



Agenda item: 16

Summary

Report for:	Cabinet
Date of meeting:	24 June 2012
Part:	1
If Part II, reason:	

Title of report:	Volunteer Management Policy
Contact:	Cllr Neil Harden, Portfolio Holder for Regulatory and Resident Services Author: Claire Lynch, Community Partnerships Officer Responsible Officer: James Deane, Assistant Director (Finance and Resources)
Purpose of report:	To approve the new Volunteer Management Policy
Recommendations	That Cabinet agrees the proposed Volunteer Management Policy
Corporate objectives:	<ol style="list-style-type: none"> 1. Community Capacity: enabling self-help and volunteering to build communities. 2. Regeneration: developing skills and aspirations of local people. 3. Dacorum Delivers: developing more effective ways of delivering services which meet customer expectations.
Implications:	<u>Financial</u> Expenses and travel within existing service budgets.
'Value For Money Implications'	<u>Value for Money</u> This policy seeks to improve the treatment of existing volunteers and increase the networks of volunteers within the community. This will improve the local area; build skills and aspiration of local people, providing value for money.
Risk Implications	If this Policy is not approved we will continue to see a difference in how volunteers are managed between departments. Poor management of volunteers can cause a negative volunteering experience, reducing the number of long term volunteers that we involve in the organisation. This negative experience of working with the Council can contribute

	to poor reputation within the Community.
Equalities Implications	There are no specific equality implications associated with the approval of the policy. However, if successful, volunteering opportunities will be advertising more broadly increasing the likelihood of getting representation from Dacorum's diverse communities.
Health And Safety Implications	<p>Risk assessments must be carried out by all volunteer supervisors; if staff member do not carry this out appropriately they will put the volunteer at risk.</p> <p>Volunteers will be covered by the Councils insurance policies when carrying out their volunteering role. If staff members have not followed the correct Health and Safety procedure, this could result in the injury of the volunteer and a subsequent claim against the Council.</p>
Monitoring Officer/S.151 Officer Comments	<p>Deputy Monitoring Officer:</p> <p>The Policy will help to ensure that the Council and volunteers are clear on their roles and responsibilities and will help to regulate the relationship between the parties.</p> <p>Deputy S.151 Officer</p> <p>No further comments to add.</p>
Consultees:	<p>The following internal and external stakeholders have been consulted;</p> <ul style="list-style-type: none"> • DBC staff – Resident Services, Community Partnerships, Tenant Involvement, HR, Insurance and Risk Management, Health and Safety. • External organisations: Unison, Volunteer Centre Dacorum <p>Residents: Tenant and Leaseholder group, Neighbourhood Action Steering groups, Individual volunteers involved through departments outlined above.</p>
Background papers:	N/A
Glossary of acronyms and any other abbreviations used in this report:	<p>VMG – Volunteer Management Group</p> <p>HR – Human Resources</p>

Background

1. Background

1.1 What is the purpose of volunteer management?

Volunteer management is targeted at anyone who has the task of recruiting and supporting volunteers. The right balance in procedures must be found; structuring the process so that volunteers are well managed and feel valued, meeting legal requirements and following good practice while avoiding unnecessary bureaucracy.

1.2 Why did we find a need to write the policy?

Neighbourhood Action, Adventure Playgrounds, Old Town Hall and Tenant Involvement currently involve volunteers. There are also developments within the Planning and Regeneration and Community Partnerships team to involve volunteers.

The growth in cross departmental working identified clear differences in how volunteers were being managed and that none of the services currently have a process for involving or managing volunteers. This can have a negative impact on the volunteering experience. We encourage local voluntary sector organisations and our strategic partners to manage their volunteers well. We should therefore ensure that our own internal processes are in line with good practice.

Volunteer Centres Hertfordshire promotes good practice in volunteer management and has created a volunteer management toolkit to help organisations. It is well known across the voluntary and community sector that the good management of volunteers will improve reputation for the organisation and increase the productivity, confidence and skills of the volunteer.

2. Benefits

2.1 What are the benefits to DBC?

- Supports the Community Capacity priority: enabling self-help and volunteering to build communities.
- Contributes to the Regeneration priority by developing skills and aspirations of local people.
- Improves the volunteering experience; increasing productivity, confidence and helping to retain volunteers.
- Improves the reputation of the Council by joining other local organisations in promoting good practice.
- Improves efficiency and reduces stress for staff by using a recommended process for involving volunteers.
- Protects the Council by working within the legal requirements.

3. Recommendations

For Cabinet to approve the new Volunteer Management Policy.