



Flitwick Town Council

Volunteer Pack

Adopted: September 2025 Review Date: September 2026

This pack contains all documents for volunteers to understand their role, responsibilities, and support while volunteering with Flitwick Town Council (FTC). It includes:

1. Volunteers Policy
2. Volunteer Agreement
3. Volunteer Code of Conduct

1. Volunteers Policy

1. Purpose

Flitwick Town Council (FTC) recognises the valuable contribution volunteers make to its community work and how vital they are to the success of projects and events.

This policy provides a framework for how FTC will manage volunteers and sets out what volunteers can expect from the Council. It ensures volunteering opportunities are safe, inclusive, and rewarding, and that volunteers are recognised and supported.

This policy applies to all volunteers undertaking work or duties on behalf of FTC in a voluntary capacity. It does not apply to:

- FTC Paid Officers
- FTC Elected Members
- Contractors

Requirements for these individuals are detailed in relevant adopted policies or contracts (e.g. Standing Orders).

2. Principles

- Volunteering will not replace paid employment.
- FTC Officers will work positively with volunteers and actively seek to involve them.
- Volunteering benefits both individuals and the wider community, providing skills, experience, diversity, and personal satisfaction.
- FTC benefits through greater community engagement, enhanced service delivery, and temporary capacity increases.
- Opportunities will vary each year in line with the Corporate Strategy and community needs.

3. Volunteering Opportunities

Many of FTC activities involve working in partnership with community and voluntary groups, which generates volunteering opportunities.

3.1 Regular Volunteering

Opportunities include but not limited too:

- Food collections and support for the Community Fridge.
- Assisting with the Forget Me Not Group.
- Supporting Lunch Club (monthly, over-60s activity).
- Flitwick Living History

Guidelines to be followed:

- Written agreement outlining mutual expectations (not a contract).
- Task outline provided.
- Information pack issued
- Induction and relevant training provided.
- Application forms include pronoun preferences and health disclosures.
- NDA may be required for sensitive information roles.
- Insurance cover extended as appropriate.
- Volunteers will be expected to follow FTC's Volunteer Code of Conduct, which sets out expected standards of behaviour and respect for others. *This is in the volunteer handbook.*

3.2 One-off Volunteering

One-off volunteering roles will be available as part of FTC's schedule of activities and events.

Examples:

- Litter picks.
- Tree planting.
- Event support (e.g. marshalling, ticketing, raffles).
- Green space volunteers

Guidelines to be followed:

- Informal conversation or email outlines expectations.
- Task description given verbally or in writing.
- Volunteers briefed on relevant risk assessments.

4. Recruitment

- Volunteers may be recruited via advertising, word of mouth, other organisations, or direct approach.
- FTC is committed to accessible volunteering and will make reasonable adjustments.
- Some roles may require an interview.
- Where volunteers are placed through another organisation (e.g. schools, charities, businesses), FTC will work in partnership with that organisation to ensure responsibilities, insurance, and safeguarding are clear.

5. Expenses

- Lunch: Up to £5.00 per day (minimum 5 hours volunteering), reimbursed with receipt.
- Travel: £0.45 per mile (via approved Mileage Claim Form).
- Community Fridge: Expenses detailed in separate Volunteer Handbook.
- Other expenses: May be reimbursed with prior Town Clerk approval.

6. Approval

All volunteering opportunities must be approved by the Town Clerk.

7. Support

- Volunteers will have a named point of contact.
- Support may include supervision, feedback, and opportunities for development.
- Exceptions (e.g. Duke of Edinburgh volunteers) will be reviewed case-by-case.

8. The Volunteer's Voice

FTC values feedback from volunteers and encourages them to share views with their named contact, staff, or Councillor. FTC welcomes suggestions for improvement and is committed to resolving any issues at the earliest stage.

Regular volunteers will be issued with a copy of the Council's Complaints/Grievance Procedure in their information pack. Copies are also available from the Town Clerk on request.

9. Insurance

- FTC insurance covers volunteers during Council activities.
- Exception: Community Fridge food collection volunteers using their own vehicle must rely on personal insurance.
- Volunteers driving the Community Fridge van are covered by FTC insurance.

10. Health & Safety

- FTC will conduct risk assessments for all volunteering activities.
- Volunteers must follow FTC's Health & Safety Policy and wear PPE as required.
- Medical conditions affecting participation must be disclosed.
- Volunteers will be made aware of FTC's Safeguarding Policy. DBS checks and training provided where appropriate.

11. Equal Opportunities

- FTC's Equality Policy applies to both staff and volunteers.
- Volunteers must commit to supporting equality and diversity.

12. Safeguarding Children & Vulnerable Adults

- For regulated activity, enhanced DBS checks and barred list checks will be carried out.
- Community Fridge volunteers are exempt unless role-specific checks are required.
- FTC will balance safeguarding with civil liberties.

13. Problem-Solving

FTC aims to resolve issues quickly and informally wherever possible. Volunteers are encouraged to raise concerns directly with their named contact or the Town Clerk in the first instance.

14. Confidentiality

- Volunteers must maintain confidentiality during and after volunteering.
- Information must not be shared unless required by law.
- All volunteers will receive a copy of FTC's GDPR Policy.

15. Right to Leave

Volunteers give their time freely and are not required to give notice. However, FTC requests advance notice where possible if a volunteer is unable to attend or wishes to end their involvement.

FTC also reserves the right to end a volunteering arrangement where necessary, for example in cases of serious misconduct, safeguarding concerns, or breach of confidentiality.

16. Data & Privacy

FTC will process volunteer personal data in line with its obligations under the UK GDPR and Data Protection Act 2018.

- Volunteer data will only be collected for legitimate purposes.
- Data will be stored securely and retained in line with FTC's Retention Schedule.
- Volunteers have rights under data protection law, details of which are set out in the Council's Privacy Notice.

17. Recognition

FTC greatly values the contribution of its volunteers. Volunteers may be recognised in the following ways:

- Thank-you letters or certificates.
- References, upon request and subject to satisfactory volunteering records.
- Invitations to recognition or celebration events where appropriate.

18. Monitoring & Review

This policy will be reviewed every two/three years by the Town Clerk in consultation with the HR Committee, or sooner if required due to changes in legislation or Council practice.

2. Volunteer Agreement

This agreement describes the arrangement between Flitwick Town Council (FTC) and the volunteer. It is not a contract of employment and is not legally binding.

1. The Role

As a volunteer with FTC, you will be supporting:

(Insert project/service name, e.g. Community Fridge, Forget Me Not Group, Events Team)

Your main tasks will include:

- (List key duties here)

2. What FTC will provide you

- A named contact for support and supervision.
- Induction, training, and guidance relevant to your role.
- Insurance cover while volunteering on behalf of FTC.
- Reimbursement of agreed expenses (see Volunteers Policy).
- A safe and respectful volunteering environment.
- Regular opportunities to provide feedback.

3. What FTC asks of you

- Carry out your role responsibly and reliably.
- Follow FTC's Health & Safety, Safeguarding, Equality, and Confidentiality policies.
- Respect the values and principles of FTC.
- Inform your contact as soon as possible if you are unable to attend or wish to end your volunteering.
- Maintain confidentiality during and after your volunteering.

4. Confidentiality & Safeguarding

You may have access to information that must remain confidential. FTC's GDPR, Safeguarding, and Child & Vulnerable Adults Policies will apply, and you may be asked to complete a DBS check if appropriate.

5. Duration

This agreement will remain in place for as long as you volunteer with FTC. Either party may end the arrangement at any time.

6. Acknowledgement

This agreement is not intended to create a legally binding contract of employment, partnership, or agency relationship. It simply sets out expectations and support for volunteering with FTC.

Signed (Volunteer): _____ Date: _____

Signed (FTC Officer): _____ Date: _____

3. Volunteer Code of Conduct

Purpose

The purpose of this Code is to ensure all volunteers understand the standards of behaviour expected while representing Flitwick Town Council (FTC). Volunteers are expected to act professionally, respectfully, and in line with Council policies at all times.

1. General Behaviour

- Treat all people with respect, dignity, and fairness.

- Act in a manner that reflects positively on FTC.
- Follow Council policies, procedures, and instructions.
- Be reliable, punctual, and fulfil agreed commitments.
- Avoid discriminatory, offensive, or inappropriate language or behaviour.

2. Confidentiality

- Respect confidentiality of information gained while volunteering.
- Do not share personal, financial, or sensitive information about service users, staff, or Council business without proper authorisation.
- Follow GDPR and Data Protection requirements.

3. Health, Safety & Safeguarding

- Follow all health and safety procedures and use provided PPE.
- Report any risks, hazards, or incidents immediately to your named contact.
- Comply with safeguarding policies and procedures for children, young people, and vulnerable adults.

4. Equality & Diversity

- Promote equality and inclusion at all times.
- Treat everyone fairly regardless of age, gender, ethnicity, religion, sexual orientation, disability, or background.
- Challenge discrimination and report concerns to your named contact or the Town Clerk.

5. Use of Council Resources

- Use Council property, equipment, and resources responsibly and only for approved volunteering activities.
- Respect the environment and public property when volunteering outside Council premises.

6. Professional Boundaries

- Maintain appropriate relationships with service users, staff, and fellow volunteers.
- Do not exploit, harass, or intimidate anyone in the course of your volunteering.
- Avoid conflicts of interest and declare any potential conflicts to your contact.

7. Social Media & Public Communications

- Do not make public statements, social media posts, or communications on behalf of FTC unless authorised.
- Maintain professionalism online and offline.

8. Breaches of Conduct

- Any breach of this Code may result in the end of the volunteering arrangement.
- Serious misconduct may also involve reporting to relevant authorities, particularly in safeguarding matters.

9. Acknowledgement

I have read and understood the Flitwick Town Council Volunteer Code of Conduct and agree to follow its principles while volunteering.

Signed (Volunteer): _____ Date: _____

Signed (FTC Officer): _____ Date: _____