

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	The Executive
Date	18 March 2013
Subject	Anglesey Compact Agreement and Volunteering Policy
Portfolio Holder(s)	Cllr Kenneth P Hughes
Lead Officer(s)	Deputy Chief Executive
Contact Officer	Huw Jones Head of Service – Policy (Tel. 01248 752108)
Nature and reason for reporting:	
To seek approval of the revised Compact Agreement and draft Volunteering Policy.	

A – Introduction / Background / Issues
<p>1. Anglesey Compact Agreement</p> <p>The Anglesey Compact is a partnership agreement between the third sector and local authority on Anglesey. It provides a framework within which the development of shared aims, objectives, mutual respect and understanding will assist the ability of public and third sector partners to improve quality of life for the people of Anglesey.</p> <p>The original Compact - between the Isle of Anglesey County Council, the Isle of Anglesey Local Health Group and the voluntary sector on Anglesey - was published in 2007. On 22 March 2012, Betsi Cadwaladr University Health Board agreed a Compact for health services with the voluntary sector across North Wales.</p> <p>The Compact between this Council and the third sector has now been updated based on Welsh Government guidance and is attached as Appendix 1 to this report. The Compact, which provides the basis for developing the Voluntary Sector Liaison Committee’s work programme, has been accepted by the Liaison Committee and now needs to be considered formally by the Council.</p> <p>It is intended that the approved Compact will be reviewed annually by the Liaison Committee, taking into account any further guidance from Welsh Government on local Compacts.</p>

In addition, members will note that a Funding Code of Practice (Voluntary Sector) was adopted by the Council's Executive in 2007 as a basis to underpin the financial relationship between the Council and the voluntary sector on Anglesey. As part of its work programme, the Liaison Committee will need to consider the Funding Code of Practice during 2013/14.

2. Volunteering Policy

One of the core principles of the Anglesey Compact is to formalise a Volunteering Policy. A written policy gives formal recognition to the importance of volunteers and will help all staff involved in recruiting and managing volunteers to adhere to good practice and support volunteers in a planned and managed way.

A draft Volunteering Policy has been prepared and is attached as Appendix 2.

B – Considerations

The revised Compact Agreement and Volunteering Policy was submitted to the Corporate Scrutiny Committee on 4 March 2013. The Scrutiny Committee's observations will be reported to the Executive at the meeting on 18 March.

C – Implications and Impacts

1	Finance / Section 151	
2	Legal / Monitoring Officer	
3	Human Resources	
4	Property Services	
5	Information and Communications Technology (ICT)	
6	Equality	Both the Compact Agreement and the Volunteering Policy are based on the principles of equality and diversity.
7	Anti-poverty and Social	

C – Implications and Impacts	
8	Communication
9	Consultation
10	Economic
11	Environmental
12	Crime and Disorder
13	Outcome Agreements

CH – Summary
<p>Anglesey Compact</p> <p>The original Compact between this Council and the third sector - which was published in 2007 - has been updated based on Welsh Government guidance and is attached as Appendix 1 to this report. The Compact has been accepted by the Voluntary Sector Liaison Committee and now needs to be considered formally by the Council.</p> <p>Volunteering Policy</p> <p>One of the core principles of the Anglesey Compact is to formalise a Volunteering Policy. A draft Volunteering Policy has been prepared and is attached as Appendix 2.</p>

D – Recommendation
The Executive is requested to approve the revised Compact Agreement and draft Volunteering Policy.

Name of author of report: Huw Jones
Job Title: Head of Service - Policy
Date: 8 March 2013

Appendices:
Appendix 1 - Revised Compact Agreement Appendix 2 – Draft Volunteering Policy

Background papers

THE ANGLESEY COMPACT

A Partnership Agreement between Isle of Anglesey County Council and the Third Sector on Anglesey

Foreword

The vision of the Ynys Môn Integrated Plan is an island working together to create jobs, improve health and deliver a safe and sustainable place to live based on three main strands: people – supporting people and communities to improve their quality of life; place – protecting and enhancing the natural and built environment; jobs – maximising work opportunities with high quality education and skills.

The needs and hopes of people can be met if sectors are willing to build strong, healthy and vibrant partnerships to improve services and achieve the vision of the Community Plan.

This Compact builds on the original Compact between the voluntary sector the Isle of Anglesey County Council, the Local Health Group and Medrwn Môn on behalf of the third sector which was published in 2006. It also complements the Compact agreement between Betsi Cadwaladr University Health Board and the voluntary sector across North Wales.

All partners are encouraged to support the Compact's principles and practices and to be involved in the development of the associated Codes of Practice.

We are delighted to present the new Anglesey Compact as a method in building on the existing working relationships and improving the partnership for the benefit of the Isle of Anglesey.

Signed

Chair

Chair

Chair

What is the Anglesey Compact?

The Compact is a partnership agreement between the third sector and local authority on Anglesey. It provides a framework within which the development of shared aims, objectives, mutual respect and understanding will assist the ability of public and third sector partners to improve the quality of life for the people of Anglesey.

This Compact supports the Welsh Government's policy on Service Delivery, partnership working and the involvement of citizen's and engaging with them in the design, delivery and improvement of all public services.

The Compact is intended to guide the process of working in partnership to deliver public services. It covers issues of process rather than substance, i.e. the way plans are made and decisions taken – rather than the content of those plans and decisions.

It covers the whole spectrum of partnership working: from consultation and community involvement, through representation on planning bodies and participation in networks, to funding, procurement and contracting.

A Compact between the Wales Government and the Voluntary Sector in Wales was first introduced in 1998. The National Assembly for Wales has reinforced this policy initiative and established the Voluntary Sector Scheme and a Partnership Council between the Assembly and the voluntary sector. In 2007, the Local Compact between Isle of Anglesey County Council, the Isle of Anglesey Local Health Group and the voluntary sector on Anglesey was published. On 22 March 2012, BCUHB agreed a compact for health services with the voluntary sector across North Wales. The Voluntary Sector Liaison Committee has been responsible for implementing the Local Authority and Health Compacts on Anglesey.

This revised Compact has been jointly produced by the Isle of Anglesey County Council and Medrwn Môn on behalf of and in consultation with local third sector organisations and groups. The Compact is consistent with, and complements the Compact signed by Medrwn Môn with BCUHB. The Compact development process builds on reviewing the performance of the original compact and consultation with third sector organisations concerning their views regarding the content of a revised Compact. It is intended that more detailed draft codes of practice will follow, covering areas such as funding and procurement, volunteering, consultation and policy development (see Appendix 1). To assist with clarity, the definition of a third sector/voluntary organisation is based on guidance from the Welsh Government (see Appendix 2).

What is the Aim of the Compact?

The Compact aims to develop the partnership between the local authority and the third sector on the Isle of Anglesey by helping us to:

- Communicate better with each other
- Understand and respect each other's views
- Work together more effectively to support the people of Anglesey and develop services collaboratively.

It is intended to ask the local authority and third sector organisations (through Medrwn Môn) to endorse the Compact in writing.

What are the Compact's Values and Principles?

Our shared aim is to provide quality services to the people of Anglesey. We recognise that there is added value in working in partnership towards common aims and objectives. The following principles will underpin this partnership:

Voluntary action and community involvement is an essential part of an inclusive and democratic society and add value to the quality of life on Anglesey. It is recognised that the third sector makes a valuable contribution to the economic, environmental and social development of Anglesey. The differences and diversity between the public sector and the third sector should be respected and valued. In the development and delivery of services, the public sector and the third sector have distinct and complementary roles. Each sector has its own set of responsibilities and constraints

The independence of the third sector should be respected, recognising and valuing the important strategic role the public sector plays in developing public policy and services as well as the legal and financial framework in which it operates. To maximise the effectiveness of the third sector, investment in its infrastructure is essential. The relationship between the sectors should be open and respectful and demonstrate trust. Each sector should strive for excellence, equity of access and embrace the principles of sustainable development. When working together contributions from each sector should be given equal consideration and respect. Organisations in each sector have the right to contribute to and challenge matters that affect them

Together the Compact will...

Help to foster a thriving, diverse and independent third sector on Anglesey with funding and contracting arrangements that:

- are clear and easy to understand;
- are fair and consistent;
- provide a range of funding arrangements for core, project and small grant funding
- carry an administrative burden proportionate to the level of funding;
- permit and encourage effective forward planning and funding arrangements.

- Help to ensure that the third sector not only participates in joint working and partnership structures but exercises a real influence on the planning and development of local services and public initiatives.
- Develop the Voluntary Sector Liaison Committee as a liaison mechanism which is integrated with the public sector's decision making processes and the wider joint planning arena. The Committee will have representation from both public and third sector partners.
- Help to ensure a wider and more sustained recognition of the social value of volunteering, in terms of both the personal and professional development of the volunteer and the public services provided.
- Promote the effective governance and management of both the local authority and the third sector. It will underpin a shared commitment to building the capacity of third sector organisations where consistent with a shared strategic direction. It will also encourage all sectors to learn from best practice and seek continuous improvement in the planning and delivery of services.
- Provide a meaningful and effective procedure for resolving disagreements in a constructive and open way. Responsibility for this will lie with a monitoring body made up of representatives from the Compact partners. Whilst noting that the third sector is not a unitary body, it is envisaged that all representatives will have appropriate authority to follow up any apparent breaches of the compact within their own sector. In the case of the public sector partners, they will have the authority to seek resolution at a senior level if necessary.
- Develop a shared action plan to deliver the objectives of the Compact and produce an annual progress report to the local authority and Medrwn Mon for distribution to third sector organisations.

Undertakings of Partners

The local authority will support the development, implementation and monitoring of the Compact in line with the agreed vision and principles. This support will include:

- ensuring that key staff (e.g. external funding officers, procurement and commissioning officers, partnership planning officers) are able to take part in this work;
- endorsing the need for detailed codes of practice to cover key issues;
- being prepared to review their own procedures and timetables in the light of those codes of practice;
- endorsing the need for procedures for resolving disagreements; and
- reviewing the operation of the Compact annually together with the third sector.

The third sector will support the development implementation and monitoring of the Compact in line with the agreed vision and principles. This support will include:

- ensuring that key staff are able to take part in this work;
- endorsing the need for detailed codes of practice to cover key issues being prepared to review their own procedures and timetables in the light of those codes of practice;
- endorsing the need for procedures for resolving disagreements; and
- reviewing the operation of the Compact annually together with the public sector.

The third sector undertakes to maintain high standards of governance and conduct and meet reporting and accountability obligations to funders and users. It will involve users wherever possible and carers where appropriate in the development and management of activities and services. Organisations in the third sector will be encouraged to develop quality standards appropriate to the organisation, including promoting best practice and equality of opportunity in activities, employment, involvement of volunteers and service provision.

The third sector undertakes to respect and be accountable to the law. In the case of charities, they will observe the accounting framework and other appropriate guidance as laid down by the Charity Commission

Appendix 1 - Codes of Practice

The Codes of Practice will help bring the Compact principles into our day to day work and will provide the framework for the codes.

Organisations from both sectors will be invited to adopt the Codes of Practice and are encouraged to be involved in the ongoing development.

1 Code Principles - Consultation and Policy Appraisal

1.1 Integral to project development and policy review

Consultation should be considered at the start of a project or policy review to ensure that it happens at the appropriate stage in the project cycle. The methods chosen, and success of these processes, should be continuously reviewed and evaluated throughout the life of the project. When necessary any statutory consultation procedures must be taken into account.

1.2 Carried out using agreed standards

Consultation between partners should be carried out to agreed standards. These should include defined timescales (ideally at least twelve weeks), summarised reports, and clear feedback about results and decisions undertaken.

1.3 Appropriate for the target groups

Consultation should be designed to be appropriate for the partners being consulted, both in terms of the methods used and the style of presentation. Consultation documents should be written in plain language with technical terms explained. All methodologies should be fit for the purpose and target group being consulted. Where appropriate, reports should be in accordance of Welsh Policies or other formats accessible to their audience, including those with language difficulties or physical and sensory disabilities. Consideration must be given to meaningful engagement of socially excluded groups.

1.4 Genuine and transparent

Any consultation exercise or document should specify which aspects are being presented for comment and which cannot be changed, to allow partners to respond appropriately. It is understood that partners cannot have an impact on decision making for all aspects of each other's work. Where this is not possible, partners should always make clear that a document or event is for information purposes only rather than consultation.

1.5 Publicised and accessible

Partners should ensure that information and consultation exercises relevant to the work of other partners are well publicised. Consultations and related documents should be easily accessible to groups with all levels of resources and in a format that will allow smaller organisations to respond.

1.6 Shared where appropriate

Partners should work together to share the resources available to undertake consultation where appropriate. The potential for joint consultation exercises should always be examined to reduce duplication.

1.7 "The Gold Standard in Consultation"

Check if anyone else has done consultation work with results that you can share.

Ensure that consultation can affect change. It should be a dialogue that leads to decisions, so consult BEFORE decisions are made. Make sure you allow adequate time for your consultation project. You need to consider time for planning, conducting, collecting and responding to your activities.

Try to use methods of consultation that will be the best use of your resources and give you the best results from your target audience.

Try to make your consultation as inclusive as possible but be aware of over-consulting certain groups.

Always give feedback to those who have participated in your consultation exercises.

Turn consultation into action. Don't leave consultation work "on the shelf".

Share the results of your work with others.

2. Code Principles - **Funding, Procurement and Commissioning**

2.1 Genuine and transparent

There will be openness and transparency to make it easier to find out about available funding. The partners will promote fair access to strategic, project and contract funding.

Decisions about procuring or commissioning services will be based on principles concerning locality, quality and value for money and never on cost alone.

2.2 Corporate approach

The public sector will develop consistent procedures and a joint approach to supporting the third sector. They will operate a corporate approach to funding that is consistent and timely and streamlines procedures and reduces duplication, whilst exercising accountability of public funds.

2.3 Infrastructure and sustainability

The public sector recognises the importance of investing in the infrastructure of third sector organisations. It also recognises that longer term funding will improve sustainability and enable forward planning. The public sector will ensure proper consideration of the needs of small community groups by ensuring access to in-kind support, small grants, and supporting the role of Medrwn Môn in providing development support.

2.4 Full Cost Recovery

The public sector recognises the principle of "Full Cost Recovery". A joint approach will be agreed to the principle and practical application of full cost recovery i.e. securing funding for proportionate overhead costs as well as the direct costs of projects. This principle recognises that third sector organisations need to recover costs associated with premises, human, resources, audit, marketing and business planning.

2.5 Proportionality

There will be a joint and consistent approach to monitoring and evaluation that is effective and proportionate to the level of funding.

2.6 Consequences of not funding

Consideration will be given to the effects on a third sector organisation of any decision not to fund, or to withdraw funding, before any final decision is taken.

2.7 Timely decisions and payments

The public sector will ensure sufficient notification of funding decisions and will make timely payment of funds subject to public sector budgetary processes.

3. Code Principles - **Community Involvement, Partnerships and Networks**

3.1 To ensure that third sector organisations, when developing their policies and services in the county, are informed by a wide range of knowledge, experience and expertise

3.2 To ensure that the views of public sector and third sector service users are regularly consulted, listened to and acted upon

3.3 Medrwn Môn will seek to ensure that members of partnerships and networks are representative and accountable to their 'constituency'

3.4 "The Gold Standards in Community Involvement"

Value the skills, knowledge and commitment of local people.

Develop working relationships with communities and community organisations.

Support staff and local people to work with and learn from each other (as a whole community)

Plan for change with, and take collective action with, the community.

Work with people in the community to develop and use frameworks for evaluation.

4. Code Principles - **Volunteering**

Volunteering has been described as "an important expression of citizenship and essential to democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain."

4.1 Support of volunteers

Volunteer-involving organisations need an effective and properly resourced support framework.

4.2 Contribution of volunteers

It is recognised that volunteers make a major contribution to the economic, environmental and social development of Medrwn Môn. This contribution should be valued and the profile and ethos of volunteering promoted.

4.3 Barriers to volunteering

The barriers to people volunteering should be recognised by developing the capacity of volunteer-involving organisations to respond to the changing needs of volunteers.

4.4 Investing in volunteering

Best practice for the management and support of volunteers and the accreditation of volunteering will be encouraged.

4.5 Consultation and participation

The contribution of volunteers in helping to develop public policy is recognised and encouraged through involvement in consultation processes and campaigning.

5. Code Principles - **Governance**

5.1 Adherence to legal obligations and best practice guidelines. The Third sector will maintain high standards of governance and conduct and comply with their reporting and accountability obligations.

5.2 Medrwn Môn will produce a Code of Conduct for trustees as an exemplar document for third sector organisations to consider

5.3 Medrwn Môn will provide training for trustees in accordance with the national occupational standards for trusteeship on:

Principles of governance

Roles and responsibilities of trustees

Roles of honorary officers

Board and committee structures

Recruiting and developing trustees

Working with the chief officer

Appendix 2 - Definitions

Third Sector

The document uses the term “the third sector”. It recognises that not all organisations will agree, and individual organisations have the absolute right to describe themselves in any way that they choose – charity, voluntary, organisation, community group, self-help group, NGO, social enterprise, community business, etc. But what all of these have in common is that: They are established voluntarily by citizens who choose to organise; they provide some form of community or public benefit. Their surpluses, where these are generated, are re-invested in the organisation or for community or public benefit, and are not distributed for private gain. These common characteristics are far stronger than any differences that may exist between different types of organisation, and for this reason it is helpful to adopt a term that can cover all organisations that share these common characteristics - “*third sector*” achieves this. Adoption of the term “third sector” by statutory organisations will still require it to maintain more precise current definitions for the purpose of eligibility for grant aid or other benefits.

Definition of a “voluntary organisation”

The Welsh Assembly Government in the “Third Sector Scheme” lists the criteria that encompass most types of voluntary organisation as:

- independent - an organisation must be constitutionally independent and not directly controlled by a for-profit organisation or the state. An organisation is recognised as being independent of the state where there is a majority of non-statutory bodies, appointees or representatives on its ‘board of trustees’ and a majority of non statutory members.
- self governing - an organisation must have its own internal decision making process:
- non profit distributing and primarily non business - an organisation must make no payments (other than for reasonable out of pocket expenses or other payments allowed by the governing document e.g. for occasional professional services or for grants) to members or trustees;
- voluntarism - an organisation must benefit from a meaningful degree of philanthropy (e.g. gifts in kind or of time, including volunteers and non paid trustees for example, any organisation that has at least three trustees who give their time is considered to benefit to a meaningful level);
- public benefit - a voluntary organisation would be expected to be able to demonstrate that its objects and activities benefit the wider public and / or that it makes its benefits available to as wide a group of people as possible within the constituency defined by its objects and / or that it operates in ways which are open and inclusive rather than elitist and exclusive. Where a governing document exists, it should have a clause ensuring that on dissolution, the remaining assets are redistributed to (a) similar voluntary organisation(s).

These criteria specifically include:

Community businesses - organisations that are real businesses trading in one way or another, controlled by the community and that directly benefit the community;

- the voluntary housing movement;
- non membership charitable trusts;
- self help / mutual aid groups;
- community and local organisations, community associations, village halls etc;
- environmental groups;
- training charities;
- intermediary bodies;
- women's aid groups;
- arts organisations;
- agricultural groups with wider social benefit;
- charitable, industrial and provident societies;
- sports groups with community / social benefit;
- religious organisations with social benefit.

They specifically exclude:

- Political parties;
- universities;
- further education institutes;
- charitable independent and grant maintained schools;
- trade unions;
- sports clubs and societies for non public benefit;
- business associations and local enterprise agencies;
- the vast majority of professional associations;
- NHS trusts;
- many major museums;
- quangos and government sponsored public bodies (ASPBs);
- religious organisations with no wider social benefit.

There are an estimated 700 third sector groups on Anglesey ranging from small specialist self help groups run by users through to national charities. They can operate on a national, county, or neighbourhood level, each tending to align themselves to areas of specific specialist concern.

Some third sector organisations provide direct services (e.g. playgroups, special needs housing), while others provide advice, information, counselling and support, and some will also provide valuable advocacy services.

They exist because people perceive a need and work together to bring about change, or a service, for the benefit of the community.

All will have a governing or managing body of some kind. This group will be referred to in a variety of ways, e.g. a management or executive committee, a council, board of trustees. Whilst many third sector organisations are self financing and have no regular contact with the statutory sector, raising all they need directly from the public via fundraising events, donations, and public appeals, others do seek funding and support from a mixture of sources including the public, private and charitable sectors.



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Volunteering Policy

Draft

1. Scope

This policy underpins one of the core principles in the Compact agreement between the Isle of Anglesey County Council and Medrwn Môn in relation to volunteering.

The Compact is a partnership agreement between the third sector and the local authority on Anglesey. It provides a framework within which the development of shared aims, objectives, mutual respect and understanding will assist the ability of public and third sector partners to improve the quality of life for the people of Anglesey.

2. Policy Statement

The Council recognises the valuable contribution that volunteers can give to the organisation. Volunteers bring with them a diversity of experience, backgrounds, skills, ages and outlooks, which can provide added value to the services delivered. This policy will:

- Let volunteers know how we will ensure fairness and consistency
- Enable the volunteers to know where they stand
- Offer security in terms of knowing how they will be treated
- Help staff and volunteers understand each others roles

In addition this policy sets out the broad principles for working with volunteers within the Council in a fair and equitable manner. Its aim is to ensure that the benefits of volunteering are maximised for both the volunteers and the Council. It is of relevance to all within the Council including volunteers, staff and elected members.

This policy is endorsed by the Council as part of the Compact agreement and will be reviewed by the Voluntary Sector Liaison Committee on an annual basis as part of its remit to implement the principles in the Compact agreement.

3. Definition

Volunteering is an important expression of Citizenship as well as an important component of democracy. Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit the Community. Volunteering may be for a limited time (for example, to assist in the completion of a particular project or event), or it may be on an on-going basis (for example, to assist in the day to day delivery of a particular service).

The Council recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteers time is best used to the mutual advantage of all concerned.

Some examples of ways in which volunteers contribute to the work of the Council are given below:

- School Governors
- Sport and the support of sport

- Transport schemes
- Countryside management schemes
- Advocacy (social services)

The Council is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

4. Why Have a Policy?

A written policy gives formal recognition to the importance of volunteers and ensures that the following objectives are met:

- Volunteers are involved in appropriate activities through a suitable selection procedure which includes references and, as required, Disclosure and Barring Service (DBS) checks
- Volunteers are welcomed, feel valued and receive a relevant induction from the service in question
- Volunteers contributions are maximised by providing appropriate training and support
- More people are encouraged to become involved as volunteers
- More volunteers remain involved

This policy will help all staff involved in recruiting and managing volunteers to adhere to good practice and support volunteers in a planned and managed way.

5. What are the Benefits of Engaging a Volunteer

- Experiences and skills can be drawn upon and developed to impact positively on a range of services and projects.
- Volunteers can be flexible and innovative in their approach
- Volunteers enhance a sense of Community and help to build an inclusive society
- The Community and the environment benefit from the contribution made by volunteers

6. Principles

6.1 Recruitment and Selection

The Council aims to recruit volunteers from all sections of the community with a wide range of skills, life experiences and knowledge.

The recruitment of volunteers will normally be carried out through the posting of advertisements in leaflets, newsletters and on the corporate website. It may also be done by making informal contact within the existing user community.

All prospective volunteers will be interviewed to discuss their skills, roles and expectations. The selection procedure will broadly follow the processes outlined in the Authority's Recruitment and Selection Policy (where appropriate), which will include references and a check from the Disclosure and Barring Service (DBS) if applicable.

6.2 Status of Volunteers

A volunteer is not an employee or worker and will not have a contract of employment with the Council. All voluntary work undertaken is unpaid. The Council will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that where available the Council will provide work for the volunteer. However, the volunteer is free to refuse to fulfil the role and the Council is not bound to provide the work.

Note: This policy does not apply to foster carers.

6.3 Volunteering Roles

It is the responsibility of the manager working with the volunteer to draw up an outline of the volunteer role. This will set out the duties of the role and the skills and experience necessary, as well as any training that is required before the voluntary work is undertaken. Voluntary work should complement the work of paid staff and provide added value to the benefit of service users. Volunteers are not intended to substitute for paid employees, so care should be taken to ensure that no undue demands are placed on our volunteers, and that they do not undertake work that should normally be carried out by paid staff.

6.4 Supervision and Support

The Council is committed to developing the knowledge, skills and effectiveness of its volunteers. This will be achieved by providing:

- Appropriate training and development
- Meaningful work within the priorities of the service
- Effective supervision
- Recognition of work completed
- Clear targets, priorities and appropriate standards for the work assigned

Volunteers will be entitled to receive a reference from the Council. This is conditional on the volunteer undertaking at least 30 hours of voluntary work of satisfactory standard whilst working directly on behalf of the Council.

6.5 Confidentiality

Where appropriate, volunteers will be required to sign a confidentiality agreement.

6.6 Grievance procedure

Volunteers should raise any concerns of problems with their immediate supervisor.

6.7 Expenses

Where appropriate, volunteers will be offered reimbursement of reasonable travel expenses from their home to place of work. A mileage allowance for those using their own means of transport is set at 18 pence per mile. All expenses must be agreed in advance with the volunteer's immediate supervisor.

6.8 Notice

The Council or the volunteer should endeavour to provide as much notice as possible of their intention to end the volunteering arrangement.

7. Compliance with Council policies, procedures and protocols

A number of specific issues are relevant to this volunteering policy:

7.1 Equality and Diversity

The Council is committed to equality and diversity, both in the provision of services and in its role as a major employer, and to the elimination of unfair and unlawful discrimination in all our policies, procedures and practices. The Council treats all people with equal respect, concern and consideration and recognises the valuable contribution made to the Isle of Anglesey by all individuals. Volunteers will be expected to accept and work in accordance with these principles.

7.2 Welsh Language Scheme

The Council recognises equal status for the Welsh and English languages. Welsh and English will be the official languages of the Council and will enjoy the same status and validity in the Council's administration and work. Volunteers will be expected to be aware of this principle.

7.3 Health & Safety

The Council has a responsibility for the health and safety of volunteers. Volunteers must be treated the same as paid staff in respect of health and safety. Volunteers should at all times follow the Council's health and safety policies and procedures. A risk assessment specific to each volunteer work area and role must be undertaken by a qualified person and a copy provided to the volunteer. Volunteers have a duty to take care of themselves and others who could be affected by their actions. Volunteers must not act outside their authorised area of work or duties. Volunteers must report all accidents and near misses to their supervisor.

7.4 Safeguarding Policies

Where appropriate, volunteers need to comply with the Council's Safeguarding policies and protocols in relation to vulnerable people.

7.5 Insurance

7.5.1 General

Volunteers will be indemnified against third party claims under the Council's Public Liability Insurance while carrying out their duties.

7.5.2 Drivers

Any person acting as a volunteer on behalf of the Council which requires the use of a vehicle (private or Council vehicle) must comply with the Council's Fleet and Driver Policy.

7.6 Disclosure and Barring Service (DBS) Check

Where the volunteering activity is with children and young people under the age of 18 years or vulnerable adults the volunteer will be advised that a Disclosure from the Disclosure and Barring Service must be applied for. Guidance will be provided by the relevant Council department.