

Llanrhystud Community Council

Volunteer Policy

Approved by:	C. Green
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Welcoming Our Volunteers

At Llanrhystud Community Council, we deeply value the incredible contributions volunteers make. We know that by generously sharing their time, skills, and experience in an unpaid capacity, volunteers significantly benefit not only our local community but also themselves. This policy is specifically for individuals volunteering on behalf of the Community Council, distinct from Council employees or elected members. To help us stay organised, we may create a secure volunteer database, and rest assured, all data storage and retention will strictly adhere to GDPR policies.

Llanrhystud Community Council is keen to involve volunteers for several key reasons:

- i. To help ensure our services genuinely meet the needs of our community.
- ii. To bring in fresh skills and new perspectives that enrich our community.
- iii. To strengthen our connections with the local community we're proud to serve.

Our Guiding Principles for Volunteers

At Llanrhystud Community Council, our Volunteer Policy is built on a set of core principles that ensure a positive and enriching experience for everyone involved:

- i. We'll make sure our volunteers are fully integrated into our team and have clear ways to contribute to the important work of the Council.
- ii. Volunteers will always complement and extend the services we provide; they'll never replace our dedicated paid staff.
- iii. We expect all staff members, at every level, to work positively and collaboratively with our volunteers.
- iv. We recognise that volunteers seek both satisfying work and personal development. We're committed to helping you meet these needs, alongside providing the instruction / guidance required to do your work effectively.
- v. We're truly proud of our commitment to equal opportunities and strive to create a diverse and inclusive working environment for all staff and volunteers.

Getting Our Volunteers Ready

At Llanrhystud Community Council, we want to make sure every volunteer feels supported, safe, and ready to make a real difference. Before we involve you in any role, we'll ensure everything is in place for your safety and efficiency.

Here's how we prepare:

- i. A risk assessment form will be available and must be completed before any work is undertaken, to identify and mitigate potential hazards – see Appendix 2.
- ii. You'll receive a clear, written role description outlining the purpose and main duties of your role – see Appendix 3 (Task sheet).
- iii. We'll provide any necessary instruction / guidance to help you feel confident and capable in your tasks.
- iv. Any necessary equipment will be provided, including personal protective equipment (PPE) if your duties require it.
- v. A Volunteer Lead will oversee your journey with us, ensuring you're properly inducted into Llanrhystud Community Council and have access to this policy and any other relevant resources.

Insurance and Volunteer Activities

Llanrhystud Community Council's liability insurance covers the activities of our volunteers and our liability towards them. This coverage is valid on the condition that the volunteer is working at the sole request and under the direct control of the Council. Therefore, all volunteer activities must receive prior approval before they commence.

Please note that the Council does not insure a volunteer's personal possessions against loss or damage. Volunteers using their personal vehicles for Council-related activities are responsible for informing their motor insurance company accordingly.

For safety, volunteers will be assigned only low-hazard work involving hand-held, non-motorised tools. Only in cases where the volunteer has specific training and relevant experience for using power tools will this be acceptable – this is to be identified in the task sheet. Technical tasks, heavy labour, use of machinery and hazardous activities will be undertaken by professional contractors. Before any volunteer work begins, a risk assessment of the site must be carried out by the supervisor or Volunteer Lead, to identify and record any obvious hazards, such as fly-tipping residue, glass, or sharp objects. Finally, if volunteers choose to use their own equipment and tools, Llanrhystud Community Council will not be held liable for any injury or loss arising from faulty personal equipment.

Volunteering with Llanrhystud Community Council

We're excited about welcoming volunteers to Llanrhystud Community Council. To ensure a clear and supportive experience, we'll be creating detailed role descriptions for every volunteering opportunity. These descriptions will clearly outline the purpose of each role, its tasks, and responsibilities, providing a solid foundation for both volunteers and our team.

We're committed to making our volunteering opportunities accessible to everyone. We'll promote all roles widely, including online, to attract a diverse range of interested individuals. Our recruitment process will always be fair and open, championing equality of opportunity. For instance, we'll only list skills and requirements that are genuinely essential for a role, and we'll gladly make reasonable adjustments to accommodate volunteers - such as allowing a support worker to accompany a volunteer.

When you apply, we'll ask you to complete a short application form, simply requesting your contact information, why you're interested, and how your skills match the role. All applicants who meet the necessary skills will be invited to an informal chat. *Please note, for certain roles (like those involving children, vulnerable adults, or sensitive data), we will conduct criminal records checks to ensure everyone's safety and peace of mind.*

Supporting and Managing Our Volunteers

At Llanrhystud Community Council, we're dedicated to ensuring our volunteers feel fully supported and empowered to thrive in their roles. To achieve this, we have some essential elements in place for managing our fantastic volunteer team:

- i. **Induction & guidance:** Every volunteer will receive a comprehensive induction, along with any ongoing instruction necessary to confidently carry out their tasks.
- ii. **Clear Agreements:** You'll receive a signed agreement outlining your responsibilities, specific tasks, the location of the activities and hours (if applicable), so everything is clear from the start.
- iii. **Access to Information:** We'll provide you with access to all relevant policies and procedures, including important information on health and safety, safeguarding, fire procedures, and more.
- iv. **Day-to-Day Support:** Our Volunteer Lead, or another identified team member, will be on hand to offer day-to-day support if you need it. This could include daily task sheets or shadowing opportunities. We understand that everyone has different preferences and availability, so we're flexible and open to informal support sessions arranged between you and the Volunteer Lead.
- v. **Regular Check-ins:** For tasks occurring on a regular basis, to ensure you're happy and well-supported, we'll have a brief, informal chat at least every six weeks. This is a chance to discuss your work, address any concerns you might have, and for us to provide any feedback. We'll keep a record of these meetings, including actions and outcomes.
- vi. **Accurate Records:** We'll maintain an accurate file for each volunteer, containing your personal contact information, application, role description, signed agreement, interview record, training attended, support meeting logs, and any grievances or complaints. Rest assured, all files will be handled strictly in accordance with the Data Protection Act (2018).
- vii. **Recognising Your Contribution:** We truly value the incredible contribution our volunteers make. With your permission, we'd love to promote and highlight your positive impact on our community through posts on the Llanrhystud Community Council website.
- viii. **Smooth Transitions:** We understand that volunteers move on for various reasons – perhaps a new opportunity, a grievance, or a role not being the right fit. When it's time to say goodbye, we'll arrange a support meeting to understand your reasons for leaving, see if any additional training could have helped, and conduct an exit interview. We'll also be happy to provide a reference for your valuable time with us.

What We Ask of Our Volunteers

To ensure a smooth and positive experience for everyone, we have a few straightforward expectations for our amazing volunteers:

- i. Be reliable and honest: We count on your commitment and integrity in all your tasks.
- ii. Respect confidentiality: You'll handle sensitive information with discretion, just as our staff do.
- iii. Comply with Council policies and procedures: Adhering to our guidelines helps us work effectively and safely together.
- iv. Carry out tasks as agreed: Please complete your volunteering duties in a way that reflects the Council's values and upholds its positive reputation.
- v. Support Council objectives: We ask that you don't publicly express personal views on Council matters that contradict our stated aims and goals.

Policies and Procedures

At Llanrhystud Community Council, we truly see our volunteers as an integral part of our team. To ensure everyone's safety and maintain our high standards, all volunteers are protected by, and expected to adhere to, the Council's policies and procedures. These guidelines are designed to keep everyone involved safe and ensure our work is carried out consistently and effectively.

You can easily view all our relevant policies on the Council's website at www.cyngorcymunedllanrhystud.com. If you prefer, a copy can also be obtained directly from the Community Clerk.

Expenses

Any purchases that are necessary are to be made by the Volunteer Lead, who can in turn reclaim from Llanrhystud Community Council. Volunteers are not expected to incur any costs.

We're excited about the possibility of working with you and deeply appreciate your commitment. Your dedication helps us achieve so much for our community, and we're truly looking forward to having you join our team and contribute to the wonderful work we do.

Appendix 1

Volunteer List Registration

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

It is essential that a volunteer advises the supervisor of an activity or the 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 Clerk requesting their details are removed from the list at the earliest opportunity.

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

No	ITEM	HAZARD	THOSE IN DANGER	Risk Rating before control measures			Risk Rating after control measures		
				SEVERITY 1-10	LIKELIHOOD 1-10	RISK RATE	SEVERITY 1-10	LIKELIHOOD 1-10	RISK RATE (RESULT)

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	Priority	Action
1 – 16	LOW	Action is required to reduce the risk, although low priority.
17 – 36	MEDIUM	Action required to control. Interim measures may be necessary in the short term.
37 – 100	HIGH	Action required urgently to control risks. Unacceptable. Immediate action required.

Appendix 3

Task Sheet:(task)

Induction Brief and Volunteer Acknowledgement

Supervisor:

Date:

Start Time:

Finish Time:

Location: (To be defined by supervisor)

•

Description of Activity: (To be summarised by supervisor)

•

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 and watches may present risk of injury during some tasks and ideally should not be worn.
- Appropriate footwear must be worn. Ideally, sturdy boots covering the ankle and providing support on uneven ground should be worn. Open-toed shoes or sandals, trainers (footwear without a heel) must not be worn. Doing so increases risk significantly.
- Long hair must be tied up to avoid it getting caught in 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 the supervisor informed.
- The supervisor is expected to carry with them a mobile telephone. Where necessary, the emergency services will be called.

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 instruction 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: