Herefordshire Council

Scrutiny Review of Volunteering in Herefordshire

Report by the Community Services Scrutiny Review Group – May 2010

For presentation to the Community Services Scrutiny Committee on 28 June 2010

People
Excellence
Openness
Partnership
Listening
Environment

Scrutiny Review of Volunteering in Herefordshire

Contents

1. Introduction

1.1 Members of the Community Services Scrutiny Committee agreed to conduct a Review of Volunteering in Herefordshire on 7th December 2009.

1.2 A scoping statement for the Scrutiny Review (Appendix 1), including the Terms of Reference were approved at the meeting on the 7th December 2009. The key aim was to "look at ways of increasing the results of the LAA performance indicator – participation in regular volunteering". This included gauging an understanding of why volunteering should be supported; what organisations are involved in supporting volunteering; and ways of enabling more volunteering to take place. It was agreed that the review Group would comprise all Members of the Committee, and would be chaired by Councillor TM James, with Councillor KG Grumbley as Vice Chairman.

1.3 The 2008 Quality of Life Survey, which measures the indicator, showed that 37% of respondents had provided unpaid help in the last 12 months whilst 29% had given unpaid help at least once a month, which puts Herefordshire in the highest 25% of local authorities in England. The target for Herefordshire is to increase volunteering by 3.5% between 2008-11. However, in November 2009 the indicator was marked as performing badly. This was not based on actual performance (the indicator will not be measured until October 2010 based on the results of the Places Survey) but some of the activity not being achieved, specifically not securing additional funding.

1.4 The Review took place between 15 February and 19 April 2010. This report summaries its findings concluding with its recommendations to the Community Services Scrutiny Committee.

1.5 The Review Group would like to express its thanks to all internal and external officers and organisations who were interviewed at part of this review.

1.6 Next Steps

1.7 The Review Group anticipate that, when approved by the Community Services Scrutiny Committee, this report will be presented to Cabinet for consideration.

1.8 The Community Services Scrutiny would then expect Cabinet within two months of receipt of the report to consider the report and recommendations and respond to the Committee indicating what action the Cabinet propose to take together with an action plan.

2 Method of Gathering Information

2.1 The main work of the sub-group was to conduct interviews, complemented by some desk research. To gauge an understanding of what motivates people to volunteer, a sample of people from different disciplines were interviewed. A second set of interviews took place with support organisations and Herefordshire Council officers to marry the experience of the volunteers with the support provided.

2.2 The list of interviewees is contained in appendix 2 and the Review Group would like to convey its thanks to those who gave up their time to help with the work of the Group. The findings of the review were informed by work already conducted by two

council officers who were involved in the Change Champion programme. This work involved exploring opportunities to improve the results of the indicators that were highlighted as areas of concern.

3. Background

3.1 Value of Volunteering
"Volunteers are not paid, not because they are worthless but because they are priceless"

3.2 It was clear from the desk research and interviews that volunteering is important because:
- Volunteers can be used to provide services that can not be afforded by the public sector or individuals
- Volunteering provides valuable skills and experience
- Volunteer effort can regenerate a locality and promote community cohesion
- Volunteering can be a form of social interaction, benefitting the volunteer
- Volunteers can support economic prosperity and health and well-being (public health)

3.3 Many people volunteer because they "wanted to put something back" into the community. In effect giving their time to make the county a better place for others.

3.4 Figures from "The Value of Volunteering to Herefordshire" document (2010, HVA) outlines that 53,000 adults volunteer in Herefordshire; this is the equivalent of 3054 full time workers; with a value of up to £60 million per annum. The document outlines other key benefits such as people feeling included when volunteering, greater job prospects, improved health and well being and increased self confidence.

3.5 Role of the Local Authority

3.6 The local authority has three key roles when supporting volunteering. One as a major employer in the county is to enable and encourage its workforce to volunteer.

3.7 Endorsed by the council in 2007 was an allowance for a member of staff to use two paid working days to volunteer for a local charity. It is unsure to what extent this allowance has been taken up as its not currently monitored, however some services have been proactive in using the allowance with whole teams using the time to help local charities whilst also team building. The allowance has recently been formalised into a Human Resource policy, although take-up has never been monitored.

3.8 The second role of the council is to provide funding and support to third sector organisations whose role is to increase and manage volunteering. This means the council does not directly deliver services to increase volunteering, though provides the funds for other organisations to do so. The three key organisations who provide that service are Herefordshire Voluntary Action (HVA), Herefordshire First and Community Voluntary Action Ledbury and District.

3.9 The Council also uses volunteers to assist in the delivery of its own services. For instance, in the case of libraries and tourist information centres, the use of volunteers enables these services to offer extended opening hours or a service within a rural community, which would otherwise not be affordable.

4.   The Role of Support Agencies

4.1   HVA

4.2   Herefordshire Voluntary Action has a number of offices in the county. The main office is at Berrows Business Centre which also houses the Volunteer Centre. The centre is open 9.30 am to 4.00 pm Monday to Friday, or by appointment. The work of the centre includes:
   ▪ Opening the centre for public enquiries 30 hours per week with a target of 300 enquiries per year
   ▪ Match volunteers to suitable opportunities
   ▪ Provide support and deal with enquiries from organisations using volunteers
   ▪ Market opportunities for volunteering
   ▪ Run volunteer of the year awards (every two years)
   ▪ Organise charities volunteers market (in July and December)
   ▪ Organise volunteer training (4 sessions with 60 attendees)
   ▪ Organise 3 volunteer forums per year
   ▪ Be involved in strategic work to support volunteering

4.3   HVA receives an annual grant of £26,000 to run a Volunteer Centre. This funding forms part of an overall service level agreement with HVA from Herefordshire Council of £99,303.   HVA negotiates with the Council annually on how to divide that allocation to its work programme. HVA has also been successful in receiving funds from other organisations, though these are usually project based and short term.

4.4   Community Voluntary Action Ledbury and District

4.5   This organisation receives an annual grant of £9,828 and does similar work to HVA but is restricted to Ledbury and District. The group noted the strong and distinctively local identity of this organisation.   This geographic division occurred following a review of the volunteer bureaux across the county, when all but Ledbury and District merged to provide a countywide service. Despite this division there are strong links between the county and the Ledbury and District organisations.

4.6   In addition to the type of activity listed for HVA, Ledbury and District run the "stepping stones" project that supports people with learning difficulties, mental health and ill health to volunteer (20 volunteers). It also works closely with local community groups to identify their development needs and how volunteering can achieve ambitions and objectives of the local community.

4.7   The volunteer centre itself is open 20 hours per week; conduct 80 one to one brokerage interviews with members of the public and deal with 60 general Volunteer Centre enquiries from the public per annum.

4.8   Community First

4.9   Community First receives a SLA of £61,406 for two distinct areas of work – information, support and advice to voluntary sector organisations including co-ordination of community transport schemes; and specific support for community buildings development.

4.10   Community First role is very much concerned with supporting the voluntary sector organisations that generally rely on volunteers. This includes local groups who want to develop and fund initiatives and provides essential intervention at a time when an injection of expert knowledge is needed.

4.11   Community First co-ordinates the community transport schemes in the county. This includes the development of schemes and projects led by community organisations and groups, as well as providing advice on legislation, funding and operational issues. The work also involves links with public transport.

4.12   Other Support Functions

4.13   The above information is reflective of activity listed in the delivery programme of the organisations' SLAs with the Council. The organisation will be involved in a number of additional activities funded or commissioned. It is not the mandate of the sub-group to assess value for money on services provided by the third sector in delivery of services commissioned by the Council.

4.14   From the interviews conducted there is some cross over activity e.g. HVA are involved in the direct delivery of community transport schemes; and obvious boundary issues between HVA and Community Voluntary Action Ledbury and District. Clarity on the roles between these organisations and others should emerge from a current review of Third Sector Infrastructure Organisations that operate in the county.

4.15   All of the named organisations have received a budget saving of 5% from the council's SLA (though additional capacity was made available in 2009/10 to face the coming funding reductions).   Most of the representatives of the organisations interviewed stated they could do with more funding to continue and develop their work. This will be a challenge as public sector funding is reducing and these are not statutory services. However additional funds via Area Based Grant have been made available - £50,000 from the Stronger Communities Policy and Delivery Group for general support for volunteering and £30,000 via the Economic Development Partnership to use volunteering as a way of helping people into employment. These funds have come about because the Herefordshire Partnership sees volunteering as a key component to support the social and economic well being and positive health of the county – as a consequence volunteering has been established as a cross cutting theme of the Partnership (along with carbon reduction) that all the policy and delivery groups should contribute to.

4.16   The Council does provide some direct support to voluntary sector organisations. This is in the form of project support mainly regarding funding opportunities for community groups; and advice to social enterprises that often rely on volunteers. The Council also facilities the Local Compact Working Group and the Volunteering Development Group.

4.17   Age Concern was interviewed as part of the review and some of their comments have shaped the key findings. However, they currently do not receive an SLA from the council for supporting volunteering (though they use a great deal of volunteers); they do receive £350,000 for Day Care Services.

5.   Key Findings

5.1   Why people volunteer

5.2   People's reasons for volunteering are as varied as the people themselves. However during the course of the interviews a number of common themes emerged. Fundamentally people wanted to contribute to their community and help people less fortunate than themselves.   However, people did not see volunteering as a

completely selfless act, but were able to gain social networks and feel rewarded by the people they met and increase their own sense of worth.

5.3   The review group found there are thousands of opportunities to volunteer: being a town and parish councillor, running a community or charity shop, driving someone to hospital, supporting a local library service, organising litter picks, being on a board of school governors and writing business plans and funding applications.

5.4   It was found that a number of people had volunteered because of an issue within their local area, such as a local shop closing and the impact that would have on the community, in effect being led to do something to improve and enhance a local service.   This often galvanised the local community, giving them confidence to pursue further regeneration schemes.   Alternatively, people volunteered because they were interested in a particular area of work – such as transport, the arts, sport, history, education, health, child care, etc.

5.5   A key point to emerge was that there needed to be the "right fit" between what motivated an individual and the volunteer activity.   If that was achieved and the volunteering was supported it increased the likelihood of the volunteering both sustainable and mutually beneficial.

5.6   Though important to acknowledge the work of volunteers, the people interviewed for the review were not interested in personal rewards (and many did not claim the expenses they were entitled to).   However they could see the benefit of volunteering awards in raising awareness of the work of their group.

5.7   Knowing about Volunteering Activity

5.8   A key issue to emerge from the interviews was that people who volunteer do not necessarily acknowledge it as volunteering.   This is not an issue until measuring the performance indicator or gauging the full extent of volunteering.

5.9   Another point was that people may have an interest in supporting their community but do not know how to get involved and may need initial encouragement.

5.10   In terms of getting involved in local schemes, word of mouth seems to be the key way people volunteer, as well as parish newsletters and notice boards.   For more general schemes, people will contact the volunteer centres in Hereford and Ledbury. The national website for volunteering also points people to the local services, and then the local centres will try to match a volunteer to a volunteer opportunity.

5.11   The centres also will take a proactive role in working with organisations to identify any volunteering opportunities.   However, capacity-wise, the centre in Hereford would struggle with demand if there was a significant increase in the numbers of volunteers approached the centre.

5.12   People will also approach individual services for volunteering opportunities.

5.13   Changing Nature of Volunteering

5.14   The review group found the nature of volunteering is changing.

5.15   The highest age range of volunteers is 65-74 year olds, followed by 45-64 year olds. However, the experience of those involved in volunteering is that more young people are presenting themselves for volunteering, encouraged by national schemes.   An

incentive for young people is to create a competitive advantage when seeking employment through acquiring the additional skills, knowledge and credibility that volunteering can bring.

5.16   Performance data from 2006 and 2008 show that there has been a decrease in people volunteering of between 2-4 hours per week (from 12% to 10%) and an increase in people doing less than 2 hours a week (from 19% to 22%). This is reflected in the interviews where it was felt more people are interested in volunteering but unable to commit large amounts of time because of other life commitments.

5.17   Slightly more women than men volunteer; in the past the difference would likely to have been greater, which has possibly changed because more women are working.

5.18   As the demographics of the volunteers has changed so have the demands for their services. It was suggested that people are becoming less likely to want to be part of a committee, and more actively involved in the delivery of projects and schemes.

5.19   The volunteer centres have also seen an increase in the number of people with learning difficulties seeking volunteering opportunities. This is a positive point of social integration and valuable for social and work skills, though it does require the centre staff and the organisations they are placed with to have particular skills and awareness.

5.20   Addressing Sustainability

5.21   Many organisations, groups and increasing public services are relying on volunteers to sustain what they do. This includes the role volunteers play in fundraising. Without that volunteer effort, services and groups could collapse, and of course volunteers can withdraw their commitment at any time. In local regeneration projects volunteers can often feel "burnt out" and initial enthusiasm reducing.

5.22   Types of volunteering may not have the appeal but are essential to groups and organisations. For example the role of Treasurer and the considerable amount of paperwork required. Bureaucracy can present barriers to people volunteering or hinder ongoing commitment and interest, and there seems to be an increasing requirement to verify volunteers.

5.23   Geographically the Kington area has the highest proportion of volunteers (80 groups in Kington with a population of approx. 2,500), with the more rural areas having high levels of volunteering compared to the more urban parts of the county. This could be to do with a tradition of volunteering in that area, the resident profile (e.g. more retired people), but also the demand for volunteering to meet gaps in service provision.

5.24   A role for the support organisations is to work in areas where there is volunteering potential, but also enable groups to sustain and even grow their level of volunteer commitment. A key issue is therefore to support and nurture volunteers, provide fulfilment, respect and additional skills.

6   Considerations and Issues

6.1   This section of the report will bring together key findings and considerations, with associated recommendations where relevant.

6.2 Promotional Opportunities

6.3 It was raised during the review process that there will be many people who are minded to become a volunteer but do not know the next steps or need some encouragement. There is potential for additional promotional activity to capture new interest though being mindful of the capacity of the volunteer offices and other services in being able to meet increased demand. This would also be useful for people knowing what they do, is volunteering which will help when collecting data for the performance indicator.

6.4 Promotional activity that could be funded via the additional ABG funds to include:

- Volunteering fairs (similar to job fair) where the various agencies promote how they support volunteering and volunteering opportunities – to take place in Hereford and each of the market towns
- A regular feature in Herefordshire Matters of the type of volunteering on offer across the partner organisations and within communities
- Links made to Herefordshire Council web site where people can easily find volunteering opportunities
- Promote the value of volunteering and specifically the value people gain from being a volunteer on a personal level (e.g. new job, social interaction, sense of achievement) and the value to the wider community – achieved through a poster campaign and individual stories in the media
- Linkages made between the Herefordshire Partnership's Pride of Herefordshire Award for volunteers and the HVA awards to volunteers
- Publicity to raise awareness of the types of activity which people may not automatically regard as volunteering, such as maintenance of churchyards, school governors or helping at a local pre-school.
- Having advocates at popular public venues at places like libraries to capture interest in volunteering.

Recommendation 1: For the Volunteering Development Group to produce a marketing and awareness campaign for volunteering.

6.5 Social Care Role of Volunteering

6.6 Increasingly the volunteer centres were being asked to place people with learning disabilities. This is a wholly good thing in that it enables community integration. Of concern is the special requirement centres have to make in arranging placements and understanding what would be best for the volunteer who may have additional needs and vulnerabilities.

6.7 A similar issue arises with people with mental health issues. National research shows that work and volunteering is a good thing for mental well being. However, for volunteering to be a valuable experience for the volunteer and the placement additional support is likely to be needed.

6.8 This has put extra pressure on the volunteer centres and placement organisations without any additional resources.

Recommendation 2: that discussions with representatives of the PCT take place to address the issue of additional support for the placement of volunteers who have learning difficulties or mental health challenges (Third Sector Liaison Officer).

6.9   The Council's Role in Supporting Volunteering

6.10   As outlined earlier the Council has established a policy to allow staff two paid days per annum for volunteering. Through work conducted for the Change Champion programme it was found not many officers are aware of this allowance. Therefore, there is an opportunity to raise awareness of the scheme, but also a willingness to make it as easy for people as possible to find out about volunteering. Also, that group opportunities are put in place to allow whole teams to work together on short term volunteering.

6.11   There are some concerns that this opportunity is not suitable for all areas of work – especially where front-line staffing would need to be maintained and paid for. However, volunteer work within the community would support the reputation of the council and show that as a county we are working towards the same goals.

6.12   The council has the role of facilitating the Volunteering Development Group. Along with this group and other organisations it has the role of delivering the Volunteering Code of the Compact. This code is part of a series of documents that outlines good practice specifically when working with the third sector and community groups. However, it seems apparent that not all organisations or council services follow the good practice code and the Council itself does not currently have a policy to support people volunteering into Herefordshire Council or PCT, for example working in libraries or supporting events.

Recommendation 3: that the opportunity to volunteer for two days is highly promoted through the council's communications tools (Communications Unit).

Recommendation 4: To include opportunity for volunteering in employment offer letters and highlighted on induction information, with systems put in place to monitor up-take (Human Resources)

Recommendation 5: That a package of one and two day volunteering programmes is established for teams at the Council to volunteer for (Volunteering Development Group).

Recommendation 6: That all groups using volunteering are encouraged to follow the Volunteering Code of the Compact (Third Sector Liaison Officer).

Recommendation 7: That all council services using volunteers are required to follow the volunteering code and monitored as to their compliance embodied in a Working with Volunteers Policy (Third Sector Liaison Officer).

6.13   Engagement of Parish and Town Councils

6.14   Parish and Town Councils (including Hereford City) already rely on volunteers in local democracy and decision making. As well as meetings and committee work, increasingly parish and town councils are involved in community led planning, local regeneration services and levels of service provision (e.g. Parish Warden Scheme).

6.15   There is a need for councils to be kept informed of opportunities, and for areas to be proactively encouraged to take advantage of schemes that involve local people in planning, decision making and providing services to their community. The Reach Project run by HVA has received considerable investment by the Big Lottery and could take a key role in working at a very local level to encourage volunteering

including parish and town councils. A recent award has been made to HVA to do similar work in Hereford City.

6.16   The Hearts of Herefordshire work looks at a different relationship between Herefordshire Council and local areas, and parish and town councils are key to the success of this new relationship, and gives opportunity for the council to promote volunteering in the county.

Recommendation 8: that parish and town councils are kept informed of opportunities for their local communities to volunteer. (Parish Liaison and Rural Services Officer).

Recommendation 9: that the support agencies target less involved / resourced councils to address some of the issues within their community through the use of volunteering (Volunteering Development Group)

6.17   Co-ordination of Resources

6.18   The review process was able to clarify the role between the key volunteer support agencies of HVA, Community Voluntary Action Ledbury and District, Community First and their relation to Herefordshire Council. In summary when working with communities Community First takes an advisory role, whilst HVA and CVALD is the delivery arm working directly with community groups. Herefordshire Council is primarily the commissioner though will also support groups and organisations across the board with specialist advice on funding.

6.19   There is more confusion over community transport with all organisations seeming to have a delivery role as well as advisory. Though this may just need further clarity.

6.20   Though HVA and Community Voluntary Action Ledbury and District have established a good working relationship the key ethos of having a consistent county wide service for voluntary action is put into question with the existence of a separate approach for Ledbury and area. For example HVA's successes with the Big Lottery for the Reach Project could exclude Ledbury and District. The counter argument as presented to the review group was that it offers value for money and value of service as more precisely targeted at the needs of the local community.

6.21   A Review of the Third Sector infrastructure support is currently underway and this may be an opportunity to address these boundary and service issues.

Recommendation 10: that the Third Sector Review of Infrastructure should consider the roles of organisations that support volunteering (Third Sector Review).

Recommendation 11: that further clarification of the roles of voluntary organisations and the relationship with Herefordshire Council regarding community transport is brought to Community Services Scrutiny Committee with particular reference to the co-ordination of assets (Transportation Service).

7.   Summary

7.1   A key component of a thriving and active county is a backbone of volunteering. Our communities would not be the same, services would not be so effective and is a key element of the neighbourliness the county is known.

7.2   There will always be people who volunteer that do not need additional support, however there will be individuals and communities that require intervention from the support organisations to maximise opportunity and potential.

7.3   Injection of support for volunteering should not be led by the requirement to meet the performance target but because it is a wholly good thing for the county. The Council needs to ensure that its investment in volunteering through the support agencies maximises value and that a co-ordinated approach is adopted. This is essential in considering the changing nature of volunteering so that levels are sustained and increased long into the future.

8.   Summary of Recommendations

The Review Group recommends that:

1   For the Volunteering Development Group to produce a marketing and awareness campaign for volunteering.

2   Discussions with representatives of the PCT take place to address the issue of additional support for the placement of volunteers who have learning difficulties or mental health challenges (Third Sector Liaison Officer).

3   The opportunity to volunteer for two days is highly promoted through the council's communications tools (Communications Unit).

4   To include opportunity for volunteering in employment offer letters and highlighted on induction information, with systems put in place to monitor up-take (Human Resources)

5   A package of one and two day volunteering programmes is established for teams at the Council to volunteer for (Volunteering Development Group).

6   All groups using volunteering are encouraged to follow the Volunteering Code of the Compact (Third Sector Liaison Officer).

7   All council services using volunteers are required to follow the volunteering code and monitored as to their compliance embodied in a Working with Volunteers Policy (Third Sector Liaison Officer).

8   Parish and town councils are kept informed of opportunities for their local communities to volunteer. (Parish Liaison and Rural Services Officer).

9   The support agencies target less involved or resourced councils in order to address some of the issues within their community through the use of volunteering (Volunteering Development Group).

10   The Third Sector Review of Infrastructure should consider the roles of organisations that support volunteering (Third Sector Review).

11   Further clarification of the roles of voluntary organisations and the relationship with Herefordshire Council regarding community transport is brought to Community Services Scrutiny Committee with particular reference to the co-ordination of assets (Transportation Service).

TITLE OF REVIEW:	Review of Support for Volunteering
Committee:	Community Services Scrutiny Committee

SCOPING

Reason for Enquiry

To gauge an understanding of volunteering, its value and the impact it can have in supporting Herefordshire as a thriving County.

Links to the Community Strategy

The review contributes to the following objectives contained in the Herefordshire Community Strategy, including the Council's Corporate Plan and other key plans or strategies:

LAA and national indicator NI 6 – participation in volunteering.

Stronger Communities priority.

Summary of Review and Terms of Reference

Summary

- To look at ways of increasing the results of the LAA performance indicator "participation of regular volunteering".

Terms of Reference

- To conduct interviews that help gauge an understanding of why supporting volunteering in the county
- To understand the organisations and groups involved in volunteering
- To look at ways of encouraging and enabling more volunteering to take place

What will NOT be included

Issues not concerned with volunteering.

Potential outcomes

- To understand the value of volunteering.
- To identify which organisations are supporting volunteering
- To assess the current support for volunteering in Herefordshire.
- To understand the views and aspirations of partners in increasing volunteering in the county.
- To make recommendations to improve the results on the performance indicator considering budget constraints.

Key questions

- Why is it important for people to volunteer? Why do people volunteer?
- How can volunteering impact on community delivery of services?
- Which organisations are involved in supporting volunteering, how are they funded and what do they deliver?
- How do those organisations work with Herefordshire Council?
- What intervention activity can take place to increase volunteering?
- In what ways do people find out about opportunities to volunteer?
- What motivates people to volunteer?
- What puts people off volunteering?

Cabinet Member (s)

Economic Development and Community Services

Key Stakeholders/Consultees

Herefordshire Voluntary Action

Community First

HALC

Regeneration Officers within Herefordshire Council

Volunteers

Potential Witnesses

As above.

Research Required

Quality of volunteering background papers.

Potential Visits

Not relevant.

Publicity Requirements

Notification of review

Publication of the Review and its recommendations

Herefordshire Matters

Timetable	
Activity	*Timescale*
Confirm approach, programme of consultation/research/provisional witnesses/meeting dates (and proposed topic	First meeting of the Review Group. January 2010
Collect current available data	February 2010
Collect outstanding data	February 2010
Analysis of data	March 2010
Final confirmation of interviews of witnesses	Early March 2010
Carry out programme of interviews	1 April 2010 and 19 April
Agree programme of site visits	n/a
Undertake site visits as appropriate	n/a
Final analysis of data and witness evidence	Early May 2010
Prepare options/recommendations	Early May 2010
Present Final report to Relevant Scrutiny Committee	June 2010
Present options/recommendations to Cabinet (or Cabinet member (s))	Early July 2010
Cabinet/Cabinet Member (s) response	September 2010
Implementation of agreed recommendations	October 2010

Members	Support Officers
Councillors: **Members of Community Services Scrutiny Committee**	**Lead Support Officer** - Natalia Silver, Head of Economic and Community Services **Democratic Services Representative(s)** – David Penrose **Other support Officers** – Alex Fitzpatrick, Voluntary Sector Liaison Officer

Scrutiny Review on Volunteering in Herefordshire - Interviewees

Volunteers

Mrs Shelagh Heath, Volunteer Librarian
Library Service – Peterchurch Library

Mr Bob Widdowson, Chairman
Marches Credit Union
Kington

Ms Nicola Wood, Head of Retail and Trading
Mrs Ali Hartless, Support Services Assistant
St Michael's Hospice
Bartestree
Hereford

Herefordshire Council Change Champions
Rachel Jones - Executive Assistant to the Chief Executive
Adrianne Davies - ICT Business Support Manager

Raj Hoon, Volunteer Driver
Julia Newman, Volunteer Driver
Community Wheels
Leominster

Robert and Janet Chitham
Yarpole Community Shop Association
Yarpole
Leominster

Third Sector Organisations

Angela Legg
Volunteering Services Manager
Herefordshire Voluntary Action
Hereford

Lorna Pearcey
Community First
Hereford

Tess Brooks-Sheppard Community Voluntary Action - Ledbury & District
Ledbury
Herefordshire

Nina Bridges
Community Regeneration Manager
Herefordshire Council Community Regeneration Team

Helen Clarke
Service Development Manager
Age Concern Leominster and District
Leominster

Hazel Maidman, HR Officer - Employee Relations
Herefordshire Council