

Bradford on Avon
Town Council
Volunteer Code of
Conduct



Bradford on Avon Town Council Volunteer Code of Conduct



Introduction

Bradford on Avon Town Council recognises that, without our incredible volunteers, we couldn't do what we do. Volunteers offer a wealth of experience, being a fountain of knowledge and a friendly face to the visitors of the town, assisting with events or cleaning and maintaining public spaces helping to present the town at its best.

“Our volunteers are an inspiration, demonstrating the community spirit of Bradford on Avon”.

Purpose of this code of conduct

- To set out the relationship between the Town Council and volunteers
- To promote a constructive and pleasant atmosphere in which to volunteer
- To ensure that all volunteers know what behaviour is expected of them whilst volunteering for Bradford on Avon Town Council
- To ensure that all volunteers know what behaviour they have a right to expect from other volunteers

Relationship

The Council recognises the added value that volunteers provide to Council services, both in generating community spirit and in reducing the cost of providing services to the public.

Whilst carrying out volunteering activities, a volunteer is considered the same as an employee and therefore must act in the same fashion as an employee and remember that they are representing the Town and the Town Council. **A volunteer is an ambassador of the Town Council** and as such must not bring the Council into disrepute.

The Council will agree the scope of any activities that volunteers undertake for the Council to ensure that the tasks are safe, legal and achievable. The Council will provide support for these activities by providing Personal Protective Equipment, storage and control of small tools and equipment, agreed in advance, training where identified and where required, and insure all Town Council lead activities.

Volunteer Conduct

We want everyone to have the most positive and rewarding experience possible while volunteering for the Council. To achieve this, it's important that we treat everyone we deal with in the right way.

We ask that when you're volunteering, you aim to:

- Be respectful
- Be supportive
- Create a positive atmosphere
- Be considerate
- Respect individuality
- Communicate clearly
- Be open and honest
- Respect confidentiality
- Communicate effectively

Whatever the role you are undertaking for the Council, you should ensure you are clear on what is expected, and if you are in any way unsure, please check with your volunteer lead or the Council. You will need to be aware of health and safety, both your own, and that of others around you. You must comply with all health and safety instructions given to you by your volunteer lead or the Council.

When volunteering you should ensure that your appearance is appropriate, and that if you are required to wear any protective or branded clothing that it is in good repair.

Activities will have been risk assessed by the Volunteer lead or the Council to ensure your safety and wellbeing. In the event that you have any concerns regarding the activities that you have been requested to undertake, or others behaviour, please discuss with the volunteer lead or the Council, who will endeavour to resolve.

Safeguarding

The Council believes that, as well as our staff, our volunteers share responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults, we would expect that where concerns are identified relating to safeguarding you should report the issue to your volunteer lead or the Council.

The Council's Safeguarding Policy can be found at:
bradfordonavontowncouncil.gov.uk/governance-and-important-documents/

What you can expect from the Council

We will promote an equal opportunities environment with all volunteers and treat you with respect, consideration and appreciation; ensure that you know what responsibilities are associated with your role; provide the support and training you need to carry out your role; and share feedback with you on how your efforts contribute to the benefit of the town.

We will listen to you and take your views into account when identifying and performing tasks. We will take seriously any concerns that you may raise. We will foster a positive and friendly environment in which to develop the role of volunteers.

The Council will be approachable and will value your time and efforts in volunteering in the Town.

Terms of Engagement

Clean up Bradford on Avon (CLUB)

The Club group undertakes street scene activities within Bradford on Avon with organised work parties on Monday mornings.

The Club co-ordinator will collate a list of requests for services (from the public and the Town Council) this will then be prioritised and organised into a work plan. The list and weekly work plan will then be emailed to the Town Council for its agreement/comment.

The co-ordinator will undertake a risk assessment for task to be undertaken and where required seek advice/assistance from the Town Council. Whilst undertaking tasks the volunteers will wear the appropriate personal protective clothing and be mindful of health and safety.

Tourist Information Officers

Volunteers in the Tourist Information Office will welcome and provide efficient and effective information to visitors, residents and local tourism businesses, presenting a positive image of the area and actively promoting the destination to potential visitors. Knowledge should be kept up to date to enable volunteers to respond to customer enquiries in person and by phone.

Volunteers will actively sell retail items, services, theatre tickets, travel tickets and will need to take responsibility for processing transactions through the till correctly.

Volunteers will carry out their duties and responsibilities complying with Bradford on Avon Town Council's policies and procedures.

Community Emergency Volunteers

Volunteers help the emergency services & local / statutory authorities deal with severe weather and civil emergencies. Other areas of assistance could include helping in the evacuation of residents/businesses, manning road closures, checking on vulnerable residents, stewarding at large local events, providing a visible presence and providing additional trained manpower when emergency and statutory services resources are stretched.

In the event of an evacuation, volunteers will help to man emergency rest shelters and assist in ensuring that emergency services are provided with welfare facilities.

Volunteers help provide an early warning system to the authorities as to potential problems, provide a check on town infrastructure, warning the relevant authorities where maintenance is required and helping to warn residents of potential dangers and provide information to the community of action being taken or required.

Training will be given to ensure volunteers are prepared not only in the roles envisaged but also do not cause more problems than they are trying to solve.

The volunteers work within the scope set out in the Bradford on Avon Town Council emergency plan.

Youth Club Volunteers

Volunteers at the Youth Club will support the BoA Youth team in providing welcoming, safe and engaging sessions for young people.

BoA Youth sessions offer a wide range of activities including gaming, cooking, sports, arts and crafts. Volunteers will support these activities and are encouraged to share their own skills and interests with the young people.

Volunteers will be responsible role models for the young people and will carry out their duties in compliance with the Council's policies and procedures.

Volunteers will be expected to read the Council's Safeguarding Policy and adhere to it all times.

Event Volunteers

Volunteering at a community event is a unique experience that combines commitment, meeting new people, and learning. You will be part of the adventure while contributing to the success of the event, you will be at the heart of the action and connect with a team that creates unforgettable experiences for attendees.

Welcoming visitors is one of the tasks for volunteers, at entrances, at stands, or around the event site, you will create an impression for the event. You will guide participants, answer their questions, and ensure everyone finds their way, contributing to a positive experience from the moment they arrive at the event.

Volunteering offers many benefits, beyond the simple satisfaction of contributing to a project. This is an enriching experience and a way to learn new skills, with your presence on the ground guaranteeing a seamless and enjoyable experience for all participants.

Nature Volunteers

The town council manages various green spaces in Bradford on Avon, including woodlands, meadows, wetlands, parks and sports pitches. Community members are encouraged to volunteer and learn new skills while helping to maintain these areas.

Activities include habitat management, litter clearing, planting, and wildlife surveying. Volunteers can also research local history and assist with cemetery records.

Regular meetings and events will take place at locations like Barton Farm Country Park.