

**Support for Volunteering Action Plan
Response to the Community Services Scrutiny Review
November 2010**

Key:
 CVALD: Community Voluntary Action Ledbury and District
 LDDF: Learning Disability Development Fund
 HPS: Herefordshire Public Services
 HVA: Herefordshire Voluntary Action
 PLRSO: Parish Liaison and Rural Services Officer
 TSLO: Third Sector Liaison Officer (employed by Herefordshire Council)
 VDG: Volunteering Development Group

Recommendation No. 1	For the Volunteering Development Group to produce a marketing and awareness campaign for volunteering			
Executive's Response	Agreed. Marketing and awareness campaign to be produced and integrated into the VDG delivery plan.			
Action	Owner	By When	Target/Success Criteria	Progress
Marketing Campaign action plan produced	VDG	31/11/10	Target increase of 3.5% based on baseline figure of 29% (2008)	Initial marketing activities identified within the spend available.
Seek funding to pursue some of the campaign activities	TSLO	12/12/10	Additional income secured.	Funding streams being explored.

Recommendation No. 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			
Executive's Response	Agreed. Work with the PCT and others dealing with this area to provide direction and understand all the issues.			
Action	Owner	By When	Target/Success Criteria	Progress
Actions included in the VDG delivery plan.	VDG	31/03/11	Good practise scoping achieved, and guidance produced including better cross HPS working and knowledge of funding available.	Scoping process underway, list of those to be involved drawn up including relevant representatives of PCT and voluntary sector
Final report shared with scrutiny as to progress	TSLO	30/04/11	Report back to Scrutiny with an outline of the issues.	
Foster joint working with a project that works with people with learning disabilities.	VDG	31/03/11	New project to involve 10 people with learning disabilities.	Seek LDDF funding.

Recommendation No. 3	That the opportunity to volunteer for two days is highly promoted through the council's communications tools (Communications Unit)				
Executive's Response	Agreed. Closer working between VDG and HPS with promotional work with the Communications Team. Events planned for all HPS buildings following an initial pilot at Plough Lane this autumn to promote the scheme.				
Action	Owner	By When	Target/Success Criteria	Progress	
Instigate a system of recording take up of the scheme.	HR	completed	Record of take up	Completed	
Pilot promotion event at Plough Lane	VDG	7/01/11	Awareness and greater uptake	Materials developed and date identified, Chris Bull diarised to attend.	
Timetable of future events devised	VDG	31/01/11	Greater uptake		
Regular small articles and/or case studies in First Press etc	TSLO/PR	ongoing	Greater uptake	Article in Herefordshire Matters in November, specific article re scheme promotion event in December.	

Recommendation No. 4	To include opportunity for volunteering in employment offer letters and highlighted on induction information, with systems put in place to monitor up-take.				
Executive's Response	Agreed. Induction of officers under review with potential to include the volunteering scheme.				
Action	Owner	By When	Target/Success Criteria	Progress	
HR to develop systems and resources	TSLO/HR	12/12/10	Promotion in induction process and offer letters.	Meetings held with HR, induction trainers aware of volunteering opportunity and discussing at their meeting 25/10/10.	

Recommendation No. 5	That a package of one and two day volunteering programmes are established for teams at the Council to volunteer for.				
Executive's Response	Agreed. To be developed by the Volunteer Centres – needs to be seen in context of individual choice and interest as well as added value for communities.				
Action	Owner	By When	Target/Success Criteria	Progress	
Teams and individual staff members to be made more aware of the Volunteer Centres and what they provide on an individual and team level.	VDG/TSLO	31/12/10	Increased numbers of HC staff and teams utilising VCs to tailor volunteering opportunities for them.	See recommendation number 3	
Packages to be provided as requested	Volunteer Centres/TSLO	ongoing	Response to requests and awareness that this is possible through First Press etc		

Recommendation No. 6	That all groups using volunteering are encouraged to follow the Volunteering Code of the Compact.				
Executive's Response	Agreed. The VDG already oversee the Volunteering Code of the Compact and its implementation code with a need for additional promotion.				
Action	Owner	By When	Target/Success Criteria	Progress	
Additional promotion activity to promote the code to outside organisations.	VDG	January 2011	Greater awareness	November VDG meeting to discuss most effective awareness methods.	

Recommendation No. 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.				
Executive's Response	Agreed. Volunteering Code is within current policy documents but requires increased awareness and enforcement. A balance between encouraging services and forms of endorsement.				
Action	Owner	By When	Target/Success Criteria	Progress	
Additional promotion activity to promote the code to HPS services.	VDG	January 2011	Greater awareness	November VDG meeting to discussion most effective awareness methods.	
Complete audit of services working with volunteers within HPS.	VDG/TSLO	February 2011	Better and more tracked working practise.	Audit in progress	
Instigate enforcement methods to ensure services adhere to the code.	TSLO	January 2011	Better and more tracked working practise.	November VDG to discuss methods of endorsement.	
Recommendation No. 8	That parish and town councils are kept informed of opportunities for their local communities to volunteer.				
Executive's Response	Agreed. Endorse current activities including direct communication to town and parish councils, and work conducted by CVALD and HVA.				
Action	Owner	By When	Target/Success Criteria	Progress	
PLRSO formulate enhanced communication between town and parish councils and volunteer centre managers.	PLRSO	Nov 2010.	Agreed co-ordinated method of information	First meeting taken place between PLRSO and TSLO, further meeting to be arranged with volunteer centres and PLRSO.	
Recommendation No. 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)				
Executive's Response	Agree: Community Led Planning includes and promotes this element and will do more through the HALC part of this work. It can also form part of the LEADER funded local democracy project, working with local councils to better involve their communities.				
Action	Owner	By When	Target/Success Criteria	Progress	
Extension of this part of CLP as part of the ongoing process to also include the local democracy project	Community Led Planning leads/ TSLO	ongoing	CLPs continue to include volunteering options for service delivery.	Already in process, but further meeting needed with HALC to look at how this can work better and action plan needed.	
Recommendation No. 10	That the Third Sector Review of Infrastructure should consider the roles of organisations that support volunteering.				
Executive's Response	Agreed. To be part of the scope of the review and being considered.				
Action	Owner	By When	Target/Success Criteria	Progress	
Review includes this in process and final report	David Powell (Chair of Review Group)	7/1/11	Infrastructure considered and developed which includes a focus on volunteering.	Service and needs analysis mapping elements of review completed, analysis underway. Volunteering included in the review's terms of reference.	

Recommendation No. 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 co-ordination of assets (Transportation Service)			
Executive's Response	Agreed. A further report will be made to provide this clarification, co-ordinated by the Third sector Liaison Officer.			
Action	Owner	By When	Target/Success Criteria	Progress
Interviews with key players in this field	TSLO	22/12/10	Overall information gathered	Underway as of 6/09/10
Report delivered to Community Services Scrutiny Committee	Assistant Director Homes and Communities	March 2011	Report received that addresses the recommendation.	