



## **Wroughton Parish Council**

# **Volunteer Policy & Privacy Notice**

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### **Roles and responsibilities of Volunteers and Wroughton Parish Council**

**March 2025**

This volunteer policy is designed to support and guide you in your role as a volunteer.  
It also safeguards you, other volunteers and clients of the service.

**Monday 17<sup>th</sup> March Full Council Meeting**

## **1. Guiding Principles**

- Wroughton Parish Council values our volunteers as key partners in the delivery of services in the community which are designed to improve the lives of residents within our Parish.
- Our Volunteers support and enhance the work we do for people living within our Parish.
- We are committed to safeguarding both the users of our services and our volunteers. You can find our Safeguarding Policy on our website or you can ask the Clerk for a paper copy.
- We are committed to developing and maintaining a team in which differing ideas, abilities, backgrounds and needs, are fostered and valued.

## **2. Volunteer Recruitment**

Details of any volunteer vacancies will be posted on our website, together with the volunteer role profiles and volunteer application form. Details may also be promoted on fb and on the Parish Council's noticeboards.

Once your application has been completed and forwarded to us, a meeting will be held to discuss suitability and clarify expectation and commitment to the volunteer role.

All volunteers will be asked to provide 2 references and complete a Basic DBS (Disclosure and Barring Service) application. We will provide full details of how to apply for a DBS certificate. You will need to pay for this application but you will be able to claim the cost back from us when you show your certificate to The Clerk.

All volunteers are required to sign a copy of this Policy to confirm their understanding and acceptance of it, including the Privacy Notice.

## **3. Support and supervision**

All volunteers will have appropriate support and training from Wroughton Parish Council and will be given a point of contact when your role is confirmed.

We will provide volunteers with all relevant health and safety procedures and training, and will risk assess environments and tasks to mitigate risks for all concerned.

We will give volunteers regular opportunities to identify training needs and provide feedback.

Should a volunteer require a reference for further voluntary work or paid employment, we would be happy to discuss this after 6 months service. If applicable, we will extend this offer for up to 2 years after leaving the volunteering role.

## **4. Expenses**

We want to ensure that wherever possible there are no barriers to volunteer involvement, including financial barriers. Therefore, where a car or vehicle is required as part of the volunteering role, out of pocket expenses for the use of that vehicle can be reimbursed. Volunteers will be advised on what is covered and how to claim expenses as part of their induction.

## **5. Conduct**

Appropriate conduct of volunteers is essential to ensure the protection of users of our services, our volunteers and the reputation of Wroughton Parish Council. Volunteers should:

- Wear appropriate clothing when undertaking volunteering activities.
- Never engage in volunteering activities under the influence of drink or drugs.
- Not give out their personal address/phone number to clients.
- Be cautious with social media such as Facebook and keep accounts private.
- Only wear your volunteering ID badge when undertaking volunteering activities for Wroughton Parish Council.
- Not act in a way which could cause harm, distress or put at risk, clients, colleagues or members of the public.

Any unprofessional behaviour or breach of this conduct may result in the termination of the volunteer relationship with Wroughton Parish Council.

**Please contact the Clerk if you have any concerns or disputes within your role as a volunteer and we will manage this accordingly.**

## **6. Confidentiality**

Wroughton Parish Council works in an environment of the highest trust and confidentiality. It is therefore, important that this trust and confidentiality is always maintained. Volunteers will be required to respect the organisation's Data Protection Policy, which includes:

- Respecting the right to the person's privacy and confidentiality. Volunteers should not telephone or visit a service user at home unannounced or enter any person's property without their permission.
- Treating information received about service users, staff or other volunteers in a discreet and confidential manner.
- Seeking advice from the Clerk if in any doubt about sharing information held or requested.
- Ensuring no personal information is removed from a person's possession without their consent, this includes photos.
- No personal data including photos should be saved on personal devices.

## **7. Safeguarding**

Wroughton Parish Council takes safeguarding very seriously and will deal with all safeguarding concerns. Please contact the Clerk if you have any concerns about safeguarding and they will manage this as a matter of urgency, with the support of appropriate services including the Police.

## **8. Volunteers must:**

- Wear a volunteering ID badge when undergoing volunteering activity for Wroughton Parish Council
- Not use their position to gain access to information for their own advantage.
- Not use their position to form inappropriate relationships with staff, service users or other volunteers.
- Raise any concerns they may have about someone else's or their own wellbeing as a matter of urgency.
- Never leave personal belongings (especially valuables) unattended whilst volunteering.
- Never borrow from, or lend money or personal items to, users of our services.
- Never handle a service user's cash nor remove their bank card from their property, not even to make purchases for them. The Parish Council's insurance does not cover you to do this.

- Never buy or give medication (e.g. giving tablets, eye drops, rubbing in creams, changing bandages etc.) to service users.
- Never provide personal care.
- Never try to repair specific equipment such as mobility aids, nor household furniture.
- Always consider safeguarding themselves by never intentionally putting themselves in a vulnerable position. Physical contact such as a hug could be misinterpreted.
- Not accept either cash or cheque or gifts where the value could be considered to exceed £10. Please contact the Clerk if this situation arises.

Volunteers are discouraged from accepting gifts from a client. However small low value gifts (under £10) such as flowers or chocolates may be accepted provided they are recorded with Wroughton Parish Council – please advise the Clerk or Deputy Clerk.

Wroughton Parish Council is unable to offer any support if a volunteer chooses to accept a gift or inheritance and the service user's family object.

Safeguarding training is available to all volunteers, please contact the Clerk for more information and to book a place.

## **9. Insurance**

Wroughton Parish Council has an insurance policy covering our volunteers for the activities included in their volunteer role.

Wroughton Parish Council does not cover motor insurance and all volunteers will need to ensure that their motor vehicles are adequately insured for use as a volunteer. Volunteers whose roles require them to use a car/ vehicle will be required to show the Clerk/ Deputy Clerk their Driving License, their Certificate of Motor Insurance and their Motor Insurance Policy.

To comply, volunteers must keep their personal information held by the Council updated and must accurately record with the Council, details of their volunteering, including the hours they undertake their volunteering activity.

## **10. Concerns, Complaints and Allegations**

The relationship between Wroughton Parish Council and its volunteers is entirely voluntary and does not imply any contract. However, if a volunteer's conduct does not meet with the Council's standards or contravenes the Volunteer Policy, we will use the following process:

1. Organise an initial meeting to outline the concerns and put in place mitigating actions. The volunteer will be able to state their case and can have someone accompany them
2. If conduct still does not meet the required standards, we will terminate the volunteer relationship.

Any allegations of misconduct or concerns about safeguarding involving a client and volunteer will be dealt with as a priority. The Clerk will seek support and advice from the appropriate services, such as Swindon Safeguarding Partnership and the Police, in order to inform the cause of action.

If the volunteer is dissatisfied with any aspect of the volunteering experience, they should:

1. Initially discuss their dissatisfaction with the Clerk.
2. If this does not resolve the issue, it can be escalated to the Chair or Vice-Chair who will decide the best course of action if it cannot be resolved.

## **11. Exit Procedures**

Wroughton Parish Council reserves the right to terminate the volunteer agreement at any time. This will be done in writing. If alternative volunteering options are available, these may be offered.

If a volunteer decides to withdraw from their voluntary role they are asked to give as much notice as possible.

Wroughton Parish Council can provide an exit interview by request to the Clerk.

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### **Privacy Notice: Volunteers**

As part of the recruitment process of Volunteers, Wroughton Parish Council collects and processes personal data relating to potential volunteers. We are committed to being transparent about how we collect and use that data and to meeting the Council's data protection obligations.

#### **What is a privacy notice?**

A 'privacy notice' is a statement which explains how personal and confidential data about individuals is collected, used and shared.

#### **What personal data do we collect?**

Wroughton Parish Council collects a range of personal data about you when you apply to be a volunteer. By providing this data you are giving explicit consent to collect it. This includes:

- Your name, address, contact details and gender as well as email address and telephone number;
- Your Date of Birth
- Details of skills, experience relevant to this volunteering role,
- Whether or not you have a disability for which the we would need to make reasonable adjustments
- Character reference details
- Emergency Contact Details

#### **Why does Wroughton Parish Council process personal data?**

The Council will need to process data to match you to suitable volunteer opportunities and enter a volunteer agreement with you. In some cases, we need to process personal data to ensure that we are complying with our legal obligations. We also gather anonymous statistics in order to monitor, evaluate and improve our service.

To process your data we rely on your consent and by providing your data you are giving us your consent to process it for the purpose of volunteering. This consent may be withdrawn at any time. If consent is withdrawn, you would not longer to be able to be a volunteer for Wroughton Parish Council or take part in any volunteer activities.

We may also collect data about whether or not applicants are disabled to make reasonable adjustments for matching to the volunteering opportunity for those who have a disability. We process such data to carry out our obligations and exercise specific rights in relation to equality.

#### **Where does Wroughton Parish Council keep your personal data?**

Personal data will be stored in a range of different places, including on your volunteer registration record and on other IT systems (including email), on the office mobile phone.

You may be asked if you wish to give your agreement to share your contact details with other volunteers. This includes anyone volunteering with the Friendship Group.

### **How long does Wroughton Parish Council keep personal data?**

If your volunteer registration is successful, personal data (electronic and paper based) gathered during the recruitment process will be and retained during the time you remain as a WPC volunteer. Your Volunteering data will remain active until you advise the Council to delete your personal data from the system. If you decide that your data is to be removed from the system please contact the Clerk at [clerk@wroughton.gov.uk](mailto:clerk@wroughton.gov.uk)

If your volunteering term had ended, or you no longer wish to volunteer for us we will keep your registration details on file securely for **4 years**. After this time we will remove your personal data. If your volunteer registration is unsuccessful, the Council will keep your details on file for **6 months** however if you withdraw your consent your details will be removed within **1 month** of the request.

### **Who has access to data?**

Anonymous data may be shared internally for the purposes of monitoring and evaluation of the volunteering projects. We will not share your data with third parties. Applicants will input their own personal data to complete a Disclosure and Barring Service (DBS) check. Wroughton Parish Council will not keep a copy of your certificate on file, but the Clerk will make a note on your volunteer application form that they have seen your DBS certificate and whether anything is recorded on that DBS Certificate.

### **How does Wroughton Parish Council protect personal data?**

We take the security of your personal data seriously. We have internal policies and controls in place to ensure that your personal data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

### **Your rights**

You have a number of rights. You can:

- access and obtain a copy of your data on request (Subject Access Request);
- require the Council to change incorrect or incomplete data;
- require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing or where you withdraw your consent; and
- object to the processing of your data where the Council is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Clerk at [clerk@wroughton.gov.uk](mailto:clerk@wroughton.gov.uk)

If you believe that Wroughton Parish Council has not complied with your data protection rights, you can complain to the Information Commissioner – [www.ico.org.uk](http://www.ico.org.uk)

### **What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to Wroughton Parish Council during the Volunteer recruitment process. However, if you do not provide the data, we may not be able to process your registration properly or at all.

### **How will Wroughton Parish Council ensure compliance?**

A yearly audit will take place each May/ June on volunteer data to ensure that we remain legally compliant in accordance with current data protection legislation.

If you have any questions about our privacy policy or information we hold about you contact the Clerk at [clerk@wroughton.gov.uk](mailto:clerk@wroughton.gov.uk)

The Privacy Notice will be reviewed annually or if the GDPR guidance changes

Please sign and complete below and then hand this form to the Clerk who will give you a photocopy.

Signed: .....

Date: .....

Print full name .....