

## **DUNDEE CITY COUNCIL**

**REPORT TO:** Policy and Resources Committee - 27 April 2009

**REPORT ON:** Dundee Partnership Compact and Volunteering Strategy

**REPORT BY:** Director of Leisure and Communities

**REPORT NO:** 204-2009

### **1.0 PURPOSE OF REPORT**

1.1 To report on the development of the Dundee Partnership Compact and Volunteering Strategy and seek Dundee City Council's endorsement of these policy documents.

### **2.0 RECOMMENDATIONS**

Committee is asked to:

- 2.1 endorse the Dundee Partnership Compact and Volunteering Strategy.
- 2.2. agree to replacing the Dundee City Council's Voluntary Sector Liaison Group(VSLG) with the Dundee Partnership Compact Group.
- 2.3 agree the membership and remit of the Dundee Partnership Compact Group.
- 2.4 support the development of the Dundee Partnership Compact and Volunteering Strategy and the implementation of the associated action plans.

### **3.0 FINANCIAL IMPLICATIONS**

3.1 None.

### **4.0 MAIN TEXT**

- 4.1 In 2007, the Dundee Partnership agreed to the adoption of a written statement of understanding between Community Planning Partners and the voluntary and community sector. This document, known as a Compact, and entitled "Working Better to Make Dundee Better" (see Appendix 1) is now presented for endorsement by the City Council. A key part of the Compact's action plan was the development of a Dundee Partnership Volunteering Strategy and Action Plan (Appendix 2), which is also presented for approval.
- 4.2 The Partnership Compact and Volunteering Strategy were preceded by the Dundee City Council Voluntary Sector Policy, adopted in 2001 and entitled "Developing and Strengthening the Partnership", which set out a vision of shared values and a shared commitment to good practice and regulation as the foundations for partnership working with the voluntary sector. It also established the Voluntary Sector Liaison Group, which drew membership from Dundee City Council, the voluntary sector and other partner agencies. This group met regularly to discuss issues of mutual interest or concern. This document also invited the voluntary sector to "engage with (the Council) in the development of a Dundee Compact" (Page 23).

### **5.0 THE DUNDEE PARTNERSHIP COMPACT**

- 5.1 "Working Better to Make Dundee Better" proposes that the Compact should be implemented via a strategic Compact Partnership group, which will report through existing Dundee Partnership structures and will be remitted to:
- provide the main platform for the discussion of issues connected to the relationship between the public and voluntary sectors
  - improve joint planning and joint working
  - support full involvement and representation of the voluntary and community sector in policy, decision making and service delivery at all levels in the city including community planning.
  - define the roles of public and voluntary sectors within the context of community planning
  - find ways of sustaining and developing the resources available to the voluntary and community sector
  - support the role of volunteering in Dundee
- 5.2 Having consulted widely at key stages in the development of the Compact, the development group concluded that this Compact Partnership should incorporate the functions of, and therefore replace, the Dundee City Council Voluntary Sector Liaison Group.
- 5.3 The new group would be serviced by Dundee Voluntary Action, with support from Leisure and Communities and other partner agencies where appropriate. Its membership would be drawn from partner agencies, with senior officer representing Dundee City Council Leisure and Communities and Social Work Departments, Dundee CHP, Tayside Police, DVA, Tayside Fire and Rescue and Volunteer Centre Dundee.

## **6.0 DUNDEE PARTNERSHIP VOLUNTARY STRATEGY**

- 6.1 A key objective for the Compact was to develop Partnership Volunteering Strategy (Appendix 2). This was completed and launched on 5 December 2008.

The strategy has 5 key priorities:

- All people in Dundee readily know about volunteering and how to get involved
  - Volunteers experience the same high standard of volunteer management, with the Partnership setting standards for volunteering opportunities
  - young people have the opportunity of a positive volunteering experience within Partnership agencies
  - Partners recognise and enable employer supported volunteering
  - Dundee Partnership is knowledgeable about the scope of volunteering and how it contributes to its vision for the city.
- 6.2 Committee is asked to approve continued support for the development of the Volunteering Strategy.
- 6.3 Approval is also requested for the development of responses to the strategy which will set out how the above priorities will be taken forward by Dundee City Council Departments.

## **7.0 POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues.

## **8.0 CONSULTATION**

- 8.1 The Chief Executive, Depute Chief Executive (Support Services), Depute Chief executive (Finance) and Head of Finance have been consulted on this report and are in agreement with its contents.  
Dundee Voluntary Action and Volunteer Centre Dundee were also consulted in the preparation of this report.

## **9.0 BACKGROUND PAPERS**

- 9.1 The following background paper as defined by Section 50D of the Local Government (Scotland) Act 1973 were relied on to a material extent in preparing the above report.

Dundee City Council's Voluntary Sector Policy "Developing and Strengthening the Partnership" 2001.

**STEWART MURDOCH**  
**DIRECTOR OF LEISURE AND COMMUNITIES**  
**26 MARCH 2009**

**WORKING BETTER TO MAKE DUNDEE BETTER  
- A COMPACT**

**1. WHAT IS A COMPACT?**

- 1.1 A Compact is a written statement of understanding between Community Planning Partners and the voluntary and community sector. Community Planning is the way in which councils, together with other national and local organisations agree local priorities with the community and then work collectively to provide the services that are needed at local level.
- 1.2 In Dundee, the main statutory partners are Dundee City Council, NHS Tayside, Tayside Police, Tayside Fire and Rescue Service, Scottish Enterprise Tayside, Communities Scotland, academic institutions and representatives of the private sectors. In recognition that only through our joint contribution in working together with the voluntary and community sector can we make Dundee a better place; the Dundee partnership has remitted a group to develop a Dundee Compact.
- 1.3 A Compact is deliberately not exhaustive. It recognises the diversity of the voluntary and community sector and its activities; it represents a reciprocally beneficial and constructive relationship between the statutory and voluntary sectors.

**2. THE VOLUNTARY SECTOR AND VOLUNTEERING**

- 2.1 Voluntary and community sector activity and volunteering has been an asset to the city for many years. Collectively the sector makes an enormous contribution to society and the social economy of Dundee. As a core part of community life in the city, the voluntary sector comprises at least 900 voluntary groups of which 577 are charities, ranging from small, informal, self-help groups to national charitable organisations
- 2.2 The voluntary and community sector is the collective name for all these voluntary and community organisations. Throughout this document, implicit in the term "voluntary sector" will be all voluntary and community organisations. Voluntary and community organisations can be diverse in their ethos and how they operate. However what they have in common are:-
- Independence from statutory agencies
  - Managed by voluntary committee or boards
  - Established for public or mutual benefit
  - Not-profit distributing
- 2.3 The voluntary and community sector often works to meet the aspirations of society and initiates changes locally by filling gaps where they exist, to improve the lives of citizens in Dundee and making the city a better place.
- 2.4 Community Planning partners recognise the added value that voluntary organisations can bring to public services and community life in the city. Voluntary organisations through their service delivery experience and close community links can to help improve the effectiveness of Community Planning Partners service delivery.
- The voluntary sector and Community Planning partners share a vision of a more equal and socially just Dundee which voluntary organisations contribute in many different ways
  - Many voluntary organisations provide vital services in particularly effective ways

- Voluntary organisations create wealth, jobs and skills in the city
- Voluntary organisations can help cement local communities by providing a wealth of opportunities for people of all ages and backgrounds to engage in community life, while at the same time developing their own skills and experience. They play a key role in developing Dundee's civic society

2.5 As distinct from the voluntary sector, volunteering means to perform a service without payment or coercion. 17% of Dundee's population does some kind of voluntary work, many within the statutory or private sectors as well as in voluntary organisations. The Compact has a commitment to promoting volunteering and good practice in the management of volunteers,

### **3. BENEFITS OF A COMPACT**

3.1 Key benefits of having a formal agreement between statutory and voluntary sector partners include:-

- Strengthening the relationship between partners
- Extending opportunities for the voluntary sector to contribute experience and ideas to development and implementation of public policy
- Making public sector policy and practice more relevant to the potential needs of the voluntary sector
- Enabling voluntary organisations to communicate more effectively to public bodies the needs of their users and wider constituencies
- Increasing understanding of how the public and voluntary sectors work
- Generating evidence and information on the value and impact of the work of public bodies and the voluntary sector
- Informing longer-term planning and strategic thinking

### **4. PURPOSE OF THE COMPACT**

4.1 This Compact has been developed to progress and improve the working relationships between the public and voluntary sectors in Dundee for the benefit of the city and its residents. It is a practical and focussed agreement which seeks to improve collaboration and partnership between the sectors.

4.2 The Compact sets out a number of strategic aims backed by a plan of action which will address identified barriers and issues and enable us to move towards our vision of working better to make Dundee better.

4.3 We recognise that implementation of the Compact is a complex process and so we have set clear aims and actions focussing on what needs to change

4.4 The Action Plan will provide a shared basis upon which the sectors can move forward in partnership. This will require the full commitment of all organisations involved and a willingness to focus on what needs to change for the benefit of Dundee residents.

### **5. STRATEGIC AIMS**

5.1 To move towards our vision of working better to make Dundee better, we are committed to taking forward an action plan which will:-

- Improve joint planning and provision of services in the city

- Increase mutual appreciation of the role and strengths of the voluntary and public sectors and the contributions they make to the life of Dundee
- Increase the role of the voluntary sector in policy, decision-making and service delivery at all levels in the city
- Sustain and develop the resources available to the voluntary and community sector
- Support and develop the particular role of the volunteering in both the voluntary, and the public sectors
- Support increased and improved community engagement
- Increase mutual confidence in the ability of partners to deliver effectively

## **6. PRINCIPLES AND VALUES**

6.1 The Compact recognises, values and is sensitive to all constituent parts of Community Planning Partnership

- The Compact recognise that volunteering and the voluntary sector are mutually supportive
- The Compact provides a framework to secure organisational commitment for a partnership approach to achieving the Vision for Dundee
- A partnership approach will be based on mutual trust and respect, equity, a common vision and purpose within a culture of openness, transparency, integrity and accountability
- The participating Community Planning Partnership organisations will be held accountable for the principals contained within this Compact

## **7. EQUALITIES**

7.1 The Dundee Partnership is committed to equal opportunities and the mainstreaming of equalities. This commitment builds on that of the individual partner organisations and their responsibilities under relevant equalities legislation for the promotion of equality of opportunity in policy development and service provision. The primary aim of the Compact is to improve the working relationship between the Dundee Partnership and the voluntary sector. In achieving this aim the Compact will ensure that any actions undertaken has regard to gender, race/ethnicity, disability sexual orientation, age, religion or belief and other dimensions of disadvantage and discrimination.

7.2 Oppressive attitudes, practices and ideologies, which are expressed in individual, institutional, and structural discrimination, remain prevalent in society. The Compact is committed to ensuring that all Partners have the skills and capacity necessary to meet the challenge of advancing:

- Active promotion of equality
- Elimination of unlawful discrimination and
- Promotion of the participation of all sectors of society in the public life of Dundee

## **8. THE COMPACT DEVELOPMENT PROCESS AND POLICY CONTEXT**

8.1 In July 1995, the Voluntary Issues Co-ordinating Unit in the Scottish Office issued "Guidance to New Authorities on Relationships with the Voluntary Sector". In 1996,

Dundee City Council, as one of its first acts approved a report on Partnerships with the Voluntary Sector.

- 8.2 Nationally, this was followed in 1998 and 1999 by the publication of the COSLA Strategy Forum Joint Guidance Note on Voluntary Sector Policy Statements and guidance on the Funding of Voluntary Organisations. In 1998, the first Scottish Compact was approved, followed on 2000 by the Scottish compact Good Practice Guidance. Again Dundee City Council responded promptly to these developments by producing, in 2001, its Voluntary Sector Policy –“Developing and Strengthening the Partnership”
- 8.3 The Local Government Scotland Act 2003 and the development of policies on children’s rights, ending poverty, building safe strong communities and promoting equality and social inclusion led to a review and updating of the Scottish Compact, mirrored in Dundee by the adoption by the Dundee Partnership of a Consultation Agreement aimed at enabling the voluntary/community sector to contribute effectively to the development and implementation of policies.
- 8.4 In addition, a Compact for Health was adopted in March 2004 which sets out shared principles and values, partnership working arrangements, resource implications, an action plan for implementation and a monitoring and evaluation framework. This Compact also envisages that,

*“Over time it may be appropriate to develop a joint Compact unique to each of the community planning areas”*

Other relevant policies include:-

- The Scottish Executive's Volunteering Strategy, 2004
  - Dundee City Council's Volunteering Policy, 1998
  - The Dundee Partnership's Consultation Agreement and Community Involvement Strategy
  - The Community Learning and Development Community Engagement Strategy
  - NHS Tayside Patient focuses Public Involvement strategy
- 8.5 Taking account of progress in all these areas, and of developments such as the establishment of Dundee Community Health Partnership, the Dundee Partnership took the decision to create a local Compact which would formalise local partners' commitment to the working together to achieve the following:
- Improved joint planning
  - Increased mutual recognition of the particular roles and strengths of the voluntary and community and public sectors and the contributions they make to the city.
  - An increased role for the voluntary and community sector in policy, decision making and service delivery at all levels in the city
  - Retention and development of the shared commitment to inclusion., diversity and equality
  - Sustaining and developing of the resources available to the voluntary and community sector
  - Support for, and development of, the particular role of the volunteering and active citizenship in voluntary and community and public sectors
  - Increased mutual confidence in the ability of partners to deliver effectively

- 8.6 To take this forward, The Dundee Partnership appointed a Compact Development Group with representation from all key agencies in the city (see appendix 1). The group's remit was as follows:
- To produce a Dundee Partnership Compact and Volunteering Strategy and oversee their consultation
  - To define the roles of public, private and voluntary/community sectors and support joint working
  - To raise awareness across all sectors and to recognise their specific needs and the special contribution made by those in all sectors
  - To seek approval from all Partners and endorsement by the Dundee Partnership Management Group
  - To produce recommendations for implementation and monitoring of the Compact and Policy
- 8.7 The group progressed this by organising a series of events for stakeholders (see Appendix 2) which, using the Appreciative Inquiry method, identified the key elements of this Compact and Action Plan.

## **9. WHAT WILL THE COMPACT DO?**

- 9.1 A new strategic Compact Partnership will be created which will be responsible for overseeing the implementation of the Compact and the Action Plan. The Compact Partnership will fit within existing Dundee Partnership structures and will
- Provide the main platform for issue connected to the relationship between the public and voluntary sectors
  - Play a full part in supporting the Community Planning process in Dundee

All key public agency partners will be represented on the Compact Partnership. The compact Partnership will select a chair from within the group.

- 9.2 Each of the key partners will clearly allocate responsibility for taking forward the Compact and Action Plan as agreed within their organisation. Each public sector body will nominate a senior officer to represent them on the Compact Partnership, and to be responsible for ensuring that the Compact and Action Plan is progressed effectively in all parts of their organisation. They will report back at least twice a year on progress against the Action Plan and on any issues, problems or barriers to be addressed.
- 9.3 The Compact will oversee the development of a programme of awareness-raising and promotion to ensure that as many voluntary organisations as possible know of the Compact and of the benefits of involvement. It will support the roll-out of the Compact and of the voluntary and community sector's representation in formal community planning arrangements.

## **10. MONITORING AND EVALUATION**

- 10.1 The Compact Partnership will be responsible for annually reviewing the implementation of the Compact and will be able to request that any of the key partners assist them by providing information or evidence.
- 10.2 Monitoring of the Action Plan will be conducted by the Compact Partnership based on targets identified for each action item.



## **11. DISPUTE AND GRIEVANCE PROCEDURES**

11.1 Implementation of the Dundee Compact is a shared responsibility of all Community Planning Partners and the voluntary sector.

11.2 There is, however, a stress in the document that the Compact "way of working" should ensure that most disputes are resolved amicably, and without recourse to further procedures.

### **11.2.1 Stage 1 Investigation**

The first stage involves a panel of members from the Local Compact Working Group carrying out an initial investigation and providing advice on a solution (if one is available) where the dispute is within the ambit of the Compact. This is intended to take place within 20 days of a dispute being notified.

### **11.2.2 Stage 2 Mediation Scheme**

If any party has a dispute they can use mediation as a way of resolving disputes before formal procedures are invoked.

In mediations, the parties themselves, with the help of a neutral mediator, work to find a mutually acceptable solution. Mediation is:

- voluntary, both sides must agree to go to mediation
- conducted by a fully trained professional mediator chosen by both parties
- Affordable and cost effective. The cost of approximately £1,000 is spread between the participants (normally fifty/fifty)

An alternative to using a mediation service would be to ask partners in neighbouring authorities if they would mediate. An appropriately skilled person would be required.

What happens in mediation?

- Relevant information is shared by each party and the mediator before the mediation
- The parties meet both in confidential discussions with the mediator and face to face with each other
- The parties may be accompanied by legal or other representatives agreed between the parties beforehand.
- If successful, a written agreement is drawn up immediately and its implementation is planned
- The mediator facilitates the process but the parties are responsible for the outcome

### **11.2.3 Stage 3 Ombudsmen**

11.3 Breaches of Local Compacts, where these relate to maladministration, can be referred to the Local, or Health Ombudsmen and can, therefore, be subject to judicial review.

## **GLOSSARY OF TERMS**

### **Accountability**

Means by which individuals and organisations report their actions and are answerable to others for what they have done.

### **BME**

Black and Minority Ethnic voluntary and community organisations and groups. This is the preferred term of BME groups - although it is best used in full. These groups are often insufficiently involved in the Local compact process. Find out more about BME groups and the Compact in [Codes of Good Practice](#).

### **Breach**

Used to describe a Compact undertaking that has not been followed (most likely through lack of awareness or misunderstanding than being deliberate) and which can be remedied through the compliance procedures.

### **Capacity Building**

A resourced approach (typically through staff training and development) boosting the sector's ability to manage projects, deliver services or engage in consultation and policy processes, partnerships and social enterprise by ensuring that voluntary and community organisations have the skills, knowledge, structures and resources to realise their potential.

### **Community Development**

Building active and sustainable communities based on social justice and mutual respect. It is about changing power structures to remove the barriers that prevent people from participating in the issues that affect their lives. It promotes the active involvement of people through sharing power, skills, knowledge and expertise.

### **Community Group**

A group of people with a common cause, often neighbourhood-based but may focus on a single issue for campaigning or self-help. Community groups are likely to be small, local, informal, unfunded and volunteer-run rather than employing staff. The blanket term for these groups in the community sector, which forms by far the largest part of the voluntary and community sector and whose involvement in Local Compacts is crucial to making these works. Find out more about community groups and the Compact in [Codes of Good Practice](#).

### **Community Plan**

This is the key local document led by the council, reflecting needs and aspirations identified by local people and agreed between agencies through the Local Strategic Partnership. In setting out the vision for the area's future, the Strategy must by law also include the needs and plans of the sector. A Local Compact should explicitly underpin the sector's involvement in the community planning process.

### **Community Planning**

Community Planning is the way in which councils, together with other national and local organisations agree local priorities with the community and then work collectively to provide the services that are needed at local level.

### **Compact**

The sector's written agreement with the Government (or local public bodies) which has undertakings on sides, shared principles and values such as recognising the sector's independence and mechanisms for making it work. England published the world's first Compact in 1998. Find out more in the [National Picture](#) and [Local Dimension](#).

### **Compact Group**

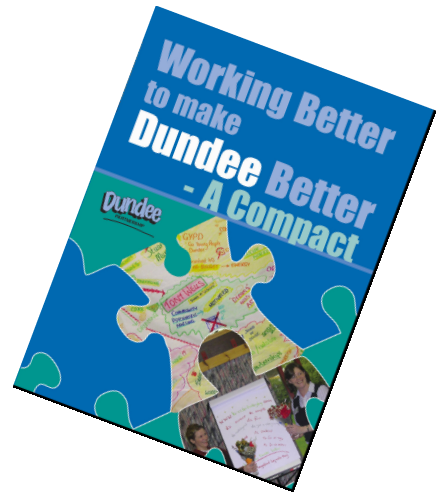
Locally, this may be known as the Local Compact Steering Group, Monitoring, Management or Implementation Group and is responsible for taking the Local Compact forward. Nationally, Compact Voice includes members representing the sector's diversity, supported by staff based at the National Council for Voluntary Organisations.

**“Volunteering matters.  
It’s time to make a difference.”**

Dundee Partnership’s Volunteering Strategy:  
Developed through the Compact Implementation Group

**Vision for Volunteering**

“Dundee is a City where volunteering **to give your time to benefit others or the environment, is accessible to all**, is a rewarding experience and is **highly valued as an act of citizenship.**”



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## **Foreword**

This strategy, owned by the widest range of public and voluntary sector partners, turns our attention to that rich and sometimes untapped resource in our city, the citizens themselves and the time they give as volunteers. It comes at a time when financial resources are scarce and uncertain and yet the Dundee Partnership has an ambitious vision for Dundee's future. These are clearly laid out in Dundee's Community Plan as well as the more recent Single Outcome Agreement for Dundee. As government has had a shift in emphasis from a national to a localism agenda in public sector spending, it has taken the same view towards its role in enabling the voluntary sector and volunteering. The national Compact and the national Volunteering Strategy need to be locally developed and owned. In Dundee that work is well underway, the Dundee Compact with the community and voluntary sector was adopted in July 2007 and this Strategy for Volunteering follows on from that.

### **1. Executive Summary**

The Dundee Partnership has developed a Volunteering Strategy for Dundee as part of its Compact with the community and voluntary sector work together in achieving its vision for the City.

This strategy identifies 5 key priorities for change to ensure that volunteering is embedded across all sectors of the Partnership. It aims to create more volunteering opportunities, to enable employed staff to volunteer, to create opportunities for all especially young people, to have accessible information across the city and have a Partnership that is knowledgeable about the scope of volunteering.

The Dundee Partnership acknowledges that volunteering is a good thing: it builds better communities, social inclusion and is an act of active citizenship. It cuts across all areas of the Partnership's community plan and contributes to all sectors of society. This strategy identifies that a change in culture is required to ensure that everyone who wants to volunteer is able to do so, that opportunities exist equally across all sectors of the partnership and that a standard of volunteer management is achieved by all partners.

The Partnership also recognises the fact that it is not always straightforward to get involved in volunteering, that many people find it difficult and some people who have volunteered state they would not do so again. We also know that the majority of volunteering takes place in the voluntary sector and that although public awareness and expectation of volunteering has gone up the choices of activities and times have not.

The Strategy's 5 Key priorities for change to meet its vision:

1. **All people in Dundee readily know about volunteering** and how to get involved – to ensure visibility of volunteering across the city
2. **Volunteers experience the same high standard** of volunteer management – The Partnership sets a standard in providing high quality volunteer opportunities
3. **Young people have the opportunity of a positive first hand experience** from both the voluntary and public sector
4. **Partners recognise and enable employee supported volunteering** and encourage local employers to support their staff to volunteer
5. **Dundee Partnership is knowledgeable** about the scope of volunteering and how it contributes to its own vision and principles and that the voluntary contribution is shown in all its reporting

The strategy will be driven forward by an Implementation Group which will have clear and supported voluntary roles for individuals.

The tools available to achieve this include;

- National Occupation Standards for management of volunteers
- Volunteer Impact Assessment Toolkit
- Investing in Volunteers

## 2. Background

2.1 The Volunteering Strategy has come about through the work of Dundee Community Planning Partnership's Compact Development Group, now the Compact Implementation Group. The Dundee Community Planning Partnership is a joint venture that pulls together the strengths of key City agencies to provide a vehicle for coordinated inter agency working. Starting life as the Dundee Project in 1981 it has led a range of successful projects that make a major contribution to Dundee's physical and economic transformation.

In Dundee, the main statutory partners are Dundee City Council, NHS Tayside, Tayside Police, Tayside Fire and Rescue Service, Scottish Enterprise Tayside, academic institutions and representatives of the private sector. In recognition that only through our joint contribution in working together with the voluntary and community sector can we make Dundee a better place, the Dundee partnership remitted a group to develop a Dundee Compact.

## 2.2 What is a Compact?

A Compact is a written statement of understanding between Dundee Community Planning Partners and the voluntary and community sector.

The Dundee Compact, **Working Better to Make Dundee Better** was agreed in 2006. Its strategic aims are:

- Improve joint planning and provision of services in the city
- Increase mutual appreciation of the role and strengths of the voluntary and public sectors and the contributions they make to the life of Dundee
- Increase the role of the voluntary sector in policy, decision-making and service delivery at all levels in the city
- Sustain and develop the resources available to the voluntary and community sector
- Support and develop the particular role of volunteering in both the voluntary, and public sectors
- Support increased and improved community engagement

- Increase mutual confidence in the ability of partners to deliver effectively

### 2.3 **Where does Volunteering fit with the work of Dundee Partnership?**

Volunteering contributes across all areas of Dundee Partnership's Community Plan:

- Work & Enterprise: transitions to employment and training, skills development
- Lifelong Learning: personal learning, accredited learning
- Building Stronger Communities: community leaders, providing services
- Dundee's Environment: campaigning and practical conservation
- Health & Care: befriending, counselling, help-lines, handy person
- Community Safety: victim support, special constables, youth work

Volunteering can also provide a route to social inclusion and is in itself the action of an active citizen.

Volunteering contributes to all sectors of society:

- **Public sector:** in hospitals, schools, youth work, parks, sport, housing
- **Voluntary sector:** across all voluntary sector services
- **Private Sector:** employer supported volunteering, care homes

Volunteering is an exchange, it benefits all:

- Individual Volunteers
- Organisations/Recipients of the Services
- Community/Environment

In the [2004 Household Survey](#) which asks about voluntary activity, [17% of the adult population in Dundee volunteered regularly](#). That's around [23,000 people](#).

Volunteering as an activity of choice and connects people to activities across all areas of life in Dundee.

According to the Scottish Household Survey, more than 32% of all volunteers are involved with some form of fundraising.

The volunteering activities they undertake include sports coaching, driving, governing a charity, plant surveys, adult literacy, alternative therapies, mammal surveys, youth work, campaigning, community work and taking part in consultations. Volunteer Centre Dundee data in support of other findings determined that the main reasons volunteers give for carrying out their chosen activity are:



- Making a difference
- Learning new skills
- Making good use of free time
- Gaining references for work
- Improving health and confidence

## 2.4 Definition of Volunteering

*“Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, the environment and society at large. It is a choice undertaken of one’s own free will, and is not motivated primarily for financial gain or for a wage or salary”* Scottish Executive (2004)

## 2.5 Vision for Volunteering

That Dundee is a City where volunteering to give your time to benefit others and the wider community is accessible to all, is a rewarding experience and is highly valued as an act of citizenship.

## 3. Why does volunteering need any intervention?

### 3.1.1 Challenges

#### **Many people don’t know about volunteering**

*According to the Household Survey, an estimated 23,000 people in Dundee regularly volunteer, that’s 17% of the adult population as oppose to 50% in Shetland.*

Most will have been introduced to volunteering through their family, friends or work colleagues. Of those who don’t volunteer, when asked why, the most common reason given is that they have never been asked. When shown examples of volunteer recruitment advertising, participants said that they thought general requests for help did not mean people like them.

Those who have no experience of volunteering often have a negative outdated image of volunteering.

### 3.1.2 Volunteers experience a wide range of practice

*41% of ex-volunteers say they wouldn’t volunteer again*

Some volunteers are supported and highly valued, offered high quality training and out of pocket expenses and a say in how an organisation is run. For others getting started as a volunteer is as hard as getting a paid job. Phone calls are not returned, there are long delays in getting information, and the time taken for vetting and disclosure checks to be carried out can all be barriers. Where excellent practice does exist there is often a shortage of resources for volunteer management, volunteer training and expenses.

**KEY FACT**

**KEY FACT**

### 3.1.3 **Young people face barriers to volunteering**

#### **KEY FACT**

*30% of all volunteers started volunteering while still at school*

Most volunteer opportunities available in Dundee are not aimed at recruiting young people and can be off putting. Young volunteers can be as reliable and motivated as any other age group and can have the most to benefit from the experience in terms of transitions. However, young people not in employment, education or training do not have the confidence to access many of the existing volunteer opportunities. Compliance with the Protection of Children Scotland Act can be a barrier for organisations.

### 3.1.4 **Gaps between supply and demand**

#### **KEY FACT**

*The majority of potential volunteers coming through the Volunteer Centre are looking to increase their confidence and skills. The majority of vacancies held require quite high levels of confidence and communication skills. 75% of all volunteers are in the Voluntary Sector.*

Public awareness and expectation of volunteering has gone up but choices of activities and times available haven't.

### 3.1.5 **We don't have enough knowledge about volunteering in Dundee**

#### **KEY FACT**

*An estimated 20% of all volunteers in Dundee are in the public sector, that's around 4,600. Currently there is no accurate account of where they are and what they do.*

At best volunteering can be seen as something good but twee, at worst it can be seen as outdated philanthropy. Hard evidence is needed to raise the status of volunteering.

## **3.2 Opportunities**

### 3.2.1 **Make Volunteering visible in all areas of people's lives**

Information on volunteering is made readily available city-wide and locally. Maximum use is made of local hubs such as neighbourhood centres and health centres to promote nearby volunteer opportunities. Partners websites have easy links to all the volunteer opportunities available in their own agencies (virtual hubs) and how to access them.

Increasing volunteering in Dundee to 34% of the population would double the number of volunteers from 23,000 to 46,000.

### 3.2.2 **Set the standard in providing high quality volunteer opportunities**

Seek out and promote good standards in volunteer management.  
Set a target date for all partners to follow NHS Tayside and achieve Investors in Volunteering status.  
Create common induction training for volunteers across all partners.

### 3.2.3 **Make volunteering readily available to school age young people**

Public and voluntary sector to work together to identify diverse volunteering opportunities for young people to choose from, particularly targeting young people in transition.

### 3.2.4 **Encourage local employers to support their staff to volunteer**

Partners in Dundee Partnership can contribute even more to making Dundee a better place to live by promoting volunteering to their employees e.g. advertising on notice boards. Some volunteer opportunities could include developmental and satisfying activities such as mentoring, counselling and sports coaching. Employer supported volunteering could support volunteer committee members/trustees to share the bureaucracy of their role.

Partners may be able to offer incentives to staff to volunteer, such as time off, depending on the nature of the organisation and the services they provide.

### 3.3.5 **Start to gather local intelligence on volunteering**

Dundee Partnership can use the information it gathers from the work of the Volunteering Strategy to evidence:

- Volunteering and how it contributes to its own vision and principles
- That the voluntary contribution of Dundee's citizens is shown in all its reporting.

## 4. **The Strategy**

### 4.1 **The Vision**

That Dundee is a City where volunteering to give your time to benefit others and the wider community is accessible to all, is a rewarding experience and is highly valued as an act of citizenship.

### 4.2 **Priorities for Change**

#### 4.2.1 **All people in Dundee readily know**

- The value of volunteering to themselves, their community and their environment.
- How to get involved

4.2.2 **Volunteers experience** the same high standard of volunteer management/co-ordination across all partners and sectors.

4.2.3 **Young people have the opportunity** for a positive first-hand experience of volunteering

4.2.4 Individual partners of the Dundee Partnership **recognise and enable employee volunteering**

4.2.5 **Dundee Partnership is knowledgeable** about the scope of volunteering and how it contributes to its own vision and principles, ensuring the voluntary contribution of Dundee's citizens is evidenced in all its reporting.

#### 4.3 **National Occupational Standards and Investing in Volunteers(liV)**

The National Occupational Standards for Management of Volunteers have been developed by the UK Workforce Hub, a voluntary sector hub with SCVO representing Scotland. The Standards are for anyone who manages or support volunteers. They address issues such as developing policy, promoting volunteering, recruitment and induction, management, development and support of volunteers and self-management.



The Investing in Volunteers process involves applying standards and indicators to an organisation's management of volunteers. This is through an independent assessment process where an assessor visits the organisation to evaluate how practice is perceived and experienced within the organisation.

To ensure an inclusive and equitable experience of volunteers across the city and across partners, Dundee Partnership will champion best practice in use of the Standards and liV and support the development of the Standards and liV where they don't currently exist.

#### 4.4 **Measuring the Impact of Volunteering**

The Institute for Volunteering Research has developed a nationally recognised Volunteer Impact Assessment Toolkit. It enables volunteering to be measured in terms of the volunteer, the organisation and individual beneficiaries of the volunteers' time. The toolkit measures the impact of volunteering under the following areas; physical, human, economic, social and cultural capital

To ensure the true costs and benefits of volunteering are transparent, Dundee Partnership and activities funded by the Partnership, will seek to report regularly on the impact of volunteering.

#### 4.5 **Implementation**

The Vision of this Volunteering Strategy is for a sustained change in culture. An Action Plan will be developed which lays out the first steps towards that vision. This will include becoming a lot more informed about the volunteering that is going on in the city. As more is learned, the Action Plan will be further developed and implemented.

A Volunteering Strategy Implementation Group will drive this work forward. It will report annually to the Dundee Partnership on the implementation of the Action Plan.

The Implementation Group will need committed staff time from the partners as well as from the voluntary sector infrastructure.

Additionally, there will be clear and supported voluntary roles for individuals.

## 5.0 Appendices

### 5.1 The Volunteering Strategy Group

Beverley Black	Manager, Health Living Initiative
David Hughes	Urban ranger, Leisure & Communities, DCC
Christine Lowden	Deputy Chief Executive, Dundee Voluntary Action
Kathryn Mackenzie	Manager, Volunteer Centre Dundee
Jamie McBrearty	Sports Development, Leisure & Communities, DCC
Olive Smiles	Section Leader, Leisure & Communities, DCC
Graeme Sim	Clerical Assistant, Volunteer Centre Dundee
Lyn Smith	Project Coordinator, Volunteer Centre Dundee

The group has met 9 times since June 2007

### 5.2 Involvement/ Consultation Process

22 June 2007 Verdant Works Event kick starts the strategy: 30 participants:

- 13 Dundee City Council
- 2 NHS
- 1 University of Dundee
- 13 Voluntary Sector
- 1 Volunteer

5 December 2007 West Park event consults on first draft: 42 participants, including 10 volunteers.

January to March 2008 Survey Monkey targets key stakeholders to consult on 2<sup>nd</sup> draft

### 5.3 Case Studies

#### Children's Panel Volunteer (Sue)

As a panel member Sue takes a full and equal part in the children's hearings system.

*What difference does she make:*

"I would like to think that the children in Dundee benefit from the time and work that all panel volunteers put in."

*How does it make a difference to her:*

"It develops my skills through training and experience, increases my confidence and the sense of using my spare time well."

*Would she recommend it to others?*

"I would definitely recommend this to everyone who cares about children. The Children's Panel in Dundee really does make a difference to children."

#### Men's Group/ Cooking Group/Healthy Living Initiative Volunteer (Bill & Pat)

Bill and Pat take on a variety of practical roles, as well as being part of a management committee.

*What difference do they make?:*

"You pass on what you've learnt, support people, see people moving from isolation to making new friends."

“To see people coming along with reservation and a few weeks later relaxed, smiling and enjoying themselves.

*How does it make a difference to them?:*

“Getting a lift from seeing people happy, it gives me a good lift and a sense of purpose.”

“I get a kick out of seeing people get better. After being unable to work through illness, this has given me new hope (and my wife gets me out of the house!).”

*Would they recommend it to others?*

“Yes. Find something you want to do and do it! Enjoy what you are doing.”

#### 5.4 **References**

- Inspiring Volunteering: A Volunteering Strategy for Edinburgh 2006
- Scottish Household Survey 2005
- Scottish Executive: Improving Health & Wellbeing through Volunteering in Scotland's NHS 2008
- Scottish Executive: Volunteering Strategy 2004
- Data collected by Volunteer Centre Dundee 2007 via national database: VBay
- Single Outcome Agreement for Dundee
- VC Dundee Youth Work Survey
- VC Dundee survey of HVN volunteers
- VDS Annual Statistics on Volunteering 2007
- Volunteering Works: Volunteering & Social Policy 2007, Institute of Volunteering Research
- Working Better to Make Dundee Better: A Compact

#### 5.5 **Volunteer Impact Assessment Toolkit: What is measured?**

##### 5.5.1 **Economic Capital**

Volunteering helping people into paid work through developing skills, confidence

Volunteering improving health and reducing health services costs

Volunteers time in minimum wage equivalent in the Council, Health Board, Voluntary Organisation, and the Community

##### 5.5.2 **Physical capital – What volunteers produce**

Sports associations and clubs facilities and equipment

More services that would not have gone ahead without them

##### 5.5.3 **Human capital**

Volunteers themselves add to skills and learning for staff, volunteers, patients and others

##### 5.5.4 **Social capital**

Relationships

Networks

Bonds of trust between people are developed through volunteer involvement

##### 5.5.5 **Cultural capital**

Volunteering strengthens shared sense of cultural and religious identity, including language and heritage

In Faith groups

Arts groups