



**Ilfracombe Town Council**



# **OUR VOLUNTEERING POLICY**

**[www.oneilfracombe.org.uk/volunteering](http://www.oneilfracombe.org.uk/volunteering)**

# WELCOME

Committed to Volunteering  
Who is this Policy For?  
Recruitment  
Age

## **Volunteering with Ilfracombe Town Council and One Ilfracombe**

Getting Started  
Equal Opportunities and Diversity  
Responsibilities and Expectations  
Ilfracombe Town Council and One Ilfracombe Responsibilities  
Our Expectations of You as a Volunteer

## **Your Volunteering**

Health and Safety  
Copyright, Intellectual Property and Photography  
Media Relations  
Data Protection and Confidentiality  
Expenses  
Insurance  
Smoking and Substance Abuse  
Training and Development  
Resolving Concerns  
Audit and Whistle Blowing  
Support and Advice



## **WELCOME**

Welcome to volunteering for Ilfracombe Town Council and One Ilfracombe. As a volunteer, you contribute your time, energy and skills in support of our projects, Thank you for your commitment.

### **Committed to Volunteering**

Volunteers are very important to Ilfracombe Town Council and One Ilfracombe. Volunteers are a link to our community; they are integrated into the structure and operations of the organisation and contribute strongly towards Ilfracombe Town Council and One Ilfracombe's aims and objectives.

### **Who is this Policy For?**

Volunteers support Ilfracombe Town Council and One Ilfracombe by giving their time to carry out roles which have been initiated by, or agreed with, the organisation. The volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment is made by Ilfracombe Town Council and One Ilfracombe to people who give their time as volunteers. This policy is intended for Ilfracombe Town Council and One Ilfracombe volunteers who have accepted an agreed role with the organisation. It outlines the principles on which the relationship between volunteers and the organisation is based and provides basic information about volunteering with us.

### **Recruitment**

Ilfracombe Town Council and One Ilfracombe welcome and respect the breadth of experience, skills, dedication and goodwill that volunteers bring. Informal interviews are carried out to ensure that applicants are suitable for the role in question. We will base our selection on the ability of each applicant to fulfil the role concerned, taking into account any effect volunteer may have on the safety of all parties, our brand and reputation.

### **Age**

In most cases you will need to be over 16 years of age to volunteer independently and under 18s will be asked for parental consent. Younger people may get involved in some aspects of volunteering with us if they are accompanied by a responsible adult. We do not have an upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering – for example when health issues are considered a risk to the person concerned or others around them.

## **VOLUNTEERING WITH ILFRACOMBE TOWN COUNCIL AND ONE ILFRACOMBE**

### **Getting Started**

Welcome to the team! We want to make sure you have everything you need to get started so we'll provide you with either an induction or access to useful materials and information. Your main contact will usually be the Ilfracombe Town Council and One Ilfracombe Volunteer Coordinator and also a staff member who manages the area of work in which you volunteer.

### **Equal Opportunities and Diversity**

You will be volunteering in an organisation that is committed to equal opportunities and diversity. This commitment is reflected throughout the organisation's policies and practices.

### **Responsibilities and Expectations**

We want you to enjoy volunteering with us and we take our responsibilities towards you very seriously. As an Ilfracombe Town Council and One Ilfracombe volunteer, you will also be a representative of the organisation and, as such, we ask that you act appropriately.

#### **Our responsibilities:**

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations
- To offer appropriate training and support for your role
- To celebrate success and recognise loyalty and dedication
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication
- To provide information about the organisation's work, policies and procedures
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer
- To encourage a positive and friendly atmosphere
- To provide access to trained members of staff, to support, guide and advise you

#### **Our expectations of you as a volunteer:**

- To aim for high standards of efficiency, reliability and quality in your volunteering
- To work in partnership with other volunteers, staff and the general public
- To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and use of our brand
- To always consider and protect Ilfracombe Town Council and One Ilfracombe's good reputation in your actions and conduct
- To act responsibly and within the law
- To let your Volunteer Coordinator know first if you have any problems so that we can find a solution together
- To let your Volunteer Coordinator know if there are changes in your personal circumstances that may affect your volunteering
- To have the best possible experience by getting involved and enjoying

## **YOUR VOLUNTEERING**

### **Health and Safety**

We are committed to ensuring your well being and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment. All volunteers at Ilfracombe Town Council and One Ilfracombe must:

- Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions or omissions
- Co-operate with staff by assisting them to fulfil their statutory duties
- Follow our health and safety policy and measures put in place by Ilfracombe Town Council and One Ilfracombe or any organisation whose premises you may be working on
- Report accidents/incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured
- Be aware of actions to take when an emergency situation arises and who, from Ilfracombe Town Council and One Ilfracombe, to contact for support

### **Copyright, Intellectual Property and Photography**

The rights to any original works that you may produce in the course of volunteering will belong to the organisation, unless otherwise agreed. Examples include photography, artwork, graphic design and written work. We may use photographs of volunteers carrying out their roles for promotional purposes, such as in a leaflet or online. You may, of course, request that an image is withdrawn.

### **Media Relations**

No comments or stories should be given directly to the media, unless your volunteer role specifically includes talking to the press or other local media. Generally, our media relations are handled by trained specialists and so any requests from the press, etc. should be referred to your Volunteer Coordinator or The Ilfracombe Centre.

### **Data Protection and Confidentiality**

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

### **Insurance**

Ilfracombe Town Council and One Ilfracombe have appropriate types of insurance in place to cover its volunteers. These include employers' liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the organisation or a third party being injured as a result of the actions of a volunteer whilst performing Ilfracombe Town Council and One Ilfracombe duties. However, our insurance does not cover your personal belongings.

### **Using Your Own Vehicle**

Iffracombe Town Council and One Iffracombe do not provide motor insurance for you as a volunteer. Driving in connection with volunteering is normally classified by insurers as "social, domestic and pleasure" which is part of your standard cover. We recommend that you check with your insurer but there should not be any additional cost.

### **Smoking and Substance Abuse**

All Iffracombe Town Council and One Iffracombe premises and events are smoke free. No smoking is allowed in or near our sites. Volunteers are asked not to smoke when wearing a badge, branded clothing or anything that would identify you with the organisation. Volunteering whilst under the influence of alcohol or drugs will not be accepted.

### **Training and Development**

You will have access to training or information to help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, your Volunteer Coordinator will be happy to help you widen or develop your skills and knowledge accordingly.

### **Resolving Concerns**

If you have any problems or complaints about your volunteering, please talk to your Volunteer Coordinator immediately. The organisation takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.

### **Audit and Whistle Blowing**

Iffracombe Town Council and One Iffracombe is accountable and we have a responsibility to check and audit our activities to maintain our reputation as a trustworthy organisation that operates honestly and efficiently. If you find that any member of staff or volunteer is behaving in a way that is likely to bring the organisation into disrepute or cause financial loss, you should let your Volunteer Coordinator or a member of staff know immediately.

### **Support and Advice**

If you would like further information or advice on any aspect of your volunteering with us, please contact the Iffracombe Centre.

T: 01271 855300

E: [theifracombecentre@northdevon.gov.uk](mailto:theifracombecentre@northdevon.gov.uk)

W: [www.oneifracobe.org.uk](http://www.oneifracobe.org.uk)

The Iffracombe Centre

44 High Street

Iffracombe

EX34 8AL

# **THANK YOU**

**We appreciate everything you do, thank you for your commitment to  
Iffracombe**