

ABERDEEN CITY COUNCIL

COMMITTEE FINANCE, POLICY AND RESOURCES

DATE 26 September 2013

ACTING DIRECTOR PAUL FLEMING

TITLE OF REPORT VOLUNTEERING POLICY

REPORT NUMBER: CG/13/015

1. PURPOSE OF REPORT

To seek agreement from elected members to approve the Volunteering Policy Guidance and Service Pack and to adapt all relevant HR policies to cover volunteers.

2. RECOMMENDATION(S)

That the committee note and approve

- a) to endorse the Making the Difference :Volunteering in Aberdeen Volunteering Service Pack (Appendix 1) and Making the Difference : Volunteering in Aberdeen Volunteering Policy Guidance (Appendix 2)
- b) local arrangements will be developed for volunteers to be properly inducted to the organisation and ensure they operate within the principles and behaviours agreed by the Council
- c) agree the responsibility for coordinating and monitoring volunteering opportunities within Aberdeen City Council would be taken by Corporate Governance, Customer Service and Performance and linked into the Community Planning Aberdeen Volunteering Strategy

3. FINANCIAL IMPLICATIONS

There are no financial implications.

4. OTHER IMPLICATIONS

The paper has no other implications.

5. BACKGROUND/MAIN ISSUES

Community Planning Aberdeen is the first Community Planning Partnership in Scotland to develop a Volunteering Strategy. The volunteering strategy is titled Making the Difference: Volunteering in Aberdeen.

This strategy was approved at the Corporate Policy and Performance committee on 1 December 2011, report number CG/11/144

This strategy was launched by Councillor Barney Crockett on the 28 July 2012 at the Volunteering Fayre, held within the Music Hall. This event was attended by 50 agencies and 1200 visitors.

Aberdeen City Council is the first local authority to develop and offer the Scottish Qualifications Authority (SQA) Volunteering Skills Level 3 Award. This SQA Award is now promoted and supported through the Communities Team in Education, Culture and Sport.

In partnership with Aberdeen Council of Voluntary Organisations (ACVO)/Aberdeen Volunteer Centre we have developed a manageable procedure to promote our opportunities and raise the profile of both Aberdeen City Council and the Community Planning Volunteering Strategy.

Aberdeen City Council staff that support and supervise volunteers will be offered through a partnership approach with ACVO, CVS Initiative and the North Alliance, a suite of learning opportunities to promote good practice in the co-ordination and management of volunteers.

These training opportunities are

- Motivation and Retention of Volunteers
- Support and supervision of Volunteers
- Reducing Barriers to Volunteering for People with Disabilities
- Assessing and Dealing with Risk to Volunteers
- Dealing with Difficult Volunteer Situations

Within Aberdeen City Council, a Volunteering Network Group which will have cross service representatives is in development. It is anticipated that this Network will routinely collect monitoring information as detailed above.

Currently Aberdeen City Council does not have a Volunteering Policy. A Volunteer Framework will be developed to cover such things as induction, health and safety etc

6. IMPACT

The Volunteering Policy Guidance will work as an aide memoir to all Directorates and help support supervisors of volunteers. Further support can be received on ACVO's website Community Toolkit under the Volunteering section this can be found at <http://www.acvo.org.uk/communitytoolkit.html>

By working in partnership with ACVO/Volunteer Centre this will help promote and raise the profile of our Aberdeen City Council and volunteering opportunities within Aberdeen City Council.

By establishing a joined up approach to volunteering within Aberdeen City Council and developing a clear process for monitoring these opportunities we will for the first time have a true record of:

- Number of opportunities offered
- Type of volunteer opportunities
- Number of volunteer hours
- Breakdown of services using volunteers

7. BACKGROUND PAPERS

The National Volunteering Strategy 2004
A Rewarding Experience Strategy 2008-2011
Volunteering Strategy – Making the Difference 2012-2015

9. REPORT AUTHOR DETAILS

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