunteer with Targeted Support for Young People and commit to the following:

- To help Targeted Support for Young People fulfil its service to young people
- To perform my volunteering role to the best of my ability
- To follow Warwickshire County Councils policies, procedures and standards

My agreed voluntary time commitment is:			
No of hours	Days of Week	Weeks per year	
Volunteer:	Print Name:	Date:	
	Signature:		
For Targeted Support for Young People:	Print Name:	Date:	
	Signature:		
Programme/Unit:		Start Date	
Volunteer role as:		Finish Date (if known)	

Please forward a copy of this agreement to

Business Support Manager, Targeted Support for Young People
 Building 3, Second Floor
 Saltisford Office Park, Ansell Way
 Warwick CV34 4UL



*Working for
Warwickshire*

