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### Record of operational decision

<b>Decision title:</b>	Decision to award Goal 17 with a three-year (2+1) contract to deliver the Volunteering Development and Capacity Building Service.
<b>Date of decision:</b>	17 <sup>th</sup> March 2025
<b>Decision maker:</b>	Corporate Director, Community Wellbeing
<b>Authority for delegated decision:</b>	The Chief Executives Scheme of Delegation CW-08 – Commissioning, quality assistance and contract management relating to all ages.
<b>Ward:</b>	All wards
<b>Consultation:</b>	Consultation took place with representatives from Talk Community
<b>Decision made:</b>	To award the Volunteering Development and Capacity Building Service Contract to Goal 17, at an annual cost of no more than £47,000.
<b>Reasons for decision:</b>	<p><b>Overview</b></p> <p>The Volunteering, Development and Capacity Building Service contract is a strategic investment aimed at enhancing and supporting volunteering across Herefordshire. Volunteering is an essential part of community resilience, ensuring it is accessible, inclusive, and impactful.</p> <p>The vision is for everyone in Herefordshire to have the opportunity to volunteer in a way that suits their skills, interests, and availability.</p> <p>The service will ensure volunteers are supported and valued, for their contributions, while also helping organisations effectively recruit, train, and retain volunteers.</p> <p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide training and guidance for volunteer managers.</li> <li>• Share best practices in recruitment and management.</li> <li>• Develop protocols for volunteer referral and support.</li> <li>• Offer one-to-one mentoring and consultancy to build Organisational capacity and resilience.</li> <li>• Match volunteers with opportunities.</li> <li>• Raise awareness through campaigns.</li> <li>• Support organisations in creating inclusive roles.</li> <li>• Represent volunteers in decision-making forums.</li> <li>• Collect evidence to demonstrate the impact of volunteering.</li> </ul> <p><b>Service Delivery</b></p> <p>Services will be delivered locally and flexibly, with accessible face-to-face engagement and outreach in rural areas. Supported by digital tools to enhance communication and engagement. There will be proactive engagement with local VCSE organisations, essential to promote diverse and inclusive volunteering opportunities.</p>

	<p>The provider will act as a strategic voice for volunteering, ensuring robust monitoring systems to track engagement, outcomes, and satisfaction. Regular feedback informs service improvements, with annual impact reports showcasing progress. The service will promote equity, diversity, and inclusion, removing barriers to volunteering and encouraging participation through awareness campaigns and partnerships.</p>
<p><b>Equality Considerations</b></p>	<p>Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:  A public authority must, in the exercise of its functions, have due regard to the need to:</p> <ul style="list-style-type: none"> <li>a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act</li> <li>b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it</li> <li>c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.</li> </ul> <p>Supporting volunteering can play a crucial role in meeting the expectations set out in section 149 of the Equality Act 2010. By fostering an inclusive environment, we can ensure that volunteers feel valued and respected, regardless of their background.</p> <p>Eliminating discrimination, harassment, and victimisation is essential. The service can achieve this by providing training programmes for volunteers and VCSE organisations, ensuring they understand the importance of equity, diversity, and inclusion.</p> <p>By promoting and advocating for volunteering through campaigns, events, and strategic representation at decision-making forums, we can ensure the voice of volunteers is heard. Encouraging a diverse group of volunteers to bring new ideas and perspectives to organisations can help people from different backgrounds work together and understand each other better.</p>
<p><b>Highlight any associated risks/finance/legal/equality considerations:</b></p>	<p>There is only a very short period for the new provider to mobilise their service in Herefordshire. However, they have provided a clear and detailed mobilisation plan, and although there may be a small decrease in activity during the first few weeks of the contract, we are confident the new provider will very quickly be embedded and developing the Volunteering Development and Capacity Building Service, supported by commissioners and Talk Community.</p> <p>From the point of the contract being awarded, commissioners will meet with the new provider on a weekly basis to ensure swift progress is made with establishing and promoting the service, and making sure all avenues are explored for promotion to VCSE organisations and to new and existing volunteers.</p> <p>We expect the service to be fully operational by week 6 of mobilisation,</p>
<p><b>Details of any alternative options considered and rejected:</b></p>	<p>Do nothing and allow the existing volunteer support contract to end with no replacement offer in place. This was not recommended.</p> <p>Herefordshire Council and Talk Community recognise the immense value that volunteering provides for our communities and helping to support the</p>

	work of VCSE organisations. The provision of the Volunteering Development and Capacity Building Service should help to develop these partnerships further, with a wide variety of volunteering opportunities.
<b>Details of any declarations of interest made:</b>	None

Signed..... Date:

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