



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Volunteering Policy

<b>Version</b>	<b>Date</b>	<b>Action</b>
Version 1	October 2024	New Policy

## Introduction

Volunteering is an unpaid activity where someone freely gives their time, effort and skills to help an organisation or an individual. Volunteers are not paid and do not have a legally binding contractual relationship with the Council. As a Council we value the contribution made by volunteers and are committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

This policy sets out the broad principles for individuals who volunteer for the Council.

Managers are advised to read the Guidance for Managers of Volunteers attached as **Appendix One** prior to recruiting volunteers.

For information on school-based volunteering please see [here](#).

## Aim

The purpose of this policy is to develop and promote best practice in the involvement and support of volunteers in the work of Neath Port Talbot County Council. This policy aims to:

- Encourage the development of volunteering in all areas of the Council.
- Recognise and promote the importance of volunteering to the work of the Council.
- Ensure support, training and supervision for Council volunteers.
- Identify the standards to which Council employees and volunteers are expected to adhere.
- Provide best practice guidance to Council staff working with volunteers and to ensure the application of the Council's Equal Opportunities Policy to volunteering.
- Ensure that volunteering with the council is an enjoyable and rewarding experience.

The Council aims to work with local communities and partners to develop a diverse range of suitable volunteering activities that are relevant for the people of Neath Port Talbot.

## Statement of Values and Principles

Volunteering is supported and encouraged by the Council and is not intended to be a substitute for paid employment. The role of volunteers complements but does not replace the role of our employees.

Appropriate steps will be taken to ensure that our employees are clear about the role of volunteers, and to foster good working relationships between employees and volunteers.

No enforceable obligation can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise, Neath Port Talbot County Council cannot be compelled to provide either regular tasks, payment or other benefit for any activity undertaken by the volunteer.

## Managing NPT Employees who volunteer

Our own employees may wish to volunteer, either with a service of the Council, or with an external charity or body, and should gain management approval before committing. Managers must discuss this with their employee to understand any impact on their own service needs and to be aware of any time commitments this entails. The manager also needs and to be satisfied that the volunteering work does not create a conflict of interest. If an employee volunteers, they should do so in their own time or by taking appropriate paid or unpaid leave in line with council leave policies.

If employees wish to volunteer with the Police, please refer to the Council's [Employer Supported Policing Scheme](#).

There are certain things you will need to check with your employee before they undertake and commit to any volunteering:

- Does the role cause a conflict of interest to their jobs with the Council?
- Will the employee need time off during their contracted hours? How much flexibility are you willing to give them in line with business needs and relevant policies? Will they need time off for training? Please also note that any volunteering commitments are subject to the working time directive and therefore employees cannot work for more than 48 hours a week on average.

- Discuss business needs i.e. if the employee is signed up to volunteer but another member of staff becomes ill and needs covering during that time, will they be able to still volunteer? What is the expectation from the charity/body they are volunteering with? Where possible, volunteering should be supported, but a discussion to explore all options in the event of urgent business needs should be held.
- What will they gain from volunteering? Is there a way you can also support their experience or development as well?

We aim to support volunteering however there may be times where a line manager is unable to approve a request from an employee to undertake a volunteering activity elsewhere in the council due to a conflict of interest, or due to business needs such as the required time away from work. Where a request is declined, the line manager will provide full details of this to the employee. Receiving a refusal does not prevent employees from requesting time off to volunteer in the future. There is no right of appeal against a refusal to take part in volunteering.

For employees who wish to volunteer, this guidance note acts in accordance with Section 13 of the Council's [Employee Code of Conduct](#).

## Recruitment and Selection of Volunteers

The Council is committed to equal opportunities and believes that volunteering should be open to all. The acceptance of a volunteer to a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out the agreed tasks. Any person must be aged 16 or over to volunteer with the Council (unless the individual is volunteering for a service area that requires the individual to be 18 years of age by law to undertake the duties of the role)

Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary involvement within the Council or referred to the Neath Port Talbot Council for Voluntary Service (NPTCVS), which coordinates volunteering opportunities across the county borough.

The council will carry out safer recruitment checks on all volunteers, which may include evidence of Right to Work in the UK, references, DBS and basic health checks where the role requires these.

Recruitment of volunteers within Social Care is governed by regulations set out by the Care and Social Services Inspectorate for Wales (CSSIW) and Social Care Wales.

Please see Appendices below in relation to the relevant documents which need to be completed when recruiting volunteers:-

Appendix One: Guidance for Managers of Volunteers

Appendix Two: Volunteer Advertisement Template

Appendix Three: Volunteer Information Form

Appendix Four: Volunteer Reference Request

Appendix Five: Volunteer Role Description

## Neath Port Talbot Council for Voluntary Service (NPTCVS)

NPTCVS is a Charitable Company that supports, promotes and develops the participation of voluntary organisations, community groups and individuals in the voluntary sector in Neath Port Talbot. Their role is to provide support to volunteers, volunteer involving organisations and the third sector, and to be an influential voice in Neath Port Talbot. NPTCVS' digital platform allows members of the public to register their interest in volunteering, find opportunities for themselves and to record their volunteer hours.

Registered Office:

Neath Port Talbot CVS  
Tŷ Margaret Thorne  
17-19 Alfred Street  
Neath  
SA11 1EF.

Email: [info@nptcvs.org.uk](mailto:info@nptcvs.org.uk)

Website: <https://www.nptcvs.wales/> (external website)

## Managing Volunteers

Managers are advised to read the Guidance for Managers of Volunteers (attached as **Appendix One**) to ensure they are confident in managing volunteers. This includes how to recruit volunteers, as well as ensuring appropriate induction, and Health and Safety risk assessments are carried out. Managers are also required to ensure they provide ongoing supervision support, as they would for employees.

## Health and Safety

The Council has a duty of care to avoid exposing our volunteers to health and safety risks. All volunteers will be made aware of the Council's Health and Safety Policies and Procedures and any practical safety concerns as part of their induction. Volunteers are expected to comply with the Council's Health and Safety Procedures. All volunteer roles will be risk assessed, covering both the tasks involved and the environment in which they will be conducted. In addition, where a volunteer makes us aware of a pre-existing medical condition or disability, an individual risk assessment may also be necessary. If the role requires PPE, the council will provide this as they would to an employee.

## Training

The council supports volunteer's personal and professional development, and as such, all volunteers will be able to access Neath Port Talbot County Borough Council's online e-Learning modules, if they wish to complete them during their volunteering placement. Volunteers should contact the training department for login details (email [training.admin@npt.gov.uk](mailto:training.admin@npt.gov.uk)).

## Confidentiality and Data Protection

All supervisors must ensure that during induction volunteers are aware of the Council's confidentiality and Data Protection Policies. If their role requires, volunteers must receive appropriate training.

## Safeguarding

All supervisors must ensure that volunteers are aware of, and have received, the appropriate training in the [Council's Corporate Safeguarding Policy](#).

Neath Port Talbot County Council follows the procedures outlined by the Disclosure and Barring Service to ensure the safety of children and vulnerable adults. A volunteer wishing to participate in an activity that is outlined in the DBS Criteria cannot participate in the Volunteering Activity until a cleared DBS has been provided.

## Expenses

It is important that volunteers are not financially out-of-pocket and that the Council reimburses expenses promptly where claimed, ensuring that financial reasons do not exclude potential volunteers. The line manager must ensure an appropriate budget is available to cover this expenditure.

Where expenses are to be paid, the line manager should discuss and agree them before the volunteer starts. Mileage rates should not exceed the Council's mileage rate and receipts must support mileage and any other out-of-pocket expenses.

## Volunteers in Receipt of Benefits

It is the responsibility of the volunteer to establish whether volunteering is going to affect their entitlement to any social security benefits. Further advice should be obtained from the Department of Work and Pensions (DWP), Job Centre Plus or Citizens Advice Bureau.

## Insurance

The Council does not insure the volunteer's personal possessions against loss or damage. Where volunteers drive as part of their voluntary activity, and use their own vehicle, they must ensure they possess the relevant class of insurance. Further guidance should be sought from the volunteer's own insurance company. Volunteers are authorised to use Council vehicles as long as the licence checks are carried out and the trips are authorised by the manager. (See Driving at Work Policy [here](#)).

## Complaints

As volunteers are not employees, they are unable to access the Council's Grievance Policy and Procedure. However, they are entitled to use the Council's Complaints procedure. Complaints by volunteers should be raised in the first instance with their Volunteer Supervisor, and dealt with informally where possible. Where appropriate, the complaint will be investigated fully by the Supervisor, or if the complaint is against their own Supervisor, by another Volunteer Supervisor or line manager.

If a complaint is made against a volunteer, this will be investigated by the relevant supervisor. Every attempt will be made to resolve the matter as quickly and informally as possible. If the issue cannot be satisfactorily resolved, then the volunteer may be told their services are no longer required with immediate effect.

## Equality and Diversity



Neath Port Talbot County Borough Council is a Disability Confident Employer, and is committed to equal opportunities and fair treatment for all. Whilst volunteers are not employees and are therefore not protected as employees under the Equality Act, it is not acceptable to discriminate against them. We will ensure that volunteering opportunities are inclusive and available to all. Volunteers still have a right not to be discriminated against, in the same way as a customer or service user has this right.

Any decisions made about a volunteer's suitability for tasks, or regarding their ongoing volunteering within the Council, will be made fairly and in line with equality legislation.

There is an expectation that all our volunteers will adhere to the Council's equality policies, ensuring that their own conduct when carrying out volunteering tasks does not discriminate against others or breach equality legislation.



# **Guidance for Managers of Volunteers**

## Introduction

The Council recognises that some employees wish for an opportunity to develop professional and personal skills whilst helping local people, the community or improving the environment. By encouraging voluntary activities, the Council demonstrates that it values its employees, local groups and seeks to play a leading role in the socio-economic and cultural development of the communities that it serves as part of its commitment to community engagement. The Council also recognises the important role that volunteers play in supporting Libraries, Museums, and other services and therefore welcomes and encourages volunteers from the community. Volunteers bring with them a range of skills and experience that can enhance the services of the Council.

This guidance explains how managers can engage volunteers to support our services, what you should do to manage volunteers effectively, and where you can go for support.

For employees who wish to volunteer, this guidance note acts in accordance with Section 13 of the Council's [Employee Code of Conduct](#).

This document does not apply to work experience placements or secondments, including placements of school-age children, for whom separate procedures apply.

For information on school-based volunteering please see [here](#).

## Volunteers Approaching You

You may be approached by a volunteer enquiring about volunteering opportunities without you having advertised an opportunity. In this instance, you should consider whether you have a volunteering opportunity you could offer the individual.

If you do not have an opportunity, then please direct them to Neath Port Talbot Council for Voluntary Service (NPTCVS) who coordinate all volunteering activities within Neath Port Talbot and who may therefore be able to support them in finding suitable volunteering opportunities.

If you are able to accommodate a volunteering request or opportunity, then please read through this guidance, from Volunteer Selection onwards. You will need to obtain the appropriate information from the volunteer to ensure that you are able to support them in their tasks, and we recommend that you do this by asking them to complete a Volunteer Information Form (attached as Appendix 2). It is for you as the manager to arrange for the volunteer to start, and you only need to contact HR during this process should you need a DBS check to be carried out, or for advice.

## Advertising

Volunteering opportunities should be advertised via NPTCVS, and Managers should contact NPTCVS via [info@nptcvs.org.uk](mailto:info@nptcvs.org.uk) to discuss.

Volunteering opportunities can also be advertised via the Council's jobs pages. Managers should contact the Employment Support Team ([jobs@npt.gov.uk](mailto:jobs@npt.gov.uk)) with a copy of their completed Volunteering Opportunity Advert (see **Appendix Two**)

Should managers wish to advertise a vacancy via NPT Council's social media pages they should contact [marketing@npt.gov.uk](mailto:marketing@npt.gov.uk).

## Selecting Volunteers

Prospective volunteers will be required to complete the Volunteer Information Form (See **Appendix Three**)

Any person must be aged 16 or over to volunteer with the Council, with the exception of those volunteering in Regulatory Services for roles requiring an under 16 year old e.g. for retail regulation testing in Trading Standards.

Where you have received multiple expressions of interest for a volunteering role, or the role involves working with children or vulnerable adults, you should speak to each volunteer to find out more information. This will be an informal discussion where you can determine their reasons for seeking this volunteering opportunity and will help you to make an informed decision about suitability.

As part of this discussion, you should make it clear to the potential volunteer the tasks that you wish them to carry out, as well as agree with them their availability. You need to consider before this discussion, whether or not you have a minimum time requirement for the proposed activity.

Where you consider volunteers to be unsuitable for your volunteering activity, it is best practice to inform them of this, and to signpost them back to NPTCVS and other relevant voluntary organisations as appropriate.

## Safer Recruitment Checks

All volunteers will be asked to provide evidence of their Right to Work in the UK, and managers will be responsible for checking this document, and obtaining a copy on for their records.

Some volunteering opportunities will require the volunteer to have an enhanced DBS check where the role involves working with children or vulnerable adults. In these cases, the manager is responsible for obtaining two references. References should be from a current/last employer or, for those volunteers who are retired, self-employed, unemployed or a student, character references are acceptable. Please send the volunteers contact details to HR for an enhanced DBS check to be undertaken.

For some roles, references will not be required, however it is the manager's decision whether they are needed. Many volunteers choose to take part in an activity they have no prior experience of. Managers should consider the nature of the tasks being done, who they may be in contact with, either face to face or remotely, and what information a reference will provide, when deciding if the role requires a reference. For example, if the

role will be closely supervised and does not involve any contact with children or vulnerable adults then you may not think obtaining references are necessary.

A Volunteer Reference Request is attached to this document (see **Appendix Four**).

Where the role involves manual work a health check may be required. Please contact the Occupational Health Unit to request they contact the volunteer for Health Surveillance, as you would for an employee undertaking this activity.

## DBS Checks

All volunteers should have a Volunteer Role Description outlining their duties and responsibilities. Please see example in **Appendix Five**). The recruiting manager is responsible for producing the Role Description and assessing whether the role requires a DBS check. Managers should make sure that if a DBS check is necessary that this is outlined within the role description and that volunteers understand what this is and why it is required. For roles that do require a DBS check, volunteers should not commence their activity until the DBS check has been received.

For Standard and Enhanced checks the recruiting manager will be notified of the outcome via the online e-bulk system. In the case of an individual having criminal convictions on the DBS check, the recruiting manager will receive an email notification for standard/enhanced checks from the e-bulk system and should then obtain a copy of the disclosure from the volunteer. The manager should refer to the guidance in Appendix 2 of the Safer Recruitment Policy to determine whether it is necessary to carry out a risk assessment based on the convictions.

The Disclosure and Barring Service (DBS) do not charge to obtain a DBS check for volunteers. However, an administrative fee of £5.75 will be charged.

When managing volunteers, managers should ensure they regularly review the Council's Safeguarding policies and procedures to ensure that current safeguarding best practice is adhered to.

For further information on DBS checks please see [here](#).

## First Day

In preparation for the volunteer's first day, you should ensure that you have completed the following:

- That all employees within their team are aware that a volunteer will be starting and what activities and duties they are responsible for.

- A review of your current risk assessments and work procedures to ensure that they are still fit for purpose and that if any additional measures are needed that you record these within your risk assessment.
- 

In addition to the above, you should consider the following before the volunteer starts work:

- Resources and equipment e.g. PPE, specific clothing required for the function, computer etc.
- Arrangements for the first day, for example, meeting with the volunteer, setting aside time to welcome the individual and explain what is expected of them.
- What useful information and documents need to be given to the volunteer e.g. any processes, Health and Safety Policy etc.
- Ensure that they are aware of the responsibility that they have in safeguarding children and adults by completing the mandatory e-learning module on safeguarding
- Health and Safety: what information / guidelines are relevant to the volunteer?
- Who will be responsible for providing ongoing support during the whole volunteering activity and for allocating tasks?

## Induction

Managers should ensure that any new volunteer is warmly welcomed into the Council and that they're made to feel as comfortable as possible on their first day. They should also receive a team induction and full site tour if necessary as well as introductions to all of their colleagues. You should also let the volunteer know that they can refuse demands made of them if they don't feel that they have the appropriate skills to carry them out. The Corporate Induction Checklist is available [here](#) if recruiting managers wish to use this as a starting point for induction.

If the volunteer is going to have contact with the public or external people then you will need to ensure that an ID badge is provided to them. Please access NPT connect [here](#) to arrange for an ID badge to be printed.

Volunteers will be given access to Neath Port Talbot County Council's online e-Learning modules. Depending on the role, managers will need to make the decision on what training needs to be undertaken. For example, a volunteering role within Human Resources would require the individual to undertake the e-learning module on GDPR due to the nature of the role. Please ask the volunteer to let the Council's training department know ([training.admin@npt.gov.uk](mailto:training.admin@npt.gov.uk)) if they need access to these modules, and they will provide login details.



## Volunteer Personal Folder

Managers should maintain a personal folder for each volunteer in order to keep a record of their contact details, an emergency contact, their role description, any references and proof of right to work, along with any other documents you deem important to the volunteer.

## Supervising Volunteers

Managers are responsible for ensuring that volunteers receive support and supervision during their time with the Council. The level of supervision will complement the nature of the role and the experience of the volunteer. You will need to ensure that all volunteers have a nominated volunteer supervisor in order for them to deal with problems that arise or to provide support where necessary.

Managers should ensure that once the volunteer has been inducted and commenced their role that they conduct regular supervision sessions with the volunteer, offering relevant training where appropriate and dealing queries that the volunteer may have.

It is also best practice to agree in advance with the volunteer, any times when they will not be available, so that you can consider any continuity of service requirements. Remember, volunteers do not need to adhere to the Council's Annual Leave policy. However, volunteers should inform you if they are going to be unavailable for their task for any length of time. If you become overly concerned about the irregular attendance of a volunteer, then please arrange to discuss this with them, and try and agree a solution. If the volunteer is unable to guarantee their regular attendance, then you may wish to consider terminating their involvement with the service.

## Dealing with Complaints and Volunteer Problems

Although the majority of volunteers find their experience rewarding, there may be occasions when problems occur. Most issues can be resolved quickly through an informal discussion with the volunteer. However, sometimes a more formal approach is needed. If you find yourself in this position, you should consider carefully how the situation can be resolved. For example, you may find it necessary to consider ending the activity. If in doubt, seek advice from your line manager.

### Complaints about volunteers:

A complaint may arise for a number of reasons, and could be made by a service user, another volunteer or an employee. If a complaint is made against a volunteer you should endeavour to investigate the causes of the complaint as promptly as possible. It may be possible to resolve the issue informally through discussion with the volunteer. Try to agree

what changes need to be made, and a timescale for when you would expect the changes to be in place.

If it is not possible to resolve the issue via an informal discussion, you should invite the volunteer to a formal meeting to discuss the issues with you and your line manager. This meeting should attempt to resolve any concerns. If this still fails to resolve the issue, then you may need to consider bringing the activity to an end.

Please also remember that volunteers are not paid employees, therefore the Council's code of conduct does not apply and you should not attempt to follow the Council's disciplinary or grievance procedures.

### Complaints by volunteers:

Volunteers may themselves have a complaint, for example about other volunteers, employee, service users/customers, or general complaints about the task they are carrying out. Volunteers should feel able to make a complaint, and you should reassure them that everything they say will be treated in confidence, and will have no impact on the continuation of their activity.

It is in everyone's interest to resolve issues as soon as possible. An informal discussion or meeting may well resolve any concerns that exist. You should always try to resolve complaints at as low a level as possible. Volunteers may feel the need to take notes during any meetings, and this is perfectly normal so you should feel free to take notes yourself.

## Equality & Diversity

The Council has a responsibility to look after volunteers' wellbeing, and it is important for volunteer morale, that volunteers feel that they are treated fairly; therefore, exercising good practice is a clear way to ensure that we are fulfilling our duties as an organisation.

When producing a role description, or recruiting to a volunteer role, it is important that you make it clear that you do not intend to create a contractual relationship with a volunteer. However, as a matter of respect and dignity, volunteers deserve to be treated fairly and inclusively wherever reasonable.

Please be aware that whilst volunteers are not employees, they will be engaged in delivering a service on the Council's behalf. Therefore, their actions will impact on the

Council and we will be held legally responsible if a volunteer behaves unlawfully or inappropriately whilst carrying out volunteering activities. This is true, even if you are not aware of the conduct and you did not approve it. Volunteers are expected to act in accordance with equality legislation and to ensure they do not discriminate against service users, employees or other volunteers.

## Insurance

Volunteers are covered under the Council's insurance policies as the volunteer is carrying out work for and under the guidance of the Council.

You must complete all relevant health and safety checks prior to allowing volunteers to undertake their tasks. This may include carrying out risk assessments and providing training; such as manual handling to mitigate any risk. You will also need to ensure that volunteers are provided with the necessary PPE before undertaking their role.

If driving is a part of the volunteer role or if motoring expenses are to be claimed you should ensure that you have checked the driving documents of the volunteer prior to the task commencing. Check for:

- Valid MOT certificate
- Current insurance. Volunteers should inform their insurance company that they will be driving in a voluntary role. Some insurers may see this as 'Business' and require a change in premium.
- Evidence of current Road Tax

## Expenses

Volunteers are not employees and therefore receive NO remuneration for the activity they carry out. However, volunteers should not be 'out of pocket' for carrying out activities for the Council. The Council will pay reasonable out of pocket expenses for anybody who chooses to volunteer with us, such as mileage if required to drive. Any pre agreed expenses can be paid via iTrent.

You should discuss any necessity to claim expenses during the initial discussion with the volunteer.

## Volunteers Claiming Benefits

Unemployed volunteers are entitled to volunteer for the Council whilst claiming benefits. Unemployed volunteers claiming Job Seekers Allowance or Universal Credit have the following obligations:

- Continue to actively seek employment
- Attend interviews with 48 hours' notice
- Start work within one week

Unemployed volunteers claiming benefits are able to seek support and information from DWP about volunteering whilst claiming. If a volunteer is claiming incapacity benefit, it is their responsibility to ensure they are not breaking any rules by volunteering.

## Information Governance

Volunteers are obliged to comply with the Data Protection and Freedom of Information Acts. Managers should alert volunteers to their responsibilities during induction ensuring that volunteers fully understand this and/or undertake appropriate training where required.

## Termination

As with employees there are numerous reasons why a volunteer may cease their involvement with the Council. They may choose to leave or you may choose to end their activity.

If a volunteer chooses to leave they are not obliged to provide you with any period of notice although should ask volunteers to let you know as soon as they are able to of their decision to leave. Before the volunteer leaves, it is good practice to hold a meeting with them to discuss how their activity progressed, and whether they have any suggestions to help us improve our engagement with volunteers in the future.

Alternatively, you may decide to end your involvement with the volunteer. There are two main reasons why you may want to do this:

- The activity has a specific end date.
- The volunteer is no longer suitable for the role.

If the activity has a specific end date or is drawing to an end you should let the volunteer know as soon as possible, and assist them in trying to find a new activity. If you are unable to identify any other suitable activities, please signpost the volunteer to NPTCVS.

If you consider that the volunteer is no longer suitable for the activity, there is no obligation to provide any notice to the volunteer, particularly if there is a code of conduct issue. However, it is best practice to give the volunteer at least 5 days' notice of the termination of their activity.

It is the manager's responsibility to ensure that any resources provided to the volunteer during their time with the Council, are recovered at the end of the volunteering relationship. This could include ID badges, mobile telephones, PPE etc. It is good practice to convene an exit meeting, to thank the volunteer for their time, ask for feedback on their volunteering experience, and to recover any outstanding items.

Volunteers who are leaving the organisation who have made a regular commitment to it should be offered a reference and/or statement of their achievements. Also, ensure that their services are properly appreciated.

## Volunteer Advertisement Template

Exciting Volunteer Opportunities Available with Neath Port Talbot Council!

Neath Port Talbot Council is pleased to announce volunteering opportunities within our various service areas. We invite passionate individuals to join us in making a positive impact in our community.

Neath Port Talbot Council is committed to improving the quality of life for all residents. From providing essential services to fostering community engagement, we strive to create a supportive environment where everyone can flourish.

Volunteer Roles Available:

Service Role Area:  
Title:

Description: [Briefly describe the role and responsibilities]

Requirements: [Specify any necessary skills, qualifications, or commitments]

[Repeat for each service area and corresponding roles as needed]

How to Apply:

If you're interested in contributing your time and skills to Neath Port Talbot Council, please contact the manager responsible for the specific service area of interest. They will provide you with more information about the role and the application process.

Neath Port Talbot Council is totally committed to safeguarding and promoting the welfare of [children and young people/vulnerable adults] and expects all volunteers to share this commitment.

Contact Information:

For inquiries or to express interest in a specific volunteer role, please contact the relevant manager:

[Service Area Manager Name]: [Contact Information]

[Service Area Manager Name]: [Contact Information]

[Service Area Manager Name]: [Contact Information]

Volunteer with Neath Port Talbot Council today!

[Neath Port Talbot Council Website/URL]

[Social Media Icons/Links]



## Volunteering details

**What geographical area are you looking to volunteer in?**

**What days / times are you available for volunteering?**

Please put an **X** in the boxes below or outline any other availability here:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>AM</b>							
<b>PM</b>							
<b>Evenings</b>							

**Are you able to speak Welsh or other language?**

**Please outline the types of volunteering activities / the area of volunteering you are interested in:**

**Is there any assistance or reasonable adjustments you would need from us to facilitate your volunteering?**

**Please outline any training, qualifications, skills or experience, you have, which you feel are relevant to the volunteering you are seeking:**

*E.g.: a degree in Social Work, work experience of gardening, previously volunteered with Samaritans, qualified to use Ride On Mowers etc.*

**Please outline your reasons for seeking volunteering:**



## Privacy Notice

Your data will be processed by Neath Port Talbot Council only for the specific purposes of assessing your expression of interest, to appropriately match you to suitable volunteering opportunities, and to ensure your safety whilst volunteering with the Council. The processing of your personal data is necessary in order to take steps at your request prior to entering into a contract/agreement. Neath Port Talbot Council will not share your data with any other organisation.

For further information about how Neath Port Talbot Council processes personal data and your rights please see our privacy notice on our website -

[NPT Connect - Privacy Notice for Employees.docx - All Documents \(sharepoint.com\)](#)

## Declaration

By submitting this form, I agree that any information I provide may be used and shared within Neath Port Talbot Council for the above purposes.

By submitting this form, I consent to Neath Port Talbot Council undertaking checks as appropriate to the role applied for.

By submitting this form, I am confirming that I am fit to work.

I certify that the information given within this application form is correct and that I have not omitted or misrepresented any details.

**Signed:**

**Date:**

Thank you for expressing an interest in volunteering with Neath Port Talbot Council. Someone from the relevant Service will soon be in touch to discuss moving forwards.



**[Manager] This post involves working with children / vulnerable adults: Yes  No:**

**[Referee] If yes is ticked, would you have any concerns about this person working with a child / vulnerable adult?**  
No  Yes  due to

**Please comment on the volunteer's character/personality with reference to particular strengths and weaknesses, and to qualities such as punctuality, communication skills and teamwork:**

**Please provide any information relating to the individual that you feel is relevant for us to know:**

**Thank you for your assistance in completing this reference.**

**VOLUNTEER ROLE DESCRIPTION**

Title: [Title of the Volunteer Role]

Service Area: [Service Area or Department Name]

**Overview:**

The [Title of the Volunteer Role] plays a crucial role in supporting the mission and objectives of [Service Area or Department Name] within Neath Port Talbot Council. Volunteers in this role will contribute their time and skills to [briefly describe the purpose or goal of the role].

**Key Responsibilities:**

- [List specific tasks or duties the volunteer will be expected to perform]
- [Provide details on any training or support provided to volunteers]
- [Include information about any relevant policies or procedures volunteers should be aware of]

**Requirements:**

- [Specify any required skills, qualifications, or experience]
- [Mention any physical or time commitments, if applicable]

**Benefits:**

- Gain valuable experience in [mention specific areas relevant to the role]
- Make a meaningful difference in the lives of Neath Port Talbot residents
- Join a supportive community of like-minded individuals
- Enhance your skills and build your resume while making a positive impact

**Location:**

[Specify if the role is location-specific or remote]

**Time Commitment:**

[Provide details on the expected time commitment, such as hours per week or month]

**How to Apply:**

To express interest in the [Title of the Volunteer Role], please contact [Service Area or Department Name] at [contact information]. We look forward to welcoming dedicated individuals to our team!

**Contact Information:**

For enquiries or further information, please contact [Contact Person] at [email address] or [phone number].

[Neath Port Talbot Council Website/URL]

[Social Media Icons/Links]