



REDRUTH TOWN COUNCIL

VOLUNTEER POLICY

**Civic Centre
Alma Place
REDRUTH
Cornwall TR15 2AT**

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VOLUNTEER POLICY

Redruth Town Council recognises the valuable contribution that volunteers make to Redruth and its community. They can bring a richness of skills and experience and can often provide a vital bridge to the community. The Town Council recognises that a volunteer is someone who chooses to commit their time and energy and are motivated because it is their choice to volunteer and give their time freely.

Status of Volunteers

A volunteer is not an employee and will not have a contract of employment. The role will be discussed by a Town Council Officer with the volunteer and there will be an expectation that the volunteer will meet the roles requirements as well as the time commitment, frequency and availability required.

Volunteers must be 18 years and over, but within the Library and with Youth Councillors, we can consider younger people for volunteering activities such as the Summer Reading Challenge, (subject to written parental or guardian consent if under 16)

We recruit volunteers on a needs basis throughout the year dependent on the opportunities available and respond to all enquiries about volunteering as soon as practicably possible. Volunteers are encouraged to inform Redruth Town Council as soon as possible if they are unavailable or wish to withdraw from their voluntary role.

Principles

Redruth Town Council:-

- Recognises that voluntary work brings benefits to volunteers themselves and others;
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute positively to the organisation;
- Will not introduce volunteers to replace paid staff;
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work where appropriate;
- 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 to do their work effectively;
- Will endeavour to identify and cover the costs of involving volunteers;
- Recognises that the management of volunteers requires designated responsibilities within specific posts;

- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible;
- Will enable volunteers with SEN or other needs to be able to access our volunteering opportunities, and to ensure that requisite training for staff is part of this ongoing management.

All volunteers must have due regard to the fact that they are conducting authorised volunteering on behalf of Redruth Town Council and as such are representing the Council, both in quality of work and interaction with the public.

Recruitment

We will endeavour to recruit volunteers through a wide range of methods including word of mouth, advertising, talking to other agencies and making contact with local volunteering organisations.

We will also endeavour to help any volunteer overcome barriers to enable them to volunteer at Redruth Town Council.

The Redruth Town Council Equality and Diversity policy will be adhered to at all times in relation to the recruitment and support of volunteers.

All volunteers will be asked to sign a Volunteer Agreement, which requires them to abide by the policies and procedures of Redruth Town Council, and sets out what the volunteers and what the project 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 and vulnerable people is necessary. This requirement would be discussed with relevant volunteers. A volunteer will be informed if we intend to apply for DBS checks.

Health and Safety

Redruth Town Council has responsibility for the health and safety of volunteers. Volunteers should at all times follow the Health and Safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area of work. Volunteers should report all accidents to the appropriate person and should be recorded in the accident book.

Risk Assessment

Risk assessment templates should be completed by the person organising any volunteer activity. The Town Clerk is to receive a copy of the risk assessment ahead of work being undertaken.

The risk assessment should include as a minimum.

- The job or activity
- The existing competency of volunteers
- The circumstances of the work (e.g. the degree of supervision)
- The tools and/or equipment being used
- Training requirements

We will provide volunteers with appropriate guidance on any health and safety issues that arise.

Safeguarding

Redruth Town Council takes their role in the safeguarding of volunteers, staff, and other members of the public seriously and as such has a Safeguarding Policy to be followed at all times.

Insurance

Redruth Town Council will ensure that volunteers are covered for insurance purposes in respect of carrying out their duties. The Town Council covers volunteers for employers and public liability. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

Induction and Training

All volunteers will receive an induction to familiarise them with the work of Redruth Town Council in general and their own particular area of service. Training will be offered where it helps to fulfil the role.

Support and Supervision

All volunteers will have a named person as their main contact at Redruth Town Council. They will be given regular feedback and provided with an opportunity to discuss how things are going and raise any issues.

Expenses

Volunteers will be reimbursed for out-of-pocket expenses incurred on behalf of Redruth Town Council as long as this has been approved in advance. Receipts will be required.

Home Library Service Volunteers will be entitled to receive mileage expenses on production of a signed and authorised mileage expense form.

We will liaise with all festival volunteers to ensure that out of pocket expenses such as car parking will be covered, to enable them to attend the event(s) and help remove barriers to participation of volunteers.

Data Protection

Whenever we process personal data about volunteers in connection with our policies, we will process it in accordance with our Data Protection Policy and GDPR compliance responsibilities. We will only process personal data if we have a lawful basis for doing so and will notify volunteers of the purpose or purposes for which we use and store the data.

Grievance

The relationship between Redruth Town Council and its volunteers is entirely voluntary and it does not imply any contract. However, it is important that Redruth Town Council is able to maintain its agreed standards of service to those who visit the premises, and it is also important that volunteers should enjoy making their contribution to this service. If, in their role volunteering for us, a volunteer does not meet with our standards, their case will be dealt with in the same manner as a paid member of staff.

If a volunteer has any concerns regarding our treatment of them and this has been fully discussed with their named contact, but they are still not satisfied, any complaint may be taken to the Town Clerk.

This Volunteer policy covers the following volunteer roles:

- Library Volunteers {
 - Summer Reading Challenge Volunteer
 - Duke of Edinburgh Volunteer
 - Home Library Service Volunteer
 - Library & Information Volunteer
- Facilities/Asset Volunteers
- Youth Councillors undertaking other volunteering activities
- Events & Festival Volunteers

Adopted by Council: 20th October 2025

Planned Review Date: October 2026