



## Volunteer Policy

### Preamble

Local Government in Quorn has three tiers; Leicestershire County Council, Charnwood Borough Council and Quorn Parish Council. The Parish Council has 11 locally elected Councillors and its role is to:

- maintain, repair, and improve parish facilities including recreational areas, public spaces and buildings;
- liaise with the local police and Neighbourhood Watch on crime, security and traffic issues;
- scrutinise local planning applications;
- liaise with Leicestershire County Council and Charnwood Borough Council on the maintenance, repair and improvement of highways, drainage, footpaths, cycleways, public transport, street cleaning, conservation matters (including trees and listed buildings) and environmental issues such as quarrying and waste recycling plan, consult on and implement village infrastructure projects (such as The Cross, The Banks, Caves Field, and Stafford Orchard);
- support local arts, sports, youth groups and societies, including providing grants where appropriate;
- investigate and resolve local problems and complaints received from the community.

Parish Councillors are elected, unpaid people looking after the interests of the community they represent. In that sense, they are 'volunteers' themselves.

Of necessity, some parish council services have to be provided by paid specialists or contractors, for example grass cutting, tree surgery, administration, building repairs, maintenance, and so on, but to keep our community vibrant and to make our village a great place to live, the Council's policy is to seek to provide everyone with opportunities to be stakeholders in their village and make a positive contribution to it by volunteering for a broad range of activities.

The Council has a HR-committee responsible for looking after its volunteers.

### Diversity Policy and Values

- Quorndon Parish Council is committed to diversity in all areas of its activities. We believe that we have much to learn and profit from diverse cultures and we encourage and value ideas and participation from all ages, genders, backgrounds and abilities. Working with a diverse group of people also makes the Council more representative of the community it serves.
- We want volunteers to feel that they are an integral part of a wider parish council team, that they are treated fairly and equally, and that they are valued for their individual skills and the contribution they make to village life.
- Volunteers will not be asked to undertake any activities carried out by the Council's paid employees.

- There will be no employment or other contract between the Council and its volunteers.

### **Opportunities for volunteers**

- Serving on joint Council bodies eg park and library management committees, project development teams.
- Tree, Footpath, Heritage and Park Wardens
- Work parties in wildlife, park, river, lake and sensitive environmental areas.
- Organising and stewarding village events such as May Day, Open Gardens, Christmas festivities.
- Conducting research, user-surveys and Public Consultations and serving on panels for future projects.
- Helping out in the Parish Office
- Working in partnership with other voluntary bodies eg the Wildlife Trust on environmental projects.
- Working in the Library.

### **Recruitment**

- We seek to recruit volunteers from a diverse range of ages and backgrounds that reflect the makeup of the local community (see diversity policy), and where practical will adapt roles to suit special needs.
- Opportunities for volunteers are advertised in the Parish Office, on village notice board(s), on the village website [www.quorndon.com/parishcouncil](http://www.quorndon.com/parishcouncil), in the village magazine, The Quorndon, and by word of mouth.
- First contact should be with the Parish Clerk, verbally or in writing, who will provide a copy of the Council's volunteer policy.
- Potential volunteers will be invited to informally discuss their anticipated role with a councillor or councillors from the Council's volunteer sub-committee, who will then make a recommendation to Council as to suitability. Following consideration by Council, a letter confirming the role to be undertaken will be sent by the Clerk, or an explanation of why Council cannot agree to an appointment.
- Any training needs will be identified and suitable courses organised (in some cases leading to certificates of competence).
- The Council will not normally require references, unless the handling of cash is involved.
- If the voluntary activity involves contact with, or the supervision of, vulnerable adults or children, Criminal Record Bureau (CRB) checks and appropriate references will be required. The Council will also conform to the CRB's Code of Practice on the fair recruitment of ex-offenders.
- If volunteers are aged 14 or under, the Council will ensure that they are supervised by responsible, qualified people.

### **What can a volunteer expect from the Council?**

- Out-of-pocket expenses, such as travel, meals, consumable materials. We do not want there to be any financial barriers to volunteer involvement.
- Appropriate training, including Health and Safety
- Information about the Council's work and its role in the community
- Protective clothing or appropriate work-wear if needed
- Tools (consumables, including stationery, inks, discs etc associated with computer use can be claimed as out-of-pocket expenses)
- Insurance cover (but note that volunteers need to inform their motor insurance company if they are likely to use their car for volunteer work)
- Support – the main point of contact will be the Parish Clerk, Volunteer sub-committee chairman or relevant Council Standing Committee chairman, but all Councillors are available for advice, support and assistance.

### **What does the Council expect from its volunteers?**

- Integrity and honesty
- Reliability
- Enthusiasm and commitment
- Confidentiality – should your volunteer role involve matters requiring confidentiality, this will be made clear at the outset and your discretion is expected.

### **Resolving Problems**

- Should you or the Council have a dispute or concern about your service as a volunteer, this should initially be reported to, and discussed with, the Parish Clerk.
- If that does not resolve the issue, the clerk will refer the matter to Council at its next meeting (if necessary in confidence).
- The Council may ask its Volunteer sub-committee to discuss, and try to resolve, the problem with you (and a friend if you so wish), and report back to the Council at a subsequent meeting.
- If your dissatisfaction remains unresolved at that point, it might not be appropriate for you to continue as a volunteer.