

DERBY HOMES VOLUNTEERING STRATEGY 2018- 2021

Report of the Head of Operations (Housing Management & Housing Options)

1. SUMMARY

1.1 This report provides:

- An update on Derby Homes Volunteer Strategy for approval.
- A proposal for Derby Homes to increase their Volunteering offer through working in partnership with Community Action Derby, the lead infrastructure organisation in the City for Volunteers, through a £20,000 grant over a 12 month period.
- An outline of the development of the Employer Supported Volunteer Scheme (ESVS) as part of the approval of the Volunteer Strategy.
- An update on Derby City Council's Support for Volunteering.

2. RECOMMENDATION

- 2.1 To approve the proposed Volunteer Strategy 2018-2021 (appendix one) which celebrates volunteering through investing in and supporting Derby's Volunteer Centre, hosted by Community Action Derby.
- 2.2 To approve the grant of £20,000 to Community Action Derby for Derby Homes to achieve its volunteering aims and objectives, subject to the approval of Derby City Council.
- 2.3 To note that if the Volunteer Strategy is approved, we intend to develop an Employee Supported Volunteer Scheme.
- 2.4 To note Derby City Council's Strategic Support for Volunteering, which is in conversations with Derby City Council's Community Development Manager and Community Action Derby.

3. REASON FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is informed of the progression and alteration of the Customer Engagement and Community Development team which directly effects the Volunteer Strategy's direction and enhanced offer.

4. MATTER FOR CONSIDERATION

- 4.1 During the beginning of 2018, new resource arrangements with Derby Homes and Derby City Council has allowed for a review of the Customer Engagement and Community Development team.

- 4.2 The Council identified a need to bolster its Community Development offer to enable delivery of initiatives and partnership opportunities which contribute to the achievement of Derby City Council strategic aims and objectives.
- 4.3 To support Derby City Council, Derby Homes seconded their Community Development Officer to allow an overall outcome of working towards the city's vision of vibrant and sustainable communities whilst adding value to Derby Homes.
- 4.4 This strategic transition has allowed the Derby Homes Customer Engagement and Community Development team to review its strengths. Through this and reviewing the Volunteer Strategy 2015 – 2018, we wish to stress the importance of Volunteering to Derby Homes, as we believe the social value and social benefits of volunteering positively impact our individuals and local communities, as well as embracing Derby Homes values.
- 4.5 This report proposes an alteration to the 2015-2018 Volunteering Strategy by recommending working in partnership with Community Action Derby, and in particular, support their Derby Volunteer Centre.
- 4.6 Community Action Derby is the lead infrastructure organisation in Derby and Derby's Volunteer Centre will provide a volunteer brokerage service to support Derby Homes encourage volunteering in its communities. We seek to approve supporting this offer through a grant of £20,000 over a 12 month period to Community Action Derby. This will be reviewed annually and subject to further discussions.
- 4.7 Derby Homes would recommend strengthening volunteering in Derby through partnership working in order for opportunities in the communities to flourish. By Derby Homes providing funding to Community Action Derby (CAD), CAD would be able to provide support, advice and training on behalf of Derby Homes whilst allowing Community Action Derby to use their resource to match volunteers based on their skills, abilities and requirements.
- 4.8 Benefits of working with Community Action Derby include:
- Supporting Derby's only National Volunteer Quality Award (VCQA) accredited volunteer centre in Derby. As a VCQA centre it only advertises quality volunteer opportunities
 - A more coordinated offer of Volunteering across Derby City.
 - Added Value thorough measureable key performance indicators from Community Action Derby.
 - Support for Derby Homes to enable employees to engage in volunteering and giving something back to their community through the Employer Supported Volunteer Scheme.
 - Delivers against Derby Homes Strategic Aims and Values
 - Supports raising the profile of Derby Homes in the City and demonstrates the commitment of Derby Homes to its employees and communities
 - It limits the risk to Derby Homes for liability as Community Action Derby have a robust framework and governance for volunteers.
- 4.9 If the Volunteering Strategy is approved, further to Community Action Derby, we intend to develop an Employee Supported Volunteer Scheme. This scheme would be to enable employees to increase their social value contribution to the city

through volunteering within working hours. It will identify the process and the support for how this can be actioned and accessed by staff, as well as how volunteer work can be recorded as a KPI by Derby Homes as investment into Derby City.

- 4.10 The grant funding will be monitored through the development of Derby Homes' relationship with Community Action Derby as well as reporting engagement figures through the Operational Board and collecting data presented at Community Action Derby's AGM.
- 4.11 In collaboration with the Customer First Strategy, The Volunteer Strategy has the potential to capture the evolution of engagement of tenants from complaints to having the opportunity to evidence the way in which our customers shape and complement our service.
- 4.12 Derby Homes' focus for internal volunteers in this strategy will be to develop the opportunities for tenants to become engaged with Derby Homes as part of the Customer First Strategy. This can include but is not limited to tenant forums, enhancing the Customer Voice, volunteering opportunities in our governance and Tenant's Federation, the DACP.
- 4.13 Derby City Council's Strategic Support for Volunteering is currently in review with the Community Development Manager. It has been outlined that conversations are progressing and the expectation is that the Council may consider funding a similar scheme in 2019/2020 and work in partnership with Community Action Derby.
- 4.14 In summary, this strategy would allow the city's volunteering offer to be strengthened through partnership with Community Action Derby, initiates an Employee Supported Volunteer Scheme and allows the Customer Engagement and Community Development team a robust strategy for voluntary tenant engagement.

5. OTHER OPTIONS CONSIDERED

- 5.1 The implications of creating resource in house to manage volunteers on behalf of Derby Homes created a risk involving insurance and liability. It was preferred to support an established company with existing governance, framework and training to minimise the risk to Derby Homes.

IMPLICATIONS

6. CONSULTATION

- 6.1 This strategy was developed through consultation with the DACP, Customer Voice (Previously the Tenant Panel) and with the Community Development Manager for Derby City Council.

7. FINANCIAL & BUSINESS PLAN IMPLICATIONS

- 7.1 The £20,000 required will be retained in Derby Homes' overall budget, subject to Derby City Council approval.

8. LEGAL AND CONFIDENTIALITY IMPLICATIONS

8.1 Derby Homes Memorandum states:

“(18) Subject to the prior written consent of the City Council to make donations, grants or loans or provide services or assistance to such persons and organisations and on such terms as the Board shall think fit to further the objects of the Organisation.”

9. RISK

9.1 This use of Community Action Derby limits the risk to Derby Homes volunteers as a robust framework of training and support will be available for Derby Homes.

9.2 There is a risk of damaging the relationship and profile between Derby Homes and Community Action Derby by not supporting this strategic direction after conversations.

10. EQUALITIES IMPLICATIONS

10.1 Community Action Derby is overseen by Derby City Council's Health and Well-being board, ensuring equalities implications are robustly monitored citywide.

11. POLICY REVIEW IMPLICATIONS

11.1 This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with Derby Homes Board Minute 10/51 this policy will be reviewed no later than 2 years from the date of this meeting.

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

Legal and Confidentiality
Personnel
Environmental
Health & Safety

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Holly Johnson / Customer Engagement and Community Development Manager / 01332 888418 / Holly.Johnson@derbyhomes.org

Background Information: None

Supporting Information: Appendix one - Derby Homes Volunteering Strategy 2018-2021

This report has been approved by the following officers where there are financial or legal implications:

Head of Service (Operational Board reports)	Clare Mehrbani	03/08/18
Other(s)	NA	