



VENTNOR TOWN COUNCIL

VOLUNTEER POLICY

Adopted 14 July 2026

Review date: July 2028

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 the community
- To increase skills, experience, perspectives and diversity in the workplace

1.2 Ventnor Town Council values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

1.3 Ventnor Town Council recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

2. Recruitment

2.1 Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community.

2.1 All volunteers will be asked to produce two references and will be invited to attend an informal interview. If the volunteer will be carrying out activities with vulnerable groups, the volunteer will be asked to undergo an enhanced Disclosure and Barring Services (DBS) check.

2.3 Volunteers will have a clear and concise task description.

2.4 New volunteers will be afforded a proper induction process by Ventnor Town Council.

3. Expenses

3.1 Ventnor Town Council volunteers are able to claim reasonable expenses, subject to the production of receipts as evidence of the expenditure.

4. Induction and Training

4.1 All volunteers will receive an induction.

4.2 All volunteers will be made aware of, adhere to and have access to all the Ventnor Town Council Policies.

4.3 Training will be provided as appropriate.

5. Support

5.1 Volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feedback on progress, discuss future development and air any problems.

5.2 Volunteers are encouraged to share their views about Ventnor Town Council and its work with their main point of contact and/or the Town Clerk.

6. Insurance

6.1 All volunteers are covered by Ventnor Town Council's insurance policy whilst they are on the premises or engaged on any work on Ventnor Town Council's behalf.

7. Health and Safety

7.1 All volunteers are covered by Ventnor Town Council's Health and Safety Policy, a copy of which will be provided to each volunteer.

8. Protection of Children and Vulnerable Adults

8.1 If the volunteer is to work in a regulated activity within the Council, the Council will carry out an enhanced DBS check.

8.2 The Council has a Child Protection and Vulnerable Adults Policy which will be made available to volunteers.

9. Problem Solving

9.1 Ventnor Town Council aims to treat all volunteers fairly, objectively, and consistently.

9.2 Ventnor Town Council seeks to ensure that volunteers' views are heard, noted, and acted upon promptly and aim for a positive and amicable solution.

9.3 The main point of contact is responsible for handling problems regarding volunteer complaints or conduct.

9.4. In the event of a problem, all relevant facts should be obtained as quickly as possible. If an informal resolution proves impossible, the problem will be referred to the Complaints or Grievance Policies.

10. Confidentiality

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

This Policy applies to all Councillors when they are acting in a voluntary capacity such as assisting at events organised by Ventnor Town Council.