

## **1. Introduction**

**1.1** This policy applies to all volunteers engaged by Camborne Town Council across its services and activities, including but not limited to events, library, parks and green spaces, community projects, and town presentation. This policy also applies to Duke of Edinburgh participants undertaking volunteering placements, and Youth Councillors who contribute through voluntary service.

**1.2** It also applies to volunteers from community groups and not-for-profit organisations working in partnership with Camborne Town Council to deliver services and initiatives that benefit the Camborne community.

**1.3** This policy does not apply to Councillors, who are covered by the Councillor Code of Conduct, or to employed staff, who are governed by the Council's HR policies.

**1.4** This policy should be read in conjunction with other relevant Council policies, including but not limited to the Events Policy, Safeguarding Policy, Health and Safety Policy, and Equality, Diversity and Inclusion Policy.

## **2. Why Do We Need Volunteers?**

**2.1** Camborne Town Council exists to serve the residents and businesses of Camborne through the provision of services such as parks, public toilets, events, and town enhancement.

**2.2** Volunteers are valued contributors who bring skills, perspectives, and energy that enhance the Council's work and strengthen community engagement.

**2.3** We strive for a mutually beneficial relationship between the Council and its volunteers, recognising the added value they bring to our services and the wider community.

## **3. Why Do We Need a Volunteer Policy?**

**3.1** This policy sets out the principles and expectations that guide our relationship with volunteers.

**3.2** While the relationship is non-contractual and does not imply employment, it is important to have clear, reasonable guidelines to support volunteers and protect both them and the Council.

**3.3** The policy reflects the Council's values and commitment to creating a positive, inclusive, and safe environment for volunteering.

## **4. Principles of the Policy**

**4.1** Volunteers contribute their time, skills, and knowledge freely and for many reasons. We aim to support personal aspirations and professional development wherever appropriate.

**4.2** Volunteers should have meaningful and fulfilling tasks, along with the necessary support, training, and equipment to carry them out safely and effectively.

**4.3** Council staff and Councillors are expected to work positively and respectfully with volunteers, recognising their contributions.

**4.4** Camborne Town Council is committed to open communication, transparency, and integrity in all volunteer relationships, ensuring mutual respect and understanding across all sectors of the community

## **5. Volunteering with Us**

### **5.1 Advertising and recruitment**

Camborne Town Council will promote volunteering opportunities through a range of outreach methods. These could include local media, online platforms, community noticeboards, collaboration with local organisations, and direct engagement with individuals who have previously expressed interest or participated in volunteering.

We are committed to ensuring that our recruitment practices are inclusive and accessible, encouraging all people to get involved and contribute to their community.

All prospective volunteers will be asked to complete a Volunteer Application Form. This helps us understand their interests, availability, and any support needs. Where appropriate, we may also request references or conduct a DBS (Disclosure and Barring Service) check, depending on the nature of the role.

For volunteers under the age of 18, a completed Parental Consent Form will also be required before they can begin volunteering.

### **5.2 Equality, Diversity and Inclusion – Who Can Volunteer?**

We are committed to being inclusive and welcoming to all. While volunteers are generally expected to be aged 16 or over, we consider younger applicants on a case-by-case basis where we can reasonably accommodate their involvement. Beyond that we do not discriminate based on any protected characteristics, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

We actively encourage volunteers from all backgrounds, recognising that diversity brings a wealth of knowledge, creativity, and experience. We aim to remove barriers to

volunteering wherever possible. This may include providing additional equipment, offering flexible arrangements, or adapting roles to suit individual circumstances.

While some roles may have specific requirements—such as those involving children or vulnerable adults, or where health and safety is a concern—we will always explore reasonable adjustments and alternative placements. All discussions around volunteer placement will be open, fair, and inclusive.

### **5.3 Criminal Convictions – Can People with Criminal Records Volunteer?**

A criminal record does not automatically prevent someone from volunteering with Camborne Town Council. Suitability will depend on the nature of the role and the circumstances of any offences. Most roles do not require a Disclosure and Barring Service (DBS) check, and we will only request one where necessary. If a DBS check is required, this will be made clear from the start.

We only ask about unspent convictions unless the role legally requires disclosure of the full criminal record. All personal information is handled in accordance with the General Data Protection Regulation (GDPR) and our Data Protection Policy.

### **5.4 Additional Support Needs – What Support is Available?**

We are committed to making volunteering accessible. Volunteers with additional support needs will be considered for roles wherever possible, and we will make reasonable adjustments to support their participation. We will consider the nature of the role, availability of supporting staff, availability of specialised equipment, health and safety, the welfare of the individual and any other considerations applicable to the role or the volunteer

Where a specific role is not suitable, we will work with the individual to identify alternative opportunities. We may also liaise with external support agencies to facilitate volunteering. All personal information will be treated confidentially and in line with GDPR and our Data Protection Policy.

### **5.5 Induction and Volunteer Packs**

Once accepted, volunteers will be provided with a Volunteer Agreement to complete, which outlines the role, expectations, and relevant policies. A Role Description will also be provided to clarify responsibilities and support.

New volunteers will be made welcome and given:

Camborne Town Council Volunteer Policy

Reviewed and adopted in a meeting of Full Council 4<sup>th</sup> December 2025

Ref C.238.1

- a brief description of the Council and/or partner organisation and its values
- task-related and any other appropriate training to enable them to fulfil their role
- health and safety guidance, including relevant risk assessments
  
- guidelines and discussion on relevant procedures, code of conduct and confidentiality
- key contacts and support structures

All volunteers will be given:

- personal Protective Equipment (PPE) and protective clothing as required, or where a reasonable request is made (see 'Volunteering with Us' section)
- regular supervision
- opportunity to discuss tasks, identify and resolve any problems and to be given thanks
- role reviews to ensure the needs of the Council and the volunteer continue to be met
- opportunity to share ideas and input in the development of their role
- where available, development opportunities appropriate to the role
- opportunity to feedback to the Council and to be involved in the development of the event volunteering policy

All volunteers can expect:

- to be treated with respect
- to be appreciated
- to have a voice in discussions and decisions that directly affect them

### **5.6 Health and Safety - How do we keep volunteers safe?**

We have a duty of care to all staff and volunteers will be given information and training on how to carry out their role to ensure their own and other's safety. A risk assessment for each volunteer role will be carried out.

In the case of a volunteer requiring additional support, a specific risk assessment will be required for that individual to take account of their capabilities or additional requirements. Volunteers can request a copy of the risk assessment undertaken for their role, task, or personal requirements (where applicable) at any time.

### **5.7 Insurance - How are volunteers covered?**

Volunteers, whether individuals or volunteering as part of a group, who are engaged in tasks directly managed by Camborne Town Council are fully protected by our personal Camborne Town Council Volunteer Policy

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accident and public liability insurance. Those volunteering through independent voluntary or community groups who self-manage will need to check that their organisation has suitable cover before volunteering. If there is no suitable insurance

cover in place for a particular task, this should be brought to the attention of the Town Council before any task starts so that appropriate cover can be arranged.

## **6 Volunteer code of conduct**

**6.1** The welfare and personal security of employees, volunteers and Councillors is of the utmost importance. Volunteers represent the Council and should do this by having respect for all people and conducting themselves in a way which reflects the values of the Council. This expectation includes conduct towards other volunteers, staff, and members of the public. It also includes a volunteer's online conduct, where applicable.

These expectations will be clearly outlined in the Volunteer Agreement, which all volunteers are required to complete before starting their role.

## **7 Data Protection and Confidentiality**

**7.1** Volunteers may have access to personal data or gain sensitive knowledge about the work of the Council, volunteers, staff, Councillors, organisations, community groups or clients who have contact with the Council.

There is an absolute obligation, both during and after volunteering with us, to maintain confidentiality and not to pass on information to any individual or third-party organisation unless required to do so by law. Volunteers using Council computers are expected to observe the Council's IT Policy and all volunteers are required to observe the Council's Data Protection Policy.

## **8 Support**

**8.1** We are all human and recognise that problems can arise. All volunteers can expect to be supported by their key contacts. We will have an open-door policy in place, to assist with any complications arising with volunteers and community groups, in a fair and open way.

In the event of a conflict, whether between volunteers or between volunteers and staff, we aim to resolve any problems informally wherever possible and in a timely, fair, and effective way. The volunteer's key contact will be made available to discuss any concerns safely and in confidence. If this is not deemed appropriate, volunteers can talk to HR, another senior manager or the Town Clerk.

**8.2** Equally the Council also reserves the right to ask a volunteer to leave if this is in the best interest of the volunteer, the Council, or the volunteer group. In any case we will act fairly and openly. All data gathered during any dispute will be collated, stored, and destroyed in line with our Data Protection Policy.

## **9 Right to leave**

**9.1** We keep in mind that volunteers give their time freely and that circumstances, availability, motivation, and interests may change. Volunteers are free to leave at any time and are not required to give a reason, although a reason can help us to understand and address any issues.

We always appreciate notice wherever possible; not just so we can reallocate tasks, but to give us opportunity to support the volunteer's next steps where appropriate, and to say thank you for their contribution. It also gives us time to ask for feedback, so that we can understand what we are doing well and where we might improve what we are doing, for the benefit of future volunteers.