



ANDOVER TOWN COUNCIL

Volunteer Policy 2026

1. Purpose

Volunteers make a valued contribution to Andover Town Council's work, particularly at community events and on allotment sites, and are already recognised in the Council's Training and Development, Safeguarding and I.T. policies.

This policy sets out how the Council recruits, supports and manages volunteers, so that volunteering is safe, rewarding and well organised, and so that the responsibilities on both sides are clear.

2. Scope and Status

This policy applies to anyone who gives their time to the Council without payment, other than agreed out-of-pocket expenses.

Volunteering is a voluntary arrangement. It does not create a contract of employment, and either the volunteer or the Council may end the arrangement at any time. Nothing in this policy is intended to create legally binding obligations between the Council and a volunteer.

3. Recruitment and Induction

- Volunteer opportunities will be advertised openly and volunteers recruited fairly, in line with the Equality and Diversity Policy.
- Each volunteer will complete a simple registration form covering contact details, an emergency contact, and any health information volunteered for safety purposes.
- Each volunteer role will have a short role outline describing the tasks, the time commitment and the named supervisor.
- Volunteers will receive an induction covering health and safety, safeguarding, data protection basics, and the standards of behaviour expected, aligned to the Employee/Councillor Protocol and the Dignity at Work Policy.
- Where a role involves regulated activity with children or vulnerable adults, a DBS check at the appropriate level will be obtained before the role commences, in accordance with the Safeguarding Policy and the Disclosure and Barring Service (DBS) Policy. Roles will be designed to avoid unsupervised regulated activity wherever possible.

4. Support, Supervision and Expenses

- Every volunteer has a named supervisor, normally the relevant officer or event lead, as their first point of contact.
- Volunteers will receive the training necessary for their role, including the event safety briefing required by the Training and Development Policy.

Version	Date	Minute Number	Approved by	Review Date
DRAFT 0.1	7 October 2026	PR 041/10/26	Policy and Resources	every three years, or sooner if legislation, national guidance or Council requirements change.
DRAFT 0.1	8 October 2026	C 238/10/26	Full Council	



ANDOVER TOWN COUNCIL

Volunteer Policy 2026

- Reasonable pre-agreed out-of-pocket expenses will be reimbursed against receipts in accordance with the Expenses Policy. Payments will not exceed actual expenditure, to protect volunteers' status and any benefit entitlements.
- Volunteers are covered by the Council's public liability insurance while acting within their agreed role. The Town Clerk will confirm cover annually with the Council's insurers.

5. Health, Safety and Conduct

- Risk assessments for Council activities will take account of volunteer involvement. Volunteers must follow instructions, use any equipment provided correctly, and report accidents, incidents and near misses to their supervisor.
- Volunteers working alone are covered by the Lone Working Policy.
- Volunteers must not speak to the media on the Council's behalf, commit expenditure, or represent themselves as employees or councillors. The Media Policy and the Communication and Involvement Policy apply.
- Confidential information and personal data encountered while volunteering must not be disclosed. Volunteers will be briefed on the Data Protection Policy and Procedure.

6. Resolving Problems

Concerns raised by or about a volunteer will be dealt with informally by the supervisor wherever possible. Where informal resolution is not achieved, the Town Clerk will review the matter and may adjust or end the volunteering arrangement. Volunteers are not subject to the staff Disciplinary or Grievance procedures, but will always be given the opportunity to explain their view and will be treated with fairness and respect.

7. Responsibilities

Full Council

- Adopts this policy and ensures insurance and budget provision for volunteering.

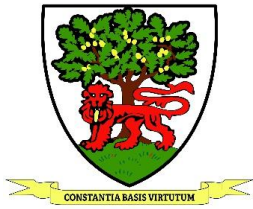
Town Clerk

- Maintains the volunteer register and oversees DBS checks (where required), training and the annual insurance confirmation.

Supervisors and event leads

- Provide day-to-day supervision, briefings and support.

Version	Date	Minute Number	Approved by	Review Date
DRAFT 0.1	7 October 2026	PR 041/10/26	Policy and Resources	every three years, or sooner if legislation, national guidance or Council requirements change.
DRAFT 0.1	8 October 2026	C 238/10/26	Full Council	



ANDOVER TOWN COUNCIL

Volunteer Policy 2026

Volunteers

- Follow this policy and the instructions of their supervisor, and raise any concerns promptly.

8. Data Protection

Volunteer records contain personal data and will be processed in accordance with the UK GDPR and the Data Protection Act 2018, handled under the Data Protection Policy and Procedure, and retained in line with the Records Retention and Disposal Policy. The Council's health and safety duties extend to volunteers as persons affected by its undertaking.

Related Policies

This policy should be read alongside:

- Safeguarding Policy
- Disclosure and Barring Service (DBS) Policy
- Lone Working Policy
- Training and Development Policy
- Equality and Diversity Policy
- Expenses Policy
- Data Protection Policy and Procedure

Version	Date	Minute Number	Approved by	Review Date
DRAFT 0.1	7 October 2026	PR 041/10/26	Policy and Resources	every three years, or sooner if legislation, national guidance or Council requirements change.
DRAFT 0.1	8 October 2026	C 238/10/26	Full Council	