

Volunteer Policy

October 2026

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1. Introduction

Spilsby Town Council recognises the valuable contribution that volunteers make, and understands the benefits that it receives from the skills, perspectives and experience which volunteers offer which can often provide a bridge to community involvement that is difficult for paid staff or Councillors to achieve.

Spilsby Town Council recognises that volunteers are motivated because it is their choice to volunteer and give their time freely; and voluntary work brings benefits to volunteers themselves, to service users and to paid staff.

Spilsby Town Council is aware many schemes in the Town would not be possible without the efforts of volunteers and wishes to make the act of volunteering as easy as possible for residents.

This policy sets out the principles and practice by which Spilsby Town Council involve volunteers, and the support and procedures in place for volunteers.

2. Recruitment

Spilsby Town Council will endeavour to recruit volunteers through a range of methods including word of mouth, advertising, talking to other agencies and contacting local volunteering organisations.

Spilsby Town Council will also endeavour to help any volunteer overcome barriers that may make it difficult for them to volunteer at Spilsby Town Council. This may be relevant to time constraints or physical abilities. Support and guidance will always be available.

Spilsby Town Council's Equal Opportunities Policy will be adhered to in relation to the recruitment and support of volunteers.

All volunteers will be asked to sign a Volunteer Agreement (Appendix 1) which requires them to abide by the Policies and procedures of Spilsby Town Council. It sets out what the volunteer and what Spilsby Town Council can expect from each other.

DBS (Disclosure and Barring Service) checks and references may be required for some volunteer roles, especially where regular contact with children is necessary. This requirement would be discussed with relevant volunteers. A volunteer will be informed if we intend to apply for DBS checks. DBS checks are not a reflection on the individual, but a legal requirement in certain circumstances.

3. Status of Volunteers

A volunteer is not an employee and will not have a contract of employment. Spilsby Town Council will discuss with the volunteer:

- The role that they will carry out;
- The amount of time that they are willing, or indeed able, to commit to volunteering;
- The frequency of their availability; and
- How this will fit in with the needs of Spilsby Town Council.

There will be an expectation that a volunteer committing to carry out a role will meet the role's requirements.

Volunteers are encouraged to let Spilsby Town Council know as soon as possible if they are not available, so a substitute can be found or different arrangements can be made.

Volunteers have the right to withdraw from their voluntary role at any time without prejudice. However, they are asked to give their named contact as much notice as possible.

Spilsby Town Council reserves the right to terminate a volunteer relationship at any time without prejudice.

4. Obligations to Volunteers

Spilsby Town Council will endeavour to support any volunteer to overcome barriers that may make it difficult for them to participate, and provide volunteers with opportunities that will help them to develop new skills and experiences along with contact, if wished, with other Spilsby Town Council volunteers.

Spilsby Town Council aims to integrate the role of volunteers into Spilsby Town Council's strategic aims and objectives and the aims of the project the volunteer is involved with.

Spilsby Town Council will not introduce volunteers to replace paid staff.

All volunteers will have a named person as their main point of contact.

Spilsby Town Council staff and Councillors will work positively with volunteers.

Spilsby Town Council recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them (dependent on the project and volunteer role) to do their volunteer work effectively.

If any kind of equipment or administration costs are required where it helps volunteers to fulfil their role more effectively, this will be provided on provision of receipts and on condition prior approval is sought and funds permit.

Spilsby Town Council will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure that volunteering opportunities are as accessible as possible.

Volunteers will be treated equally, regardless of gender, race, age, faith/religion, disability or sexual orientation.

Spilsby Town Council takes its role in the safeguarding of volunteers, staff and other members of the public seriously and has a Safeguarding Policy which must be followed – it outlines the responsibility of Spilsby Town Council in relation to safeguarding children, young people and vulnerable adults.

The confidentiality of volunteers will be respected and no information about them will be released without their prior approval.

Volunteers will be made to feel welcome, valued for what they offer and thanked for their

contribution. They will also be given regular feedback and provided with the opportunity to discuss ideas and improvements or just to see how things are going.

5. Health and Safety

Spilsby Town Council has responsibility for the health and safety of volunteers and volunteers must follow Spilsby Town Council's Health and Safety Policies and procedures.

Volunteers have a duty to take care of themselves and others who might be affected by their actions and should not act outside their authorised area of work.

A risk assessment will be undertaken by the named point of contact (in line with Spilsby Town Council's Health and Safety Policy and current Health and Safety at Work legislation) to identify and manage risks. If an area of activity presents a significant risk, consideration must be given to reducing or stopping the activity. Copies of risk assessments can be provided to volunteers when requested.

Training will be provided where it is needed to help fulfil the role. See the Council's Training and Development Policy for further details.

The named point of contact will provide volunteers with an induction appropriate to the work to be undertaken and appropriate guidance on any health and safety issues that arise.

Volunteers must inform their named point of contact of any new tasks they intend to undertake before commencing such work.

Volunteers must report all accidents to their named point of contact.

Appropriate clothing must be worn by all volunteers; no clothing should compromise the safe working environment.

6. Insurance

Spilsby Town Council will ensure that volunteers are covered for insurance purposes (Public Liability and Employers' Liability cover). Reporting and approval in respect of work which is of an ongoing nature is not necessary on each occasion.

The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

Volunteers must only carry out minor and pre-agreed work involving the use of non-powered tools. Tree work can only be undertaken at ground level. All other tree work must be carried out by a qualified tree surgeon with their own public liability cover.

If volunteers use their own tools, Spilsby Town Council cannot be held liable for any injury caused by them through the use of faulty equipment/tools. Volunteers are requested not to use their own tools, and use the ones provided by Spilsby Town Council.

7. Expenses

Volunteers will be reimbursed for out-of-pocket expenses incurred on behalf of Spilsby Town Council if approved in advance by the Town Clerk. Receipts will be required.

Appendix 1 - Volunteer Agreement

This volunteer agreement describes the arrangement between Spilsby Town Council and you. We appreciate your time and acknowledge that you are using it to volunteer with us and we will do the best we can to make your volunteer experience enjoyable and rewarding.

Purpose of role: (insert description of the role the volunteer will be undertaking)

Possible tasks: (insert all tasks that will be undertaken by the volunteer)

Part 1: What can you expect from Spilsby Town Council:
Spilsby Town Council will provide you with:

- Contact information (name and contact number) for your main point of contact who will supervise, explain and discuss your volunteering work;
- Encouragement and support you in your volunteer role;
- Agreed training identified and related to your responsibilities as a volunteer;
- Insurance cover for Spilsby Town Council authorised volunteer work;
- The tools and equipment required to carry out your role; and
- Reimbursement of any specific expenses incurred for Spilsby Town Council which have been previously approved by the Town Clerk, with receipts.

Part 2: Volunteer expectations:
Your named point of contact will discuss with you the amount of time that you are willing or able to commit to volunteering, the frequency of your availability and how this will fit in with the needs of Spilsby Town Council.

If, for any reason, you will not be able to carry out your volunteering role on a specific occasion, please let your named contact know via telephone or email at your earliest convenience. If we have no work for you, we will let you know as soon as possible.

We expect you:

- To perform your volunteering role to the best of your ability;
- To follow Spilsby Town Council's policies and procedures and standards, including Health and Safety Policy, Safeguarding Policy and Diversity, Inclusion and Equality Policy (copies of which can be provided to you if requested). If you have any queries or concerns regarding your role with Spilsby Town Council and these policies, please discuss them with your named contact.
- To maintain the confidential and personal information of the organisation and of its users as appropriate. When you are volunteering you may come across information about the Council, its staff and its customers. You must respect this information and not disclose this information except where required to do so by law.
- Either you or Spilsby Town Council can terminate this agreement with or without notice at any time. This agreement is binding in honour only. It is not intended by the parties to be a legally binding agreement and is not intended to create an employment relationship now or any time in the future. It may be cancelled at any time at the discretion of either party.

Please complete the information below in order that we may keep your details on file. In order to comply with the General Data Protection Regulations – by signing the agreement to volunteer you are also agreeing that we will hold your details for the sole purposes of administering Spilsby Town Council volunteers:

PERSONAL DETAILS

First Name …….. Surname ……..

Current Address …….

…….

Date of Birth …….

Email Address ……..

Home Tel No …… Mobile No ……

Emergency Contact Details (Name & Contact Number) ……

…….

Signed, Print Name & Date - Volunteer …….

…….

Signed, Print Name & Date – Town Council Representative ……..

…….