

Support for Volunteering Action Plan Response to the Community Services Scrutiny Review - February 2011

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

Nb: Strike through of dates denotes amended target date

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 31/03/11	Target increase of 3.5% based on baseline figure of 29% (2008). <i>Place survey which measured this has not taken place. New methods, including stats from HVA and CVALD are being explored.</i>	Funding through ABG not forthcoming. New plans being made around collaborative inclusive marketing.
Seek funding to pursue some of the campaign activities.	TSLO	12/12/10 30/09/11	Additional income secured.	Funding streams being explored. Additional funding may be forthcoming later in the year through the Giving Green Paper. Report on the sustainability of Volunteer Centres completed and approved through the VDG to explore new models of delivery.

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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.	Report written and approved by VDG with new approach recommended.
Final report shared with scrutiny as to progress.	TSLO	30/04/11	Report back to Scrutiny with an outline of the issues.	Report to next Scrutiny Committee.
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.	LDDF funding secured and project underway. Initial results are very promising and have provided a likely new model for collaborative cross-sector working. Final report will come to Scrutiny in May.

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	This event postponed due to illness of key staff members. Action plan now in place through VDG sub-group to have a major promotion event during Volunteering Week in June.
Timetable of future events devised	VDG	31/04/11 31/10/11	Greater uptake	Action plan in progress for June event. VDG will lead on a subsequent timetable of events cross-county on a rolling basis.
Regular small articles and/or case studies in First Press etc	TSLO/PR	ongoing	Greater uptake	Promotion focus on Volunteering Week

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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 31/03/11	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. Materials yet to be finalised, further links to be made.

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	Exploration of a SkillsBank across HPS, where staff can itemise the skills they might have to offer to VCS organisations through volunteering.

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 November 2011 and ongoing	Greater awareness	Work currently taking place of production of new local Compact document to be agreed for publication November 2011. The relaunch will be the ideal opportunity to create greater awareness and continue with rolling awareness raising.

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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	See recommendation 6
Complete audit of services working with volunteers within HPS.	VDG/TSLO	February 2011	Better and more tracked working practise.	Audit completed but needs further work and updating as a result of the changes in structure for HPS.
Instigate enforcement methods to ensure services adhere to the code.	TSLO	January 2011 November 2011 and ongoing	Better and more tracked working practise.	New National Compact document has an accountability section which will frame wording for the new local Compact in Herefordshire.

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/ ongoing	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.	Further work needed in this area but all parties agreeing to look at creative ways to work on this.

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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 Second phase 30/09/11	Infrastructure considered and developed which includes a focus on volunteering.	Review is now in a secondary phase looking at how support services come together. The trustees group must also look at how these front-line services are not negatively affected by changes to support service structure.	

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	Update interviews need to take place as the situation is changing rapidly in the county.	
Report delivered to Community Services Scrutiny Committee	Assistant Director Homes and Communities	March 2011	Report received that addresses the recommendation.	Report being formulated and will be completed by 31/03/11 unless further investigation is needed, as Scrutiny suggested taking more time to ensure this is a thorough exploration of the challenges and future direction.	