

## **VOLUNTEERING UPDATE**

Report of the Director of Housing & Customer Service

### **1. SUMMARY**

- 1.1 In 2010, in response to the Government's commitment to the Big Society, a group of officers were asked to investigate and create new volunteering opportunities at Derby Homes and formalise a structure for processing and managing volunteers.
- 1.2 Various different teams also identified Volunteering in their Service Improvement Targets as an action.
- 1.3 This report provides a summary of actions to date.

### **2. RECOMMENDATION**

- 2.1 The recommendation is to continue to create new volunteering opportunities which will jointly benefit the individual, our customers and Derby Homes.
- 2.2 The forum will continue to meet regularly, working with managers to assist in the facilitation of volunteers within the organisation.

### **3. MATTER FOR CONSIDERATION**

- 3.1 The Volunteer Forum at Derby Homes comprises of officers from Community Initiatives, Resident Involvement, Personnel Teams and a Customer Service manager.
- 3.2 The forum created a Derby Homes definition of a volunteer. It was agreed that the volunteer role must provide "Something for something" – a two way street, with outcomes for all.
- 3.3 Volunteering can help enable the organisation to deliver its goals by involving volunteers who in return will gain experience and fulfilment. Derby Homes will provide references, any training required and mentoring.
- 3.4 Volunteering can help individuals gain work experience and training which in turn can assist them into employment.
- 3.5 A presentation and discussion on volunteering formed the basis of a managers networking session in January.
- 3.6 Members of the Volunteering Forum have met with Community Action to discuss partnership working and best practice surrounding creating and managing volunteers.

- 3.7 A Volunteer Forum member also attends the City-wide multi agency Strategic Volunteering Group (SVG).
- 3.8 Volunteering is not new to Derby Homes, there are lots of individuals who are or who have volunteered. Existing volunteers include The DACP members, SHOUT volunteers and residents who have participated in the Home 2 Work scheme. As an organisation we regularly offer work experience placement to year 10 students working with local schools.
- 3.9 New Volunteering opportunities identified to date include:
1. Junior Warden Volunteer
  2. Social Activities Co-ordinator Volunteer
  3. Call monitoring Volunteer (Performance team)
  4. Volunteer Mediator
  5. Credit Union Volunteer (DUCU)
- 3.10 Volunteer role descriptions have been created for each new role and a volunteering section has been created on the Derby Homes website. All opportunities are advertised under this section.
- 3.11 We will actively identify potential volunteering roles within the organisation. Suggestions may come from tenants, employees or changes to service delivery. For example, there may be a role for online moderators in forums, blogs or on Social Networking sites or for someone to hold informal web training sessions for other tenants.
- 3.12 The forum members in consultation with the manager recruiting volunteers will agree if a Criminal Records Bureau (CRB) check is required for each volunteer role.
- 3.13 Volunteering is a key part of the Neighbourhood and Community local offer, there has been a couple of Process Improvement Team (PIT) meetings with customers which have discussed volunteering with Derby Homes. As an action from this PIT a "Volunteer Taster Day" was held on 29 June 2011 to coincide with Inspiring Derby week, various Derby Homes volunteering opportunities were promoted at this event. Along with partners from the DACP, Credit Union and Kleensafe.
- 3.14 The 2011 Tenants and Staff conference on 21 September will feature volunteering as a key part of the event, to promote volunteering opportunities at Derby Homes alongside showcasing example of existing volunteers.

#### **4. CONSULTATION IMPLICATIONS**

- 4.1 Residents are consulted through involvement in the Neighbourhood and Community Local Offer PIT.

## **5. FINANCIAL AND BUSINESS PLAN**

- 5.1 Volunteering opportunities as listed in this report identify action taken towards achieving Strategic Objective 3.2.1.

‘Ensure tenants and family members are able to take advantage of employment opportunities.’

- 5.2 Financially the costs are contained with managers time used to facilitate and manage volunteers. Volunteering benefits the individual and the organisation fulfil and achieve its goals.

## **6. PERSONNEL**

- 6.1 CRB checks are undertaken where the volunteer role indicates a need. The aim of volunteering opportunities is to enhance the services we provide and not to use volunteers to replace employees.

## **7. ENVIRONMENTAL IMPLICATIONS**

- 7.1 Volunteering is a key part of the Neighbourhood and Community Local Offer; there have been a couple of PIT meetings to date to which have discussed volunteering with Derby Homes.

## **8. EQUALITIES IMPACT ASSESSMENT**

- 8.1
- Does this report affect the delivery of a service, No
  - Has an Equality Impact Assessment been completed Yes and is attached as appendix 1.

## **9. HEALTH & SAFETY IMPLICATIONS**

Individual risk assessments are undertaken by the manager for each volunteer role.

## **10. RISK IMPLICATIONS**

Covered through risk assessment and effective management of volunteers.

The areas listed below have no implications directly arising from this report:

- Legal and Confidentiality
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

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Background Information:  
Supporting Information:



## **Equality Impact Assessment form**

### **1) Name the Strategy, Policy, and Procedure or Function being assessed.**

Volunteering at Derby Homes

### **2) What are the aims of the strategy, policy, procedure or function being assessed?**

Whose need is it designed to meet?

Are there any measurable elements such as time limits or age limits?

The aim is to offer volunteering opportunities which jointly benefit the individual, our customers and Derby Homes.

### **3) Who has been consulted?**

Customers through the Neighbourhood and community PIT and the DACP  
Participants who have completed the Home 2 work scheme through training evaluations and exit questionnaires.

### **4) Identify potential impact on each of the of the diversity 'groups' by considering the following questions. There may be other questions you need to think about which are specific to the strategy, policy, procedure or function you are assessing.**

- Might some groups find it harder to access the service?
- Do some groups have particular needs that are not well met by the current service, policy, procedure or function?
- What evidence do you have for your judgement (e.g. monitoring data, information from consultation / research / feedback)?
- Have staff / residents raised concerns and or complaints?
- Is there any local or national research to suggest there could be a problem?

Please use the table below to record your findings / answers

<b>Strand</b>	<b>No Impact</b>	<b>Negative Impact</b>	<b>Positive Impact</b>	<b>Comments / Evidence</b>
Age	X			
Disability		X		Some volunteering opportunities might not be accessible to disabled applicants. Where possible reasonable adjustments will be made to enable participation. Particular roles, such as reviewing publications via email or checking web content, could be targeted to this group?
Gender	X			
Race	X			
Religion & Belief	X			
Sexual Orientation	X			

Transgender	X			
Marital Status	X			

**5) Does the strategy, policy, practice or function promote equality of opportunity?**

- Does it link to Derby Homes Core objectives
- Can any positive impacts be promoted as best practice

Offering volunteering opportunities links to Strategic Objective 3.2.1 'Ensure tenants and family members are able to take advantage of employment opportunities'  
Through offering work experience, up skilling, training and references to volunteers.

**6) If 'adverse Impacts' are identified is it?**

- Legal (i.e. not discriminatory) **No adverse Impacts identified**
- What is the level of impact? **Low**

**7) Are there any changes you could introduce which make this strategy, policy, procedure or function, work better for this group of people? Detail the actions planned and any further research or consultation required and how the actions will be monitored.**

Not at this stage

**8) If actions / suggestions for improvement have been identified, what should the positive outcome be for Derby Homes customers?**

To increase the number and variety of volunteering opportunities on offer.

**9) Do you consider a full Equality Impact Assessment is required or do the actions identified and planned meet the adverse impacts identified?**

No a full EIA is not required
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**Monitoring**

<b>Review / New EIA (date or Timeframe)</b>	2 Years
<b>Name of person/s completing this form</b>	Annabelle Barwick
<b>Date assessment completed</b>	15.06.11
<b>Name (and signature) of manager approving EIA</b>	