

Responsibilities of Volunteers

We would ask that as a volunteer you:

- Work with us to achieve the Council's aims and objectives.
- Demonstrate Lancaster City Council's values.
- Be reliable for tasks that you have committed to, where possible.
- Raise any issues or concerns relating to your volunteering experience to your designated Council contact. Any complaints & concerns about local issues (e.g. fly-tipping) should be reported through Customer Services.
- Respect confidentiality, equal opportunities and Health and Safety policies/practices.
- Follow guidance and training, asking for clarification if needed.
- Uphold the name of Lancaster City Council at all times.
- Inform your designated Council contact of your intention to stop volunteering or any relevant changes in details/circumstances.
- Treat Council staff, fellow volunteers and members of the public equally, with respect and dignity, in-person and online, and avoid behaving in an inappropriate manner. Those who act otherwise will no longer be able to volunteer with the Council.
- Only undertake activities which you feel willing and physically capable of and attend sessions in appropriate clothing.
- Enjoy yourself!

Our Responsibilities to You

As a volunteer you can expect:

- A clearly defined outline of the task we would like you to undertake.
- To be offered tasks that you are capable of, willing to complete, and that are of benefit to Lancaster City Council and/or the local community.
- To have a member of staff nominated as a key contact for the task being undertaken.
- The safest working conditions practicable on public open space. Risk assessments and insurance will be in place for Council events/tasks on Council land.
- Us to strive to ensure equal opportunities within Lancaster City Council.
- That your time is appreciated by Lancaster City Council, but you will not receive any payment or out-of-pocket expenses. You will be provided any equipment necessary.
- To be able to say no to unreasonable requests outside the task outline/volunteer charter.

We also aim that you:

- Are kept informed of changes and developments affecting you.
- Where possible you have the opportunity to be involved with decision making which affects you.
- Have any issues or concerns raised relating to your volunteering experience addressed in a reasonable and timely manner.
- Feel your contribution is valued by paid staff, who are fully aware of the nature and purpose of volunteering.
- Are able to see how your contribution fits into the broader objectives of Lancaster City Council.

Volunteer Groups

Lancaster City Council aims to support community groups that work towards the Council's aims and objectives.

A flexible approach to this support will be taken depending on the group's needs and staff availability.

Our Responsibilities to Groups:

- When working on Council owned land, all the responsibilities detailed above will be adhered to.
- We aim to have a member of staff nominated as a key contact for the group, relevant to the group's aims or project that they wish to undertake.
- Where possible, an officer will attend meetings on an agreed schedule where relevant.
- We will assist in the development of projects and funding applications as required.