

1. Introduction

- 1.1 Many of the Town Council's activities involve working in partnership with community and voluntary groups, also volunteers work directly with the Council for a number of reasons:
 - To increase our contact with the local community we serve
 - To help ensure our services reflect the needs of our community
 - To increase skills, experience, perspectives and diversity in the workplace
 - To temporarily increase our skills and capacity.
- 1.2 We will ensure that volunteers feel part of the Town Council structure by enabling them to contribute to our ongoing development. We will have systems in place to involve volunteers in staff information sessions and regular supervision.
- 1.3 Warminster Town Council does not aim to introduce volunteers to replace paid staff. We expect that staff at all levels will work positively with any volunteers and where appropriate, will actively seek to involve them in their work.
- 1.4 We acknowledge that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing training for them to do their role effectively.
- 1.5 Volunteers may come through community groups or direct from the community.
- 1.6 The following guidelines deal with practical aspects of volunteering with the Town Council. More information can be found on our website and in copies of policies mentioned here.

2. Recruitment

- 2.1 All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

3. Volunteer Agreement and Task Descriptions

- 3.1 Each volunteer will have an agreement establishing what Warminster Town Council undertakes to provide for them. Also volunteers will be asked to agree to a written outline of the specific work they will be undertaking. Neither of these documents is intended to form a contract. Warminster Town Council has no intention of creating a contract with any volunteers. Each volunteer will also be given an information pack about the Council.

4. Expenses

- 4.1 Travel expenses carried out on behalf of the Town Council will be met.

5. Induction and training

- 5.1 All volunteers will receive an induction into Warminster Town Council and their own area of work. Training will be provided as appropriate. Where possible, volunteers will be entitled to receive additional training on the same basis as paid staff.

6. Support

- 6.1 All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

7. The Volunteer's Voice

- 7.1 Volunteers are encouraged to express their views about matters concerning Warminster Town Council and its work to staff and councillors to their main point of contact.

8. Insurance

- 8.1 All volunteers are covered by Warminster Town Council's insurance policy whilst they are on the premises or engaged in any work on our behalf.

9. Health and Safety

- 9.1 Volunteers are covered by Warminster Town Council's Health and Safety Policy, a copy of which will be provided to each volunteer.

10. Equal Opportunities

- 10.1 Warminster Town Council operates an Equal Opportunities Policy in respect of both paid staff and volunteers. A copy will be provided. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

11. Protection of Children and Vulnerable Adults

- 11.1 If the volunteer is to work in a regulated activity within the Council, the Council will carry out enhanced DBS checks and ensure the volunteer is not on the barred list with the Disclosure and Barring Service. The Council has a Protection of Children and Vulnerable Adults Policy which will be made available to volunteers. The Council will ensure there is a proportionate balance between civil liberties and safeguarding vulnerable groups, including children.

12. Problem Solving

- 12.1 We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. A copy of the procedure is included in the Volunteers Handbook.

13. Confidentiality

- 13.1 Volunteers will be bound by the same requirements for confidentiality as paid staff.