



**MEETING** : LOCAL JOINT PANEL  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : WEDNESDAY 31 JULY, 2024  
**TIME** : 12.00 PM

**MEMBERS OF THE PANEL**

**EMPLOYER'S SIDE:**

Councillors E Buckmaster, A Daar, J Dumont and D Hollebon

**STAFF SIDE – UNISON:**

J Bruce, Forde, Marsh and Mr P Stevens

*Substitute:* N Munro

*(Note: Substitution arrangements must be notified by the absent Member to Democratic Services 24 hours before the meeting)*

**CONTACT OFFICER:**

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- must not participate in any vote taken on the matter at the meeting;
- must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
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1. Apologies

*To receive apologies for absence.*

2. Minutes - 21 May 2024 (Pages 6 - 14)

To confirm the Minutes of the meeting held on 21 May 2024.

3. Chair's Announcements

4. Declarations of Interest

*To receive any Members' Declarations of Interest.*

5. Reports by the Employer's Side

(A) BEAM Volunteering Policy\_(Pages 15 - 38)

6. Reports by the Staff Side

There are no reports from the Staff Side.

7. Urgent Business

*To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.*

# Agenda Item 2

LJP

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MINUTES OF A MEETING OF THE  
LOCAL JOINT PANEL HELD IN THE LEA  
ROOM, WALLFIELDS, HERTFORD ON  
TUESDAY 21 MAY 2024, AT 12.00 PM

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PRESENT:     **Employer's Side**

Councillors A Daar, J Dumont and D Hollebon

**Staff Side (UNISON)**

Jackie Bruce (Chairman)  
S Forde and H Marsh

OFFICERS IN ATTENDANCE:

Michele Aves	- Committee Support Officer
Emily Cordwell	- Human Resources Officer
Katie Mogan	- Democratic and Electoral Services Manager
Alex Wanless	- Service Manager (Human Resources and Organisational Development)

384     APPOINTMENT OF THE CHAIRMAN FOR 2024/25

It was proposed by Councillor Hollebon and seconded by Councillor Daar that Jackie Bruce be appointed as Chair for the 2024/25 civic year. After being put to the meeting and a vote taken, the motion was declared CARRIED.

**RESOLVED** – that Jackie Bruce be appointed Chair for the 2024/25 civic year.

385     APPOINTMENT OF THE VICE-CHAIRMAN FOR 2024/25

It was proposed by Councillor Daar and seconded by Hilary Marsh that Councillor Dumont be appointed as Vice-Chair for the 2024/25 civic year. After being put to the meeting and a vote taken, the motion was declared CARRIED.

**RESOLVED** – that Councillor Dumont be appointed Vice-Chair for the 2024/25 civic year.

386 APOLOGIES

There were apologies for absence from Councillor Eric Buckmaster and Paul Stevens.

387 CHAIRMAN'S ANNOUNCEMENTS

The Chair welcomed all to the meeting and thanked participants for attending.

388 DECLARATIONS OF INTEREST

There were no declarations of interest.

389 REPORTS FROM THE EMPLOYER'S SIDE

389 FLEXIBLE WORKING POLICY REPORT

The Human Resources and Organisational Development Service Manager introduced the report, which addressed legislation passed in April 2024 to change the flexible working rights for employees.

The Human Resources and Organisational Development Service Manager said that the amendments to the Council's Flexible Working Policy ensured compliance to this legislation, which included the removal of the requirement for an employee to have at least twenty-six weeks of continuous service to enable them to make a flexible working application. He said that this was now a 'day one' right, and that employees could also make two statutory flexible working requests every twelve months. He added that under the new

legislation employers also now had a reduced time limit in which to respond to such requests.

Councillor Daar sought confirmation that final policies contained a date of update.

The Human Resources and Organisational Development Service Manager confirmed that final policies did show a date of update and advised that Human Resources had an ongoing programme of review for all policies.

Councillor Daar and Councillor Dumont both said that they were keen to support the review programme.

It was moved by Councillor Dumont and seconded by Councillor Hollebon that the updated Flexible Working Policy be recommended to the Human Resources Committee for approval. After being put to the meeting and a vote taken, this motion was declared CARRIED.

**RESOLVED** – that the updated Flexible Working Policy be recommended to the Human Resources Committee for approval.

### 390 GENERAL LEAVE POLICY REPORT

The Human Resources and Organisational Development Service Manager introduced the report, which concerned a legislative update passed in April 2024, entitling employees to request unpaid Carer's Leave of up to five days per year (FTE) to care for dependents.

The Human Resources and Organisational Development Service Manager said that the proposal was that Carers Leave be added to the Council's current Dependants Leave (which allowed employees five days paid leave per year to give emergency care to dependents). He said that this would split the entitlement of up to five days paid leave between both



types of leave, allowing employees to support their caring duties for both planned and unplanned situations.

The Human Resources and Organisational Development Service Manager said that as Carers Leave could be planned it was operationally better for employers, and that the annual leave entitlement listed in the policy would be amended to show the increased leave allowance from the 2022/23 updated pay award.

It was moved by Councillor Hollebon and seconded by Councillor Daar that the updated General Working Policy be recommended to the Human Resources Committee for approval. After being put to the meeting and a vote taken, this motion was declared CARRIED.

**RESOLVED** – that the updated General Working Policy be recommended to the Human Resources Committee for approval.

### 391 FAMILY FRIENDLY POLICY REPORT

The Human Resources and Organisational Development Service Manager introduced the report, which again was initiated by new legislation passed in April 2024, and therefore initiated the requirement to update the Council's Family Friendly Policy.

The Human Resources and Organisational Development Service Manager said that employees could now take paternity leave at any time during the fifty-two weeks post birth/adoption of their child and separate their two-week paternity leave into separate one-week blocks. He said that employees also now needed to only give four weeks' notice of their expected childbirth or adoption.

It was moved by Sharon Forde and seconded by Councillor Daar that the updated Family Friendly Policy be

recommended to the Human Resources Committee for approval. After being put to the meeting and a vote taken, this motion was declared CARRIED.

**RESOLVED** – that the updated Family Friendly Policy be recommended to the Human Resources Committee for approval.

### 392 REDUNDANCY POLICY REPORT

The Human Resources and Organisational Development Service Manager introduced the report, explaining that the Redundancy Policy had been updated for business reasons, to reinstate a clause which was not in the Council's current policy. He said that the clause had been removed approximately fifteen years ago, but that neither Human Resources nor Unison had a record of this change.

The Human Resources and Organisational Development Service Manager said that the reinstated clause would prevent employees from receiving redundancy and then being re-employed by the Council within six months. He said reinstating the clause would be good practice and protect public money.

Jackie Bruce said that such a clause was consistent with other local authorities, ensured business continuity and negated the potential negative impact which such an incident may have on the Council's remaining staff. She said that it was unclear as to why the clause was deleted and this appeared to be a glitch.

Sharon Forde said that it was important to remember that not all employees received substantial redundancy pay, and that there may therefore be some circumstances which were appropriate to be excluded from the clause.

The Human Resources and Organisational Development Service Manager said that the policy needed to be consistent, and that the clause was designed to stop people from taking redundancy money and then applying for another Council job. He added that the offer of alternative employment instead of redundancy may be an option available to some employees.

Hilary Marsh said that the Council had some technical jobs which were external funding dependant, and that the clause could limit the talent base by not allowing former employees to apply for roles which were readvertised when new funding was awarded.

The Human Resources and Organisational Development Service Manager said that there could be some consideration regarding the clause to address such niche circumstances.

Jackie Bruce said that employees who had less than two years' service would not receive any redundancy monies. She said that some local authorities had a clause which stopped employees from taking work in any other local authority for a period following redundancy, and that it was positive that this was not in the East Herts policy. She added that it was important that a balance was reached which protected the public purse and limited any embarrassment for the Council.

Councillor Hollebon said that clause seemed in line and proportionate, and asked if employees who retired could return to another Council job.

The Human Resources and Organisational Development Service Manager said that the Retirement Policy should include this and needed to be considered.

Councillor Hollebon said agreed with this inclusion/consideration to the Retirement Policy, saying that this could also impact the Council's remaining staff.

Hilary Marsh drew attention to page 80 of the report which referred to Unison as 'she'.

The Human Resources and Organisational Development Service Manager said that this grammatical error would be corrected.

Councillor Daar said that it would be better for policy changes to be presented to the Panel with tracked changes.

The Human Resources and Organisational Development Service Manager said that this could be facilitated for future panels.

It was moved by Councillor Dumont and seconded by Councillor Hollebon that the updated Redundancy Policy be recommended to the Human Resources Committee for approval. It was noted that Councillor Daar, Sharon Forde and Hilary Marsh abstained from voting. After being put to the meeting and a vote taken, this motion was declared CARRIED.

**RESOLVED** – that the updated Redundancy Policy be recommended to the Human Resources Committee for approval.

### 393 VOLUNTEERING POLICY REPORT

The Human Resources and Organisational Development Service Manager introduced the report, which concerned the use of volunteers for BEAM (formally Hertford Theatre). He said that the Volunteering Policy has been updated in consultation with BEAM's Hospitality and Operations Manager.

Councillor Daar said that she had experienced writing policies as a volunteer coordinator, and that a lot of the content of the Volunteering Policy was what she expected. She said that it would, however, be good practice to use 'role description' instead of 'job description' and include out of pocket expenses for young people to encourage inclusion. She explained that there could be a set budget for these expenses, which could be an operational consideration if not

included in the policy.

Sharon Forde asked if lunch allowances could be included in the policy.

The Human Resources and Organisational Development Service Manager said that there were tax implications for such allowances, and that therefore care needed to be taken. He said that he would consult with the Head of Operations regarding the tax laws.

Hilary Marsh said that for consistency the venue should be referred to as BEAM throughout the policy, and not its previous name of Hertford Theatre.

The Human Resources and Organisational Development Service Manager said that the term Hertford Theatre would be replaced with BEAM throughout the report, and that he was also happy for 'role description' to replace 'job description' within the policy.

It was moved by Councillor Daar and seconded by Hilary Marsh that the updated Volunteering Policy be recommended to the Human Resources Committee for approval. After being put to the meeting and a vote taken, this motion was declared CARRIED.

**RESOLVED** – that the updated Volunteering Policy be recommended to the Human Resources Committee for approval.

394 REPORTS FROM THE STAFF SIDE

There were no reports from the Staff Side.

395 URGENT BUSINESS

There were no urgent items.

The meeting closed at 12.37 pm

Chairman .....

Date .....

## East Herts Council Report

### Local Joint Panel

**Date of meeting:** Wednesday 31 July 2024

**Report by:** Service Manager (Human Resources and Organisational Development)

**Report title:** BEAM Volunteering Policy

**Ward(s) affected:** All

### Summary

- The BEAM Volunteering policy was approved at Human Resources Committee in June 2024. Councillors raised some issues and questions that needed to be taken back to the BEAM management team for consideration.

### RECOMMENDATIONS FOR LOCAL JOINT PANEL:

**(A) To recommend to the Human Resources Committee that the amendments to the BEAM Volunteering Policy be approved.**

#### **1.0 Proposal(s)**

1.1 The proposals are set out in the reasons below.

#### **2.0 Background**

1.1. The BEAM Volunteering policy was approved at Human Resources Committee in June 2024. Councillors raised some issues and questions that needed to be taken back to the BEAM management team for consideration. However recruitment of volunteers needed to commence before the next HR Committee so the policy was agreed with a commitment that the points raised would be considered and the policy would be brought back to the next HR Committee.

- 1.2. The leadership team has approved the changes and discussed the equalities, impacts, and opportunities volunteering can give the community. Operations will take this into account in running the Volunteering scheme and will produce an equalities impact assessment.

### **3.0 Reason(s)**

- 3.1 Below is a list of the concerns raised by Councillors (in bold) and BEAM/the HR team's response.

**4.2 In the context of all the requirements listed later (Health and Safety, dress code, confidentiality, agreements, expectation etc), it seems strange to say there is no obligation etc etc. Once a person has committed to be a volunteer there are a lot of quite serious obligations. The consequences of not following these could be listed. Harm to the public, staff and other volunteers. Harm to the reputation of Beam and EHDC. And ultimately dismissal of the volunteer. So, for example, if the role agreement had a set a "shift time", the volunteer would be expected to turn up for it. If they repeatedly didn't, we would let them go?**

Employment legislation is clear that we cannot imply an employment relationship between BEAM and the volunteer, this means they are under no obligation to provide their services and must not suffer any sanctions if they do not perform their volunteer duties. If we were to put measures in place this could afford the volunteer with employment rights and a right to be paid; therefore this point remains unchanged in the policy.

**6.0 Dress Code. A "no trainers" rule is outdated. Many people wear trainers as part of smart casual attire. In addition this may impact a volunteer's ability to apply, potentially impacting the diversity aspirations.**

BEAM agree to this being removed and this has been changed in the policy



**10.6 and 10.7 The second sentence could be construed as being ageist. I think the whole sentence could be removed. Recruiting volunteers of any age is part of the Equalities commitment already mentioned. Ending a volunteer's contract should be based on capability, at any age. A sentence to that affect can be added later.**

BEAM were happy for this sentence to be removed, which it has been.

**15.2 and 21.0. There is conflicting information in which policies should be followed. S15.2 states volunteers should follow EHDC Health and Safety Policies and Procedures. However, S 21 lists three BEAM policies, one of which is Health and Safety and states they are applicable. I would think EHDC polices are too detailed and many parts will not apply. It makes more sense to have simplified BEAM policies. It can be noted on these that they derive from the council documents.**

The reference to East Herts Council has been removed from 15.2.

**NB Has RIDDOR reporting been considered? Will health and safety data be reported into EHDC HR department?**

As per all BEAM staff, volunteers will be subject to all usual reporting processes.

**18.0 I suggest GDPR is mentioned. Is there a policy? Can ref Data protection policy?**

18.2 has been removed as there are no confidentiality agreements in place. GDPR and Data Protection Policy has been added under the list of policies that apply to volunteers in section 21.0. Safeguarding Policy has also been added.

**19.0 Resolving problems. What is the process if an issue is not resolved by the volunteer's manager, or there is conflict. Is there a grievance procedure? Is there a route to, for example, EHDC HR?**

This paragraph has been updated. HR would be available to advise managers if there were conduct or grievance issues. As stated above it is important not to imply an employment relationship by using EHC policies but HR would be able to advise managers on an appropriate and fair process to follow.

**20.0. Should we be more specific about end of contract procedures. I refer back to 4.2 notes above. Why not just add the detail here?. Will all BEAM policies and procedures come before the HR committee?**

This point has been removed as earlier points highlight that volunteers can leave, or be asked to leave, at any point.

**4.0 Options**

4.1 To approve the amendments.

**5.0 Risks**

1.1. Status Misunderstanding: The policy emphasises that volunteers are not employees and thus do not have employment rights. However, any measures implying an employment relationship, such as strict obligations or sanctions, could lead to potential legal challenges and claims for employment rights and benefits.

1.2. Health and Safety Compliance: Volunteers are required to follow BEAM's Health and Safety policies, but non-compliance or inadequate training could result in injuries or legal issues for the Council.

**6.0 Implications/Consultations**

**1.1 Community Safety**

Yes

Ensuring the safety of both volunteers and the community is critical. Volunteers often interact with the public and represent BEAM, so their actions can significantly impact community safety and BEAM's reputation. Proper training in safety procedures and emergency protocols is essential.

Training Programs: Implement regular and comprehensive safety training programs for all volunteers.

Safety Audits: Conduct periodic safety audits and reviews to ensure compliance with safety standards.

Feedback Mechanism: Establish a feedback mechanism where volunteers can report safety concerns or incidents promptly.

### **Data Protection**

Yes

Protecting volunteer data in compliance with GDPR and Data Protection policies is vital. Any breach of data protection can lead to legal penalties and damage to BEAM's reputation.

Data Management Policies: Enforce BEAM data management policies, including data collection, storage, and sharing protocols.

Training: Provide regular training sessions for staff and volunteers on data protection best practices and GDPR compliance.

Audits: Conduct regular audits to ensure all data handling practices meet regulatory requirements.

### **Equalities**

Yes

Ensuring non-discriminatory practices in volunteer recruitment and management is essential. The volunteer program must be inclusive and offer equal opportunities to all individuals, regardless of their background.

Diversity Initiatives: Implement initiatives to attract a diverse range of volunteers, ensuring representation from various backgrounds. Noted that volunteering is a positive way to help individuals with protected characteristics attain work experience and is good for social mobility in the community. BEAM will support the attraction and recruitment of a diverse range of volunteers.

Policy Reviews: Regularly review and update equal opportunities and diversity policies to reflect best practices and legal requirements.

Training: Provide diversity and inclusion training for staff and volunteers to foster an inclusive environment.

Operations will complete an equalities impact assessment.

## **Environmental Sustainability**

Yes

While not explicitly mentioned in the policy, promoting environmentally sustainable practices within the volunteer program can enhance BEAM's commitment to sustainability.

Awareness Campaigns: Run awareness campaigns to educate volunteers about environmental sustainability and their role in supporting it.

## **Financial**

Yes

Mismanagement of the volunteer program can lead to financial liabilities, including potential legal costs if health and safety incidents occur.

Budget Management: Implement strict budget management practices to ensure financial resources are allocated effectively to support the volunteer program.

Risk Assessment: Conduct regular risk assessments to identify and mitigate financial risks associated with the volunteer program.

Insurance: Comprehensive insurance coverage is in place to protect against potential liabilities.

## **Health and Safety**

Yes

Ensuring the health, safety, and welfare of volunteers is crucial. Volunteers must be aware of and understand the health and safety risks associated with their roles. Inadequate training or safety measures can lead to accidents, injuries, or legal repercussions.

**Safety Training:** Provide detailed health and safety training to each volunteer role.

**Safety Policies:** Regularly update health and safety policies and ensure they are communicated effectively to all volunteers.

**Incident Reporting:** Establish a robust incident reporting system to track and address any health and safety issues promptly.

## **Human Resources**

Yes – as detailed in the report.

Effective HR management is essential for volunteer satisfaction and program success. Proper support and guidance for volunteers help maintain a positive volunteering experience and avoid conflicts.

**HR Support:** Provide dedicated HR support for volunteer management, including handling issues.

**Volunteer Development:** Implement programs for volunteer development, including training, mentorship.

**Feedback Mechanisms:** Establish regular feedback mechanisms to understand volunteer needs and improve their experience.

## **Human Rights**

Yes

While no direct risks are mentioned, ensuring the fair and respectful treatment of all volunteers is essential to uphold human rights standards. Any form of discrimination or unfair treatment can lead to reputational damage and legal consequences.

Policies and Procedures: Ensure all policies and procedures reflect a commitment to human rights and fair treatment.

Monitoring: Regularly monitor and review volunteer practices to ensure compliance with human rights standards.

## **Legal**

Yes

Compliance with all relevant laws and regulations regarding volunteering is necessary to avoid potential legal issues. This includes ensuring that volunteers are not inadvertently given employee status and are protected under appropriate policies.

Legal Reviews: Conduct regular legal reviews of volunteer policies and practices to ensure compliance with all relevant laws.

Documentation: Maintain thorough documentation of all volunteer agreements and activities to protect against legal challenges.

## **Specific Wards**

No

No specific implications are noted for particular wards, but ensuring that the volunteer program is equally accessible across all wards is essential to promote inclusivity.

## **7.0 Background papers, appendices and other relevant material**

7.1 The updated Policy can be found at Appendix 1 – the relevant sections have been highlighted in yellow.

### **Contact Officer**

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## **EAST HERTS COUNCIL**

# **Volunteering Policy**

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## **Policy Statement**

Policy Statement No. 42 (Issue No. 1)

June 2024

**Policy owner: Human Resources**

**Policy date of last review: June 2024**

**Policy date of next review: June 2027**



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## **1.0 Introduction**

- 1.0 This policy has been written to demonstrate BEAM's commitment to its volunteer programme and to individual volunteers. It ensures fairness and consistency in managing volunteers and helps volunteers know where they stand and how they can expect to be treated. The policy does not refer to the specific current volunteering role requirements to enable the scope of new volunteering opportunities to be included within this policy in the future.
- 1.1 A volunteer is a person who gives freely of his/her/their time, skills, and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.
- 1.2 BEAM recognises the immense benefits that volunteers provide, and the bridges that they build between BEAM and the local community. In return BEAM hopes to give its volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences.
- 1.3 BEAM tries to offer a range of volunteering opportunities and, in accordance with East Herts District Councils equal opportunities and diversity policies, to ensure that the opportunity to volunteer is widely available. The council aims to encourage all employees to maximise their attendance at work whilst recognising that employees will, from time to time, be unable to come to work for short and sometimes long periods of time.

## **2.0 The importance of volunteers to BEAM**

- 1.0 Volunteers are invaluable to BEAM as they enable us to deliver our programme of work that would not otherwise be possible. Working with volunteers provides an opportunity for

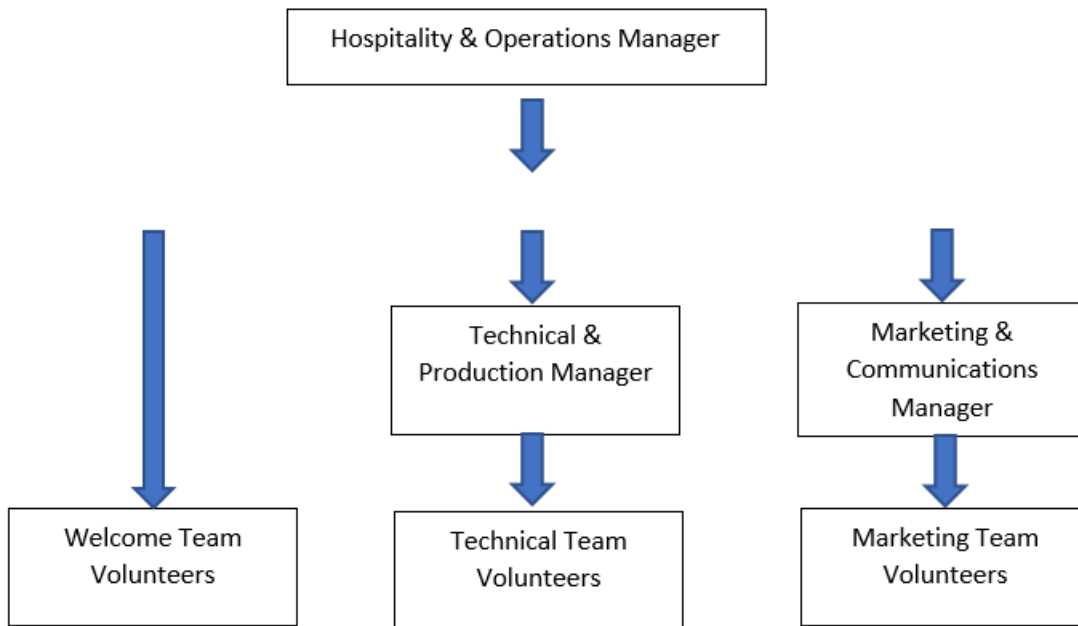
BEAM to engage on a deeper level with our visitors and community to provide a first-class experience for all.

- 1.1 BEAM welcomes the contribution made by volunteers and is committed to encouraging a diverse and inclusive volunteering programme where possible.
- 1.2 Volunteers will be managed by the Hospitality and Operations Manager, supported by the wider BEAM team.
- 1.3 Our Volunteering Values, are complementary values to help guide us and shape an engaging and appropriate volunteering experience.
  - **Inclusive** It is welcoming and accessible to all.
  - **Flexible** It takes into account how people who volunteer can give their time and fits around their circumstances.
  - **Impactful** It makes a positive difference.
  - **Connected** It gives people a sense of connection to others, a cause and/or an organisation.
  - **Balanced** It doesn't overburden those who volunteer with unnecessary processes and priorities.
  - **Enjoyable** It provides enjoyment and people feel good about what they are doing.
  - **Voluntary** It is the volunteer who has freely chosen to do it.
  - **Meaningful** It resonates with people's lives and interests.
- 1.4 This policy will be underpinned by guidance which will provide greater detail on different aspects of the volunteer journey and how we will work together to create an inclusive and appropriate volunteering experience.

### 3.0 Our Volunteering Programme

1.0 All volunteers fall under the management of the Hospitality and Operations Manager supported by department heads who will act as the volunteer key contact for their respective department. Department heads will be responsible for the overall experience for the volunteers which work within their teams.

1.1 Our volunteering community comprises of the following groups:



1.2 We will seek to develop and deliver volunteering opportunities for tasks to be undertaken in ways which will provide identifiable benefits and motivation for potential volunteers. Department Heads will also discuss individual volunteer requirements to ensure that volunteers feel adequately supported in their role throughout their time as a volunteer.

1.3 Department Heads are responsible for the day to day running of the volunteer activity and the volunteers within their teams. Department Heads are expected to have a good understanding of BEAM policy and practice and work with the Hospitality and Operations Manager to ensure these are followed.

1.4 The Hospitality and Operations Manager will be available to provide advice and guidance on the following areas:

- Role and Activity development
- Recruitment
- Selection
- Training
- Support and Supervision
- Dealing with concerns, issues, and problems

#### 1.5 Support for Department Heads

1.6 Department heads play a major role organising and leading teams of volunteers across the venue. We are committed to providing the necessary support to those volunteers in that role to ensure they can deliver that role safely.

1.7 All Department Heads will be provided with information and guidance about their role including a Job Description.

1.8 Department Heads will provide advice and guidance on the following areas:

- Volunteering role and activity delivery
- Recruiting and welcoming new volunteers into the team
- Dealing with concerns, issues and problems

1.9 The Hospitality and Operations Manager is available to provide support on the following areas:

- BEAM wide policy and practices
- Role of the Department Head in relation to managing volunteers
- Dealing with concerns, issues, and problems

## **4.0 The relationship between BEAM and our volunteers**

1.10 A volunteer is not an employee and will not have a contract of employment with BEAM. BEAM will agree a role, with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that BEAM will provide work for the volunteer. However, the volunteer is free to refuse to fulfil the role and BEAM is not bound to provide the work. BEAM and the volunteer will endeavour to give as much notice as possible if unable to meet these expectations, however

either party can terminate the agreement with or without notice at any time.

1.11 The relationship of a volunteer to BEAM is one bound by trust, mutual understanding and benefit; it is a 'gift' relationship, with time given freely and willingly, without expectation of financial reward by the volunteer. Neither we nor the volunteer regard the relationship as a contract of employment.

1.12 No enforceable obligation, contractual or otherwise, can be imposed on the volunteer to attend, give or be set a minimum amount of time or carry out the tasks provided. Likewise we cannot be compelled to provide regular work or benefit for any activity undertaken.

1.13 The relationship is based on the principle that volunteers add value to our work by performing a wide range of roles, and by contributing specialist skills and a flexible approach.

1.14 Although volunteers offer time freely and willingly and without binding obligation, there is a presumption of mutual support and reliability.

1.15 We will provide guidance on expectations.

1.16 BEAM will agree working practices and procedures for all volunteering activity, with Staff and Department Heads to ensure all requirements of the volunteer experience and journey are completed efficiently and effectively.

1.17 Volunteering agreement

1.18 The volunteer will be invited to enter into a volunteering agreement with the BEAM (East Herts District). This agreement will identify:

- the volunteer's role
- the training that the volunteer is expected to undertake
- the insurance cover that will be provided for the volunteer
- who will supervise the volunteer
- the notice that will be given to a volunteer if his/her role is to come to an end.

## **5.0 Dress Code**

**1.19** Volunteers are requested to present themselves in a smart but casual manner. Branded volunteer t-shirts/polo shirts will be provided by the venue.

## **6.0 Principles for volunteer management**

**1.20** This policy sets out the broad principles of volunteering at BEAM and forms the foundation for good-practice volunteer management across the organisation.

**1.21** Fundamentally:

- We will always aim for fair and equal treatment for all volunteers.
- We aim to match volunteers with suitable projects so that we gain from the activities of the volunteers and the volunteers gain from working with us.
- Each volunteer will be appointed by the Hospitality and Operations Manager and Department Heads to guide and advise them in their tasks.
- We will provide clear, up to date Volunteer Job roles, so expectations are managed appropriately.
- We will provide and maintain necessary documents (including policies, procedures and handbooks) and training relevant to BEAM and the volunteer roles, so volunteers can be confident and impactful in their volunteering.
- We will include our volunteers in all relevant communications.
- In return we expect that volunteers will provide their time and help us to keep our venue, projects and activities on track.

**1.22** This policy is relevant for all current and potential volunteers, as well as every department head involved with selecting, supporting, developing volunteers, managing volunteer projects or promoting voluntary activity within BEAM.

## **7.0 Recruitment of Volunteers**

- 1.23 All volunteering roles within BEAM will have a written Job Description - a clear, complete and current description of duties and responsibility of the role that they are expected to fill. Prior to any volunteer assignment or recruitment effort, a Job Description must be developed. This will be used as part of our recruitment process. Job Descriptions should be reviewed each time recruitment takes place and updated at least every two years or whenever the work involved in the role changes substantially.
- 1.24 All Job Descriptions shall include a description of the purpose and duties for the role, a designated department head, volunteering location, hours and timing for the volunteering, and a list of required skills and experience.
- 1.25 Opportunities to join the team as a volunteer will be advertised through BEAMS website, social media and in the venue.

## **8.0 Selection of volunteers**

- 1.26 We have a fair and consistent process for selecting volunteers that is relevant and appropriate to each role.
- 1.27 Our volunteering recruitment communications will use language that is accessible and easily understood, using various formats and messages to attract a diverse range of applicants.
- 1.28 We will select volunteers according to the venues needs (detailed in Job Descriptions) and aim to match volunteers' skills, knowledge, experience, motivation and availability to suitable projects and activities.



- 1.29 Anyone being considered for a volunteer role will be invited for an informal interview with the Hospitality and Operations Manager or Department Head, who will explore their skills, experience, interests and suitability, as well as their motivation, with the aim of setting up teams that are best suited for the role.
- 1.30 Reasonable adjustments may be made to the selection methods to suit the access requirements of applicants with disabilities.

## **9.0 Equal opportunities and diversity**

- 1.31 BEAM recognises the importance of encouraging diversity and achieving equality among volunteers, as well as employees and audiences. Volunteers are actively encouraged from a wide cross-section of backgrounds and experiences to help ensure that BEAM's various volunteering opportunities are accessible to an increasingly diverse range of people.
- 1.32 BEAM values and respects the individual by providing equality of opportunity to all for active involvement subject to the scope of the organisation's needs and resources.
- 1.33 All staff, volunteers, contractors and partner organisations are expected to actively support BEAM's commitment to diversity and equality.
- 1.34 Acceptance of volunteer assistance for a particular role will be made on merit, the sole selection criterion being an individual's suitability to carry out the specified task(s) subject to the needs and restrictions of the location, along with their availability in line with the needs of the volunteering opportunity.
- 1.35 Reasonable adjustments will be considered for a volunteer with a disability in accordance with BEAM's Equal Opportunities Policy.
- 1.36 Volunteers are required to be over 18 years of age.

BEAM has no upper age limit for volunteers, recognising the contribution made by older volunteers in terms of valuable knowledge and experience. However, BEAM would be irresponsible if it permitted volunteers to continue beyond a point where volunteering is detrimental to their own or other people's health and safety.

## **10.0 Basic Requirements to join as a volunteer**

1.37 All volunteers need to:

- Show us identity documents (ideally photographic) to confirm their identity.
- Provide us with their full contact details.
- Provide us with emergency contact details.
- Inform us about any access, support or health needs.
- Agree to our Volunteer Agreement and relevant policies and practices.

1.38 Volunteers will be expected to undertake a venue induction on site at BEAM which includes:

- An introduction to BEAM
- Our values, mission and strategy
- Key Security and Health and Safety requirements
- Venue Orientation

1.39 Volunteers will need to complete the following core training:

- Relevant Health and Safety
- Security
- Safeguarding
- Role Specific e.g. handheld payment and ticket scanning devices

## **11.0 References**

1.40 Volunteers are required to provide us with two personal references. References will be taken up after interview via email.

## **12.0 New starters**

- 1.41 No new volunteers will be allowed to take up their role until the relevant vetting checks have been completed. These would have been detailed in the Job Description.

## **13.0 Induction, training and development**

- 1.42 New volunteers will be made to feel welcome and will be provided with an informal induction. As part of their induction to BEAM, volunteers will receive a copy of the volunteer handbook, containing essential information for all volunteers, together with material relevant to the specific role.
- 1.43 Volunteers will be asked to attend training and undertake annual refresher training to meet relevant needs and any other training activities relevant to their specific volunteering activity. Training will be provided face to face and in some cases online.

## **14.0 Support and supervision for volunteers**

- 1.44 BEAM respects volunteers by both listening to and learning from what they have to say, supporting a two-way dialogue between staff and volunteers.
- 1.45 Department Heads are encouraged to discuss progress with their volunteers on a regular basis. This provides an opportunity to monitor their contribution, establish whether the volunteer would like to change their current contribution, and ensure that they feel valued and satisfied with their volunteering.
- 1.46 Volunteers are free to end their involvement at any time. Wherever possible, an end date should be agreed between volunteer and Hospitality and Operations Manager /Department head. Exit interviews may be conducted to find out why a

volunteer is leaving, share any learning points and establish whether the volunteer may want to be involved again in the future.

## **15.0 Health and safety**

1.47 We are committed to ensuring the health, safety and welfare of our volunteers. We want to make sure that volunteers are aware of and understand the health and safety risks associated with their role. We aim to provide volunteers with the appropriate information, instruction, supervision and training required to provide a safe environment while volunteering at BEAM.

1.48 Volunteers should at all times follow BEAM's (East Herts District Councils) health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area or work. Volunteers should report all accidents to their volunteer coordinator.

## **16.0 Recognition and Benefits**

1.49 BEAM is committed to recognising the contribution our extensive volunteer community make to the venue and will develop a recognition and benefit offering to reflect their contribution.

## **17.0 Insurance**

1.50 All volunteers engaged in BEAM's activities are indemnified under East Herts District Councils public liability insurance.

1.51 We will ensure that volunteers are covered for insurance purposes in respect of personal injury. The insurance will not cover unauthorised actions or actions outside the volunteering agreement and role guidance.

## 18.0 Confidentiality and data

1.52 Volunteers are likely to become aware of confidential information about the BEAM, East Herts District Council, its staff, customers and suppliers. Volunteers should not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

~~Volunteers will be advised of the need for confidentiality and are required to sign a confidentiality agreement.~~

1.53 Personal information recorded about volunteers will be stored electronically by the HR team and maintained with appropriate safeguards for confidentiality.

## 19.0 Resolving problems

1.54 BEAM aims to treat all volunteers fairly, objectively and consistently. The Hospitality and Operations Manager and Department Heads are responsible for handling any problems regarding volunteer conduct. ~~or complaints together and BEAM actively supports Staff by providing relevant training. They will seek to ensure that volunteers' views are heard, noted and acted upon promptly and will aim for positive and amicable solutions.~~

### **Leaving volunteers**

~~Whether a volunteer chooses to leave their volunteering or is asked to leave, BEAM will have appropriate procedures in place to ensure a volunteer's departure is handled with care.~~

## 20.0 BEAM Policies

19.1 The following BEAM policies are applicable to volunteers:

- Equality and Diversity Policy
- Health and Safety Policy
- Volunteering Policy
- GDPR & Data Protection Policy
- Safeguarding Policy

19.2 There may be additional policies which apply to specific roles and these will be identified by the Staff Lead and included in any written guidance, induction and training delivered.