Appendix 2






# DRAFT VOLUNTEER PROCEDURE

Bute • Helensburgh • Islay • Oban • Mull • Campbeltown • Iona • Dunoon • Tiree • Lochgilphead • Seil …

#abplace2b

**MONITORING OF THE PROCEDURE**

Argyll and Bute Council will monitor and evaluate this procedure, in consultation with volunteers and all relevant parties. The Procedure was developed in 2024, and it will be reviewed again in 5 years' time, or earlier if required.

| Change Control Record | | | | |
|---|---|---|---|---|
| Version | Date Issued | Date Superseded | Amendment Made | Authorised By |
| 1.0 | | | | |
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## INTRODUCTION

1.1 Argyll and Bute Council has a Volunteer policy which is intended to crystallise the Council's approach to encouraging and engaging with volunteers to capture the clear benefits that they bring.

1.2 This Procedure (and appendices) sets out the key requirements/points to consider for Volunteer Supervisors of anyone seeking to become a Volunteer, in whatever capacity for the Council. It will assist Volunteer Supervisors to manage and coordinate volunteers appropriately. It does not include Volunteers assisting elsewhere in local communities. Volunteers will not carry out duties currently or formerly conducted by paid workers nor should they be used to fill vacancies in paid roles or those in services that have been cut.

1.3 This Procedure should be read in conjunction with the Volunteer Policy.

## WHAT IS VOLUNTEERING?

2.1 Volunteering is when an individual (or a group of individuals) spends unpaid time doing something to benefit others. Volunteering provides many benefits to both mental and physical health:

- Volunteering increases self-confidence. Volunteering can provide a healthy boost to your self-confidence, self-esteem, and life satisfaction.
- Volunteering can assist in combatting depression.
- Volunteering can help you stay physically healthy.

## THE ROLE AND VALUE OF VOLUNTEERS

3.1 Argyll and Bute Council values and supports the important role of volunteers in the life and work of Argyll and Bute Council. By freely committing their time and energy, volunteers have consistently brought benefit to care/children's home residents/clients, and their families and carers, the wider community and to Argyll and Bute Council. Volunteers may also benefit in many ways such as developing skills which assist them to find employment. Volunteering can contribute to raising self-esteem and self-confidence. It can also contribute to the regeneration of local communities and wider society.

3.2 Argyll and Bute Council will endeavour to recruit volunteers which reflect the demographic profile of the wider community, and address social inclusion and the broader equality and diversity agenda.

## VOLUNTEERING WITHIN ARGYLL & BUTE COUNCIL

4.1 There are a number of areas within the Council where Volunteers are welcomed, (but these are by no means the only areas):

- Our Schools and School Hostels
- Our Residential / Nursing Units for both Adults and Children
- Our Day Service Centres
- Our Adult Day Services
- Our Parks, Gardens and flowerbeds

## RELATIONSHIP WITH ARGYLL AND BUTE COUNCIL EMPLOYEES AND VOLUNTEER AGENCIES

5.1 Argyll and Bute Council currently directly funds a range of voluntary organisations and groups, which include service providers and service user/carer groups. Argyll and Bute Council recognises there are associated costs, including Council staff time, in developing effective volunteering programmes. This procedure (and accompanying policy) is for those volunteer roles directly managed by the Council rather than those delivered by other Volunteer Involving Organisations (VIOs).

5.2 Argyll and Bute Council is committed to finding innovative approaches to developing volunteering within its existing revenue funding.

## WHAT VOLUNTEERS CAN EXPECT FROM US

6.1 To ensure volunteers enjoy their role and that there is a mutually beneficial relationship with Argyll and Bute Council, our commitment is to:

- Always treat volunteers with respect, consideration and appreciation
- Provide a named person (Volunteer Supervisor) to support the volunteer
- Provide volunteers with a full induction, and the training required for them to fulfil their role
- Provide volunteers with support through regular support meetings and discussions
- Ensure volunteers have a clear idea of their responsibilities
- Give volunteers information about the training and support available to help them carry out their role
- Offer fair, honest and timely feedback on a volunteer's work
- Try to resolve any problems and difficulties with sensitivity and fairness
- Reimburse any agreed (in advance) out of pocket expenses incurred during volunteering activities
- Ensure volunteers are covered by our insurance policy whilst volunteering

- Implement good health and safety practice
- Treat volunteers fairly, in line with our equality and diversity policy.

## WHAT WE EXPECT FROM OUR VOLUNTEERS

7.1 Volunteers are expected to:

- Take part in all required induction and ongoing training sessions appropriate to both their area of volunteering and to Argyll and Bute Council in general.
- Treat clients/children, other volunteers and staff in a positive, respectful and non-discriminatory manner
- Comply with all Argyll and Bute Council policies and procedures
- Undertake their volunteering at times agreed with their Volunteer Supervisor. (It should be noted that this designation is notional – any Council employee could be appointed as a Volunteer Supervisor)
- Inform their Volunteer Supervisor as soon as possible, preferably beforehand, if they are unable to attend their agreed volunteering session or participate in a planned activity
- Inform their Volunteer Supervisor if they are unable to continue as a volunteer
- Raise any issues, concerns or suggestions relating to their volunteer work with their Volunteer Supervisor
- Provide equalities monitoring information as appropriately required by Argyll and Bute Council
- Agree to provide references and to agree to appropriate checks under the Protection of Vulnerable groups (PVG) scheme in Scotland when the volunteer role requires this. The cost for any PVG will be paid by the Service.
- Make the Volunteer Supervisor aware of any changes to their personal contact details.

## RECRUITMENT & SELECTION OF VOLUNTEERS

8.1 Argyll and Bute Council will:

- Welcome volunteers from all sections of the community, in accordance with legislation, policy and guidance on equality, diversity and social inclusion.
- Recognise that all prospective volunteers have something to offer. All reasonable efforts will be made to find placements for everyone who offers to be a volunteer. Where no suitable placement is available, the potential volunteer will be informed of the reasons.
- Volunteer placements will be defined by the needs of Argyll and Bute Council and its service users and involvement activities. Volunteers may

be recruited by a variety of means, including any of the following:

- Direct approach by individual/group
- Adverts in the local press
- Poster campaigns and leaflets
- Contact with schools, colleges, universities, churches, and community groups
- Word of mouth.

8.2 When recruiting and selecting volunteers, Argyll and Bute Council expects:

- References to be obtained (telephone references are acceptable but written references are required for roles that involve direct service user/client contact)
- Appropriate Disclosure Scotland checks to be obtained (as appropriate)
- Interviews to be conducted (as appropriate)
- Volunteers to be offered volunteer roles which suit their abilities, interests and availability, provided these can be accommodated
- Volunteers to be given full and appropriate information for their role
- Standard induction procedures for volunteers to be followed. (These may need to be developed.)

8.3 All Volunteers will be asked to sign a Volunteer Agreement to show an understanding of mutual expectations between volunteers and Argyll and Bute Council. The following documents will be used in recruitment and engaging volunteers as appropriate, and in line with the requirements of the role (they will be available for Volunteer Supervisors on the Council Hub):

- Application / Expression of Interest (eg at Appendix 1)
- Volunteer Role Profile (to be completed by Volunteer Supervisor eg at Appendix 2)
- Volunteer Agreement (Appendix 3)
- Medical questionnaire (if required)
- Application acknowledgement
- Reference request
- Disclosure Scotland application, for all volunteers who will come into contact with service users/clients who meet the definition of "vulnerable" or "at risk" under differing legislative definitions.
- Privacy Notice (Appendix 4)
- Any other appropriate documentation, including NoK details.

8.4 All Volunteering documentation, and information received during the selection process, will be treated as confidential. All new volunteers will be expected to undertake induction **before** commencing their volunteering role as appropriate

and in line with the requirements for the role. The personal details of each new volunteer will be held by the respective Service/Department. All volunteers will be expected to inform their Volunteer Supervisor of any changes in their personal details; as well as emergency contact details. The administration of this information will comply with Argyll and Bute Council Data Protection policies and meet the requirements of the General Data Protection Regulations (GDPR).

8.5 People expressing an interest in volunteering in Argyll and Bute Council will be invited for an informal discussion with a Volunteer Supervisor who may be a staff member, Third Tier Manager or Department Head and given an application form as appropriate. All prospective volunteers must complete the Argyll and Bute Council application form (see Appendix 1). This form will be provided in alternative formats when required. Written references are required for roles that involve direct service user/client contact; telephone references are acceptable for other Volunteering roles.

8.6 Appropriate Screening by Disclosure Scotland will be required for volunteers who will be in direct contact with clients / residents / children. This ensures Argyll and Bute Council meets the requirements of Child Protection, Adult Protection, and the Protection of Vulnerable Groups (Scotland) Act 2007. Argyll and Bute Council recognises that Disclosure Scotland checks are no substitute for good recruitment and selection procedures. Disclosure Scotland checks, where appropriate, should complement good practice in recruitment and supervision. The choice of workplace setting within which prospective volunteers will undertake their voluntary work will be negotiated with them, taking into account their own needs and those of the service.

8.7 Selection of volunteers will be the responsibility of the Volunteer Supervisor who may be a Unit Manager, a Gardener, a hostel manager or Third Tier Manager/ Head of Service for the particular role / department. Prospective volunteers who offer their services will receive an acknowledgement of receipt/holding reply to their offers within 21 days. Where there is no suitable placement available, the prospective volunteer will be informed of the reasons.

## INDUCTION AND TRAINING

9.1 Induction will be provided for all new volunteers, as appropriate, and may include information and guidance about:

- The role of the volunteer
- Orientation to the area in which placed
- General "housekeeping"
- Information about Argyll and Bute Council

- Access to an appropriate programme
- The role of volunteers and the boundaries of their role
- ID badges if required
- Personal conduct
- Action to be taken in the event of an emergency
- Confidentiality
- Payment of expenses
- Health & Safety
- Hand hygiene
- Infection control
- Fire procedure
- A named person - Volunteer Supervisor
- Arrangements for training, support and supervision
- Awareness of client/user group and aims of Argyll and Bute Council

## SUPPORT AND SUPERVISION

10.1 Volunteers who work directly with clients/residents or children will be assigned a Volunteer Supervisor as appropriate to their role. This will ensure the volunteer has clear lines of accountability, as well as support. Other staff in the area where the volunteer is located will also be expected to provide support as appropriate.

10.2 Regular support/supervision will be available to each volunteer. Should a volunteer have any concerns about placements, they should feel able to discuss this with their Volunteer supervisor as referred to in induction.

## DEALING WITH DIFFICULT ISSUES

11.1 In most circumstances, it is anticipated that volunteers and Argyll and Bute Council staff will work co-operatively, with both parties benefiting from any activity undertaken.

11.2 On occasions, issues may occur which cannot be resolved through normal support channels. To resolve such situations, both parties will be able to refer to the Argyll and Bute Council HR OD team for advice and guidance, such as signposting to examples of best practice, and to assist both parties to achieve a mutually acceptable way of overcoming any issues. This is outlined in detail in the Volunteer Policy document.

## HEALTH AND SAFETY

12.1 Argyll and Bute Council recognises and appreciates the role of volunteers across Argyll and Bute Council and will ensure that all Health and Safety measures are relevant to volunteers.

12.2 Within the legal duty imposed by The Management of Health and Safety at Work Regulations 1999, Argyll and Bute Council will undertake suitable and sufficient assessment of the Health and Safety risks to employees, volunteers and any other users of Argyll and Bute Council facilities.

12.3 Volunteers, just like Council employees, have responsibility for their own health, safety and welfare, and that of others working alongside them. Where necessary, Council organisational risk assessments should also take volunteers into account. Volunteers must comply with all relevant health and safety procedures whilst undertaking their volunteering role.

12.4 Volunteers, on induction, will be given information according to circumstance and requirement, about:

- Fire Procedures and Fire Exits
- Accident reporting and First aid Procedures
- Risk assessment/COSHH Assessments
- Moving and Handling (where relevant)
- Violence and Aggression Training (where relevant)
- Lone Working
- Occupational Road Risk (Where relevant)
- Food Hygiene (where relevant)
- Hand Hygiene
- Infection control
- Security of personal belongings
- Identification badges (where relevant)
- General welfare arrangements
- Training
- Any other relevant Health and Safety matter
- Equality and Diversity standards

## FUNDING / EXPENSES

13.1 Argyll and Bute Council acknowledges that the development of effective volunteering programmes requires a long-term approach which will bring benefits for the organisation, and therefore will commit, as appropriate, funding for:

- Reimbursement of pre-approved volunteers' expenses (to be approved by the Budget Holder as detailed in Appendix 5)

- Appropriate induction and other training opportunities for volunteers
- Any other appropriate and approved costs

13.2 Argyll and Bute Council will reimburse volunteers for any reasonable out-of-pocket expenses. It is essential that the Volunteer Supervisor is approached before a Volunteer commits to making any payments, that they are considered reasonable expenditure which serve a beneficial purpose.

13.3 We will only reimburse the amount spent as a result of volunteering, up to agreed maximum levels. Tickets and receipts must be provided in order to reclaim. Expenses should be claimed within three months of the expenditure.

13.4 We will reimburse volunteers within 30 days of receiving an authorised expenses claim form. It remains the decision of the volunteers as to whether they want to claim expenses or not.

## VOLUNTEER DRIVING

14.1 In accordance with national guidelines, the following points will be checked before a volunteer uses their own car in the course of their voluntary work in transporting people (excluding travel to and from their place of volunteering activity):

- The volunteer holds a valid driving licence and any necessary current MOT for the vehicle being used.
- Use of the vehicle for volunteering purposes is within the terms of the volunteer's motor insurance policy. The Volunteer Supervisor will note the insurance expiry date for their records.
- An annual check of the driving licence and insurance documentation will be undertaken.

## YOUNG VOLUNTEERS

15.1 Volunteers of all ages have an important role to play in supporting service users and staff. A young volunteer is defined as someone between the ages of 16 and 18 years old.

15.2 A responsible balance should be found which supports the involvement of young volunteers whilst protecting them from situations which may have a detrimental effect on their emotional and/or physical wellbeing.

15.3 Those wishing to deploy young volunteers should consider each case using a risk management approach. The following clear direction applies:

- Argyll and Bute Council has a minimum age requirement of 16 years for unaccompanied young volunteers who wish to contribute in an Adult residential care home or day care setting. This requirement reflects the routine nature of these settings and the increased sociability evident in the approach adopted and encouraged by staff and visitors.

## REFERENCES

16.1 We value the commitment volunteers put into a role, and volunteers are welcome to request written references from their main Volunteer Supervisor where appropriate.

## VOLUNTEERING WHILST CLAIMING BENEFITS

17.1 Individuals can volunteer whilst claiming benefits, and volunteering should not affect benefits claims. The only money received from volunteering is to cover direct expenses, so is not classed as income.

## CONFIDENTIALITY AND BOUNDARIES

18.1 Volunteers must maintain confidentiality during their time with Argyll and Bute Council. Confidential information about customers/clients who access volunteer led services, volunteers, Argyll and Bute Council employees and our work must be kept private, unless sharing this information is required by law.

## PERSONAL SAFETY

19.1 On the volunteer Application /Expression of Interest form you will be asked to provide us with an emergency contact, who your Volunteer Supervisor will contact in the unlikely event of an emergency. If it is required for a specific role, volunteers will be issued with Argyll and Bute Council volunteer branding, to be worn when carrying out volunteer activities.

## PHOTOGRAPHY

20.1 Photographs and video recording may be taken at events which include a volunteer presence. These images may be used in future publications and presentations, press releases, digital and social media channels and promotional videos. They may also be passed to our media partners for their publications. Volunteers who do not wish their images to be used in this way can opt out when completing their volunteer agreement.

**APPENDIX 1**

## APPLICATION / EXPRESSION OF INTEREST IN VOLUNTEERING

| | |
|---|---|
| **First Name:** | |
| **Surname:** | |
| **Address (include Postcode):** | |
| **Telephone:** | |
| **Email:** | |
| **Age if under 18 years:** | |
| **Volunteer Role/ Area/ Service/ Department of Interest:** | |
| **Experience:** | *Please summarise any experience that you consider to be relevant to the volunteering opportunity (either paid, voluntary or other), starting with the most recent.* |
| **Volunteer Supervisor Name:** | **(If known)** |
| **Volunteer Supervisor Telephone:** | |

*Note: Once completed please email to:* Enquiries@argyll-bute.gov.uk

**APPENDIX 2**

# Volunteer Role Profile

| | |
|---|---|
| Volunteer Role | |
| Volunteer Supervisor | |
| Where you will be based | |

## Why we want you

- 
- 
- 

## What you will be doing

- 
- 
- 

## The skills you need

- 
- 
- 

## What's in it for you?

- 
- 
- 
- 

**APPENDIX 3**

# VOLUNTEER AGREEMENT

## What is a Volunteer Agreement?

Volunteer agreements help organisations and volunteers know what to expect from each other. They also remind organisations to offer a good volunteer experience. It should be noted that this agreement is not a legal contract with the volunteer, and should be read in conjunction with Argyll and Bute Council's Volunteer Policy.

## Argyll and Bute Council will:

- provide an induction and any training needed for the role
- give regular support to the volunteer
- have a named person (known as Volunteer Supervisor) to support the volunteer
- treat volunteers in line with our equal opportunities policy
- pay back pre-approved volunteer expenses
- follow good health and safety practice

## What Argyll and Bute Council hopes and expects from a volunteer:

- they will follow relevant policies and procedures, such as health and safety or confidentiality and will read the Council's Volunteer Policy
- they will meet agreed expectations for the role, such as the amount of time the role should take, attend an induction, and any training needed for the role
- they will seek advice / guidance from their Volunteer Supervisor if they are unclear on any aspect of their volunteer role.

## Signing the Volunteer Agreement

The Volunteer Supervisor and Volunteer should both sign below having read the enclosures and completed other forms where appropriate:

| | | | |
|---|---|---|---|
| Volunteer Name: | | Signed: | Date: |
| Volunteer Supervisor Name: | | Signed: | Date: |

*Note: Photographs and video recording may be taken at events which include a volunteer presence. Volunteers who do not wish their images to be used in this way can opt out by **ticking the below**:*

| Content for images to be used: | Not Content for images to be used: |
|---|---|

**APPENDIX 4**

# PRIVACY NOTICE
# For VOLUNTEERS

## Your Personal Data

What information do we need?
Argyll and Bute Council will act as the 'Data Controller' for the personal data you provide to us. The Data Protection Officer, who is responsible for ensuring personal data is managed in accordance with data protection legislation, can be contacted as follows:

- Address: Iain Jackson, Governance Risk and Safety Manager, Legal and Regulatory Support, Argyll and Bute Council, Kilmory, Lochgilphead PA31 8RT.
- Email: Iain.Jackson@argyll-bute.gov.uk or data.protection@argyll-bute.gov.uk
- Telephone: 01546 604188 or 01546 605522

The information we collect from you will include details such as, name and address, date of birth, email address, telephone/mobile number, gender, department/place of Volunteer activity.
We only collect personal data about you which does not include any *special categories* of personal information about you (also known as '*sensitive personal data)* such as racial or ethnic origin, political beliefs, religious or philosophical beliefs.

Why do we need this information?
Your information is being collected for the following purpose(s):-

*1)* To ensure appropriate / contact details are held for all aspects of your Volunteer activity.
*2)* To ensure correct details are held in the event of an emergency.
*3)* To ensure correct details are provided if a PVG is required; information may be shared with local and national bodies to meet the requirements of the Protection of Vulnerable Groups (Scotland) Act 2007, Child Protection Guidelines and the Adult Support and Protection Guidelines.

What we will do with your information?
In order for you to be able to be a Council Volunteer, we will only share your information within a limited group of Volunteer Supervisors who will all be Council employees.
We will take all reasonable steps to ensure that your data is kept securely and more information on how we do this can be requested from the Data Protection Officer.

How long will we keep your information?
The data will only be retained for the duration of you signing up to be a Volunteer. At the end of your period of Volunteering, you will need to confirm you are no longer a Volunteer in writing to enable us to remove your details from our database. More

information on our retention policy and procedure can be obtained from the Data Protection Officer if required.

Automated Decision Making

Automated Decision Making is not used for any of the purposes identified above.

Your Rights

When you provide information to the Council, you will have the following rights:

- to withdraw consent at any time, where the lawful basis specified above is consent
- to lodge a complaint with the Information Commissioner's Office – see below for details
- to request access to your personal data – please contact the Data Protection Officer if you wish to submit a request.
- to data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- to request rectification or erasure of your personal data, as far as the legislation permits – please contact the Data Protection Officer and provide details of what data you wish to be rectified or erased.

You can find out more about your rights in relation to data protection here: www.argyll-bute.gov.uk/data-protection or from the Data Protection Officer by telephone or in writing, as detailed above.

Information Commissioner's Office

The ICO is the UK's independent body set up to uphold information rights.
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113 Email: casework@ico.org.uk

The Information Commissioner's Office – Scotland, 45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0303 123 1115 Email: Scotland@ico.org.uk

**Appendix 5**
**Expenses Reimbursement Form**

# REQUEST FOR PAYMENT

*To: Chief Executives Unit - Financial Services*

Argyll and Bute Council, Creditors Section,
Kintyre House, Snipefield Industrial Estate, *Campbeltown, Argyll, PA28 6SY*

**NB (Items marked * are mandatory and MUST be completed)**

## 1. Details of Payment (Please print in Block Capitals)

| | |
|---|---|
| **Payee** (If payable to an individual person quote forenames or initial) | * |
| **Full Postal Address** | * |
| **Email Address** | * |
| **Bank Account Details** | Sort Code: Account Number<br>Account Name: |

**Creditor Number (If known)**

**Site Reference (If known)**

Reference to be included on the Remittance Advice

Total Amount *

VAT Amount

*

## 2. Payment terms and disposal of same.

**If Payment has to be paid urgently as opposed to Standard Payment Terms tick box** ☐

## 3. * Financial Coding

| | Amount | VAT Cat | Comp. | Cost Centre | Account |
|---|---|---|---|---|---|
| * | | | 1 | | |
| | | | 1 | | |
| | | | 1 | | |
| | | | 1 | | |

| Vat Categories | |
|---|---|
| E | Exempt |
| D | Domestic Fuel |
| O | Outside Scope |
| F | Full Rate |
| Z | Zero |

( For payments which have V.A.T please obtain and print V.A.T. Registration No. here _____ )

## 4. The above payment requested by

| | | | | | |
|---|---|---|---|---|---|
| Name | * | | Phone No. | * | Date |
| Department and Location | | | | | |
| Details of Charge | | | | | |
| Reason why cheque being requested and not BACS | | | | | |

## 5. Signature of person certifying correctness of charge

| | | | | | |
|---|---|---|---|---|---|
| Authorised Signatory | * | | Print Name | | Date |

Once the Budget Holder has approved – send to creditors@argyll-bute.gov.uk