



SANDOWN TOWN COUNCIL

Volunteer Policy

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1. INTRODUCTION

- 1.1. Sandown Town Council is committed to providing a safe, welcoming and inclusive volunteering environment.
- 1.2. This policy sets out the standards, expectations, and responsibilities applying to all volunteers working with or on behalf of the Town Council.
- 1.3. The Council values volunteers and recognises their contribution to community activities, events, services, and local initiatives. This policy is intended to promote safe, respectful, and professional volunteering arrangements.

2. SCOPE

- 2.1. This policy applies to all volunteers engaged by the Town Council, including individuals assisting with:
 - Community events
 - Environmental or grounds activities
 - Administrative support
 - Heritage, tourism, or visitor services
 - Youth, wellbeing, or community programmes
 - Advisory groups or committees where applicable
- 2.2. Volunteers are not employees and this policy does not create a contract of employment.

3. EQUAL OPPORTUNITIES

- 3.1. The Council is committed to equality, diversity, and inclusion and will not discriminate unlawfully on grounds protected by applicable legislation, including the Equality Act 2010.
- 3.2. Volunteers are expected to treat all members of the public, councillors, staff, and fellow volunteers with dignity and respect.

4. VOLUNTEER STANDARDS OF CONDUCT

- 4.1. Volunteers must:
 - Act honestly, responsibly, and in the public interest
 - Follow lawful instructions given by authorised Council officers or project leads
 - Behave respectfully toward councillors, staff, residents, and other volunteers
 - Maintain appropriate professional boundaries
 - Avoid harassment, bullying, intimidation, or abusive conduct
 - Take reasonable care of Council property, equipment, and facilities

5. VOLUNTEER MANAGEMENT

5.1. Volunteers will:

- Receive appropriate induction and guidance.
- Be given information about the activities they are undertaking.
- Have a named contact within the Council.

6. CONFIDENTIALITY AND DATA PROTECTION

6.1. Volunteers may have access to confidential or personal information during their activities.

6.2. Volunteers must:

- Keep confidential information secure
- Not disclose personal, confidential, or restricted Council information without authorisation
- Comply with applicable data protection requirements, including the UK GDPR and Data Protection legislation

7. HEALTH AND SAFETY

7.1. The Council is committed to providing a safe volunteering environment.

7.2. Volunteers must:

- Follow health and safety instructions
- Use equipment safely and only when authorised/trained
- Report hazards, accidents, incidents, or near misses promptly
- Cooperate with safeguarding or risk management procedures where relevant

8. SAFEGUARDING

8.1. Where volunteering involves children, young people, or vulnerable adults, volunteers must comply with all safeguarding procedures, training requirements, and reporting obligations.

8.2. Where a role is legally eligible for a Disclosure and Barring Service (DBS) check, the appropriate level of check will be obtained in accordance with DBS eligibility requirements.

9. COMMUNICATIONS, SOCIAL MEDIA, AND PUBLIC COMMENTARY

9.1. Volunteers represent the Council when participating in authorised activities and are expected to communicate responsibly.

9.2. Volunteers must:

- Communicate in a respectful, professional, and factual manner in public statements, including social media, interviews, meetings, messaging groups, and written correspondence relating to Council matters
- Not make statements that are knowingly false, misleading, defamatory, malicious, or intended solely to damage the reputation of the Council, its councillors, officers, employees, volunteers, or services
- Not present personal opinions as official Council positions unless expressly authorised

9.3. Nothing in this policy prevents volunteers from:

- Raising genuine concerns or complaints
- Reporting misconduct or safeguarding concerns
- Making protected disclosures
- Expressing lawful personal opinions or fair and constructive criticism regarding Council decisions, policies, or services

9.4. Concerns relating to Council operations should first be raised through appropriate internal procedures or formal complaints channels.

10. USE OF COUNCIL PROPERTY AND RESOURCES

10.1. Volunteers must use Council resources appropriately and only for authorised purposes.

10.2. Council property must not be misused, removed without permission, or used for personal gain.

11. ENDING A VOLUNTEER ARRANGEMENT

11.1. A volunteer arrangement may be ended at any time by either the volunteer or the Council.

11.2. The Council may suspend or end volunteering where there is:

- Serious misconduct
- Repeated breaches of this policy
- Safety concerns
- Breakdown of trust or suitability concerns
- Failure to comply with safeguarding, confidentiality, or conduct requirements

11.3. Where appropriate, the Council will seek to discuss concerns with the volunteer before ending the arrangement.

12. POLICY REVIEW

- 12.1. This policy will be reviewed periodically by the Town Council to ensure legal compliance and operational suitability.



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Volunteer Policy

Acknowledgement Form

Volunteer Name: _____

Address: _____

Email: _____

Telephone: _____

Volunteer Role/Activity: _____

Start Date: _____

Emergency contact: _____ (tel) _____

Relationship: _____

I confirm that:

- I have received, read, and understood the Town Council Volunteer Policy.
- I agree to comply with the standards, responsibilities, and expectations set out in the policy.
- I understand my responsibilities relating to conduct, confidentiality, health and safety, safeguarding (where applicable), data protection, and communications.
- I understand that volunteering is not employment and does not create a contract of employment.
- I understand that failure to comply with the Volunteer Policy may result in my volunteer arrangement being reviewed, suspended, or ended.

I agree to raise any concerns, complaints, or questions regarding my volunteering through appropriate Council channels.

Volunteer Signature: _____

Date: _____

Council Representative Name: _____

Position: _____

Signature: _____

Date: _____

Office Use Only

Policy issued on: _____

Induction completed: Yes / No

DBS required (if applicable): Yes / No

DBS completed (if applicable): Yes / No.