

WEST DEREHAM PARISH COUNCIL

Volunteer Policy and Procedures

Introduction

1. This document sets out the policy and procedures relating to the engagement and management of volunteers in activities authorised by West Dereham Parish Council. The Parish Council recognises that volunteering can benefit the Council, the community and the volunteers themselves.

Policy and Procedure

2. The Parish Council maintains a list of volunteers (name and address, telephone number and/or email) which is managed in accordance with GDPR. Volunteers are asked to notify the Parish Council of any changes to those details. If volunteers no longer wish to volunteer, they should contact the Clerk to have their details removed from the Volunteer List. The details included in the Volunteer List are presented at Annex A.
3. Volunteers must be competent to carry out a role, and where deemed necessary, provide evidence of competency if the role is technical, specialist or safety related. The nature of skills required will depend on the activity.
4. If required, appropriate training will be provided in advance of the volunteer working on site. The minimum level of training should be sufficient to ensure maintenance of the health and the safety of volunteers and any people who might be affected by the work, as far as reasonably practicable.
5. Volunteers should be informed about the task and its purpose, health, safety and supervision arrangements before commencement of work.
6. All works undertaken by volunteers will take account of the Health & Safety at Work Act.
7. Volunteers working at the sole request of and under the sole control of the Parish Council will be insured under the Parish Council's Public Liability and Employers Liability cover.
8. Volunteers should only carry out tasks allocated to them.
9. Prior to work commencing, a visual inspection of the site must be carried out to ensure that there are no obvious hazards. These inspections are to be recorded and identified hazards included in a risk register, and mitigated to an acceptable risk rating if required.
10. There should be a method of communication for emergency and supervisory purposes.
11. Volunteers must have due regard to the fact that they are carrying out authorised work on behalf of the Parish Council and as such are representing the Council, in terms of both the quality of work and possible interaction with the public.

- 12. If a volunteer raises a complaint that cannot be resolved at the time, then a complaint should be instigated in accordance with West Dereham Parish Council’s Complaints Procedure.
- 13. A copy of this policy must be given to volunteers the first time they undertake work on behalf of the Parish Council. The policy will be re-issued to volunteers if any material changes to the policy are made.
- 14. A risk assessment should be undertaken before commencement of work. The Parish Clerk is to receive a copy of the risk assessment. An example Risk Assessment is at Annex B.
- 15. Volunteers must undergo an induction briefing and any identified training appropriate for the task(s) being undertaken. This should include a description of the work to be undertaken and known issues and risks associated with the site.
- 16. Volunteers will be expected to sign the induction briefing sheet, showing that they have received an induction brief, they understand the nature of the work, they recognize the risks associated with the task and agree to comply with instructions provided during the induction brief. This document is not intended to form a contract. Volunteers will also be expected to confirm that they do not have any medical issues that would put either them or other volunteers at risk.
- 17. On completion of the work, the supervisor is to forward the completed induction brief to the Parish Clerk with a completed summary of the work undertaken. Retention of induction briefs will allow the Parish Council to record work and ultimately acknowledge the contributions to the community made by volunteers.

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Community groups and other organisations may also be authorised to act on a voluntary basis on behalf of the Parish Council to carry out specific activities agreed between the Parish Council and such parties.

In these instances, the group which is acting under the authority of the Parish Council will be responsible for ensuring that all of the procedures specified within this document are followed and recorded, to ensure that the volunteers within their group are covered by the Parish Council's insurance.

The Parish Council will review the procedures of such groups from time to time, but not less than annually to ensure compliance

An example Induction Brief and volunteer sign-up sheet is at Annex C.

April 22

2 ANNEX A TO WEST DEREHAM PARISH COUNCIL VOLUNTEER POLICY & PROCEDURES DATED April
22

West Dereham Parish Council – Volunteer List

The Parish Council Volunteer List is maintained by the Parish Clerk. All information will be kept safe and confidential.

It is essential that a volunteer advises the supervisor of an activity or the Parish Clerk of any illness or ailment that could put either themselves or other volunteers at risk of either injury or harm, while working on a task.

Where a volunteer can no longer support the community, they are to contact the Parish Clerk requesting their details are removed from list at the earliest opportunity.

Your Contact Details	
Name:	
Address:	
Home phone:	
Mobile:	
Email:	
Signature:	Date:

Example - Litter Pick Risk Assessment for West Dereham Parish Council

No	ITEM	HAZARD	THOSE IN DANGER	Risk Rating before control measures			MEASURES /COMMENTS	Risk Rating after control measures			Approval PC Approv Risk Mitigation
				SEVERITY 1-10	LIKELIHOOD 1-10	RISK RATE		SEVERITY 1-10	LIKELIHOOD 1-10	RISK RATE (RESULT)	
1	Passing Traffic	Be aware of traffic on the roads and road safety	Participants	8	6	48	Briefing at the start of the Litter Pick by the supervisor. Participants access restricted to pavement and footpaths. High visibility vests to be supplied and appropriate traffic warning / controls to be utilised.	8	2	16 (A)	
2	Hygiene	Cuts, grazes, germs	Participants	4	4	16	Briefing at the start of the Litter Pick by the supervisor Protective Gloves to be worn. First Aid Kit to cover cuts however minor with tape following consultation as to allergies to tape etc. Warn re avoiding rubbing mouth and eyes whilst working. Wash hands and forearms before eating and drinking, etc or going to the toilet.	2	2	4 (A)	
3	Slips, Trips, and Falls	Slips strains, trips and falls due to working on grass verges, lifting heavy objects, working near kerbs	Participants	6	4	24	Briefing at the start of the Litter Pick by the supervisor. Heavy items will not be moved but will be identified and details of location to be recorded then reported by the supervisor/Clerk to the correct Unitary Council Department	6	2	12 (A)	

No	ITEM	HAZARD	PERSONS IN DANGER	Risk Rating before control measures			MEASURES /COMMENTS	Risk Rating after control measures		
				SEVERITY 1-10	LIKELIHOOD 1-10	RISK RATE (L/M/H)		SEVERITY 1-10	LIKELIHOOD 1-10	RISK RATE (RESULT) (L/M/H)
4	Hazardous Waste	Syringes, liquids in bottles and gas canisters etc	Participants	6	4	24	Briefing at the start of the Litter Pick by the supervisor and any items to be identified and details of location to be recorded then reported by the organiser/Clerk to the correct Council Department Gloves will be issued to participants	4	2	8 (A)
5	Fly Tipping	Waste too heavy or too high volume – unsuitable for manual handling	Participants	4	3	12	Briefing at the start of the Litter Pick by the supervisor and any items to be identified and details of location to be recorded then reported by the supervisor/Clerk to the correct Council Department	4	1	4 (A)
6	Adverse Weather	Risk of sunstroke and sunburn from hot weather. Risk of trips and slips in wet weather.	Participants	3	3	9	Consider weather forecast before confirming litter picking event. Wear appropriate clothing/hat/footwear. Drink plenty of water. Take suitable rest breaks.	2	1	2 (A)
7	Other Dangers	Giant Hogweed Skin irritation, rashes blistering	Participants	2	6	12	Briefing at the start of the Litter Pick by the Organiser a photograph shown of the plant to help with identification and any plants identified, details of the location to be recorded then reported by the organiser/Clerk to the correct Unitary Council Department. Gloves issued to participants.	1	2	2 (A)

A: Acceptable risk rating (to be decided by PC)

U: Unacceptable risk rating – task not to be conducted by volunteers

RISK ASSESSMENT CARRIED OUT BY: **Signature:**

Date:

Risk Assessment Scoring Matrix

Likelihood	Severity					
	Multiple Death (10)	Single Death (8)	Major Injury (6)	Lost Time Injury (4)	Minor Injury (2)	Delay (1)
Certain (10)	100	80	60	40	20	10
Very Likely (8)	80	64	48	32	16	8
Likely (6)	60	48	36	24	12	6
May Happen (4)	40	32	24	16	8	4
Unlikely (2)	20	16	12	8	4	2
Very Unlikely (1)	10	8	6	4	2	1

Score	Risk Rating	Action
1 – 10	LOW	Action to be considered to further reduce the risk.
11 – 24	MEDIUM	Action required to mitigate identified risks and to reduce the risk if practicable. PC approval required to proceed if risk rating remains MEDIUM. Interim measures may be necessary in the short term.
25 – 100	HIGH	Action required to mitigate identified risks and to reduce the risk if practicable Unacceptable level of risk, task is not to be conducted by volunteers. Immediate action required

ANNEX C TO WEST DEREHAM PARISH COUNCIL VOLUNTEER POLICY & PROCEDURES DATED April 22
WEST DEREHAM PARISH COUNCIL – [TASK NAME] INDUCTION BRIEF AND VOLUNTEER ACKNOWLEDGEMENT

Supervisor:

Date:

Start Time:

Finish Time:

Location: (To be defined by supervisor)

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Description of Activity: (To be summarised by supervisor)

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Tools to be Used: (To be listed by supervisor, taking note of the risks associated with using these tools (for instance cuts and grazes))

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Hazards and Safety Measures:

- All work undertaken by volunteers shall have regard to the Health & Safety at Work etc. Act 1974 and related health & safety legislation.
- You should not undertake the work defined if you have either an injury or illness that could increase risk of further injury or illness either to you or fellow volunteers. If you are unsure of the likelihood of increased risk due to either injury or illness, you should contact the supervisor before starting work.
- You will not be asked to work at height.
- Jewellery, necklaces, watches and ideally should not be worn if wearing them present risk of injury.
- Appropriate footwear must be worn for the designated task.
- Long hair must be tied up if it presents a hazard during the activity.
- Gloves should be worn where appropriate.

First Aid:

- When a volunteer is wounded (serious cuts and grazes) undertaking authorised work, the supervisor should be notified as soon as possible. A first aid kit is held by the supervisor.
- In the case of serious injury, immediate first aid should be administered and emergency services called with details of victim, injury and precise location. The supervisor should be informed when it is safe to do so.
- The supervisor is expected to carry with them a mobile telephone.

VOLUNTEER ACKNOWLEDGEMENT

- I understand the scope of work described by the supervisor and agree to abide by the direction relating to this work that they give.
- I agree to comply with all health and safety direction and training I am given in support of this work.
- I agree that I am fit and healthy to undertake this work.
- I agree to make the supervisor aware of any changes to my contact details or health.

Name (Printed)	Contact Details Unchanged (Tick to confirm)	Signature

POST ACTIVITY COMMENTS