Appleby-in-Westmorland Town Council

Volunteer Policy

Volunteering is the commitment of time and energy for the benefit of society and the community. It is undertaken freely and by choice without concern for financial gain.

Appleby-in-Westmorland Town Council is committed to the safety and support of volunteers who join the Council team. All volunteers should be made to feel included, managed, motivated, and valued.

Appleby-in-Westmorland Town Council recognises the valuable contribution that volunteers are able to make to the Council. It is, therefore, our aim to ensure that a person's volunteering experience is as positive and beneficial as possible to both the individual and to the organisation.

Recruitment

Recruitment of volunteers will be from all areas of the community and in line with Appleby-in-Westmorland Town Council's Equality and Diversity policy. Those who wish to volunteer should first get in contact with Appleby Council's Town Clerk.

Supervision and Support

As a member of the Tourist Information Centre team, volunteers will work under the supervision of the Manager, or the TIC assistant on duty. When involved in the Council Chamber, volunteers will work under the supervision of Appleby Town Clerk and be assisted by able Councillors who can share their knowledge and experience of meetings. Volunteers will be given induction and training in the specific tasks to be undertaken.

Expectations

At Appleby Town Council, we engage and retain volunteers by ensuring that we provide them with training, feedback, support, and appreciation. We expect volunteers to give their best to the organisation, helping wherever possible. Volunteers will not be relied on to replace paid staff, rather they will work alongside staff and assist in tasks where necessary, appropriate to their level of experience and skills.

Insurance

Volunteers supporting Appleby-in-Westmorland Town Council are covered by the Council's Public Liability Insurance. Volunteers who are required to drive as part of their volunteering role are required to inform their Motor Insurance Company in writing that they will be driving in a voluntary capacity.

Health and Safety

Upon induction to Appleby Town Council, all volunteers must read and familiarise themselves with the Health and Safety Policy and Procedure. Volunteers will be bound by the same Health and Safety conditions as Appleby-in-Westmorland Town Council paid staff.

Confidentiality

Volunteers will be bound by the same confidentiality conditions as Appleby-in-Westmorland Town Council staff. The volunteer may not use or disclose any confidential information they have access to either whilst volunteering, or afterwards. All volunteers must read and familiarise themselves with the Appleby Town Council's GDPR Policies. If a volunteer wishes to obtain more information or any training regarding GDPR, they should contact the Town Clerk.

Roles and Tasks

TIC Volunteer: We want to encourage volunteers to get involved behind the desk in the Tourist Information Centre. Speaking to visitors about the local area, helping them with any enquiries, and making their experience in Appleby an enjoyable one. This role also includes engaging with residents and local businesses, motivating people to shop local and support our community. Being behind the desk involves also answering the phone, taking card and cash payments and assisting with the end-of-day banking.

Council Chamber: Volunteers will also have opportunity to speak to visitors who are wishing to know more about the history of the Moot Hall.

Training and Induction

An induction will take place prior to the Volunteers start date, to ensure they are familiar with the area they will be working in. This also gives Volunteers an opportunity to ask questions and gain additional knowledge before providing information to customers and visitors. Any volunteer wishing to undertake training for their role should discuss it with their supervisor.

In adopting this Volunteer Policy, Appleby-in-Westmorland Town Council wishes to:

- Formally acknowledge and support the role of volunteers in its work.
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers.
- Encourage and enable, rather than restrict, the involvement of volunteers.

This volunteer policy and accompanying guidelines are intended for use by Appleby-in-Westmorland Council staff and volunteers.

Policy Review

This Policy will be reviewed bi-annually by Appleby-in-Westmorland Town Council at a Full Council Meeting.

This policy has been agreed and approved by Appleby-in-Westmorland Town Council.

Cllr P Davidson

Cllr Pamela Davidson
Chair of Appleby-in-Westmorland Town Council

Adopted by Appleby-in Westmorland Town Council on 19th March 2025
Review Date: March 2027