

Welcome!

From Robin Tuddenham, Chief Executive of Calderdale Council

Our vision is for Calderdale to be an attractive place where people are prosperous, healthy, and safe, supported by excellent services and a place where we value everyone being different and through our actions demonstrate that everyone matters. We believe that our volunteers, and those across Calderdale's thriving voluntary and community sector, are a crucial part of working towards this vision.

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.

Volunteers are playing a huge role in helping us achieve [Vision 2024](#) (<https://www.calderdale.gov.uk/vision>). We saw during the 2015 floods how our resilient and enterprising local communities pull together in times of need. We are proud to have a vibrant culture of individuals, neighbourhoods and whole towns being kind and supporting each other, and making things better across all our communities every day of every year. This active community spirit is reflected in a huge appetite for volunteering with hundreds of community and charity groups in our area. In our recent Citizens Panel survey about **40% of Calderdale respondents reported they had taken part in unpaid formal volunteering during the past year.**

We recognise the investment internally through the Volunteer of the Year award at Our Stars, but we are also working on other ways to show our appreciation of the hard work provided by our volunteers:

- We have created a joined up approach to working with volunteers and will continue to use feedback received from volunteers to further develop this
- We offer training opportunities for volunteers and will continue to look at how we can do this better
- We will continue to look at other methods of recognition and support we can provide to our volunteers

The Council is committed to a high standard of volunteer management. As a volunteer, you will be valued as a member of a team and by the organisation as a whole.

I hope you will find that the Council is a place where you will feel that your views will be heard, and your ideas valued. It is a place where you can make a real difference, share your ideas, provide feedback and help us to be the best Council in the North.

Finally, thank you for choosing to volunteer with Calderdale Council and donating your time to deliver services for the people of Calderdale. I'm sure that you will enjoy your time with us and welcome to the team.

Robin Tuddenham,
Chief Executive

Volunteers Handbook

Thank you for volunteering with Calderdale Council. We would not be able to complete all the work we do without volunteers, and hope that you enjoy working with us.

This handbook is intended to be a quick guide on the basics of volunteering with the Council, what you can expect from us and what we expect from you.

Further details are available in the Council's Volunteering Policy, available on the Council's Volunteering webpage:

<https://www.calderdale.gov.uk/v2/residents/jobs-and-volunteering/volunteering/guidance-volunteers>

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This handbook can be used by other voluntary groups as good practice to assist in their volunteer management.

1. Introduction

- 1.1 This handbook is designed to support you in your volunteering activities. You may receive additional information in relation to the roles you undertake, but the handbook provides information on the Council-wide approach.
- 1.2 We want to demonstrate our appreciation of your volunteering with us, and to show our commitment to making sure your volunteer experience with us is a positive and rewarding one.
- 1.3 This guidance is not intended to be legally binding, or to create a contractual relationship with our volunteers. Volunteering with the Council is not about replacing paid staff, rather 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. Safeguarding

- 2.1 The Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk.
- 2.2 Your supervisors will provide you with any information on safeguarding relating to your area of activities. They will also be able to direct you to the Council's Safeguarding webpages, where you can access our e-learning course on this subject. You may also be asked to take part in basic awareness training, which can be accessed via the local Safeguarding boards, the Voluntary Sector Infrastructure Alliance (Sector Support Calderdale) and Workforce Development.
- 2.3 Your volunteering role profile and Volunteer Supervisor will make it clear if you need to undertake a Disclosure and Barring Service (DBS) check. If so, you will be required to complete the relevant form and supply the necessary paperwork in order for the check to take place. Please note that you will not be able to begin your role until the relevant certification has been received. There is no charge for volunteers to be checked.
- 2.4 If at any time you have any safeguarding concerns relating to individuals you are working with or supporting, you should raise this with your Volunteer Supervisor in the first instance.

3. Equality

- 3.1 We believe that volunteers should reflect the diversity of the borough, and that they have the right to work in an environment that is free from discrimination.

3.2 If you experience any form of discrimination or harassment whilst volunteering with us, you have the right to raise a complaint with us using Calderdale Council's corporate complaints procedure:

<https://www.calderdale.gov.uk/v2/sites/default/files/corporate-complaints-procedure.pdf>

3.3 When representing the organisation as a volunteer, we expect you to support our commitment to equality. Your supervisor will be able to direct you to Calderdale Council's Equality and Diversity Policy, where you will also be able to access Calderdale Council's e-learning course on this subject.

4. Health and Safety

4.1 Calderdale Council has a duty to maintain the health, safety and welfare of all our volunteers.

4.2 Risk assessments will be carried out by the Volunteer Supervisor for all project tasks 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.

4.3 Calderdale Council will provide protective equipment (such as gloves, goggles, hard hats, etc.) where relevant to the activity. It is your responsibility to ensure that you have suitable clothing at all times – if you are unsure, speak with your Volunteer Supervisor. Any tools provided by Calderdale Council to undertake tasks will be in working order and fit for purpose. Any equipment provided to you must be returned at the end of the volunteering activity.

4.4 As part of your induction, you will receive information on health and safety relating to the activities you will undertake. If you have any queries speak with your Volunteer Supervisor.

4.5 Any injuries or near misses sustained during your time volunteering should always be reported to your Volunteer Supervisor.

5. Expenses

5.1 You will be advised by your Volunteer Supervisor of the expenses you can claim as a result of your volunteering activities, should you wish to do so.

5.2 Expenses will only be reimbursed against receipts in accordance with limits set for paid staff.

5.3 Vehicle mileage expenses will only be payable once relevant documentation has been seen, including driving licence and evidence of appropriate insurance cover. Rates will reflect those set by HMRC.

6. Supervision and Training

- 6.1 You will always have a named 'Volunteer Supervisor' who will be your first point of contact whilst carrying out your activity.
- 6.2 You will have an induction into your volunteering role, where your Volunteer Supervisor will provide information on the role and responsibilities, health and safety requirements, and provide you with access to the relevant Calderdale Council policies and procedures.
- 6.3 Your Volunteer Supervisor will arrange regular one-to-one sessions with you. This is an informal opportunity to discuss your role, reflect on work carried out and look at future activities.
- 6.4 Much of the training will take place 'on the job' from other volunteers and staff – never be afraid to ask if you are unsure what you are doing, or have been asked to do.
- 6.5 You will receive the appropriate training required to fulfil your volunteering role. All our training is provided to you free of charge and there is no requirement for you to stay with us for a specific length of time, although we do hope you will continue to volunteer with us for as long as possible. If you believe that you require additional training please speak with your Volunteer Supervisor.

7. Volunteering with us – Code of Conduct

- 7.1 We hope that you enjoy your time volunteering with us and we do value the time that you are able to give. However there are certain guidelines that we expect volunteers and staff to follow to make sure that volunteering is a positive experience for all. As a volunteer you agree to adhere to the following Code of Conduct:
- Make sure you know what you are doing and what is needed of you – don't be afraid to ask!
 - Take responsibility for yourself and ensure that you are physically able to do the work – there are always other things that need doing!
 - Look after each other
 - Let us know if you cannot attend an agreed volunteering session
 - Let us know of any medical conditions that might affect your volunteering
 - Turn up with appropriate clothing for task and weather
 - Use equipment and tools only for the task for which they are designed and report any damage to a supervisor
 - We are inclusive – do not discriminate against fellow volunteers, staff or members of the public
 - Treat others with the respect and courtesy that you would expect to be treated

- Respect any requests made by the Volunteer Supervisor
- Notify the Volunteer Supervisor immediately if you become involved in any investigations by Social Services or the Police
- People will not be allowed to volunteer if under the influence of drink or drugs and will be asked to leave

7.2 Occasionally we may have to speak to volunteers who cause concern to staff and other volunteers through behaviours, actions or breach of health and safety. If the instance cannot be dealt with on site or is continuous, we will deal with it in the following manner:

- a) A meeting between volunteer and role supervisor to discuss the issue
- b) If behaviour and concerns persist a meeting with the manager of the team/service
- c) If a solution cannot be reached the volunteer will be unable to continue their duties with us. This may be decided on after point a) above.

8. Feedback

8.1 During your volunteering journey we will ask you periodically to give us feedback on your experience. We will use this information to further develop our volunteering policies and opportunities, however, if you want to give us your thoughts at any other time please ask your Volunteer Supervisor for a Volunteer Review Form. Alternatively you can email volunteer@calderdale.gov.uk

9. Key Contacts

9.1 Use the space below to make a note of your Volunteer Supervisor and any other useful contacts appropriate to your role. Your Volunteer Supervisor will be able to help with this.

Name	Job Title	Telephone No.	Email Address