



# Volunteering Policy

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## Appendices

- Individual volunteering process
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- Volunteer Role Profile Guidance
- Health and Safety Application Form
- Expression of Interest form (This can also be [completed online](#))
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- Volunteer Reference Request
- Volunteer Agreement
- Volunteer Induction Checklist
- Volunteer Review Form

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<b>Details of review</b> – Stephanie Jones, February 2017	<p>2.6 – Calderdale Council’s vision and values updated.</p> <p>2.11 – Updated in line with health and safety application form.</p> <p>4.1 – Promotion details updated.</p> <p>4.2 – Requirement for Council Volunteer Supervisors to undertake Recruitment and Selection training added.</p> <p>4.5.2/4.5.5 – References exemption added.</p> <p>4.5.4 – Health and safety form sign off detail added.</p> <p>4.5.5 – Requirement for health disclosure form removed as health question included in personal Information form.</p> <p>4.6.1 – Group volunteering contact added.</p> <p>4.6.5 – Reference to the Business in the Community scale removed as no longer a member.</p> <p>5.3.4 – DBS guidance updated.</p> <p>5.35 – Guidance on working with ex-offenders added.</p> <p>5.4.1 – Clarification of the group activities requiring a safeguarding policy.</p> <p>5.5 – Eligible volunteer ages extended to include those aged 14-17.</p> <p>7.2.1 – Officers with responsibility for carry out risk assessments amended.</p> <p>7.4 - Eligible volunteer ages extended to include those aged 14-17.</p> <p>8.1.2 – Insurance wording clarified.</p> <p>8.1.3.2 – Moved from section 10.</p> <p>8.1.3.3 – Guidance on driving licence checks clarified.</p> <p>8.1.3.5 – Responsibility for vehicle roadworthiness clarified.</p> <p>8.1.5 – Clarification regarding regularity of driving documentation checks.</p> <p>8.2.2 – Reference to Small Grants and Ward Forum scheme for voluntary and community group insurance funding, and situations for coverage as individuals added.</p> <p>Appendices – All forms updated.</p>

# Calderdale MBC Volunteering Policy

## 1. Volunteering in Calderdale

- 1.1** We are proud that there is a vibrant culture of volunteering in Calderdale. The Council recognises and supports this through voluntary sector grant-funding and a voluntary sector infrastructure contract; providing support to voluntary sector organisations and supporting volunteering opportunities.
- 1.2** Currently, there is no single robust figure for the number of volunteers in Calderdale. If the Council accepts the Government's definition of regular volunteering as 'at least 3 hours every month' then the last national survey (Giving of time and money, Cabinet Office July 2013) claimed that 26.4% of adults in Calderdale volunteered on a regular basis. This figure does not include those who take part in informal volunteering such as helping an elderly neighbour with their shopping or giving a friend's child a lift to football practice. This survey indicated that Calderdale had the 2nd highest rate of volunteering per head across West Yorkshire, with only Bradford with more.
- 1.3** As in the rest of the UK, the context for volunteering in Calderdale is changing, with people less likely to volunteer than in previous generations due to time available, an increase in paid work outside the home, additional caring responsibilities within families and other time pressures.
- 1.4** The rise in unemployment has also created opportunities for promoting volunteering as a pathway into employment. Like other similar areas, rates of unemployment are higher amongst some communities than others. The Council expect volunteering to be one of the ways in which currently unemployed and economically inactive people secure a pathway into future employment.
- 1.5** As volunteers add value to the work of the Council we believe that they should gain from their volunteering experience and therefore we are committed to managing volunteers in a way that ensures this happens.

## 2. Introduction

- 2.1** This policy is designed for volunteers working directly with Calderdale Council and should fit with wider volunteer opportunities in Calderdale. The policy has been developed based on good practice and advice about volunteering in the sector. (Please note that Schools are responsible for their own volunteering policy and procedures but may use this as a tool should they wish.)
- 2.2** A volunteer is someone who chooses to commit their time and energy to a project for the benefit of others. This is given freely without expectation of financial reward or mutual obligation. A volunteer is not an employee, a worker or a contractor providing services and there is no contractual relationship between the two parties.
- 2.3** It is recognised at both a local and national level that volunteering can act as a key enabler to accessing capacity and networks within communities. Volunteering

empowers our communities and can enable them to find ways to help themselves or support others to meet the demand for services. It builds resilience and trust within our communities and at an individual level can make significant improvements to people's physical/mental health and their skills and future employment opportunities. Given that demand for future services is expected to grow with increasing population levels and changing demographic picture, then coupled with ever reducing budgets available to the Council, in this context it is becoming even more important and significant that we work with our communities to tap in to this hidden wealth and harness a strong volunteering culture. Our strategy aims to support and give focus to this work.

- 2.4** As well as providing benefits to the community and adding value to the work the Council undertakes, volunteering can also provide benefits to the individual, from personal development and gaining new skills, to health benefits such as healthier lifestyles, increased confidence and self-esteem. According to research commissioned by Volunteering England being a volunteer also extends your life expectancy, when compared with non-volunteers<sup>1</sup>. Volunteering also provides opportunities to meet new people and helps reduce social isolation and loneliness, particularly amongst older people.
- 2.5** A key principle is that volunteering with the Council is not about replacing paid staff but about complementing and adding value to the work we already do. Volunteers bring specialist knowledge and skills to their roles and the Council recognises that some of the work it does would not be possible were it not for volunteers, for example the shop at Ogden Water.
- 2.6** Providing a strong consistent approach to volunteering fits well with [Calderdale Council's vision and values](#). Our vision is for Calderdale to be the Best Borough in the North by growing the economy, reducing inequalities and building a sustainable future.
- 2.7** Volunteers can and do play a key role across all these priority areas, by both working with the Council and in the wider community on projects ranging from routes into employment to building financial resilience and looking after our natural and built heritage.
- 2.8** We also have four values which underpin everything that defines us as a Council:

- We **Care** about our communities, customers and colleagues
- We want to **Create** a sense of ambition, being open to innovation and sharing what we know
- We **Improve** the way we deliver services and are committed delivering positive outcomes
- We **Invest** in our people, growing talent and making best use of resources

- 2.9** These values underpin our ambition and this policy.

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<sup>1</sup> Volunteering and Health: what impact does it really have? September 2008  
<http://www.ivr.org.uk/ivr-news/133-volunteering-adn-health-what-impact-does-it-really-have>

- 2.10** Volunteers support services right across the Council and in a huge range of roles. It is therefore crucial that our values underpin the way we recruit, manage and recognise the contributions that volunteers make.
- 2.11** There are three main ways to volunteer with the Council. This is important because the policy and procedures are different for the different types of volunteering:
- 1. Individual volunteers working under the supervision of a Calderdale Council Volunteer Supervisor** (e.g. Appropriate Adult working with the Youth Offending Team).
  - 2. Groups of private business employees carrying out voluntary work for Calderdale Council** (e.g. Lloyds Banking Group volunteer group carrying out decorating at Bankfield Museum).
  - 3. Voluntary and Community groups carrying out voluntary work for Calderdale Council** (e.g. Friends of Centre Vale Park volunteer group carrying out maintenance at the park).

All are required to complete an [expression of interest form](#), but each area is dealt with in a slightly different way – see Health & Safety application form.

### 3. Aims

- 3.1** This policy forms part of the Council's aim to develop a strategic approach to volunteering.

#### 3.2 Aims

This policy aims to:

- Provide a single corporate framework for volunteering with the Council that is clear, consistent and fair.
- Involve and encourage volunteers who reflect the diversity of our Borough.
- Ensure that volunteering with the Council is an enjoyable and rewarding experience.
- Ensure the safety of all those volunteers involved.
- Recognise the contribution of volunteers to the Council by supporting development and other opportunities.
- Ensure services provide relevant information alongside a volunteer handbook relating to the activities to be carried out by volunteers.
- Ensure that the benefits of volunteering and working with volunteers are actively promoted throughout the Council, ensuring that the Council staff are aware of, and appreciate the role of the volunteer.

#### 3.3 Objectives

Calderdale Council will achieve its aims by ensuring that:

- There is a clear, consistent and fair approach to recruiting and managing volunteers within the Council.
- Potential barriers that people may face when trying to volunteer with the Council are identified and work is done to try and remove/ reduce them.
- Guidance and best practice is provided to Council staff working with volunteers and for the volunteers themselves.
- Clear role descriptions are provided for volunteers and necessary training/ induction plans are in place, including health and safety.

- Council volunteers are provided with relevant opportunities, experience, supervision, training and support in order to carry out their duties and provide personal development.
- Feedback is encouraged from volunteers to help improve service delivery and further develop volunteering guidance.
- The contribution and investment provided by volunteers is recognised in supporting the Council to fulfil its responsibilities to the local community, through events and other methods of recognition.

#### 4. Promotion of Opportunities, Recruitment and Selection

- 4.1** Volunteer role descriptions, expression of interest web forms, policies and other documents are made available on the [Council website](#) with details of whom to contact if there are any queries or for an informal discussion. Opportunities should also be publicised widely on social media and circulated through third party organisations where appropriate, such as Sector Support Calderdale (North Bank Forum) and through the do-it.org website, in order to reach the wider community.
- 4.2** All Council Volunteer Supervisors are required to undertake Calderdale Council's Recruitment and Selection training which can be booked [here](#). This training will include guidance on safeguarding and working with criminal convictions in the context of recruitment.
- 4.3** Calderdale Council will aim to recruit a diverse group of volunteers which reflects the communities in the Borough.
- 4.4** Individual volunteering opportunities should draw attention to the benefits and experience to be gained from participation in the activity.
- 4.5 Individual volunteers**
- 4.5.1 All volunteers, engaging as an individual, will be asked to complete an [expression of interest form](#) and [personal information form](#). Other forms may be required, dependent on the role.
- 4.5.2 Volunteers will be asked to provide [character references](#) (not family members) in order to volunteer with the Council. Referees will be contacted by phone, letter or email. If services do not wish to seek reference for their volunteers they must request exemption using the health and safety application form.
- 4.5.3 Potential volunteers will be invited to a meeting with the Council Volunteer Supervisor responsible for the volunteer role. This is an opportunity for both parties to determine if the particular volunteer role, or activity, is suitable. The meeting should be structured and organised without being unnecessarily formal.
- 4.5.4 The Council Volunteer Supervisor will then complete the necessary health and safety application form, which will need approval from the Health and Safety Officer, Insurance Officer and Head of Service.

- 4.5.5 Following the meeting the volunteer will receive confirmation from the Council Volunteering Supervisor of whether the volunteering role will go ahead. The Council Volunteer Supervisor will collate all information necessary. Offers are subject to satisfactory references (unless exclusion for the role has been agreed in the health and safety application), identity check, and a Disclosure and Barring (DBS) check (where required).

#### **4.6 Business or voluntary groups**

- 4.6.1 Business groups can get involved by contacting the [central volunteering contact](#) at the Council who will advise of opportunities available, or work with the organisation to create a specific team building day. Business groups can also express their interest via the [Council website](#).
- 4.6.2 If the volunteers are engaging as a voluntary group or business organisation the [expression of interest form](#) will need to be completed by the appropriate lead member.
- 4.6.3 On meeting with the Council Volunteer Supervisor they will complete the relevant Health and Safety Application Form.
- 4.6.4 Organisations volunteering for the Council may be required to carry out their own risk assessment and provide their own insurance to cover their team whilst engaging in activities. This will be discussed with the Council's Volunteer Supervisor and, if required, copies of the relevant documents must be provided to, and agreed by, the Council prior to the commencement date.
- 4.6.5 Business groups volunteering as part of their organisation's Corporate Social Responsibility may incur some charges. This will be discussed at the initial meeting with the Council's Volunteer Supervisor.

### **5. Safeguarding**

- 5.1** The Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk. Whilst the Council seeks to uphold the principle of equality of opportunity, it is mindful of its responsibility to protect children, young people and adults at risk for whom it cares and provides services. Their needs and welfare are the primary consideration.
- 5.2** If at any time a volunteer has any safeguarding concerns relating to individuals they are working with or supporting they should raise with their Council Volunteer Supervisor in the first instance. If the concern is in relation to or involves the aforementioned person then the concern should be escalated to the next level of management or consult the Council's [Whistleblowing Policy](#).

#### **5.3 Individuals**

- 5.3.1 As part of their induction, volunteers will be provided with particular information on safeguarding relating to their area of activities. Volunteers should be aware of the most up to date policy and may be asked to take part in a [corporate e-learning](#) exercise prior to carrying out their duties. This will ensure that volunteers are aware of the requirements and what to do if they identify a potential safeguarding risk.
- 5.3.2 Free basic awareness training and additional training opportunities are also available from the [Children Safeguarding](#) and [Adults Safeguarding](#) boards.
- 5.3.3 All supervisors must ensure that volunteers have an understanding of, and have access to the relevant Safeguarding Adults Policy and Safeguarding Children Policy.
- 5.3.4 DBS disclosures will be carried out for any volunteer whose role requires it, in accordance with the [Council Disclosure and Barring \(DBS\) Policy](#). Council Volunteer Supervisors should seek further advice from their service Principle HR Advisor if they are unsure as whether a DBS check is required.
- 5.3.5 Calderdale Council has issued a [Policy Statement on the Recruitment of Ex-Offenders](#). In line with this statement, we undertake not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed. Council Volunteer Supervisors should seek further advice from their service Principle HR Advisor if they are unsure as to the relevance of a disclosed conviction.
- 5.3.6 Council Volunteer Supervisors who support volunteers who will be working alone should familiarise themselves with the [Council's guide to lone working risk assessment](#) and [associated quick guide](#) agree a process with the volunteer.

#### **5.4 Business or voluntary groups**

- 5.4.1 Organisations volunteering with the Council in activities which involve children or vulnerable adults should have adopted an approved Safeguarding Policy, which should be regularly reviewed. A copy of this document should be provided to the Council Volunteer Supervisor prior to activities beginning.

- 5.5 Each project will be assessed to ascertain whether it is deemed suitable for volunteers under 18. If a volunteer aged 14-17 should wish to be involved in a project, then a risk assessment for that project should take this into account. This is unless they are volunteering as part of a bigger group such as Scouts/Guides or a business group on specific project based events, in which case suitable documentation (group insurance etc.) will be required. For further advice on health and safety and those aged 14-17 see the [Council's guidance](#).

## **6. Equality**

- 6.1 Calderdale Council is committed to providing equality of opportunity when developing, and supporting volunteering. Although there is no statutory obligation

under equality legislation we recognise a clear moral obligation to promote fairness and equality in volunteering.

**6.2** We value all volunteers and celebrate their diverse and unique identity and background, including (but not exclusively) religious belief, social background, ethnic and national origin, gender, sexual orientation, disability or age.

**6.3 What you can expect from us:**

6.3.1 We believe that volunteers should reflect the diversity of communities they work in and they have the right to work in an environment which is free from discrimination.

6.3.2 If you experience any form of discrimination or harassment while volunteering you should initially discuss this with your Council Volunteer Supervisor, or their manager.

6.3.3 If you are unable to reach a resolution you have a right to raise a complaint with us and you will be advised of the Council's corporate complaints procedure. All complaints will be dealt with seriously, promptly and confidentially.

**6.4 What we expect from you**

6.4.1 When representing this organisation as a volunteer we expect you to support our commitment to equality. You should treat others with dignity and respect and not discriminate against them.

6.4.2 You are expected to support us in making clear that discriminatory behaviour is unacceptable. You should alert a member of staff if an incident occurs which causes you concern.

**6.5 We will protect volunteers from discrimination:**

6.5.1 The Council will make every effort to ensure that discrimination and harassment do not occur. We will:

- Ensure that all volunteers are given this statement of commitment to equality and diversity.
- Explain the statement to all volunteers
- Ensure that complaints of discrimination are dealt with promptly
- Set a good example by treating volunteers with fairness, dignity and respect
- Be alert to unacceptable behaviour and take appropriate action
- Seek to meet 'best practice' standards for promoting equality and diversity.

**6.6** All Council Volunteer Supervisors must ensure that volunteers are aware of, and have access to the Council's [Equality and Diversity Policy](#) and the Council's duties under the Equality Act 2010.

**6.7** Volunteering opportunities should be accessible and inclusive for all where possible, regardless of background or experience.

- 6.8** Calderdale Council will aim to recruit a diverse and inclusive group of volunteers which reflect the communities in the Borough.

## **7. Health and Safety**

- 7.1** The Council has a duty to ensure that the health, safety and welfare of all our volunteers is maintained. Any manager or Council Volunteer Supervisor approached by a volunteer, voluntary group or organisation must follow the process outlined in the [Health and Safety Application Pack](#).

### **7.2 Individual Volunteers**

- 7.2.1 Risk assessments will be carried out by the Council Volunteer Supervisor or other appropriate Council Officer for all project roles that individual volunteers undertake and volunteers will be notified of any key points at the beginning of each volunteering session. The Risk Assessment will be readily available for any volunteer to read upon request.
- 7.2.2 Where deemed necessary, volunteers must ensure that they have suitable clothing and protective footwear at all times; they will be responsible for this. These will be identified through the project risk assessment, and volunteers will be advised prior to the session of any specific needs. Measures taken to reduce sun exposure (e.g. sunscreen) are also recommended.
- 7.2.3 The Council will provide protective equipment such as gloves, goggles and hard hats should they be required. Some tools will be provided and these will be in working order and fit for purpose, however if volunteers have their own preferred tools they may be able to bring them along to use. If personal equipment is used, the responsibility of the maintenance of such tools remains the responsibility of the volunteer. All equipment provided by the Council must be returned to the Council should the activity come to an end.
- 7.2.4 In the event of an accident the volunteer will seek assistance from a member of Council staff or group representative.

### **7.3 Business or voluntary groups**

- 7.3.1 Organisations volunteering for the Council may be required to carry out their own risk assessment and provide their own insurance to cover their team whilst engaging in activities. This will be discussed with the Council's Volunteer Supervisor (see health & safety application form) and, if required, copies of the relevant documents must be provided to, and agreed by, the Council prior to the commencement date.
- 7.3.2 Supervision of volunteers should be discussed and agreed with the Council's Volunteer Supervisor prior to activities taking place.
- 7.3.3 If groups are made up of more than 15 individuals, they will be required to provide their own first aider to be on site at all times.

7.3.4 In all cases groups are expected to supply and maintain a first aid kit whilst carrying out their volunteering duties with the Council.

**7.4** Each project will be assessed to ascertain whether it is deemed suitable for volunteers under 18. If a volunteer aged 14-17 should wish to be involved in a project, then a risk assessment for that project should take this into account. This is unless they are volunteering as part of a bigger group such as Scouts/Guides or a business group on specific project based events, in which case suitable documentation (group insurance etc.) will be required. For further advice on health and safety and those aged 14-17 see the [Council's guidance](#).

## **8. Insurance and Driving Information and Requirements**

### **8.1 Individual volunteers**

8.1.1 Once the individual volunteer is approved, Calderdale Council's Employers and Public Liability Insurance Policies are operative in respect of volunteers whilst engaged in activities on behalf of the Council.

8.1.2 Benefits afforded under the Council's Personal Accident policy cease at the age of 75, however there is no age limit on volunteering because of this.

8.1.3 Personal Motor Vehicles Used by Volunteers – Volunteers using their own cars for voluntary activity (this does not include getting to the venue at the start and end of the volunteer activity) should generally be avoided and public transport or Calderdale Council transport should be used where possible. Where the volunteer uses his or her own car as part of the activity or when transporting other volunteers then the following must be undertaken:-

8.1.3.1 Volunteer drivers will be responsible for ensuring that their own motor vehicle insurance covers them for voluntary work with Calderdale Council. They must contact their insurer and provide evidence of their motor insurance to their Council Volunteer Supervisor before they use their vehicle for voluntary work for the Council. (Volunteer drivers using their car for voluntary work must understand that should they have invalid insurance they are committing a criminal offence. If they have a collision and they have not informed their insurer, and they are not covered they may be subject to heavy financial consequences and personal claims from passengers. Even if the collision was another driver's fault they could be subject to fines, loss of licence and/or imprisonment for failing to be correctly insured).

8.1.3.2 If the volunteer is required to drive their own motor vehicle as part of their volunteering duties, their manager must have sight, and take copies, of appropriate licences and insurance documents evidencing the relevant cover is in place for activities undertaken. Some insurers do not charge to cover motor vehicles for volunteering purposes, for further information visit the [Association of British Insurers webpage](#).

- 8.1.3.3 Volunteers need to provide their photo card driving licence and provide access to their records at the DVLA to ensure their licence is clean. For those carrying child or vulnerable adult passengers as part of their volunteering role, the Council Volunteer Supervisor and volunteer must do one of the following annually; log on to the [DVLA website](#) together to view the licence, the volunteer can create a licence 'check code' to share their driving record with their Council Volunteer Supervisor or the volunteer can request the information in writing from the DVLA. More information available on the website. For those not carrying child or vulnerable adult passengers as part of their volunteering role, the Council Volunteer Supervisor must provide the volunteer name and email address to the [Corporate Health and Safety Manager](#) who will process a proportion of the checks each year.
- 8.1.3.4 If a volunteer refuses to co-operate they cannot be involved in volunteer driving activities.
- 8.1.3.5 Volunteers' vehicles must be roadworthy, have a current MOT and be taxed. It is the responsibility of the volunteer to ensure that this is the case.
- 8.1.4 Volunteers Driving Council Fleet Vehicles – The same requirements with respect to driving licence will apply to any volunteer driving a Council fleet vehicle. In addition, all volunteer drivers of fleet vehicles are required to have a 'blue card' and undertake the Council's driving assessment.
- 8.1.5 All of the checks detailed in 8.1.3.2, 8.1.3.3 and 8.1.4 should be carried out annually.

## **8.2 Business, community or voluntary groups**

- 8.2.1 Established groups are more likely to work independent to Calderdale Council staff; in such a situation it is requested they inform Calderdale Council of dates and times they will be working on Council land and also provide evidence of their own Public Liability Insurance.
- 8.2.2 Newly formed voluntary and community groups might be eligible for their insurance to be paid for the first year to ensure the group has chance of survival. It is expected that this insurance would be a basic Public Liability Insurance – any additions required would be paid by the group itself not Calderdale Council. Applications for funding towards insurance and other costs for voluntary and community sector groups can be made to the [Calderdale Council Small Grants Scheme](#) or the appropriate [Ward Forum](#). Unconstituted or developing groups may be treated as individuals for insurance purposes and be covered by the Council's insurance policy.

- 8.3** In all cases Calderdale Council does not insure the personal possessions of volunteers against loss or damage. We are unable to guarantee a secure locked location for personal possessions; they are wholly the responsibility of the volunteer.

## 9. Confidentiality and Data Protection

- 9.1 Volunteers should regard all information they have access to, or are given as a result of their volunteering, as being confidential unless otherwise advised.
- 9.2 Volunteers may be expected to sign a confidentiality statement depending on their role.
- 9.3 Volunteer contact details and personal information is confidential and is only available to relevant staff for the purposes of volunteer management. These details are not divulged to any third parties.

## 10. Expenses and Benefits

### 10.1 Individual volunteers

- 10.1.1 Before undertaking any voluntary activity with the Council any potential volunteer in receipt of state benefits should contact their Job Centre Plus Advisor to ensure that they are not adversely affected by the duties undertaken.
- 10.1.2 Volunteers should be advised of the expenses that they can claim before commencement of any voluntary duties.
- 10.1.3 Volunteer expenses are paid at the Service's discretion based on the business need for that service.
- 10.1.4 'Reimbursement' over and above actual expenses could affect the legal status of volunteers, making them eligible for the national minimum wage and other employment rights. Expenses will therefore only be reimbursed against receipts, public transport tickets etc. Reimbursement will be in accordance with limits set for paid staff.
- 10.1.5 Any reimbursement of vehicle mileage should be in accordance with the Revenues and Customs tax free mileage rates. Currently, the tax-free approved mileage rates are:

10,000 miles or less	45p
12,000 miles	41p
14,000 miles	39p
16,000 miles	37p
18,000 miles	36p
20,000 miles	32p

Please note that mileage expenses can only be claimed when appropriate insurance is in place and documents have been seen.

10.1.6 Any payment above the Revenues and Customs mileage rate could invalidate the volunteers' insurance as they could be seen to be making a profit from driving.

10.1.7 Any volunteer driving a Council motor vehicle must obtain a blue card from the Council's Licensing Team.

## **10.2 Business or voluntary groups**

10.2.1 Expenses are not payable by the Council for business or voluntary group activities.

## **11. Support and Supervision**

11.1 All volunteers must have a nominated Council Volunteer Supervisor, someone they can have regular access to if problems arise or when help and support is needed.

11.2 All volunteers deserve feedback on their work and it is just as necessary to receive feedback from volunteers.

11.3 If a volunteer has any issues they wish to raise as a complaint they should follow the [Council's Complaint procedures](#).

11.4 Problems with a volunteer's work should be raised informally. It may be the case that problems can be resolved through training or changes to the role. By providing adequate supervision and regular supervision meetings, any issues that arise can be addressed.

11.5 When representing the Council the volunteer must adhere to the Volunteering Code of Conduct (found in the Volunteering Handbook). Should any conduct issues arise the Council's HR department should be contacted for assistance.

11.6 Whilst a volunteer does not require an appraisal, it would be recommended practice for Council Volunteer Supervisors to use the Council's appraisal forms and guidance.

## **12. Induction, Learning and Development**

### **12.1 Individuals**

12.1.1 All individual volunteers should take part in an induction; receiving information on their role and responsibilities, health and safety requirements and details specific to their activities. An induction checklist is available for Council Volunteer Supervisors should they require it.

12.1.2 As part of the induction it would be recommended that all volunteers attend a briefing session held with the Chief Executive or Leader of the Council.

12.1.3 At the beginning of their induction, each volunteer will complete the Volunteer Agreement, at the bottom of the [expression of interest form](#) with the Council

Volunteer Supervisor. This is to ensure that the volunteer fully understands the information outlined in the Volunteer Policy; however it is not a legally binding contract.

12.1.4 Inductions will be held at the start of the volunteer's first session or new specific task by the volunteer supervisor or group representative and these will cover:

- Site task and description
- Introduction to staff and other volunteers
- Equipment safety talks
- Information on welfare facilities (e.g. bathrooms) and emergency procedures.

12.1.5 Further training will be provided when it is required, as each project develops.

12.1.6 The Council are committed to personal development of volunteers and will try to provide training opportunities where possible based on their primary motivation for volunteering.

## **12.2 Business or voluntary groups**

12.2.1 Discussions will take place between the Council Volunteer Supervisor and the lead member of the group to discuss inducting the wider group prior to activities taking place. This will include:

- Site task and description
- Introduction to staff and other volunteers
- Equipment safety talks
- Information on welfare facilities (e.g. bathrooms) and emergency procedures.

12.2.2 The lead member of the group will then be responsible for sharing the information provided with the wider group.

## **13. Expectations**

### **13.1 Calderdale Council is expected to:**

- Acknowledge the receipt of your [expression of interest form](#)
- Seek to provide you with the type of volunteering activity that you would like; if there are no available opportunities within the Council we will signpost you to our Voluntary Sector Infrastructure Provider, Sector Support Calderdale ([North Bank Forum](#)).
- Seek to help you gain a sense of satisfaction and fulfilment through your work
- Provide you with a clear role description for each project
- Give you the full training necessary to carry out your role as a volunteer and provide you with any tools or equipment needed
- Ask of you only what you wish to do, are trained to do and are capable of doing
- Ensure your health, safety and welfare is fully considered for all tasks
- Listen to any problems or concerns you may have in relation to your volunteering with the Council

- Inform you of any issues regarding welfare facilities before you arrive for a volunteer session, so that you are able to prepare for them (e.g. If there is no drinking water available on a volunteer site you would need to bring bottled water)
- Inform you as soon as possible in the event of a project session, or volunteering, role being cancelled or changed.

### **13.2 Volunteers are expected to:**

- Adhere to the Volunteer Code of Conduct (found in Volunteering Handbook)
- Carry out their volunteering role to the best of their ability
- Inform their Council Volunteer Supervisor of any medical conditions relevant to the role they undertake during a project
- Wear appropriate clothing in order to take part in volunteer projects (e.g. suitable footwear) and take necessary steps to protect themselves in the environment they are working in (e.g. protection from UV rays with the use of sunscreen and sun hat etc.)
- Bring enough water and food to sustain them for each volunteer session
- Accept that we may need to take up two character references
- Respect decisions taken by staff and follow all reasonable instructions, particularly with regard to safe working practices
- Respect confidentiality
- Behave in a safe, responsible and professional manner
- Treat all volunteers, staff and members of the public fairly and courteously
- Not behave in any way which might bring the Council into disrepute
- Not talk to journalists without prior authorisation from the volunteer contact officer and refer any questions from members of the public to the Council staff
- Inform their Council Volunteer Supervisor if their availability for volunteering changes or if they are unable to attend a volunteer session (e.g. due to illness) or if they no longer wish to volunteer for the Council.
- Return any equipment/clothing supplied when their volunteering role comes to an end.

## **14. Policy Monitoring and Review**

**14.1** This Policy should be reviewed, as a minimum, at 12 month intervals. However if national guidance changes, or local issues arise which may impact on this policy, it should be updated as and when appropriate.

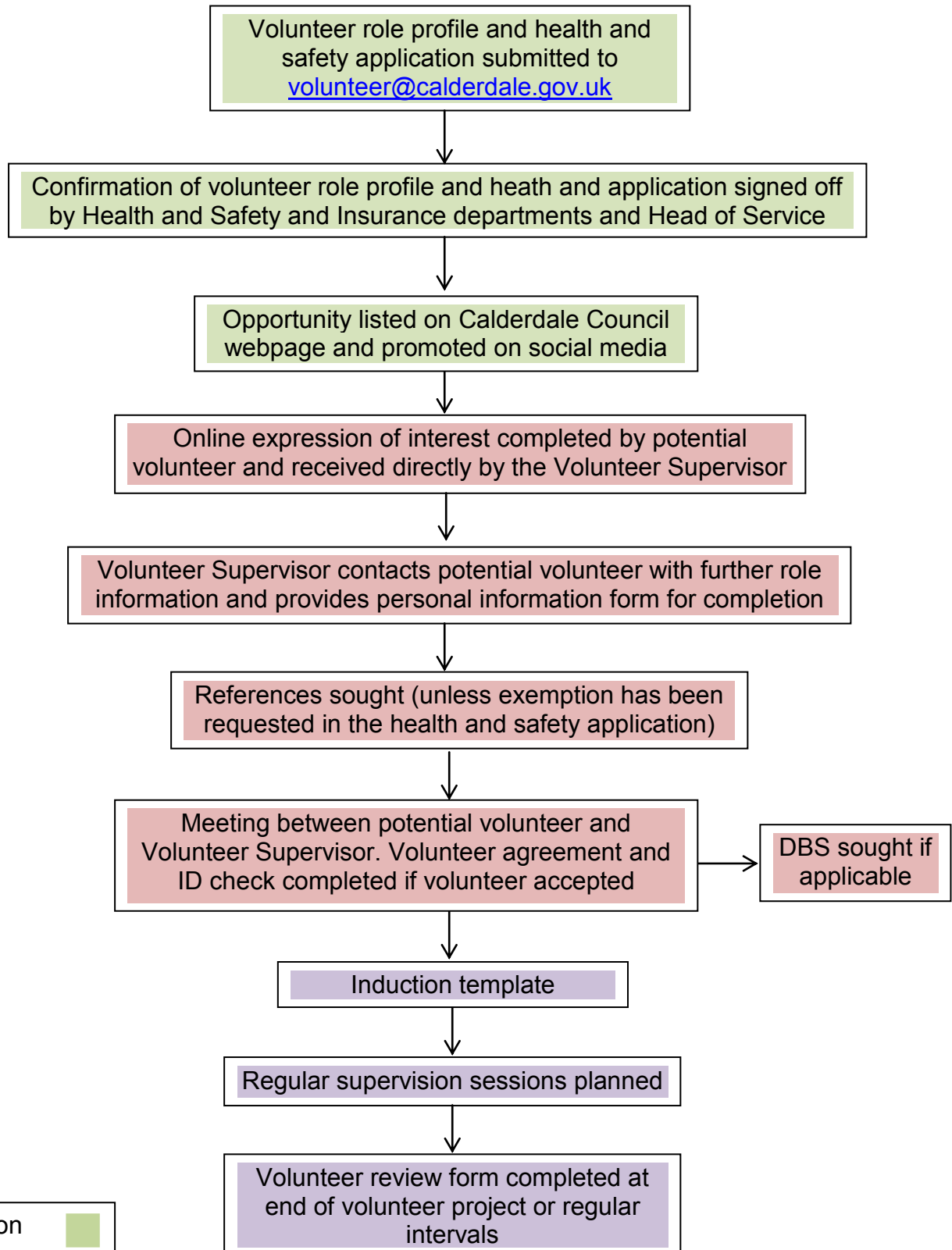
**14.2** Feedback from volunteers, and their Council Volunteer Supervisors, will be sought and used to influence the reviews of this policy.

**14.3** Calderdale Council is committed to providing quality opportunities and environments for volunteers. With this in mind the Council will occasionally take actions to measure the impact of this policy, which may include volunteer surveys or feedback sessions amongst other things.

**14.4** The Council will actively promote volunteering and may use comments received through feedback in publicity to demonstrate the benefits. Any quotes used will be anonymous unless prior permission is granted.

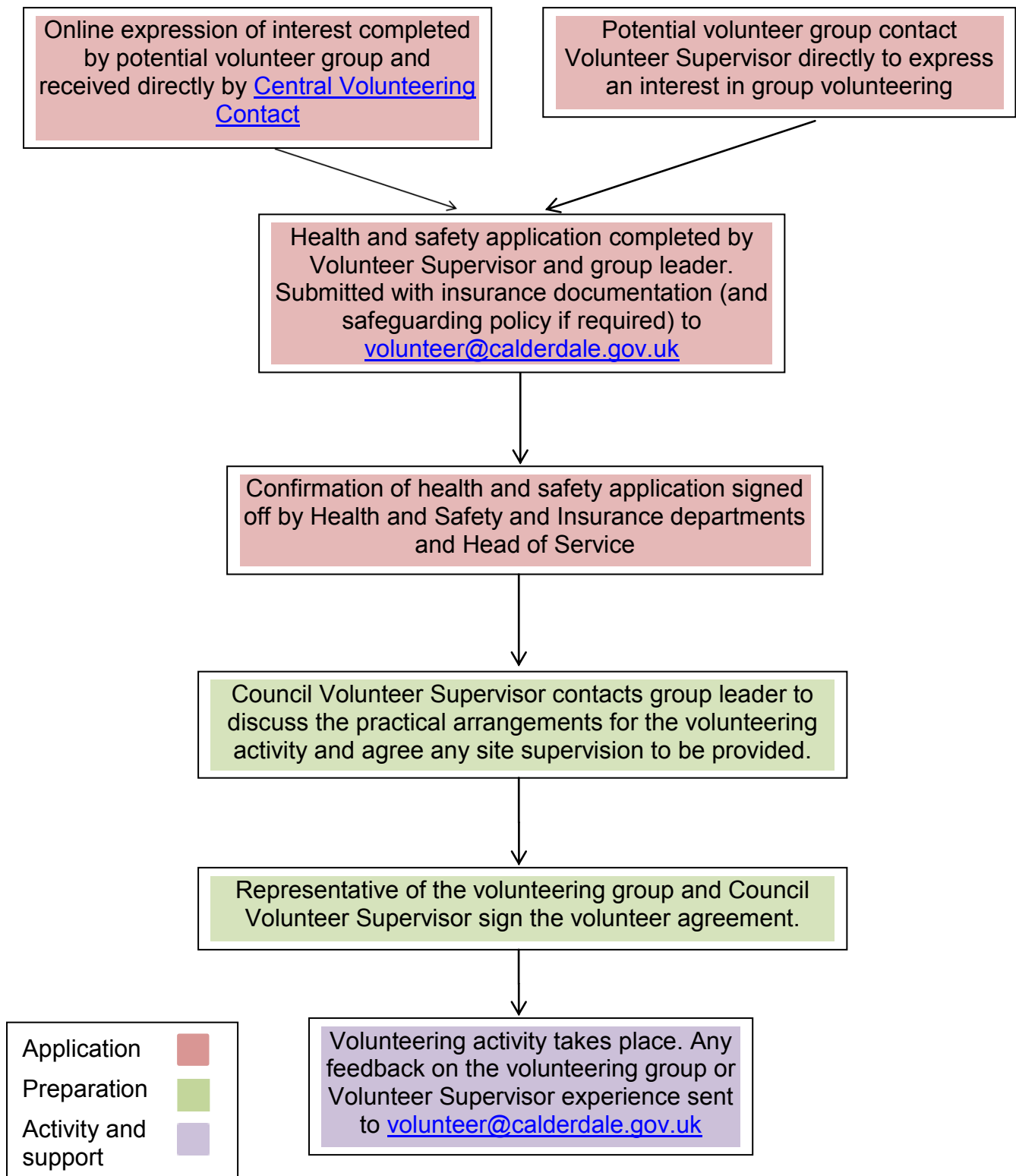
## Individual Volunteering Process

While each volunteering activity is different, the below provides some general guidance.



## Group Volunteering Process

While each volunteering activity is different, the below provides some general guidance.





## Role Profile Guidance



### The service

What does the service do?

What is its history?

Who are its main users?

Sell your service and the impact it has!

### The role

What are the tasks the volunteer would carry out?

Which Calderdale Council staff would they be working with?

How does the role contribute to the service?

What are the benefits of participating in the volunteer activity?

What experience can volunteers expect to gain?

### Where?

Where are volunteers required? (Provide a full address if possible.)

### When?

Are volunteers required on specific days, at specific times of day or an agreed number of hours each session?

Are volunteers required for a set period of time (e.g. six weeks over the summer) or on an ongoing basis?

Is there a minimum time commitment volunteers are asked to make?

### Who?

What personal qualities are you looking for in volunteers?

What specific skills, experience or qualifications are you looking for in volunteers (if any)?

Are you looking for volunteers with particular interests? What are they?

Must volunteers be willing to undertake training related to the role? What is it?

Must volunteers be required to undertake a DBS check if applicable?

*Full training, induction and supervision will be provided to volunteers. All expenses, including DBS check where applicable, will be covered by Calderdale Council.*

**If you are interested in this volunteering opportunity please complete the online expression of interest by clicking on 'Express your interest' on the previous web page.**

### Further Information

If you have any further questions about this volunteering opportunity please contact [VOLUNTEER MANAGER NAME] on [TELEPHONE NUMBER] or [EMAIL ADDRESS]



## Volunteering Health & Safety Application

Calderdale Council is committed to ensuring the welfare of all our volunteers. The Calderdale Council Volunteer Supervisor should complete this application, in partnership with the Business or Voluntary and Community Group contact if applicable. Once complete, send this application to [volunteer@calderdale.gov.uk](mailto:volunteer@calderdale.gov.uk). Approval will be sought from the Health and Safety and Insurance departments and your Head of Service. Please allow up to 28 days for applications to be approved.

### 1. Type of volunteering

☐ Individuals

Individual volunteers working under the supervision of a Calderdale Council Volunteer Supervisor (e.g. Appropriate Adult working with the Youth Offending Team).

☐ Business groups

Groups of private business employees carrying out voluntary work for Calderdale Council (e.g. Lloyds Banking Group volunteer group carrying out decorating at Bankfield Museum).

☐ Voluntary and Community groups

Voluntary and Community groups carrying out voluntary work for Calderdale Council (e.g. Friends of Centre Vale Park volunteer group carrying out maintenance at the park.)

### 2. Calderdale Council Volunteer Supervisor or main contact

Name	<input type="text"/>
Email address	<input type="text"/>
Telephone	<input type="text"/>
Service	<input type="text"/>
Head of Service	<input type="text"/>

### 3. Business/Voluntary and Community group contact

Name	<input type="text"/>
Organisation	<input type="text"/>
Email address	<input type="text"/>
Telephone	<input type="text"/>

### 4. Volunteering activity

Proposed dates of activity  or ☐ ongoing

Total number of volunteers

Maximum number of volunteers on site at any time (if different)

Provide a brief summary of voluntary activity to be undertaken.

For individual volunteering only, do you plan to seek personal or professional references from your volunteer applicants?

☐ Yes

☐ No

For Business and Voluntary and Community group volunteering only, will the voluntary activity be supervised by a Calderdale Council staff member?

☐ Yes (Please move on to question 5)

☐ No (Please complete the details below)

Please provide details of the voluntary group supervisors who will be responsible for the safety of the activity and supervising volunteers.

Name	Date of birth	Experience, skills and knowledge related to the volunteering activity

The group must ensure they have all the full names, addresses, dates of birth, genders, disability details, medical needs and emergency contacts for all volunteers taking part in this activity.

Please note that if groups are made up of more than 15 individuals, they will be required to provide their own first aider to be on site at all times.

## 5. Calderdale Council buildings

Will the volunteering activity involve the maintenance of a Calderdale Council building?

- ☐ No (Please move on to question 6)
- ☐ Yes (Please contact [elaine.wynne@calderdale.gov.uk](mailto:elaine.wynne@calderdale.gov.uk) before completing the details below)

Name of the Area Facilities Officer for this volunteering activity

Does the Area Facilities Officer require a methods statement for the volunteering activity?

- ☐ No
- ☐ Yes (Please attach)

## 6. Insurance

- ☐ I am seeking Calderdale Council insurance coverage for this volunteering activity.  
(For individual volunteering only.)

- ☐ I attach a copy of the organisation's public liability insurance coverage and any other insurance which may be required for the volunteering activity. (For Business and Voluntary and Community group volunteering only.)

## 7. Risk Assessment

Will the volunteer activity involve any of the following?

- ☐ Work at height (e.g. scaffolding, roof work, ladders)
- ☐ Work on or near the highway
- ☐ Work/digging that could interfere with buried services
- ☐ Work with pesticides or biohazards
- ☐ Work with hazardous chemicals
- ☐ Work with machinery and power tools
- ☐ Hot works (e.g. soldering, welding, bitumen)
- ☐ Work near deep water
- ☐ Work interfering with a fabric of a building (asbestos risk)
- ☐ Driving
- ☐ Lone working

- ☐ Work involving children or vulnerable adults/safeguarding (See section 5 of the Volunteering Policy. Business and Voluntary and Community groups must attach their safeguarding policy.)

*For volunteering activities which involve driving while carrying child or vulnerable adult passengers, please see section 8.1.3.3 of the Volunteering Policy for specific guidance.*

If you have ticked any of the above for your volunteer activity you now need to complete the risk assessment below. Otherwise please move on the question 8.

## Risk Assessment Template

Voluntary Activity:

Date of Risk Assessment:

What are the Hazards?	Who might be harmed and How?	What action will you undertake to mitigate/manage the risk?	What further actions might be necessary?	Action by whom?	Action by When?	Done


Assessors Name:

Assessment Review Date:

## 8. Declaration

*All the information requested above is supplied to the best of my knowledge and I will comply with minimum requirements expected by Calderdale Council.*

*If applicable, I have liaised with the named Business or Voluntary and Community group and I am satisfied after consultation with all parties that this volunteer project will be adequately managed.*

*I understand that if the nature of an ongoing volunteering activity changes in the future I will need to submit an updated application prior to the activity taking place.*

Name

Date of application

If you would like any support with this application please contact  
[volunteer@calderdale.gov.uk](mailto:volunteer@calderdale.gov.uk)

**If you're interested in an advertised volunteering role with Calderdale Council please fill out this form to let us know. Once we receive your form the volunteer supervisor for the role will be in touch.**

Full name

Date of birth

Email address

Address

Postcode

Telephone number

How would you like us to contact you?

☐ Email ☐ Telephone ☐ Post

Volunteering role you are interested in

**Thank you for your interest in volunteering with Calderdale Council. If you need any help completing this form please call us on 01422 393003.**

All personal information supplied by you on this form will be processed by the Council in accordance with the Data Protection Act 1998. We will not sell or disclose your information to other organisations or individuals outside of our organisation without prior consent.

[volunteer@calderdale.gov.uk](mailto:volunteer@calderdale.gov.uk)

Policy and Projects, Calderdale Council, Westgate House, Halifax, HX1 1PS



## Volunteer Personal Information

Thank you for expressing an interest in volunteering with Calderdale Council. Please complete your personal information to continue your application. If you require any support or have any questions please contact [VOLUNTEER SUPERVISOR DETAILS].

Full name

Volunteering role

Emergency contact name

Relationship to you

Emergency contact telephone number

Emergency contact address

Do you have any previous volunteering experience? Please give details.

What skills and experiences do you have which could help you in your volunteer role?

What personal interests do you have which could help you in your volunteer role?

What are your reasons for volunteering?

Please tell us the days and times you would prefer to volunteer.

	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

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Referee 1 name  Relationship

Employer (if applicable)

Job title (if applicable)

Address  Telephone

Email

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Referee 2 name  Relationship

Employer (if applicable)

Job title (if applicable)

Address  Telephone

Email

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Do you have any physical or mental health issues which might restrict some of the volunteering activities you are able to carry out?

☐ Yes (please give details below) ☐ No

Have you ever been convicted or cautioned in relation to a criminal offence, have you been bound-over, or subject to formal warnings or reprimands or are you at present the subject of any criminal proceedings or police investigation?

☐ Yes (Please see below) ☐ No

Please specify dates of summons, charges, cautions, reprimands, final warnings or convictions, court, nature of offence and sentence or order imposed.

Under the Rehabilitation of Offenders Act 1974 you are entitled to withhold information about convictions that are 'spent' under the provisions of the Act. Any information disclosed will be treated sensitively and in confidence and will only be used in deciding a candidate's suitability for the post.

Where did you find out about this volunteering opportunity?

Signature

Date

All personal information supplied by you on this form will be processed by the Council in accordance with the Data Protection Act 1998. We will not sell or disclose your information to other organisations or individuals outside of our organisation without prior consent.

### Equal Opportunities Monitoring

Gender ☐ Female ☐ Male ☐ Rather not say

Do you consider yourself to have a disability? ☐ Yes ☐ No

Sexual orientation ☐ Bisexual ☐ Gay man ☐ Gay woman or lesbian  
☐ Heterosexual ☐ Prefer not to say

Ethnic origin

White	Mixed	Asian or Asian British	Black or Black British	Other ethnic group
<input type="checkbox"/> White British	<input type="checkbox"/> White & Black Caribbean	<input type="checkbox"/> Indian	<input type="checkbox"/> Caribbean	<input type="checkbox"/> Chinese
<input type="checkbox"/> White Irish	<input type="checkbox"/> White & Black African	<input type="checkbox"/> Pakistani	<input type="checkbox"/> African	<input type="checkbox"/> Other
<input type="checkbox"/> White Other	<input type="checkbox"/> White & Asian	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Black Other	<input type="checkbox"/> Rather not say
		<input type="checkbox"/> Asian Other		

## Volunteering Reference Request

The person named below has shown an interest in volunteering with Calderdale Council and has named you as a possible reference. Please complete this form as accurately as possible and return it to [VOLUNTEER SUPERVISOR CONTACT DETAILS]

**Name of applicant** [TO BE COMPLETED BY THE VOLUNTEER SUPERVISOR]

**The main tasks that will be undertaken include:**

[TO BE COMPLETED BY THE VOLUNTEER SUPERVISOR]

Your name

Employer (if applicable)

Job title (if applicable)

Address

Email

Telephone

Your relationship to the applicant

How long have you known this person?

What relevant experience or training does this person have in relation to the volunteering tasks listed above?

In your opinion, how would this person interact with staff, other volunteers and members of the public?

To what extent does this person require supervision?

Do you consider this person to be honest, trustworthy and suitable to be a volunteer for Calderdale Council?

☐ Yes ☐ No (please give details below)

Do you have any other comments about this person in relation to a volunteer role within Calderdale Council?

Please be aware that your reference must be accurate and must not contain any untrue statement or omission. Any relevant content of this reference may be discussed with the applicant.

Signed

Date

In compliance with the Data Protection Act 1998, there is no general exemption from the volunteer's right of access to information once the reference is in the hands of the person or organisation to whom the reference has been given.

Thank you for completing this form. If you have any queries please contact  
[VOLUNTEER SUPERVISOR CONTACT DETAILS].

The intention of this agreement is to assure you of our appreciation of your volunteering with us and to indicate our commitment to doing the best we can to make sure your volunteer experience with us is a positive and rewarding one.

We at Calderdale Council accept your voluntary service beginning as per the date below.

We, the undersigned, agree to follow the guidelines, commitments and responsibilities laid out in the Volunteering Policy and the Volunteering Code of Conduct.

This agreement is binding by honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time by either party. Neither of us intends any employment, worker or sub-contractor relationship to be created now, or in the future.

**Agreed by:**

Volunteer signature

Print name

Date

Council Volunteer Supervisor signature

Print name

Date

## Volunteer Induction Checklist

This document is a template for inducting a volunteer to guide managers, not all aspects will be relevant to the area you work in and there may be others appropriate areas which are not covered in this template. The principle could also be followed by volunteer supervisors

Volunteer Name

Volunteering Role

Volunteer Supervisor  Team

Date  Review Date

Task	Date completed	Volunteer signature	Manager signature
Tour of working environment and introduction to colleagues			
Directorate, service and team structure and activities			
Volunteering role and responsibilities including: <ul style="list-style-type: none"> <li>• Expectations</li> <li>• Timeline</li> <li>• Activities</li> </ul>			
Supervision and support: <ul style="list-style-type: none"> <li>• Volunteer supervisor</li> <li>• Appraisals</li> <li>• Catch up meetings planned</li> </ul>			
Policies and procedures: <ul style="list-style-type: none"> <li>• Equality and Diversity</li> <li>• Lone working</li> <li>• Safeguarding</li> <li>• Information Security</li> </ul>			
Training and development <ul style="list-style-type: none"> <li>• Detail training opportunities available</li> <li>• Opportunities for personal development</li> </ul>			
Health and Safety induction (see below)			
Additional induction specific to duties (e.g. use of equipment)			

The below should be used by managers giving the induction in conjunction with the [Health and Safety Bite Size Leaflets](#) which contain all the relevant guidance and summaries of Calderdale Council's Safety Policies.

1. Health and Safety Induction – Volunteers	Discussion with Volunteer Supervisor	Date discussed
<ul style="list-style-type: none"> <li>• Outline volunteers safety responsibilities for themselves and to each other (i.e. not to putting themselves at risk or endangering the public or other volunteers, reporting any obvious hazards or risks to their Volunteer Supervisor) <ul style="list-style-type: none"> <li>- Avoidance of Violence and aggression – “Calderdale Council will not tolerate violence or aggression in any form including the use of racial, verbal or physical harassment to employees.” See leaflet. This applies to volunteers who must also report any concerns they have to their Volunteer Supervisor.</li> </ul> </li> <li>• Lone Working – If you lone work during volunteering you must follow the procedures agreed for the project.</li> <li>• Driving at work – essentials (not applicable if you only drive to and from volunteering activity) <ul style="list-style-type: none"> <li>- Licence and Insurance will be checked annually. (you have to co-operate if you are driving as part of your volunteering)</li> <li>- Understanding that Police will now ask nature of journey (ie work related) if involved in accident so you need your insurer to be informed. Criminal offence to drive with invalid insurance.</li> <li>- No mobile phone use when driving including hands free</li> <li>- Safe transport of children (if applicable)</li> <li>- Duty to inform Calderdale Council of any health problems effecting driving.</li> </ul> <p>Guidance in leaflet on all aspects of driving at “work” and transporting children.</p> </li> <li>• Manual Handling – Anything above 15kg risk assessment is required, see guidance leaflet. Please let us know if you have any health issues or injuries that may be affected by the voluntary activity.</li> <li>• Work at height – For any work from ladders or step ladders someone must be footing the ladder unless you have been on training. All other work at height as per leaflet.</li> <li>• Handy Person – Before you carry out any maintenance as a volunteer you must consult the table in the handy person leaflet and consult with your Volunteer Supervisor.</li> <li>• Asbestos – You are not authorised to work with asbestos.</li> </ul>		

<p>Any concerns see leaflet and policy or contact the Health and Safety department.</p> <ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPE) – Ensure you wear all PPE provided and return it in good condition. See leaflet.</li> <li>• Control of Substances Hazardous to Health (COSHH) – Any hazardous substances will have a COSHH assessment and controls you must observe. See COSHH leaflet</li> </ul> <p><b>Any questions?</b> Volunteers are expected to seek further advice if they ever have any concerns or unsure of best practice.</p>		
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<b>2. Accident and Incident Reporting – Calderdale Council Policy</b>	<b>Discussion with Manager</b>	<b>Date discussed</b>
<p>Accident and Incident Reporting</p> <ul style="list-style-type: none"> <li>• Know where the Accident Book is kept</li> <li>• Serious accidents – Always inform your Volunteer Supervisor who should call the Health and Safety department on 01422 393067 and 01422 288000 out of hours.</li> <li>• Please report all 'Hazard or Near Miss' incidents</li> <li>• Option to remain anonymous when reporting near misses to the Health and Safety department.</li> </ul> <p>First Aid</p> <ul style="list-style-type: none"> <li>• Your local first aid arrangements</li> <li>• Location of your first aid boxes</li> <li>• Your named first aiders</li> </ul> <p><b>Any Questions?</b></p>		

<b>Any additional tasks identified at induction</b>	<b>Date to be accomplished</b>

I have read and understood all of the information detailed above and provided to me.

Volunteer signature  Date

Volunteer Supervisor signature  Date

## Volunteer Review Form

In order to assess the success of Calderdale Council's volunteering schemes, we ask all our volunteers to review their experiences. We'll ask you to do this both during your volunteering and if you leave. Your feedback is important and will help us to improve the volunteering schemes overall and to ensure that your own experience is enhanced. Please answer the questions relevant to you below and feel free to discuss these points in more detail with your Volunteer Supervisor.

Name

Date

Volunteer role

When did you start volunteering with Calderdale Council?

On a scale of 1 to 10 (1 being very unhappy, 10 being extremely happy), how would you rate your volunteering experience to date?

Do you feel you have received enough guidance and support to enable you to carry out your volunteering? What else could we do?

Do you feel you have received enough training to enable you to carry out your volunteering? What further training would you like?

Are you happy with the time commitment you agreed to?

If you have developed any new skills through your volunteering, please tell us about them.

Other than developing new skills, have you found that there are any other benefits to volunteering?

|

What goals do you have for the next period?

|

Would you like to make any changes to any aspect of your volunteering experience?

|

If appropriate, what are your reasons for leaving?

|

Are there any other comments you would like to make regarding you volunteering?

|

Thank you for taking the time to complete this feedback form. All the information collected will be kept confidential in accordance with the Data Protection Act 1998.

*If you are leaving your volunteering role with the Council we would like to thank you for your time with us and we wish you all the best for the future.*