

South Ribble Volunteer Policy

September 2020



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Document Control

Publication Date	TBD
Related Documents	<ul style="list-style-type: none">▶ Recruitment process for becoming a Volunteer with the Council▶ Volunteering expression of interest form▶ Induction Officer check list - guidance▶ Corporate volunteer role description - template▶ Volunteer Welcome Pack – template▶ Volunteer Emergency Contact form▶ Corporate Volunteer expenses claim form - template
Author (Team)	Performance and Partnerships

Review of Strategy

Review Date	

Introduction

South Ribble Borough Council has been working with volunteers for many years.

The Council is incredibly proud of the work undertaken by the various Friends Group who support our local parks and green spaces; working alongside our neighbourhood teams to keep our parks recognised as some of the best in the country! We would not be able to open our museum and arts centre without the 40+ volunteers who support our curator; welcoming visitors and supporting the various displays and events that take place.

Our community teams have hosted a range of events such as 'In Bloom' competitions and local litter picks all which could not happen without the generosity and involvements of members of the community.

It is on this strong foundation, we want to grow the opportunities for people to volunteer with us; either on a one-off basis or on a more regular basis.

We believe that we have lots of opportunities for people to join us, whether it is supporting local events and festivals, getting involved in the parks and even helping to lead health and wellbeing activities.

Policy Statement

A volunteer is someone who contributes their time, skills and experience freely in the support of the delivery of services to the community. Our commitment is to ensure that;

- ▶ It is something an individual chooses to do
- ▶ Their time is freely given
- ▶ Every individual has the right to volunteer
- ▶ Volunteers are not a replacement or substitute for paid employees

The opportunities that the Council provides may be for short periods, or on a more frequent and longer term.

South Ribble Borough Council will:

- ▶ Respect the freedom of choice of volunteers about when they engage in volunteering activities;
- ▶ Define and agree the scope of the roles undertaken by volunteers. This will be achieved through integrating it into the service planning process. Formal roles will be identified through the service planning process;
- ▶ Provide consistent induction and support for volunteers across all areas of the Council;
- ▶ Support volunteers to develop their own skills and knowledge, and to help and support our communities;
- ▶ Support volunteers in ensuring they conduct themselves in accordance with the council's policies and procedures.

As a Co-operative Council, we are committed to working in partnership with our local communities to deliver the best we can with our collective resources and volunteering is a key element of this.



Volunteering will assist the Council in engaging and working with residents to build their skills and confidence to become active participants within their communities.

Working with our Neighbourhoods team we will seek to support local volunteering schemes within the Council and provide support externally to individuals and community groups that need it too.

Part 1: Volunteering for the Council

Scope

This Policy overarches and applies to all Council services wishing to offer volunteer placements within their areas of operation. The Policy provides a single policy framework to recruit, train and support volunteers who are volunteering directly on the council's behalf.

The Council recognises the importance of working in partnership with organisations which a volunteer led, examples being Leyland Festival, and the Leyland Town Team. Where the Council is working alongside such groups, a Service Level Agreement will be drawn up between South Ribble and the relevant group.

Volunteers for the Council

Volunteers with the Council are expected to display the highest levels of courtesy, conduct, integrity and behaviour towards employees, customers, members of the public and other volunteers always. They must not do anything which may bring the Council's or any employee's reputation into disrepute.

There are 2 ways in which someone may volunteer with the Council;

1. Formally:
 - a. A prospective volunteer may approach a service to offer their time and skills, for example to gain experience or to take part in a local community activity;
 - b. A service may identify one or more volunteering opportunities and actively seek to engage volunteers.
2. Informally:
 - a. Individuals may come along to an open public event and spend their time with the council in a community activity, for example tree planting or litter picking.

Becoming a Volunteer with the Council

The Council seeks to limit as far as possible any unnecessary bureaucratic burden on volunteers, so that they have a positive and fun experience.

Formally:

The Policy sets out a consistent way in which people can find out about opportunities to volunteer with the Council as well as enquiring about how they can get involved. A series of application forms, guidance notes and welcome information is attached as appendices to this policy, which must be followed by all services of the Council using volunteers. Services when developing their annual business plans, will be required to identify if there are any volunteer opportunities within the service and set out how they will be defined and promoted.

It is important to the Council that those who volunteer for us enjoy their time and this means ensuring that the volunteering role is right for the volunteer and that the volunteer is right for the Council. Where the role a volunteer has expressed an interest in is not suitable, the Council will endeavour to find a role that they may wish to consider.

Informally:

Where an individual is taking part in an open event where members of the public are invited to take part to support the Council in an activity, those attending will not be subject to the application process. However, participants will be required to take part in any relevant safety briefing and to follow appropriate instructions from the activity leader.

Volunteers under the age of 18

People of all ages are welcome to come and volunteer with the Council. However, when a volunteer is under the age of 18 the Council requires

- ▶ that they be accompanied by their legal parent or guardian

- ▶ that constituted groups and organisations that are predominately for individuals under the age of 16, e.g. Scouts, cadets, youth groups provide their own responsible officers/leaders who are fully DBS checked group volunteer leader.

Induction and Training

Those who formally volunteer with the council will be required to undertake an induction and appropriate training relevant to the role. Training is there to help support and develop volunteers and ensure they have the right support in the role.

Relevant training will be made clear on role descriptions, indicating which is mandatory and which is optional or available to a volunteer for development.

Training may be provided internally or where appropriate through an external training body with which the council has an agreement. Training may consist of online or classroom-based teaching. In all cases the Council will agree with the volunteer a training and development plan where it is appropriate.

Complaints

In the unfortunate circumstance that a volunteer has a complaint against a member of staff or other volunteer, or a member of the public complains about a volunteer engaged on the Council's business, the Council's Complaints Procedure will be used.

Dementia Friendly Borough

The Council is fully committed to supporting South Ribble Dementia Action Alliance in working towards Dementia Friendly status as a Borough. The benefits of volunteering when living with Dementia can include:

- ▶ increased energy;
- ▶ better mood;
- ▶ improved communication;
- ▶ something to look forward to.

Dementia Friends sessions will be delivered as part of the induction, following a successful application to volunteer with the council. This is to raise awareness and ensure that people living with Dementia can feel assured that volunteering with the Council will be a friendly and welcoming experience.

We welcome volunteers living with Dementia as well as their carers. Where we are made aware that a volunteer is either living with Dementia or caring for someone living with Dementia, we will provide practical support to make the experience fun and enjoyable

We will:

- ▶ agree the volunteer role and provide any required training that can support participation;
- ▶ ensure that the volunteer environment is supportive and appropriate;
- ▶ be flexible as we realise that sometimes the individual may not be able to attend on the day;
- ▶ make sure whoever is the volunteering supervisor knows what support is needed.

Time Credits

Tempo Time Credits are being used to facilitate community engagement, wider involvement and to build active and resilient communities in South Ribble.

Volunteers receive Time Credits as a thank you for contributing time to their community or service. They can then 'spend' Time Credits to access events, training and leisure activities, or to thank others in turn.

Time Credits act as an incentive to encourage more people to get more involved in their local community by giving their time. Ways that people can earn in South Ribble will be varied and the types of activities will depend on individual department objectives.

How Time Credits work: 1 hour = 1 hour

For every hour a person gives at an activity they receive a Time Credit. The event or activity should be agreed to be a Time Credited activity in advance as Time Credits cannot be back-dated or allocated retrospectively. It should be known in advance what sort of activities people will be doing to ensure the principles of an hour for an hour are met and that the activity genuinely supports council objectives, operations or the community in some way.

Key things you need to know about Community Time Credits

- ▶ 1 hour = 1 hour - one hour given by a community member is worth one Time Credit
- ▶ Time Credits are given for active contributions and not to reward good behaviour or attendance.
- ▶ Time Credits are always worth 1 hour of activities. They do not have a cash value.

Allocation of Time Credits

Time Credits should be given to individuals or groups who have contributed as close as possible to the time the activity takes place. For a planned activity it should be on the day and for activities which are irregular a separate arrangement may be needed to allocate time Credits periodically. Any department who identifies ways to use Time Credits will have access to either printed or digital time credits for their department and a member of the team will be required to take ownership of the distribution and recording. Guidance on how to do this will be provided by the nominated lead for Time Credits at South Ribble Borough Council.

Supporting Access to Volunteering

The Council believes that everyone should be able to volunteer and that, where there are barriers, we should do what we can to support individuals to come and volunteer.

Travelling to and from a place of volunteering can create a financial burden that may stop someone from coming to support us. Where that is the case, agreement can be sought from the Council for reimbursement of travel expenses, of up to £10 per day, per individual.

The Council will only reimburse the costs incurred by use of public transport and parking (where this is not possible on Council owned sites). The Council will provide volunteers with daily parking permits allowing free parking on Council owned sites which can be used during the period when volunteering is taking place.

Any expenses that are to be claimed must be agreed prior to them being incurred and agreed with their designated officer.

Volunteers in receipt of benefits

It is the responsibility of the volunteer to establish whether volunteering is going to affect their entitlement to any social security benefits. Further advice should be obtained from the Department of Work and Pensions (DWP), Job Centre Plus, or Citizens Advice Bureau. Further advice is available online at

<https://www.gov.uk/volunteering/pay-and-expenses>

Legal

Volunteers will not be used in times of industrial action to do the work of paid staff. They may continue with their regular tasks but will not be asked to undertake additional duties.

Insurance

Public Liability – Volunteers operating on behalf of the Council are covered under the Council's public liability policy. This policy provides cover for volunteers against loss or injury caused by negligence on the part of the Council. It also protects the public against loss, injury or damage to property caused by the negligence of anyone acting on behalf of Council, including volunteers.

However, the Council will require formally recognised groups, committees, and clubs etc. to hold their own Public Liability insurance cover.

All volunteers are responsible for the care of their personal belongings. South Ribble Borough Council cannot be responsible nor accept liability for any loss of or damage to a volunteer's belongings.

Public Interest Disclosure Act

Volunteers are not protected by the Public Interest Disclosure Act 1998, which covers whistle blowing as part of employment law. Volunteers are not workers within the limited definition in the law but can report any wrongdoing to the Council's Monitoring Officer. Volunteers are not employees of the Council and therefore will not receive the statutory protection or compensation.

Safeguarding

Everybody has the right to be safe no matter who they are or what their circumstances.

Volunteers must be aware of the council's safeguarding obligations and will receive role appropriate training alongside any volunteer induction they may undertake.

Data protection legislation

To process the volunteer's application, the Council will hold personal data about the volunteer. The Council will hold this data securely and process it in accordance with the Data Protection Legislation.

A privacy statement is available on the council's website which sets out the reasons for processing data and how we will use it. We will hold your data for a period of no more than 3 years after you stop volunteering with us, after which it will be removed and securely deleted from our systems.

The council will collect the information:

- ▶ To be able to process applications from volunteers;
- ▶ Undertake checks to comply with our obligations on health and safety as well as safeguarding and to process where necessary any disclosure and barring applications (DBS);
- ▶ Process payments for expenses where required;

The personal Data that we hold includes information such as;

- ▶ name,
- ▶ contact details, address, email and phone
- ▶ Special category / assistance you require
- ▶ availability to volunteer
- ▶ Previous experience
- ▶ Bank details

Equality Act 2010 and Public Sector Equality Duty (PSED)

The council complies with the Equality Act 2010 and the Public Sector Equality Duty (PSED) and welcomes and encourages people of all backgrounds to volunteer with the Council.

Volunteering offers opportunities for different ages, communities and disabled/non-disabled people to work together to improve their community, gain and share experiences, reduce loneliness and isolation, build confidence and foster good relations. Volunteering may also offer individuals the chance to participate in public life where participation is disproportionately low and develop experience that can contribute to their Curriculum Vitae and help in gaining future employment.

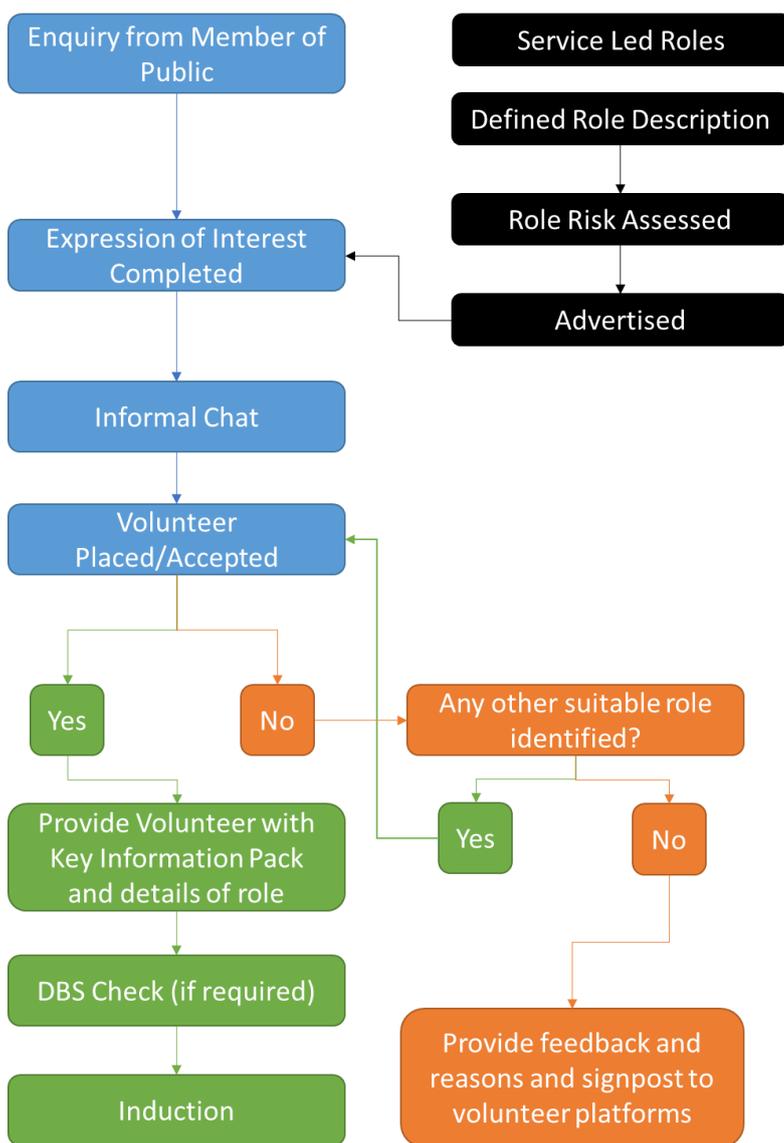
Volunteers of all backgrounds, ages and ability/disability are welcomed. However, there may be some situations, for reasons of health and safety, where some volunteering opportunities are not suitable for some groups.

Each volunteering opportunity will be risk and equality assessed so that any exclusions are adequately explained and evidenced. Reasonable adjustments for disabled volunteers will be considered in accordance with Equality Legislation.

Appendices

- a) Recruitment process for becoming a Volunteer with the Council
- b) Volunteering expression of interest form
- c) Induction Officer check list - guidance
- d) Corporate volunteer role description - template
- e) Volunteer Welcome Pack – template
- f) Volunteer Emergency Contact form
- g) Corporate Volunteer expenses claim form - template

Appendix 1: Recruitment process for becoming a Volunteer with the Council



Step 1: Expression of Interest

All volunteers will be asked to complete an expression of interest to tell us why they would like to volunteer in a specific role, or if they are interested in volunteering for the Council, but no specific role exists.

Step 2: Meet with us for a chat

This is not an interview, but an opportunity to have a chat with the Council officer who is responsible for volunteers in the area in which an expression of interest was made. Officers will seek to understand what it is about the volunteer role you are interested in and discuss what the role entails.

Step 3: Decision

We would seek to provide a response within 10 days after meeting with the prospective volunteer and let them know if their expression has been successful.

Whilst it is great that many people seek to volunteer, for both the volunteer and the organisation, the role and activities must be suitable and both parties must agree. This is to ensure that when you volunteer for the Council it will be fun, rewarding and worthwhile.

All are welcome and volunteers will be placed as far as possible in roles that match their original motivation to volunteer as well as their ability and availability linked to the Council's volunteering opportunities. If the role you have expressed an interest in is not suitable, the Council will endeavour to find a role that you may wish to consider.

Step 4: Induction

When being accepted as a volunteer, the officer responsible for that area will conduct an induction covering a range of policies and information that is relevant to the role.

Volunteering Expression of Interest Form

Name:

Contact Address:

Contact Phone Number:

Contact Email Address:

Tell us which role you are interested in:

Tell us why you would like to volunteer for the Council (please include any relevant experience or previous work that may be relevant related to the role you are applying for).

When would you be available to volunteer?

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
AM	<input type="text"/>						
PM	<input type="text"/>						
Evening	<input type="text"/>						

How many hours would you like to volunteer?

Do you require any assistance to be able to volunteer? Yes No

If yes please give brief details below

Data Protection

All the information requested in this Form is maintained as sensitive personal data in line with the Data Protection Act 2018. Information you provide will be held on manual or computerised systems. The Council will observe strict confidentiality and disclosures will not be made without consent.

Please see our privacy statement on how we will handle your information – available online at www.southribble.gov.uk

Your Application Form will be kept securely Human Resource the officer responsible for the volunteering opportunity, their line manager and Director/Service Lead. The information will not be disclosed to anyone outside of the Council, without your prior consent.

Signed: _____

Date _____

Induction Check List

Name:

Volunteer Role:

Officer:

Date Started:

Please tick the relevant box	Yes	N/A	Comments
Volunteer hours			
Notifying the Council if you are not able to attend			
Introductions to key officers and team members			
Tour of the facilities/building			
Dementia Friends Session			
Health & Safety Policy			
Safeguarding Policy			
Emergency Procedures			
Fire Drill			
Accident Procedure			
Confidentiality			

Volunteer Role: <Insert Volunteer Role Title>

- ▶ <Insert a brief description of what the volunteer role is and why someone would like to be involved – this is your selling pitch!>

Role Outline: <Insert a bullet point list of the key activities that the volunteer will be asked to undertake e.g.

- ▶ *Perform basic bike checks prior to ride commencing in accordance with the ride leader training guidelines >*

Skills: <Insert a bullet point list of the key activities that the volunteer will be asked to undertake e.g.

- ▶ *Certified Level 1 and / or Level 2 Ride Leaders Award >*

Training: <Insert a bullet point list of any training we would provide to a volunteer to help them in their role>

- ▶ *First Aid qualification*

Additional Information: <Insert a bullet point list of any relevant information that will help the volunteer understand the role and any restrictions>

- ▶ *Volunteers are required to be 18 years plus.*
- ▶ *Due to the nature of volunteering a reasonable fitness level is required to undertake this role as well as being a confident and competent cyclist.*

Time Commitment: <Insert detail on when the volunteer would be required, i.e. every Tuesday evening between 6 and 8pm>

Locations: <Insert detail on where the volunteer would be based, i.e. Worden Park>.

For an informal chat about the role please contact:

<Insert name and contact details of officer responsible>

Volunteer Welcome Pack



Welcome

We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. This is your own personal welcome pack, which provides you with key contacts and information that you may need whilst you are volunteering with us.

It also tells you what we as a Council agree to do and what we look for in our volunteers.

We hope that you have a great experience and thank you.

This pack belongs to:

Name:

Volunteer Role:

Officer:

Date Started:

Your Key contacts are:

Designated officer: [Insert officers name and job title]

Email:

Phone:

Designated officer's Manager is: [Insert officers name and job title]

Email:

Phone:

Your Volunteer Role:

Your role as a volunteer is [*state nature and components of the volunteering role*]

As a volunteer we have 2 key rules!

1. **Have Fun!**
2. **Make new friends!**

As a volunteer we expect that you will

- ▶ Do your best
- ▶ Abide by relevant health and safety legislation and data protection
- ▶ Follow our procedures and standards
- ▶ Meet the time commitments and standards which have been mutually agreed and to give reasonable notice so other arrangements can be made when this is not possible

Induction and training

We will provide you with an induction so that you have a clear understanding of the role of the Council, how your volunteering role is important to us and the difference you make to our communities.

Your induction will cover key policies and procedures that you need to be aware of so that you will feel confident in being able to raise any issues or concerns with us.



The Council is fully committed to supporting South Ribble Dementia Action Alliance in working towards Dementia Friendly status as a Borough.

As part of that commitment we expect all our volunteers to attend a Dementia Friends session. These are provided by the Council through our Dementia Champions who deliver these sessions on behalf of the Alzheimer's Society's social action project 'Dementia Friends'.

We welcome volunteers living with Dementia as well as those caring for people living with Dementia.

If you are a volunteer and you are living with Dementia or care for someone living with Dementia we want you to know that we will if you ask provide practical support to ensure your volunteering experience remains enjoyable and tailored to meet your needs.

We will:

- ▶ Agree your volunteer role and provide any required training that can support participation;
- ▶ Ensure that the volunteer environment is supportive and appropriate;
- ▶ Be flexible as we realise that sometimes it may not be possible to attend on the day;
- ▶ Make sure the volunteering supervisor knows what support is needed.

Supervision, support and flexibility

As a volunteer you will have an officer that is assigned to you, who will be your point of contact. They will agree with you the scope of your role, providing the induction and appropriate ongoing support.

Supporting Access to Volunteering

The Council believes that everyone should be able to volunteer and that where there are barriers, we should do what we can to support individuals to come and volunteer.

Getting to and from a place of volunteering can place a financial burden that stops someone from coming to support us. If this is the case, you can speak with your designated officer and we may be able to assist by reimbursing the cost of any public transport used to travel to and from a place of volunteering.

Any support must be agreed in advance with your designated officer and will be confidential.

Volunteers in receipt of benefits

If you are in receipt of benefits it is your responsibility to establish whether the volunteering role is going to affect your entitlement to any benefits. Further advice should be obtained from the Department of Work and Pensions (DWP), Job Centre Plus, or Citizens Advice Bureau. Further advice is available online at

<https://www.gov.uk/volunteering/pay-and-expenses>

Resolving Issues

We want you to have a great experience. However, if you are not happy or have a concern about another individual or their behaviour you can speak with your designated officer who will attempt to resolve the issue fairly and as quickly as possible.

You are able to use the Council's Complaints Procedure. Where appropriate, the complaint will be investigated fully by the assigned officer, or if the complaint is against your own assigned officer, by their line manager.

Important Information about your data

How we will handle your information

As a volunteer the Council will hold personal data about you. The Council will hold this data securely and process it in accordance with the Data Protection Legislation. We will retain on file information for a period of 3 years after which time it will be disposed of through deletion.

The Council may need to share personal information with other departments for the purposes of processing the volunteer's application, recruitment, management, payment (expenses) and for the collation of statistical information.

The sharing of the information will be on this basis and will not be made public by the Council. The Council may need to share the personal information provided by the volunteer with relevant partnerships, such as Leyland Festival Committee. We will not share this information without your express consent.



If you volunteer with us as a steward at the Leyland Festival, we may need to share your name with the Festival Committee who formally run the event.

Your Rights:

- ▶ Applicant volunteers can request / obtain copies of the information the Council holds about them by making a request in writing to the Information Officer or by completing the appropriate form on the Council's website. There is a fee of £10.00 payable for the provision of the information.
- ▶ If an individual is dissatisfied by how their personal information is held or disclosed a complaint can be made to the Data Protection Officer, South Ribble Borough Council, Civic Centre, West Paddock, Leyland PR25 1DH or Email: dpo@southribble.gov.uk



The Council is not able to preserve confidentiality where disclosure is required by other legislation.

Volunteer Emergency Contact Form

Please provide us with suitable contact details that we would need to use to contact someone on your behalf in an emergency.

Volunteer Name:	
Contact Address:	
Contact Phone Number:	
Contact Email Address:	

Next of Kin

Next of Kin Name:	
Contact Address:	
Contact Phone Number:	
Contact Email Address:	

Doctors

Doctors Name:	
Surgery Address:	
Surgery Phone Number:	

Volunteer Travel Expenses Claim Form

Data Protection - Information recorded on this form may be used in computerised records. Under the terms of the Data Protection Act 1998 this information will be treated in a secure and confidential manner.



Name: _____

Email: _____

Address: _____

Date Started: _____

Period of Claim

Claim from: _____

Claim to: _____

Please note only a maximum of 2 months can be claimed prior to today's date.

Bank details

Account number:

Sort code:

Claim details

Enter the details for each claim in the period you are claiming for. Click the add button below to add each claim.

Date of Claim	Claim details	Travel to	Travel from	Travel Fare (£)
TOTALS				

Declaration

I certify that the journeys I am claiming are accurate and were necessary for a voluntary purpose.

Signed: _____

Date: _____

Please ensure you keep all receipts where possible for potential auditing purposes.