

DEVELOPMENT OF VOLUNTEERING SCHEMES

Report of the Interim Chief Executive

1. SUMMARY

- 1.1 Derby Homes offers a range of volunteer opportunities.
- 1.2 The Volunteer Forum group has worked to create the structure to manage and formalise volunteering with Derby Homes.
- 1.3 This report provides an update summary for 2012.

2. RECOMMENDATION

- 2.1 To continue to create new volunteering opportunities which will jointly benefit the individual, our customers and Derby Homes.
- 2.2 To note the Volunteer Strategy document (appendix 1).

3. MATTER FOR CONSIDERATION

- 3.1 We currently have 23 people volunteering with Derby Homes, 7 are Derby Homes Tenants.

Volunteer Role	Number
Junior Warden Volunteer	6
Mediation Assistant Volunteer	8
Social Activities coordinators	2
Victim Support Assistants	5
Polish Interpreter	1
Traveller Site Volunteer	1

- 3.2 We are working closely with the University of Derby to advertise our volunteer roles and work with students who are looking to broaden their experience and employability through volunteering.
- 3.3 We attended a Volunteering Fair on 7 November and following this event we have been able to offer volunteer opportunities to university students in Mediation, Victim support, Junior Warden and Anti Social Behaviour volunteer roles.
- 3.4 All our volunteers go through a pre-placement comprehensive checking process, similar to the recruitment pre-employment checks. This includes scrutiny of the application form, an interview, references, pre-placement medical and where required a CRB check.

- 3.5 All volunteers have either received or are scheduled to receive both the IOSH health and safety training and the Child Protection and Safeguarding Training before Christmas.
- 3.6 All of the Mediation Assistants have now received an Introduction to Mediation Training. One mediation volunteer is a fully qualified Mediator aspiring to complete additional cases in order to obtain an even higher qualification within mediation.
- 3.7 A Volunteer Bright Star policy has been created to recognise and reward the efforts of our volunteers. These awards were presented at this year's Big Chat 2, where volunteers also assisted on the day.
- 3.8 It is likely that more volunteer roles will develop with the launch of the Social Enterprise.
- 3.9 On a City wide basis Members of the Volunteering Forum have met with Community Action to discuss partnership working and best practice surrounding creating and managing volunteers.

4. CONSULTATION IMPLICATIONS

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

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 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 to fulfil and achieve its goals.

6. PERSONNEL IMPLICATIONS

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. EQUALITIES IMPACT ASSESSMENT

- Does this report affect the delivery of a service - No
- Has an Equality Impact Assessment been completed - Yes (appendix 2).

11. HEALTH & SAFETY IMPLICATIONS

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

12. RISK IMPLICATIONS

Covered through pre placement scrutiny and checking processes, risk assessment and effective management of volunteers.

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

Legal and Confidentiality
Council
Environmental
Policy Review

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

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Background Information: None

Supporting Information: Volunteer Update Item B6 25.08.11City Board

APPENDIX 1

Derby Homes Volunteer Strategy

Scope

Derby Homes acknowledges that people are its greatest asset. We are committed to encouraging and developing volunteers to recognise their full potential, therefore adding value to the work carried out by the organisation. Volunteers are not used to replace paid members of staff.

Objective

To provide volunteering opportunities at Derby Homes.

To ensure volunteers are properly integrated into the area that they are volunteering. And their commitment is valued within the organisation.

Volunteering at Derby Homes will enhance the services available to Derby Homes' residents.

Benefits of Volunteering at Derby Homes

Derby Homes offers a range of volunteer opportunities throughout our organisation.

Volunteers help to enhance the service that we provide, both in offering an additional resource, but in also giving valuable feedback and a different perspective to aspects of our work. This helps us to deliver services over and above our core remit.

All staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve, and to assist in the recruitment of volunteers from the community.

Benefits to the volunteer:

- Gaining relevant work experience
- Learning new skills
- Updating existing skills
- Providing opportunities for work experience linked to educational studies
- Developing career opportunities
- Building confidence
- Meeting other people

Volunteering does not always affect benefit entitlement (we recommend that any potential volunteer talk to your Job Centre Advisor for further information).

Some of our typical volunteer roles are Junior Warden assistants, mediation assistants, community activity coordinators, victim and witness support assistants, telephone monitoring assistant, telephone interpreters, mystery shoppers, customer satisfaction researchers, Board and City Board members, Tenant Panel members

Recruitment Process

All roles are advertised on the Derby homes website www.derbyhomes.org

APPENDIX 1

Volunteering roles will be clearly set out through Volunteer role descriptions.

People interested in volunteering with Derby Homes will complete an application form for the volunteer role of their choice and be invited in for an informal chat.

Some volunteer roles require greater time commitment and carry more risk than others for example a victim and witness support volunteer will have face to face contact with people and sensitive information where as a telephone interpreter will generally be volunteering to translate over the phone.

Background checks will be undertaken on individuals wanting to become volunteers. Volunteers selected to carry out a particular roles will be required to complete a CRB check and give details of 2 referees that have know them for a period of 2 years. The volunteer will not be able to begin the role until the CRB check has been completed and returned.

Confidentiality

Derby Homes provides a range of services to its tenants. All information is confidential. All volunteers are expected to comply with the provisions of the Data Protection Act 1998 and maintain confidentiality at all times

Targets

Numbers of volunteers = Up to 30 per year
Volunteering outcomes reported to City Board



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
Participants who have completed the Home 2 work scheme through training evaluations and exit questionnaires.

DACP ????

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

Strand	No Impact	Negative Impact	Positive Impact	Comments / Evidence
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

Monitoring

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