

# VOLUNTEER HANDBOOK



# WELCOME

Thankyou for joining Hambleton District Council to help provide public services to residents, businesses and visitors in Hambleton. Your contribution is important to our work and we want your time with us to be rewarding and enjoyable.

This handbook provides useful information about the council and volunteering. Keep it in a safe place as you might need to refer to it in the future.

If anything is unclear, or you want to know more about any aspect of what we do, please don't hesitate to ask.

## About Hambleton District Council

Hambleton is one of seven District and Borough Councils within North Yorkshire. Together with Craven, Harrogate, Richmondshire, Ryedale, Scarborough and Selby Councils it is part of a two tier system of local government. This means that the District and Borough Councils look after some services whilst North Yorkshire County Council looks after others. Parish and Town Councils create a third tier - they look after services at a more local level, such as grass cutting and village facilities.

Hambleton District Council's headquarters is at the Civic Centre in Northallerton - but it also has community offices in Stokesley and Easingwold. It runs four leisure centres - in Northallerton, Thirsk, Bedale and Stokesley; has workspace units in Northallerton, Thirsk, Stokesley, Bedale and Leeming Bar; and runs its waste and street scene functions from its depot in Northallerton.

## What it provides

Hambleton District Council is responsible for a wide range of services - from collecting rubbish and cleaning the streets to processing planning applications and providing environmental health services. It deals with:

- Abandoned vehicles
- Art development
- Benefits
- Business support
- Car parks
- CCTV
- Community Planning
- Community Safety
- Council Tax
- Dog fouling
- Elections
- Environmental Health
- Food safety
- Health initiatives
- Homelessness
- Housing services
- Land charges
- Legal services
- Leisure and recreation
- Licensing
- Local Development Framework
- Markets
- Noise control
- Pest control
- Planning
- Planning policy
- Pollution
- Recycling
- Register of Electors
- Sports development
- Stray/lost dogs
- Street cleaning
- Sustainable development
- Taxi licensing
- Waste collection



## Hambleton District Council Volunteers

A variety of people volunteer for the Council - for a variety of reasons. This can range from people wanting to give something back to the local community to people looking for valuable work experience, or interested in a particular activity.

The authority recognises that volunteers can bring real added value to some of its services, particularly in community settings and one off events. They complement the role of paid members of staff.



### What you get out of volunteering

- The enjoyment of working as part of a team
- A chance to meet new people and gain confidence
- The chance to use individual talents and skills
- Personal growth and development
- Formal and/or informal training relevant to job requirements

### How much time to give?

Some roles need a regular commitment - others can be arranged more flexibly. We will help match your skills and time with the roles we have available.

## Our commitment to you

We will:

- appoint a dedicated Manager who you will report to and go to for advice and guidance
- always treat you fairly, without discrimination but with respect and consideration at all times
- give you clear information on what is expected of you
- give you advice and training on how to carry out your work
- ensure that you always have someone to talk to about your work
- ensure that you know your contribution is valued
- ensure you are covered by proper insurance in your voluntary work
- reimburse you for reasonable, work related expenses
- provide a safe environment in which to work

## Your commitment to us

You will:

- know and keep to the rules
- ask if there is anything you are unsure about
- give as much notice as possible if you are unable to make the agreed day and time
- adhere to the Council's relevant policies - including confidentiality, data protection and safeguarding
- not discuss Council personal information or details to anyone outside the Council
- preserve the Council's good reputation



## Health and Safety

As a volunteer, you are responsible for your own safety and that of the people you work with. There are strict laws around health and safety, which apply to all staff and volunteers working for the Council

The Council will make sure that your working conditions are safe and will give you information about health and safety regulations as part of your induction. Your Manager will also produce a risk assessment, in consultation with you, to identify any potential risks and how these can be minimised.

You need to know how the regulations apply to your work - and, importantly, what to do if anything goes wrong.

The Council has a formal Health and Safety policy - if you would like a copy of this please ask your Manager.

### **First aid**

At your place of work there will be a qualified first aider - or a named person - who can take charge of the situation (call an ambulance) if someone is seriously injured or taken ill at work.

You must know what to do if someone needs first aid in your workplace. Make sure you ask if you are not sure.

### **Reporting an accident**

All accidents (to you, a paid member of staff or customer) - no matter how small - must be reported. Make sure you know what to do and who to tell. You must also report faulty equipment or working conditions that could be unsafe.

Even if these seem insignificant you should always report them.

### **Fire**

Never ignore the fire alarm. Make sure that you know exactly what to do if you discover a fire or if the alarm goes off.

---



## Money matters

### Expenses

Depending on the task, a mileage allowance may be paid if you are required to use your own vehicle for Council business - this does not include travel to and from your place of work and your home (please refer to Hambleton District Council's Travel and Subsistence Policy for more information). All expenses must be claimed using the Council's expenses form and approved by your Manager.

All vehicles used for business must be insured for business use in your personal motor insurance policy.

### Insurance

The Council has insurance protection to cover volunteers. If you need more information about the nature and level of insurance cover please ask your Manager.

### Fair play

You and everyone else involved with the Council has the right to be treated fairly and without discrimination.

Hambleton District Council will not accept any form of unfair discrimination, victimisation or harassment on the grounds of age, disability, gender, gender re-assignment, pregnancy and maternity, race, religion or belief, sexual orientation, marriage and civil partnerships. The Council has an Equality and Diversity Statement that describes how it will protect people's rights - see [www.hambleton.gov.uk](http://www.hambleton.gov.uk) for more information.

If you feel you are not being treated fairly, if you want to speak up for someone else or you simply want more information about what this means please speak to your Manager or a member of the Human Resources team.

## Further information...

If you have any questions on this guidance or require further information please contact

**Hambleton District Council, Civic Centre, Stone Cross,  
Northallerton, North Yorkshire, DL6 2UU**

**01609 779977**

**[info@hambleton.gov.uk](mailto:info@hambleton.gov.uk)**

**[hambleton.gov.uk](http://hambleton.gov.uk)**

**This information is available in  
alternative formats and languages**