

# Public Document Pack

## SALTASH TOWN COUNCIL

### Minutes of the Meeting of the Policy and Finance Committee held at the Guildhall on Wednesday 10th May 2023 at 6.30 pm

**PRESENT:** Councillors: R Bickford, J Brady, R Bullock, J Dent, M Griffiths, S Martin, S Miller (Chairman), L Mortimore, J Peggs, B Samuels, P Samuels (Vice-Chairman), B Stoyel and D Yates.

**ALSO PRESENT:** 1 Member of the Press, 3 Members of the Public, S Burrows (Town Clerk) and D Joyce (Administration Officer).

**APOLOGIES:** S Gillies and S Lennox-Boyd.

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#### **1/23/24 TO ELECT A CHAIRMAN.**

It was proposed by Councillor Brady, seconded by Councillor B Samuels to nominate Councillor P Samuels.

It was proposed by Councillor Bickford, seconded by Councillor Peggs to nominate Councillor Miller.

Following a vote it was **RESOLVED** to appoint Councillor Miller as Chairman.

Councillor Miller in the Chair.

#### **2/23/24 TO ELECT A VICE CHAIRMAN.**

It was proposed by Councillor Brady, seconded by Councillor Stoyel to nominate Councillor P Samuels.

No further nominations received.

Following a vote it was **RESOLVED** to appoint Councillor P Samuels as Vice Chairman.

#### **3/23/24 HEALTH AND SAFETY ANNOUNCEMENTS.**

The Chairman informed those present of the actions required in the event of a fire or emergency.

**4/23/24**      **DECLARATIONS OF INTEREST:**

- a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.

<b>Councillor</b>	<b>Agenda Item</b>	<b>Pecuniary/Non-Pecuniary</b>	<b>Reason</b>	<b>Left Meeting</b>
Bickford	19b	Non-Pecuniary	Member of Regatta Committee	Yes

- b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.

None.

**5/23/24**      **QUESTIONS - A 15-MINUTE PERIOD WHEN MEMBERS OF THE PUBLIC MAY ASK QUESTIONS OF MEMBERS OF THE COUNCIL.**

None.

**6/23/24**      **TO RECEIVE AND APPROVE THE MINUTES OF THE POLICY AND FINANCE COMMITTEE HELD ON 14TH MARCH 2023 AS A TRUE AND CORRECT RECORD.**

Please see a copy of the minutes on the STC website or request to see a copy at the Guildhall.

It was proposed by Councillor Miller, seconded by Councillor Dent and **RESOLVED** that the minutes of the Policy and Finance Committee held on 14<sup>th</sup> March 2023 were confirmed as a true and correct record.

**7/23/24**      **ALL ACCOUNTS AND BANK ACCOUNTS RECONCILED UP TO 31ST MARCH 2023.**

It was **RESOLVED** to note.

**8/23/24**      **PETTY CASH RECONCILED UP TO 31ST MARCH 2023.**

It was **RESOLVED** to note.

**9/23/24**      **TO RECEIVE A REPORT ON VAT.**

It was **RESOLVED** to note.

**10/23/24 TO RECEIVE A REPORT ON INVESTMENTS.**

Members considered a recommendation received from the Finance Consultant contained and circulated within the reports pack.

It was proposed by Councillor Brady, seconded by Councillor Dent and **RESOLVED** to note the report and to approve the transfer of £300,000 from the Barclays Active Saver to the Public Sector Deposit Fund with the current interest rate as of 9th May 2023 at 4.26%.

**11/23/24 TO NOTE THAT AN AUDIT ON RECENT SUPPLIER PAYMENTS WAS CONDUCTED BY THE CHAIRMAN OF POLICY & FINANCE IN LINE WITH THE COUNCILS FINANCIAL REGULATIONS. IT WAS NOTED THAT THERE ARE NO DISCREPANCIES TO REPORT.**

It was **RESOLVED** to note.

**12/23/24 TO RECEIVE THE CURRENT STC AND COMMITTEE BUDGET STATEMENTS.**

The Town Clerk informed Members that some budgets may look overspent due to accruals and prepayments not yet finalised at year-end, updated budget sheets are to be received at the next scheduled Policy and Finance meeting.

It was **RESOLVED** to note.

**13/23/24 TO RECEIVE A REPORT FROM THE FINANCE OFFICER.**

It was **RESOLVED** to note.

**14/23/24 TO RECEIVE THE TOWN CLERKS REPORT ON DELEGATED AUTHORITY TO SPEND AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Brady, seconded by Councillor Martin and **RESOLVED** to ratify the Town Clerk's report on delegated authority to spend.

**15/23/24 TO CONSIDER RISK MANAGEMENT REPORTS AS MAY BE RECEIVED.**

Nothing to report.

**16/23/24**     **TO RECEIVE AND NOTE A REPORT ON THE PRECEPT FACEBOOK ADVERT 2022-23.**

It was **RESOLVED** to note.

**17/23/24**     **TO RECEIVE AN IT REPORT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

Councillor Bickford provided an overview of the report received and contained within the reports pack.

Members discussed the options for cloud based hosting of both Town Council data and Modern.Gov data.

It was proposed by Councillor Brady, seconded by Councillor Bullock and **RESOLVED:**

1. To note the report and approve the virement of £4,974.72+vat (combination of Office 365, duo security and anti-virus costs - £1,595.52 + £3,379.20) from budget code 6370 PF EMF Computer Equipment Renewal to budget code 6306 IT Maintenance for IT provisions for Members for the year 2023/24;
2. To approve in principle Option 2 to budget for the year 2024/2025, at this stage, an estimated cost of £8,900.00+vat to budget code 6306 IT Maintenance to appoint SOS to transfer Town Council data to external cloud based hosting solutions (SharePoint) and Modern.Gov data transfer (GSL Media) subject to relevant compliance certification;
3. To appoint SOS at no cost to the Town Council at this stage, to copy all Town Council data onto the Office 365 Cloud (SharePoint) at their earliest opportunity to avoid potential data loss due to current server issues;
4. To note point 3 above is free of charge at this stage to the Town Council and that SOS are to receive payment upon the completion of Point 2 above taking place.

Councillor Brady gave his apologies and left the meeting.

Members thanked the Administration Officer for working up a comprehensive report for Members consideration.

18/23/24

**TO CONSIDER COMMUNITY CHEST AND FESTIVAL FUND APPLICATIONS:**

a. Community Chest.

<b>Application Number</b>	<b>Organisation</b>	<b>Amount Requested</b>
CC268	Saltash Old Cornwall Society	£300.00

Chairman confirmed the correct name of the organisation is Saltash Old Cornwall Society.

Councillor Martin left the meeting.

Councillor Martin returned to the meeting.

It was proposed by Councillor Bickford, seconded by Councillor P Samuels and **RESOLVED** to award £300.00.

<b>Application Number</b>	<b>Organisation</b>	<b>Amount Requested</b>
CC269	Saltash United Football Club	£1,000.00

It was proposed by Councillor Miller, seconded by Councillor Mortimore and **RESOLVED** to award £1,000 subject to the incorporation of fully accessible toilets in line with the Disability Discrimination Act, if practicable.

Councillor Bickford declared an interest in the next agenda item and left the meeting.

b. Festival Funds

<b>Application Number</b>	<b>Organisation</b>	<b>Amount Requested</b>
FF115	Saltash Regatta	£3,000.00

It was proposed by Councillor Peggs, seconded by Councillor Dent and **RESOLVED** to award £3,000.

Councillor Bickford was invited and returned to the meeting.

**19/23/24**     **TO RECEIVE THE HOME LIBRARY SERVICE POLICY OF THE SERVICES COMMITTEE AND CONSIDER RECOMMENDING TO FULL COUNCIL.**

The Town Clerk informed Members of the amendments contained within the policy received and circulated within the reports pack and additional amendments for consideration.

Councillor Martin left the meeting.

Councillor Martin returned to the meeting.

It was proposed by Councillor Dent, seconded by Councillor P Samuels and resolved to **RECOMMEND** the Home Library Service Policy (as attached) to Full Council to be held on 1<sup>st</sup> June 2023, subject to the additional amendments in the Risk Assessment.

**20/23/24**     **TO RECEIVE AND NOTE A REPORT ON THE TOWN COUNCIL DATA COMPLIANCE.**

The Town Clerk highlighted the important sections of the report to Members contained within the circulated reports pack.

It was **RESOLVED** to note.

**21/23/24**     **TO RECEIVE A REPORT ON THE DELIVERY OF PROFESSIONAL YOUTH WORK TENDERS IN SALTASH AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

Councillor Griffiths provided a brief verbal update on the report received and contained within the circulated reports pack.

Councillor Griffiths spoke of the increased need for detached professional youth work and therefore the Saltash Team for Youth working group felt it was vital to award the available budget to the two bids received.

It was proposed by Councillor Griffiths, seconded by Councillor Peggs and **RESOLVED** to note the report and that the Delivery of Professional Youth Work in Saltash be awarded to:

Livewire £29,938

The Core £29,938

subject to insurance renewals being received prior to releasing the 1<sup>st</sup> payment and the two bids accepting the increase in funding.

**TO RECEIVE RECOMMENDATIONS OF THE FOLLOWING SUB COMMITTEES:**

a. Station Property held on 27th March 2023;

**RECOMMENDATION:**

47/22/23 TO REVIEW ISAMBARD HOUSE FEES AND CHARGES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

Members discussed additional Fees and Charges for Isambard House to accommodate Saltash based art exhibitions. Currently art exhibitions pay commission rates only for the room hire.

It was proposed by Councillor Bullock, seconded by Councillor Miller and resolved to **RECOMMEND** to the Policy and Finance Committee meeting to be held on Wednesday 10th May 2023 to approve:

1. A charge of £30 Monday to Friday, £50 Saturday and Sunday, based on a six-hour day and 10% commission, for Saltash based Art Exhibitions only;
2. The above additional cost-plus VAT to be added to the Town Council fees and Charges 2023/24;
3. Delegated authority to the Town Clerk working with the Chairman and Vice Chairman to manage any exceptional booking enquiries until the Town Council Room Hire policy has been approved.

It was proposed by Councillor Bullock, seconded by Councillor Yates and resolved to **RECOMMEND** to Full Council to be held on 1<sup>st</sup> June 2023 to approve the above Station Property Sub Committee recommendation.

The Chairman announced the next item of business to be discussed is Agenda Item 24 – To receive a report to further revise Isambard House Fees and Charges and consider any actions and associated expenditure.

23/23/24

**TO RECEIVE A REPORT TO FURTHER REVISE ISAMBARD HOUSE FEES AND CHARGES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Bullock, seconded by Councillor Miller and resolved to **RECOMMEND** to Full Council to be held on 1<sup>st</sup> June 2023 to approve the additional Fees and Charges for art exhibitions outside Saltash held at Isambard House:

Art Exhibitions (Non Saltash Based)

£40 Monday to Friday  
£60 Saturday and Sunday  
Plus 10% commission per sale.  
Based on a six hour day.

The Chairman announced the next item of business to be discussed is Agenda Item – 23b To receive recommendations from the following Sub Committees;

b. Property Maintenance held on 4th April 2023.

8/23/24 **TO RECEIVE QUOTES TO REDUCE THE TOWN COUNCIL ENERGY COSTS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

Members discussed the three quotes received.

It was proposed by Councillor Bullock, seconded by Councillor Dent and **RESOLVED** to request Company C to clarify that the quote received is in line with the Town Council vision to firstly improve energy efficiencies across all Town Council premises/rentals.

It was proposed by Councillor Bullock, seconded by Councillor Dent and resolved to **RECOMMEND (subject to confirmation of the above)**:

1. To the Policy and Finance Committee meeting to be held on Tuesday 10th May 2023 to appoint Company C to undertake an energy efficiency report to understand the Town Council's energy usage;
2. The report to include all Town Council properties/rentals – The Guildhall, Longstone Garage and Store, Maurice Huggins Room, Isambard House, Saltash Library Hub and Saltash Heritage Centre;
3. At a cost of £1,900+vat allocated to budget code 6224 PF Professional Costs.



The Town Clerk updated Members on further information received from Company C and the type of energy efficiency data that would be produced and received within the report should Members wish to proceed with the appointment.

The Town Clerk informed Members of a further cost of £450+vat for an evaluation of Saltash Heritage Centre as this was not requested at the time of seeking a quote.

The Town Clerk further informed Members that there are not sufficient funds in budget code 6224 Professional Costs to cover the quote due to last year's £10,000 virement returned to General Reserves.

Members discussed the information received.

It was proposed by Councillor Dent, seconded by Councillor Stoyel and resolved to **RECOMMEND** to Full Town Council to be held on 1<sup>st</sup> June 2023 to vire £10,000 from General Reserves to budget code 6224 Professional Costs to cover the cost of appointing Company C (£1,900) and to allow for future projects to be undertaken for the year 2023/2024.

It was proposed by Councillor Dent, seconded by Councillor Stoyel and **RESOLVED** to appoint Company C at a cost of £1,900+vat subject to the removal of the Saltash Heritage Centre allocated to budget code 6224 Professional Fees.

**24/23/24**      **TO RECEIVE REPORTS FROM WORKING GROUPS AND OUTSIDE BODIES:**

a. Neighbourhood Plan Steering Group

Nothing to report.

b. Section 106 Panel

Nothing to report.

**25/23/24**      **PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:**

To resolve that pursuant to Section 1(2) of the Public Bodies (Admission to Meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted.

**26/23/24** **TO CONSIDER ANY ITEMS REFERRED FROM THE MAIN PART OF THE AGENDA.**

None.

**27/23/24** **PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:**

To resolve that the public and press be re-admitted to the meeting.

**28/23/24** **TO CONSIDER URGENT NON-FINANCIAL ITEMS AT THE DISCRETION OF THE CHAIRMAN.**

None.

**29/23/24** **TO CONFIRM ANY PRESS AND SOCIAL MEDIA RELEASES ASSOCIATED WITH ANY AGREED ACTIONS AND EXPENDITURE OF THE MEETING.**

It was proposed by Councillor Miller, seconded by Councillor Martin and **RESOLVED** to issue the following Press and Social Media releases;

1. Delivery of Professional Youth Work 2023-24;
2. Community Chest and Festival Fund Awards.

**DATE OF NEXT MEETING**

Tuesday 11 July 2023 at 6.30 pm

Rising at: 7.57 pm

Signed: \_\_\_\_\_  
Chairman

Dated: \_\_\_\_\_

# Home Library Service

RESPONSIBLE COMMITTEE: SERVICES

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This is a policy/procedure document of Saltash Town Council to be followed by both Council Members and Employees.

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Current Document Status			
Version	1 DRAFT	Approved by	
Date	April 2023	Date	
Responsible Officer	DO	Minute no.	
Next review date			

Version History			
Date	Version	Author/Editor	Notes
April 2023	1 DRAFT	DO/AJT	NEW policy. Rec to P&F 27.04.2023 Min 09/23/24 with amendments

Document Retention Period
Until superseded

## **Home Library Service**

### **Background**

Saltash Town Council (STC) has approved to continue the Saltash area Home Library Service (HLS) from the Saltash Community Library Hub following Cornwall Councils decision to no longer manage or stop providing the service across the county.

STC Council Library Hub will manage and co-ordinate the local HLS for Saltash as defined by the Saltash Town perimeter/border. It will be the responsibility of the Community Hub Team Leader and Library staff to manage the service.

The service is also defined as to allow community volunteers to deliver (and collect) Library books to borrowers who cannot access the Library Hub physically by definition of being 'housebound'.

### **Level of Service**

January – March 2023 – Continuity of 2022 HLS as financially supported by Cornwall Council.

April 2023 – New Saltash Town Council managed Home Library Service as defined co-ordinated from the STC Library Hub and managed by the Community Hub Team Leader and Library Information Assistants.

It is intended to preserve the existing service of borrowers and volunteers as well as continue to market and build a wider number of community volunteers to deliver books for 'eligible borrowers' (Definition below).

### **Eligible Borrower definition**

The Home Library Service is the provision of outreach library services to those who cannot access conventional library provision due to health, transport or caring duties.

These borrowers are defined by their physical and/or mental inability to access their local library and/or the mobile library and with no family, friends or neighbours nearby who could regularly support them to access books. Housebound borrower status can be temporary if they have just been discharged from hospital, have a temporary care package or are recovering from an operation.

Every referral should be considered with the above in mind and with site discretion on a case by case basis where someone is unable to:

- Travel to a static or mobile library

- Gain access to a static or mobile library due to mobility or other issues
- Carry materials to or from a static or mobile library

The service aims to ensure that people who may be isolated have access to a wide range of reading materials delivered to the place they reside based on their personal preferences and will also provide an important opportunity for social contact. The service also provides access to e-books, e-audio books and e-magazines.

### **Volunteers – Legal parameters, insurance and DBS checks**

All volunteers will be asked to complete an application form and DBS checks will be mandatory. DBS checks will be paid for by STC with a full check every five years and an annual disclosure check.

STC will offer relevant training from time to time. Health and Safety training and induction will be provided.

Volunteers will be insured by Saltash Town Council during the act of collecting the books from Saltash Library Hub and delivering the books to the front door of the 'borrower'. Insurance will not be provided while in a mode of transport.

Mileage will be based on 45p per mile for volunteers by presenting a monthly mileage claim form. Limited to two visits per month.

### **Data base management**

Library Excel database of spreadsheets of volunteers and borrowers is to be managed and accessed by Community Hub Team Leader and designated Library Information Assistant. The management of this data will be in line with Information and Data Protection Policy and Data Retention and Disposal Policy.

## Risk Assessments

### Risk Assessment Form : Home Library Service

This risk assessment consists of three sections.

<b>Assessment Reference No.</b>	BG/RA7/V1	<b>Area or Activity Assessed</b>	Home Library Service	<b>Total no. of continuation sheets used:</b>
<b>Assessment Date</b>	February 2023			
<b>Persons who may be affected by the activity (i.e., are at risk)</b>	Volunteers			6

### SECTION 1: Hazard and Risk Controls

No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk		
			S	P	R		S	P	R
1.	General Hazards		3	2	6				

No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk		
			S	P	R		S	P	R
		<ul style="list-style-type: none"> <li>This Risk Assessment should be read in conjunction with the Saltash Library Hub Home Library Service Management Procedure.</li> <li>Training will be provided to all volunteers on the findings of this Risk Assessment and home delivery procedure.</li> <li>Roles and responsibilities will be made clear to all volunteers.</li> <li>Arrangements for accessing Managers for support will be explained to all volunteers.</li> <li>General H&amp;S Policy and Procedures will apply to volunteers.</li> <li>Volunteers will be required to wear sensible footwear with good grip.</li> </ul>							
2.	Violence and Aggression from the public when delivering books	<ul style="list-style-type: none"> <li>All volunteers to record working location on daily schedule.</li> <li>Managers to be informed if there is a change to the scheduled plan.</li> <li>Specific information on visits and proposed sequence to be recorded on generic statements.</li> <li>Mobile phone carried by all volunteers</li> <li>If overdue,-volunteers will be contacted.</li> <li>Vehicle and contact details of all volunteers available to Manager.</li> <li>No confrontational visits to be carried out by volunteers, where there are ongoing problems or known potential issues.</li> </ul>	4	2	8				



No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk		
			S	P	R		S	P	R
		<ul style="list-style-type: none"> <li>Volunteers will not be knowingly placed in compromising situations.</li> <li>Volunteers awareness and judgement to be used.</li> <li>Volunteers to have confidence in management support to leave when uncomfortable or to take whatever action appropriate.</li> <li>Code word to alert colleagues of a risky situation where assistance is required. (Alice).</li> </ul>							
3.	Risk posed to the General Public	<ul style="list-style-type: none"> <li>All volunteers who undertake delivery and collection will have DBS checks carried out.</li> <li>Details of borrowers and volunteers will be securely kept.</li> </ul>	4	2	8				
4.	Accessing service uses premises.	<ul style="list-style-type: none"> <li>Volunteers will not be required to enter service user's homes.</li> <li>For dangerous dogs etc., where there is a risk posed by aggressive dogs or other animals the site will not be entered.</li> <li>The condition of the entrance path etc., will be assessed by the visiting volunteer and if deemed hazardous the premise will not be entered and on return to the library this will be discussed with a Senior Manager to be followed up.</li> <li>Volunteers are aware of risks posed by pushing books through letterboxes whilst exercising care re highly sprung letterboxes and dogs.</li> </ul>	3	2	6				

No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk		
			S	P	R		S	P	R
5.	Welfare	<ul style="list-style-type: none"> <li>Welfare facilities will be made available to volunteers at the library.</li> <li>Regular breaks will be taken.</li> <li>First Aid provision is available at the library.</li> </ul>	3	2	6				
6.	Use of Vehicles	<ul style="list-style-type: none"> <li>Private vehicles will be used for the delivery service.</li> <li>Volunteers are responsible for all road regulations. The Town Council accepts no liability.</li> <li>Checks will be carried out confirming that volunteers have a valid driving licence and insurance.</li> <li>Volunteers are required to comply with the highway code.</li> <li>Regards should be had to risk assessment: BG/RA5/V1 Driving for Work Purposes</li> </ul>	4	2	8				
7.	Fire Safety	<ul style="list-style-type: none"> <li>When working in the library, regards will be taken to the Fire Risk Assessment findings.</li> </ul>	5	1	5				
8.	Adverse weather conditions	<ul style="list-style-type: none"> <li>Volunteers adverse weather conditions.</li> <li>Senior Managers will assess potential weather warnings and agree when services are suspended.</li> </ul>	3	2	6				
<b>Name of Assessor(s)</b>		Shaun T. Webber	<b>Signed</b>	<i>S. T. Webber</i>		<b>Position</b>	Service Delivery Manager	<b>Review date</b>	02/05/2023

I confirm that this risk assessment is an accurate reflection of the risks and controls in place and that the additional controls identified will be provided

YES

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**SECTION 2: ASSESSEMENT REVIEW RECORD**

If significant changes are made a new risk assessment form must be completed.

Date of review	Name of Reviewer	Signature	Comments	Next review date

## SECTION 3: Tables

**Severity**

CATEGORY	Example – for guidance only	Score
<b>INSIGNIFICANT</b>	None or only insignificant injuries, health effects, damage or disruption to work.	1
<b>MINOR</b>	Minor injuries or health effects - cuts, bruises, mild skin irritation, mild aches and pains – requiring first aid only. Minor property damage or disruption to work.	2
<b>MODERATE</b>	More serious injuries or ill-health requiring time off work or a hospital visit, e.g., burns, sprains, strains and short-term musculoskeletal disorders, cuts requiring stitches, back injuries, fractures to fingers or toes. More serious property damage or disruption. Short-term stress-related absence.	3
<b>MAJOR</b>	Broken limbs, amputations, long-term health problems or absence resulting from work. Acute illness requiring medical treatment. Loss of consciousness, serious electric shock, loss of sight. Major property damage, major disruption to work.	4
<b>FATAL/ CATASTROPHIC</b>	Injury or ill-health which leads to death either at the time or soon after the incident, or eventually, as in the case of certain occupational diseases, such as asbestos-related cancers. Catastrophic business losses.	5

**Probability**

CATEGORY	Example – for guidance only	Score
<b>VERY UNLIKELY</b>	Good control measures are in place. Controls do not rely on a person using them (i.e., personal compliance with safety rules). Controls are very unlikely to break down. People are very rarely in this area or very rarely engage in this activity.	1
<b>UNLIKELY</b>	Reasonable control measures are in place but they do rely on a person using them (some room for human error). Controls unlikely to breakdown. People are not often in this area / do not often engage in this activity / this situation is unlikely.	2
<b>POSSIBLE</b>	Inadequate controls are in place, or likely to breakdown if not maintained. Controls rely on personal compliance. People are sometimes in this area or sometimes engage in this activity / this situation sometimes arises.	3
<b>LIKELY</b>	Poor controls in place. Heavy reliance on personal compliance (lots of room for human error). People are often in this area / engage in this activity on a regular basis / this situation often arises.	4
<b>ALMOST CERTAIN</b>	No controls in place. Exposure to the hazard is expected to occur in most circumstances.	5

**RISK SCORE = Severity X Probability**

Risk Level	Low (1-5)	Medium (6-10)	High (11-15)	Very High (16-25)
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## **Volunteer toolkit**

This pack is based on the information that Saltash Town Council use as guidance in their work with volunteers.

The purpose of the pack is to provide guidance on effective ways in which to work with volunteers, in order to both get the best out of them and to treat them appropriately.

### **Contents of pack:**

1. Volunteer Induction Checklist
2. Volunteer Training
3. Volunteer Needs Assessment
4. Volunteer Application Pack Templates
  - Application Pack Cover Letter
  - Library Volunteer Application Form
  - Volunteer Opportunity Role Profile
  - Volunteering Agreement
  - Volunteer Emergency Contact/Next of Kin Details
  - Volunteer Reference Request

## 1. Volunteer Induction Checklist

<b>Name of volunteer</b>	
<b>Site</b>	

### Volunteering Information

	<b>Done by:</b>	<b>Date:</b>
Describe role and tasks		
Complete Emergency contact details		
Discuss acceptable behaviour/rules – Code of Conduct		
Line management and support e.g. named supervisor, allocated buddy, feedback, complaints, problems		
Discuss time commitments including days and hours and agree		
Discuss Volunteer Agreement and sign		
Reporting sickness and absence		
Out of pocket expenses		

### Practical Details

Tour of building, toilets, what's kept where etc.		
Introduction to other staff and volunteers		
Work space and advise where to keep personal belongings		
Refreshments, breaks etc		
Health & Safety: fire routes, fire drills, first aid		
Security including door codes and swipes		

### Volunteer Safety

Health & Safety Policy		
First Aid box		
Safeguarding Policy		
Data Protection and Confidentiality (especially in relation to IT support)		
Equal Opportunities Policy		
Complaints Procedure		



## 2. Volunteer Training

	Done by:	Date:
Training will be delivered as identified on the role profile		
List training delivered: <ul style="list-style-type: none"> <li>- 'Look of the Book'</li> <li>- Display and promotional material</li> <li>- Etc.</li> </ul>		

Signed (Volunteer) .....  
 Date .....

Signed (Supervisor) .....  
 Date .....

### 3. Volunteer Needs Assessment

It is necessary to establish your needs in relation to how many volunteers you need and where you will place them, so that you recruit an appropriate number of volunteers in appropriate roles and avoid oversubscribing.

The best way to establish this is by considering the tasks that need to be covered and the time you anticipate it will take to carry out the tasks identified.

It is of benefit to recruit a bank of volunteers, rather than one volunteer for each task, as this creates a provision for things like sickness – or unreliability.

For example, if you work out that you need 30 hours a week covered by volunteers, you need to consider how many hours it is appropriate to ask each individual volunteer to carry out. If the answer is five, then you could consider that you need six volunteers. However, in this example, we would recommend recruiting ten volunteers, providing a contingency.

You must, however, remember that if you do this you will need to establish methods of keeping all volunteers engaged, giving them all fair opportunity to contribute.

<b>How many volunteers do you need?</b>	
<b>List essential and desirable skills of potential volunteers:</b>	
<b>Have you worked with volunteers before?</b>	

## 4. Volunteer Application Pack Templates

### Application Pack Cover Letter

Dear \_\_\_\_\_

Thank you very much for expressing an interest in volunteering with  
\_\_\_\_\_

Please find attached/enclosed an Application Pack, which includes the following information:

- An Application Form
- A Role Profile
- Volunteer Agreement

In order to effectively recruit and coordinate our volunteers, we need individuals to complete an application form and further information at the induction stage (such as emergency contact details for example). We hope you appreciate the need for us to obtain such information. If you require support in completing your application, please do not hesitate to get in touch.

We very much look forward to hearing from you in due course.

Yours sincerely,

<insert name and job title>

## Library Volunteer Application Form

Personal details	
First name:	Car registration number and description
Surname:	
Date of birth:	
Current address:	Do you have a valid driving licence and car insurance?
Postcode:	
Email address:	
Tel no:	
Mobile no:	

**Your role as a volunteer**

Please tell us what skills and knowledge you think you can bring to this opportunity and talk about any volunteering you have done before:

Please tell us what you would like to achieve through volunteering and how you would like to help us:

## Availability

How much time can you offer each week and for how long:

## Safeguarding

We are committed to the safeguarding of children and vulnerable adults and expect all volunteers to share this commitment. Certain volunteer opportunities where there is regular contact with vulnerable groups may require a DBS check to be carried out.

Have you ever been barred or restricted from working with children or vulnerable adults?

**Yes/No**

If yes, please give details:

This role is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions and cautions including those regarded as 'spent' must be declared.

Do you have any unspent convictions, cautions, reprimands or warnings or any charges pending?

**Yes/No** If Yes please give details:

## Support for volunteers

We will make reasonable adjustments to help people with disabilities/medical conditions. If you have any specific requirements to enable you to volunteer with us, please let us know:

## References

Please give details of two referees not related to you or partners and who have known you for two years or more. Referees must be able to comment on your skills and abilities in relation to being a volunteer. Please state how you are known to them.

Name:

Address:

Postcode:

Email:

Name:

Address:

Postcode:

Email:

Contact no:	Contact no:
Occupation/relationship:	Occupation/relationship:

I agree to my referees being approached for a reference before a volunteer placement can be confirmed.

I have read and understood the Volunteer Agreement and confirm that I am eligible to work in the UK.

I am in good health and do not have any medical condition that could affect my ability to undertake any activities described in the role profile.

I declare that the information given on this form is, to the best of my knowledge, correct and accurate.

From 1st January 2023 the expectation of being a Volunteer for Saltash Library Hub site is that books are delivered to the borrower and handed over on their doorstep. Saltash Library Hub will not be adopting the previous RVS befriending element and therefore there is no requirement or expectation for a volunteer to enter the home unless in an emergency.

Therefore – if a volunteer enters a borrower’s property, they must understand it will be of their own volition and not a requirement of Saltash Library Hub and there cannot be held responsible for the volunteer whilst in the property.

**Signed:**

**Date:**

**Please return the completed form to**

[.....]

**Data Protection**

Please refer to our [Privacy Notice](#) to see how we use your information.



## **Volunteer Opportunity Role Profile**

**Role:** Library HLS Volunteer

**Reports to:** Saltash Library Hub Community Hub Team Leader

### **Role Purpose**

The Home Library Service is the provision of outreach library services to those who cannot access conventional library provision due to health, transport or caring duties.

**Responsibilities:** (May include **some** or **all** of the following)

- Choosing of stock for one or more of the HLS customers – onsite or online
- Door-step delivery of books to a customer(s)
- Choosing and delivering to a customer (preferred option)

### **Opportunities:**

- Helping people in the local community
- Personal development and work experience
- Make a difference in your local community

**Aptitudes:** (Some of the skills you may have)

- Friendly personality and an ability to get on with people of all ages and backgrounds
- A love of books and reading
- Good understanding of computers, computer skills and applications
- Good communications skills
- Be reliable to ensure a regular service
- A full driving licence

### **Responsibilities:**

To be aware of all applicable legislation including:

- Safeguarding Policies
- Health and Safety
- Information governance
- Data Protection Act
- Freedom of Information Act

### **Time commitment:**

Discuss and agree with Local Service Provider time and duty commitments. Give adequate notice if you are unable to meet these so that alternative arrangements can be made.

## Volunteering Agreement

Thank you for volunteering with.....

We really do appreciate the valuable contribution and practical help our volunteers give across many of our services and teams.

This agreement summarises what you can expect from us and what we expect from you to ensure your volunteer experience with us is productive and rewarding.

### What you can expect from us:

- A role profile with the tasks you will be asked to undertake as a volunteer
- A nominated person who will supervise your volunteering and with whom you can discuss your work and receive feedback
- Training and development opportunities relating to your responsibilities as a volunteer
- Health and safety policies and procedures in place, and provision of personal protective equipment where required

### What we expect from you:

- Meet agreed time and duty commitments, or provide adequate notice so that alternate arrangements can be made
- Respect confidentiality and not use or disclose any confidential information for your own benefit
- Abide by Health and Safety, and Equality and Diversity, Data Protection and Safeguarding policies and procedures
- Discuss any complaints or problems you have when undertaking your duties with your Supervisor
- Discuss any changes you would like to make to your volunteering with your Supervisor
- Treat fellow volunteers and staff with courtesy and respect
- Remember that you are a representative of .....
- Act in accordance with this agreement at all times

From 1st January 2023 the expectation of being a Volunteer for Saltash Library Hub site is that books are delivered to the borrower and handed over on their doorstep. Saltash Library Hub will not be adopting the previous RVS befriending element and therefore there is no requirement or expectation for a volunteer to enter the home unless in an emergency.

Therefore – if a volunteer enters a borrower’s property, they must understand it will be of their own volition and not a requirement of Saltash Library Hub and STC cannot be held responsible for the volunteer whilst in the property.

**Either you or ..... may terminate this agreement with or without notice at any time.**

**The volunteer placement will be reviewed after 12 months.**

## Volunteer Emergency Contact/Next of Kin Details

Volunteer Name: .....

### Emergency Contact/Next of Kin Details

Name .....

Relationship .....

Address  
.....  
.....  
.....

Post code .....

### Telephone numbers:

Home .....

Mobile .....

Work .....

## Volunteer Reference Request

**Volunteer Applicant Name:** .....

..... are recruiting volunteers to support

.....

We would appreciate your assistance in providing us with a written reference for the above individual. We thank you for your cooperation and time.

**Name of Referee:**

**Address of Referee:**

**Telephone:**

**Email:**

**Position / Job Title / Occupation:**

1. How long have you known the applicant?

2. What is your affiliation with the applicant?

3. Please evaluate the applicant in the following areas where 5 = Excellent and 1 = Poor

a. Reliability	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Flexibility	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Time Management	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Communication Skills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Interpersonal Skills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Teamworking Skills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Trustworthiness / honesty	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Ability to maintain confidentiality	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

4. Would you recommend that the applicant is suitable to volunteer with all members of the community, including adults and children? Y/N (Expand if applicable)

5. Please add any further comments that you believe are relevant to this applicant, including any particular strengths or weaknesses and any reasons why the applicant should not be a volunteer.

I understand that any misrepresentation made by me in connection with applicant will be just and sufficient cause of the dismissal of the application.

**Signature (or name if from email):**

**Date:**

**Data Protection**

Please refer to our [Privacy Notice](#) to see how we use your information.

DRAFT