



Broomfield Parish Council

Broomfield Parish Council Volunteering Policy

This policy was adopted at a Full Council meeting in January 2026.

Introduction

The role of a volunteer is someone who chooses to commit their time and energy to a role or project for the benefit of others, without expectation of financial reward or mutual obligation. A volunteer is not an employee, a worker or a contractor providing services and there is no contractual relationship between the two parties.

Volunteers provide an important and valuable contribution to the local community, often assisting with projects and developments that may not be possible without their support. Volunteers offer new perspectives and bring specialist skills to their roles, unlocking additional funding opportunities and creating greater potential for projects.

Broomfield Parish Council recognises the value of volunteers and that the process should be reciprocal, providing training opportunities for skill development where possible. Volunteers should expect to have a positive experience, contributing to a worthwhile cause and feel a sense of pride and ownership about their work.

The purpose of this policy is to ensure that such a beneficial resource is adequately and appropriately supported. The policy will set out how volunteers should be managed to provide a clear and consistent approach.

Aim of this policy

This policy aims to:

- Provide a single corporate framework for volunteering within Broomfield Parish Council that is clear, consistent and fair.
- Involve and encourage a diverse range of volunteers
- Ensure that volunteering is an enjoyable and rewarding experience.
- Ensure the wellbeing and safety of all volunteers involved.
- Recognise the contribution of volunteers by supporting skills development and training opportunities where possible
- Ensure services provide appropriate and relevant information relating to the volunteer roles
- Ensure that the benefits of volunteering and working with volunteers are actively promoted throughout the Council

Objectives

Broomfield Parish Council will achieve its aims by ensuring that:

- There is a clear, consistent, and fair approach to recruiting and managing volunteers within Broomfield Parish Council
- Potential barriers that people may face when trying to volunteer are identified and work is done to try and remove/ reduce them
- Guidance and best practice are provided to staff working with volunteers and for the volunteers themselves

- Clear role descriptions are provided for volunteers and necessary training/ induction plans are in place, including health and safety.
- Volunteers are provided with relevant opportunities, experience, supervision, training and support in order to carry out their duties and provide personal development.
- Feedback is encouraged from volunteers to help improve service delivery and further develop volunteering guidance
- The contribution and investment provided by volunteers is recognised in supporting the Council to fulfil its responsibilities to the local community, through events and other methods of recognition.

What are the different forms of volunteering?

There are three main ways to volunteer:

- Individual volunteers working under the supervision of Parish Council staff
- Groups from external organisations or community groups, such as scouts, brownies, etc
- Joining a working group for specific projects

What can a volunteer expect?

A volunteer can expect:

- To feel welcome and appreciated
- To be told in advance the type of work that is to be done, although the details may vary depending on weather conditions, available staff etc.
- That we will try to match each volunteer with tasks to suit their skills, abilities and interests.
- To be shown and told what to and how to do it safely and effectively.
- That sessions will involve a Health and Safety briefing.
- To be told who is responsible for each project or activity and how to contact this person if they are not able to be present all the time.
- To be working as a group, but sometimes in pairs or individually
- To receive recognition for their contribution to the project.

Volunteer Benefits

Our volunteering opportunities aim to be sociable and offer new opportunities for learning and skills development when appropriate. Other benefits include:

- To gain transferrable workplace skills and knowledge
- A chance to 'have a say' and make a difference to the local community
- The opportunity to attend special activities or events
- To make friends and meet different people

Recruitment

Volunteer role opportunities be available on the Broomfield Parish Council website with details of whom to contact if there are any queries or for an informal discussion. Opportunities will also be publicised widely through the Councils social media channels and through working with other stakeholders.

All volunteers will be required to complete a volunteer registration form (appendix a). This form will not only allow the volunteer to express their preferred volunteer opportunity, but it will also provide the Council with relevant contact details, emergency contact details etc.

An introductory session and training will be available for each volunteer with clear aims and an understanding of what they can expect.

Broomfield Parish Council reserves the right to refuse a volunteer, if there is reasonable reason to, e.g., the volunteer activity is no longer available.

Volunteer's Rights and Responsibilities

- Volunteers should expect equal treatment irrespective of sex, sexual orientation, race, colour, disability, marital status, religious beliefs or political beliefs.
- Broomfield Parish Council will uphold the principles in the Equalities Act 2010.
- Broomfield Parish Council will not tolerate offensive language, aggression or abusive behaviour towards anyone and will investigate and take any complaints seriously.
- Volunteers should feel valued for their time and effort.
- All volunteers are expected to behave in a polite and respectful way.
- Volunteers should take care to follow all instructions given. This will ensure everyone can enjoy themselves safely, without the risk of causing injury to themselves or others, or damage to any plants, wildlife, or property.
- Volunteers will remain mindful of their own Health and Safety and will bring any concerns to the attention of those running the events immediately
- Volunteers should maintain confidentiality of any information relating to Broomfield Parish Council and of its clients to which their volunteering gives them necessary access.
- Volunteers will be subject to a Disclosure and Barring Service (DBS) check if required and appropriate to the role.

Health and Safety

Volunteers will be made aware of their responsibilities and who the member of staff they need to contact regarding any issues or concerns. The officer or member leading a volunteer activity will give a Health and Safety briefing at the beginning of each session of practical work and of any other volunteer task where this is deemed necessary.

Safeguarding

Volunteers will be made aware of and receive the appropriate training in the Councils Safeguarding Policy. The purpose of the policy is to ensure the safety of children and vulnerable adults. A volunteer wishing to participate in an activity that is outlined in the DBS Criteria cannot participate in the Volunteering Activity until the Council has received a cleared DBS check.

Insurance

Volunteers will be covered by the Parish Council's Employers/Public Liability insurance whilst working on any activities directly organised by Broomfield Parish Council. Volunteers may only be left directly unsupervised at an event or activity where appropriate, and only if measures are in place to ensure the safety of both volunteers and the general public. These measures will be detailed in the activity risk assessment. There should always be an appropriately trained representative of the Parish Council, or a suitable trained BPC contractor, in attendance at any volunteering opportunity organised by the Parish Council.

Risk Assessments

Risk Assessments will be produced and will be reviewed regularly. All volunteer events and activities will be subject to a Risk Assessment and if a specific hazard is identified, mitigation

methods will be put in place. For events and activities, a check list will be completed on the day to identify any unforeseen hazards, for example, severe weather, staff illness, etc.

References and proof of identity

We will ask volunteers to provide photographic proof of identity (e.g. passport, driving licence, college card), and proof of address (e.g. a recent utility bill, driving licence, letter from the bank); any such data will be stored appropriately and in line with the General Data Protection Regulations. These details will be captured through the volunteer registration form.

Photography

Occasionally Broomfield Parish Council would like to take photographic images of staff, volunteers and participants to promote the services available. Volunteers will be asked to complete a photograph consent form. Volunteers are not permitted to take any images while on duty without the expressed agreement of the nominated staff/lead volunteer.

Expenses

Expenses cannot be claimed by a volunteer, unless prior agreement has been sought from the Responsible Finance Officer.

Data Protection

All personal data/information received by Broomfield Parish Council are held in accordance with the Data Protection Act 1998 and used to create anonymous reports. Anonymised reports are shared with staff and on occasion with the external organisations for the purpose of improving service delivery and ensuring that targets are being met. Volunteers whose duties/tasks include the receipt of health questionnaires and physical activity readiness questionnaires from attendees are also required to keep participants data confidential.

Equality, Diversity and Inclusion

Broomfield Parish Council are committed to equal opportunities and believe that volunteering should be open to all regardless of ethnicity, gender, disability, age, working patterns, sexual orientation, gender reassignment, religion or beliefs, marital status, pregnancy and maternity. The acceptance of volunteer assistance for a particular role is made on merit.

Broomfield Parish Council will actively work with external organisations to increase social inclusion including underrepresented and disadvantaged groups who will gain benefit from volunteer opportunities.

Complaints

As volunteers are not employees, they are unable to use the Council's Grievance Policy and Procedure. However, they are entitled to use the Council's Complaints procedure. Complaints by volunteers should be raised in the first instance with the Council Officer and dealt with informally where possible. Where appropriate, the complaint will be investigated fully by the Broomfield Parish Council.

If a complaint is made against a volunteer, this will be investigated by the relevant officer. Every attempt will be made to resolve the matter as quickly and informally as possible. If the issue cannot be satisfactorily resolved, then the volunteer may be told their services are no longer required with immediate effect.



Broomfield Parish Council

VOLUNTEER REGISTRATION FORM

Broomfield Parish Council are committed to providing a safe and healthy environment for all its volunteers. We expect you, the volunteer, to contribute positively to this environment by respecting our policies and procedures

All volunteers must be 18 years and over or provide guardian consent.

PLEASE USE **BLOCK CAPITALS** TO COMPLETE THE PERSONAL INFORMATION REQUESTED
BELOW

(All information will be treated in the strictest confidence)

What Volunteering activities are you interested in:

Your Details:

Name	
Address	
Postcode	
Telephone	
Email	
Date of Birth	

Emergency Contact Details:

Name	
Relationship to you	
Telephone Number	

Occasionally the Parish Council will take photographs of the activities undertaken by the Volunteers for publicity. Are you happy for us to use any photographs of you for this purpose?

PLEASE CIRCLE AS APPROPRIATE: YES / NO

Health and Welfare

Is there any work you may find difficult for health reasons?

PLEASE CIRCLE AS APPROPRIATE: YES / NO

(if yes please provide details below)

Are you taking any medication that a first aider or doctor would need to be aware of? **PLEASE**

CIRCLE AS APPROPRIATE: YES / NO

(if yes please provide details below)

Is there any information we may need to ensure your safety: (e.g. colour blindness, hearing impairment)?

PLEASE CIRCLE AS APPROPRIATE: YES / NO

(if yes please provide details below)

Where a volunteer is working with Children, Young People or Adults at risk there will be additional checks undertaken including two references and a Disclosure & Barring Service (DBS) check.

- ☐ I can confirm that to the best of my knowledge the information given is correct and that I know of no reason why I should not participate in volunteering activities.
- ☐ I consent to my personal details supplied on this form being used by Broomfield Parish Council in line with the GDPR¹
- ☐ I can confirm that I have read and understand the Broomfield Parish Council Volunteer Policy

Signature.....

Date.....

¹ In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, our volunteers, of the types of data we process about you. We also include within the notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. The notice can be accessed via the website at <https://www.broomfield-pc.gov.uk>

References

Reference checks are a standard part of our volunteer selection process when volunteers will come into contact with Children, Young People and Adults at risk. Please provide the name and contact details of two people who are not family members and who are willing to act as referees for your chosen voluntary role. One reference should come from an employer, former employer, school or volunteer organiser.

Referee Name 1

Name	
Address	
Postcode	
Telephone	
Email	
Relationship to you	

Referee Name 2

Name	
Address	
Postcode	
Telephone	
Email	
Relationship to you	