



Dudley CVS Annual Conference

VOLUNTEERING COUNTS

www.volunteeringcounts.org.uk

EVALUATION REPORT DECEMBER 2008

"Excellent conference - lots of ideas and actions to take away"

"Very interesting conference, all presentation & workshops were informative"

"Well done DCVS & 2012 steering group, really well organised conference"

**THIS REPORT IS AVAILABLE IN LARGE PRINT
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1. About the Conference

On Monday 8th December 2008, Dudley CVS hosted its second annual conference, Volunteering Counts. Aimed at informing the statutory and commercial sectors, the conference gave 80 delegates the opportunity to obtain support, guidance and opportunity for developing partnerships and progressing volunteering programmes within their own organisations.

1.1. Key outcomes of the Conference were to:-

- Agree a set of practical actions to ensure partners maximise their contribution towards the development of volunteering within Dudley Borough
- Further develop partnership work to ensure volunteering is available to all

2. Background to the conference

As part of Dudley's Local Area Agreement 2007-2010, Dudley Community Partnership agreed a Local Public Service Agreement (LPSA) stretch target for volunteering with Government Office West Midlands.

2.1 LPSA Volunteering Targets

To increase the number of people engaging in formal volunteering in the Dudley Borough by:

- a. 5 % after 3 years. The baseline set in 2007 after a random survey took place showed that 7% of people in Dudley Borough reported volunteering for an average of 2 hours per week or more, equating to around 21,000 people volunteering in Dudley Borough. The target set was to get another 1000 people volunteering for 2 hours per week or more over the next three years.
- b. The targets around children and young people volunteering are to increase as follows:
 - i. 25 hours a year or more by 6%
 - ii. 50 hours or more by 5%
 - iii. 100 hours or more by 3%
 - iv. 200 hours or more by 2%

2.2 2012 Steering Group

To help develop, co-ordinate and steer plans for achieving the targets, partners from across the voluntary, statutory and commercial sectors formed the 2012 steering group. The role of the 2012 steering group is to raise awareness and develop plans for achieving the key volunteering targets. Supported by the 2012 steering group, the purpose of the conference was to encourage all sectors within Dudley Borough to develop volunteering and help meet the volunteering vision.

2.3 Volunteering Vision

The 2012 steering group developed a volunteering vision which encourages: -

“ the people of Dudley Borough to feel inspired to make a positive difference in their communities through high quality volunteering experiences”

3. What happened at the event?

The conference provided the opportunity for statutory and commercial sector representatives to listen to national and local speakers present developments in volunteering. The speakers highlighted the benefits of volunteering both to organisations and to individuals and reinforced the fact that volunteering is seen as a vehicle for supporting the delivery of services and developing communities. Workshop sessions followed focussing on inclusivity, volunteering and sustainable communities, employee volunteering programmes, volunteering in sport and developing volunteering within the National Health Service

3.1 Keynote speakers

Chaired by Rob Jackson, Director for Volunteer England the format of the day was as follows:

- **Cllr Pat Martin, Deputy Mayor of Dudley Metropolitan Borough, Volunteering Champion for Dudley Borough.** Talking about the role of volunteering champions and the importance of focusing on volunteering.
Telephone 01384 818181
- **Dennis Hodson, Dudley Community Partnership.** Informing delegates of the new Volunteering Counts website, the importance of partnership work and volunteers as an inspiration to all. Dennis.Hodson@dudley.gov.uk

- **Georgina Watts, Director, Red Foundation and former Commissioner of the *Commission on the Future of Volunteering***
- Talking about the Commission and its plans, and how these fit in with the work that the Red Foundation are doing in the Improving Support Programme funded by Capacity Builders in partnership with Volunteering England, V and CSV.
Telephone 0845 299 7162

- **Employer Supported Volunteering**
A local case study from British Gas in Oldbury.
Talking about the benefits of volunteering to British Gas, its workers and those who have been supported. (Contact to be made via the Dudley Volunteer Centre)

- **Volunteers in local communities**
Local cases studies brought to life by the St Andrew's Residents Trust (StART).
Talking about what volunteering has meant for them and their community.
Telephone 01384 639770

- **Olivia Butterworth - Funding & Investment Review Project Manager, Third Sector Partnership Team, Department of Health**
Talking about the new Volunteering Strategy for Health & Social Care. How volunteers can make a difference to their service delivery and how to break down barriers within the Health Service towards volunteering.
olivia.butterworth@dh.gsi.gov.uk

3.2 Conference workshops

The following workshops were on offer at the conference

- **How to run a successful volunteer programme in a statutory service**
Barry Wilding-Webb
Devon County Council
barry.wilding-webb@devon.gov.uk
A session exploring the challenges and opportunities in developing a successful volunteering programme in a statutory service (such as local authority, PCT, police force, ambulance service, fire service, etc).

- **Untapped potential: Volunteering and sustainable communities**
Rob Jackson
Volunteering England
rob.jackson@volunteeringengland.org
 Starting with the role of volunteering in Local Area Agreements and what the Government means by sustainable communities, this session explored how volunteering can make a bigger contribution to this key government agenda and what is needed to make that contribution possible.
- **Volunteering and inclusive practice**
Becki Cullen,
Scope
becki.cullen@scope.org.uk
 The workshop looked at opening up volunteering opportunities to all and how to include and involve disabled people in voluntary work. The workshop focused on common themes and steps that can be taken to make volunteering more accessible
- **Towards a strategy to support volunteering in Health and Social Care**
Olivia Butterworth, Third Sector Policy and Investment Review – NHS – Volunteering Strategy for Health & Social Care
olivia.butterworth@dh.gsi.gov.uk
 Aimed at stakeholders across the public and third sector, the aim of the workshop was to articulate a clear vision of how volunteering fits into Britain's health, well-being and social care sectors.
- **Volunteering within sports**
Simon Buttery
British Judo Association
simon.buttery@sportworkuk.com
 This workshop looked at how we can strategically engage more people to volunteer in sport, particularly younger people. The workshop further considered partnership development and the benefits of sport for volunteers.

4. Conference Organisers - requirements

At the end of the conference, delegates were asked to make written comments on issues raised through the conference, their concerns, how they intend to support the development of volunteering within Dudley Borough and how the 2012 steering group can respond and take volunteering forward and the role of Dudley CVS.

4.1 Delegates general volunteering comments, issues & concerns

- It was generally felt that the paid workforce would need to have a better understanding of volunteering and what it could mean to their organisations and for themselves.
- Everyone within an organisation should have a greater understanding of volunteering. Training should be given to ensure both management and operational staff alike are fully informed of the role of volunteers and what impact they can have on the organisation.
- Is volunteering in work time, really volunteering?
- Have management and staff got the capacity and knowledge to support and deal with volunteers, as there will be extra demands on staff workload?
- There is a time and cost element to volunteering. Will budgets reflect this?
- We need to be able to measure clear benefits of volunteering for the employer.
- How would volunteering within a statutory service be managed?
- We do not have the time to involve or support volunteers.
- “What’s in it for us to involve volunteers” are they not a threat to the workforce?
- Alongside other sectors, further education (FE) establishments could consider greater, “tailor made” training to support volunteers e.g. care sector. However, this will impact on current funds and resources. Greater links between education, especially further education and the voluntary sector need to be forged.
- Although all present felt it important to involve volunteers who had a disability, concerns were raised regarding whether organisations could accommodate and meet needs and these included:
 - The requirement to provide easy to read and understand information, particularly for those with visual awareness issues.
 - More organisations should access Disability Awareness Training – cost implication.
 - Challenge people’s attitudes towards disabled people – very important but not always easy.

4.2 Feedback from individual workshops

(a) How to run a successful volunteer programme in a statutory service? - Volunteering development within Dudley Borough

Note takers were present at each of the workshops and as a result the following provides a snapshot of the presentation and the discussions and actions agreed by delegates:

Devon County Council had successfully integrated volunteering into main stream services and much of this had been achieved through informing people of what volunteering is and by allowing employees the opportunity to volunteer within communities, as this often gives people a greater sense of awareness of what community actually means. The result of changing working practices and allowing volunteers to support paid workers has led to a number of benefits, in that volunteers gain experience and were given the opportunity to up-skill. Paid employees had additional human resources to help meet targets and achieve their aims, and as part of their own supervision/appraisal targets, paid staff could highlight their own voluntary activities as part of their personal development plans. Furthermore, the community benefited from the additional support. The success of Devon County Council volunteering strategy was achieved as a result of all levels within the Council from Chief Executives office down buying into the value of volunteering and the positive outcomes it brings for both its workforce and local communities.

Responses and action of Dudley's statutory/commercial partners

- Often people's perceptions and fears were the main barriers towards developing and implementing strategies for volunteering within their own organisations. Both Dudley Primary Care Trust and Dudley Metropolitan Borough Council, agreed to consider volunteering as an area to aid personal development for their staff and as a means to further enhance their services.
- Presently British Gas and others are running successful volunteering programmes. Those commercial sector representatives present described the benefits of volunteering particularly as a means to developing their own staff's individual skills, as team building exercises, but just as importantly as a way of improving their relationships with local communities and as a means of giving something back to their consumers. Partners offered support to other colleagues interested in developing volunteer programmes.

(a) Volunteering & Inclusive Practice

It was the general opinion of delegates that where possible volunteers with disabilities should be involved at all levels within an organisation:

Responses/actions of Dudley's statutory/commercial partners

- Consult disabled people about their volunteering – will try not to make assumptions
- Look at roles that are offered to disabled volunteers. Will try not to simply offer a back office role opportunity to disabled volunteers just for the sake of providing an opportunity. All agreed to consider volunteering opportunities to enable the organisation to bring out the best in the volunteers and for the project.
- Be aware – not all disabilities are physical.
- Taking on volunteers of all abilities should be very thought provoking! They will seek guidance and support to assist all concerned.
- Ensure the organisation has the right environment for disabled volunteers. This may require training existing staff and volunteers in issues of equality and diversity. It's not just about whether the room is accessible.

(b) Volunteering & Sustainable Communities

All attendees felt that volunteering was high on the government agenda particularly with regards to community renewal, as the way to develop communities is through communities:

Responses/action of Dudley's statutory/commercial partners

- Embed volunteering in refreshed Community Strategy Review, the Council and Local Strategic Partnership to encourage promotion and recognition of volunteering and its value to society,
- The Culture & Leisure Management Team of Dudley MBC agreed to review interaction with all voluntary organisations with a view to developing and supporting volunteers
- Dudley Community Partnership promised to promote the ethos of volunteering and the role of volunteers.
- Dudley MBC to pursue the development of volunteer programme for young people working on the summer reading challenge in libraries in Dudley.
- All attendees to consider their commitment towards retaining volunteers.

(c) Employer's commitment to employee volunteering schemes

Responses/action of Dudley's statutory/commercial partners

- Dudley MBC representatives to use knowledge of volunteering to inform work towards sustainable community strategy for Dudley Council.
- All to recognise the need to be flexible with volunteers without putting pressure on them to continue volunteering all the time. Implement 'dip in, dip out' volunteering system.
- All to engage with volunteers on a regular basis.
- Encourage colleagues to consolidate & develop engagement with the voluntary sector.
- Dudley MBC and Dudley PCT to consider each member of staff having at least 3 days off per year to undertake volunteering in their local community.
- Police representatives to check out employee volunteering schemes within West Midlands Police and raise ideas with own colleagues.

(d) NHS Volunteering in Health & Social Care

All present in this workshop felt volunteering in health & social care was high on the government agenda and that successful volunteer programmes/initiatives could be achieved through local government implementing strategies to support this work:

Responses/action of Dudley's statutory/commercial partners

- Representatives from the Dudley PCT promised to identify whether they have an employee volunteering scheme. If not, they will look to pursue this course of action.
- Representatives agreed to speak to key people in the Primary Care Trust to encourage the development of an employee volunteering programme.

(e) Volunteering and Sport

The Black Country Sports Partnership consists of a network of partners i.e. sports groups, voluntary sector, local authorities, primary care trusts and school sport partnerships all working together to increase participation in sport and current work includes:

- Supporting voluntary organisations to gain national operating standards (club mark).

- Supporting clubs in the Black Country to focus on volunteer recruitment and management.
- In Dudley, Dudley CVS and Black Country Sports Partnership accessed sports lottery funding for a new scheme to provide capacity building support specifically to sports clubs to help them obtain the skills to recruit and support their volunteers and this programme will be launched in April 2009.
- Providing education and training programmes for voluntary sector sports clubs and organisations will be available through subsidised courses to meet local need in safeguarding, first aid, volunteer management and sport coaching awards from April 2009.
- Dudley MBC operates its own quality standard for sports development and delivery called 'SEAL' which currently ensure coaches and clubs meet operating standards.
- Black Country Sports Partnership is one of the most progressive County Sports Partnerships around and a great deal of child protection in sport is based on good practice which has evolved within Dudley.
- Step into Sport is delivered across School Sport Partnerships (SSPs) across the Black Country with 3 SSPs being based in Dudley (Ellowes Hall, Windsor High and Cosily School). This provides volunteering training and development targeted at young people 14-19; this includes young people giving a minimum of 20 hours community sport volunteering, targeted at those clubs meeting national operating standards. Young people do not just lead on sport sessions but also get involved in website design, organising competitions etc. Statistics show that 12% of school pupils are involved in sports volunteering however, this is 4% below the national average
- Volunteering and London 2012. Details to be announced in 2010. It should be noted that volunteering for London 2012 is over-subscribed and we need to consider:
 - (a) How as a Sports Partnership we use London 2012 as a catalyst to encourage more people in volunteering
 - (b) Schemes like 'personal best' and how volunteering can be used as a route to address long-term worklessness.

Responses/action of Dudley's statutory/commercial partners

All partners who had access to sport organisations agreed the following actions:-

- Sports groups do not generally see themselves as voluntary organisations focussing on sport. The sport being offered is often seen as the priority not the development or running of the organisation including the development of volunteers. A change of

- ethos needs to take place and this could start with informing and raising awareness amongst National Bodies as most sports groups are affiliated to a National Body. All partners agreed to raise awareness to the benefits of volunteering at all levels.
- Sport groups need to be aware of their Volunteer Centre as they have the necessary experience, skills and expertise, to help sports groups to engage, recruit and retain their volunteers. Furthermore, they are a source to help promote their opportunities.
- All sport groups need to be informed of local 'drivers' and priorities e.g. health. It is a well known fact that levels of obesity are rising especially amongst children; sports can help young and older people to become physically and psychologically healthier. Volunteers within health and sport & leisure facilities could help highlight these issues.
- Sport should also be widely available to people with disabilities. Consultation needs to take place with disabled people and their carers to ascertain their needs.
- Accredited training needs to be sourced and made available in all sports. This will assist in raising people's awareness of volunteering and help them identify themselves as volunteers.
- Friends of Park Groups could take a more active role in the development of sport within local parks through linking with local sports groups and the local Volunteer Centre.

5. Developing volunteering - fundamental thoughts of delegates

The majority of delegates felt they understood the value of volunteering and believed they could contribute to its development in a variety of ways however, this would take time and often involved changing people's perceptions.

The current economic climate will have an impact on volunteering and for some time Central Government has been raising the impetus towards encouraging greater numbers of people towards volunteering, particularly with the view of supporting the worklessness agenda and this is likely to grow as we enter a period of greater unemployment. However, partners from all sectors felt that volunteering was much more than just encouraging people back into work as the social and economic benefits were far wider. Furthermore, they felt greater partnership work was needed to pursue actions and that perhaps most important of all strategies for involving volunteers should be written more widely into strategies for Dudley

6. What support does your organisation require to support volunteering development?

To support the development of volunteering within their own organisations, delegates were asked to highlight support they required and these included:

- Accessible training for volunteers.
- Accessible training for staff in how to work with volunteers.
- Training for managers in how to support volunteers – different to paid staff.
- Greater publicity of training opportunities for the voluntary sector (i.e. train to gain)
- Additional funding to extend our services and encourage greater volunteer input.

7. How the 2012 steering group will respond to the issues?

Voluntary and statutory representatives on the group have developed plans and strategies to support volunteering within their own organisations and the wider community. The issues and concerns raised at the conference will be discussed and debated by the group and where appropriate actions developed. The group will also follow-up actions agreed by partners at the event. Representatives of the 2012 steering group will continue to raise the profile of volunteering and will champion the ethos of volunteering. The 2012 steering group action plan is available on the Volunteering Counts website www.volunteeringcounts.org.uk

8. The role of Dudley CVS and our response to the issues?

Dudley CVS will continue to work directly with statutory and commercial sector partners to:

- Provide information & 1-2-1 support on volunteering
- Oversee the development of best practice around volunteering
- Arrange formal training opportunities
- Develop volunteering employee opportunity programmes
- Offer support through Dudley CVS website www.dudleycvs.org.uk and more specifically through the Volunteering Counts website www.volunteeringcounts.org.uk
- Promote volunteering and raise awareness around the benefits of volunteering through 1-2-1 support and marketing.
- Develop strategies to support the development of volunteering
- Provide 1-2-1 capacity building support to sport groups.
- Support the development of sport volunteering locally.

9. What did you think of the Volunteering Counts Conference?

- “Excellent conference – lots of ideas and actions to take away – thank you.”
- “Very interesting conference, all presentations and workshops were informative as those presenting really knew their subjects.”
- “The conference was extremely well organised and gave us lots of ideas on how to take volunteering forward.”
- “Well done Dudley CVS and the 2012 steering group for raising the profile of volunteering.”

10. Volunteering Counts Conference – Delegate List

Abrahams M.	Dudley CVS
Asar-Paul S.	Dudley MBC
Bailey L.	West Midlands Police
Bucktin N.	Dudley PCT
Bunch N.	Jobcentre Plus
Birt H.	Dudley MBC
Buttery S.	British Judo Association
Chard B.	Dudley EBP
Coldicott G.	Stourbridge College
Cooper G.	Dudley Childrens Trust
Cooper R. A.	Sport Dudley
Corton S.	Dudley MBC
Culverwell T.	Kids Orchard
Davies D.	Priory Childrens Centre
Ellis H.	Black Country Connexions
Emms P.	Dudley PCT
Evelt A.	Thomas Pocklington Trust
Fielding E.	Dudley CVS Volunteer Centre
Fisher S.	Black Country Consortium Ltd.
Goodwin A.	Dudley MBC
Grainger D.	City Can Cycle
Andy Gray	Dudley CVS
Gregory C.	Dudley MBC
Gumus J.	Dudley MBC
Hall S.	Black Country Consortium
Hart B.	Cancer Support Dudley
Hilken J.	St. Thomas's Community Network
Hill S.	Dudley PCT Community Engagement
Horton J.	West Midlands Police
Hudson M.	Dudley MBC Commissioning
Hyde M.	Dudley College
Kenwood R.	King Edward VI College
Kumar B.	Learning Skills Council
Lafferty K.	Dudley MBC Community Safety
Lane J.	City Can Cycle
Lavelle J.	Dudley MBC Community Learning
Little C.	Dudley CABx
Lloyd M.	Keyring
Lowndes D.	Dudley MBC
Manson S.	Dudley MBC
Martyn T.	Dudley MBC Asylum & Refugee Team
McGavin S.	Dudley MBC

McGuff I.	Dudley MBC Childrens Services
Millinson S.	Stourbridge Family Centre
Nock L.	Dudley Advocacy
Ochel K.	Voices for Choice
Patterson B.A.S.	Dudley Association of Governing Bodies
Pearce A.	British Gas
Polychronakis J.	Dudley MBC
Pritchard J.	Dudley PCT
Randle P.	St. Andrews Residents Trust
Robinson A.	St. Andrews Residents Trust
Robinson P.	St. Andrews Residents Trust
Rodney K.	Cfed
Saul C.	
Sinclair S.	WRVS
Smith V.	Thomas Pocklington Trust
Swift H.	Dudley MBC
Szygowski G.	Age Concern
Thoms L.	Dudley PCT
Vincent S.	West Midlands Fire Service
Watts L.	British Gas
Webb A.	Dudley MBC
Wilding-Webb A.	Devon Council
Williams D.	Dudley MBC
Wright A.	Dudley MBC
Young M.	Voices for Choice

11. Volunteering Counts - workshop

Morning Workshops

WORKSHOP A

HOW TO RUN A SUCCESSFUL VOLUNTEER PROGRAMME IN A STATUTORY SERVICE

Asar-Paul S.
Buttery S.
Cooper G.
Corton S.
Culverwell T.
Emms P.
Fielding E.
Goodwin A.
Hill S.
Horton J.
Hudson M.
Lafferty K.
Lowndes D.
Martyn T.
McGuff I
Nock L.
Saul C.
Wilding-Webb S.

WORKSHOP B

UNTAPPED POTENTIAL: VOLUNTEERING AND SUSTAINABLE COMMUNITIES

Bailey L.
Bucktin N.
Bunch N.
Birt H.
Chard D.
Cooper R. A.
Evet A.
Fisher S.
Gregory C.
Gumus J.
Hall S.
Hart B.
Hilken J.
Hyde B.
Kenwood R.
Kumar B.
Lavelle J.
Little C.
Polychronakis J.
Pritchard J.
Rodney K.
Sinclair S.
Swift H.
Szygowski C.
Thoms L.
Webb A.
Wright A.

WORKSHOP C
VOLUNTEERING AND INCLUSIVE PRACTICE

Abrahams M.
Coldicott G.
Davies D.
Ellis H.
Grainger D.
Lane J.
Manson S.
McGavin S.
Mallinson S.
Ochel K.
Patterson B. A. S.
Randle P.
Robinson A.
Robinson C.
Smith V.
Vincent S.
Williams D.
Young M.

Afternoon Workshop

WORKSHOP A
HOW TO RUN A SUCCESSFUL VOLUNTEER PROGRAMME IN A STATUTORY SERVICE

Birt H.
Chard D.
Coldicott G.
Davies D.
Ellis H.
Grainger D.
Gregory C.
Gumus J.
Hall A.
Lane J.
Manson S.
Mallinson S.
Patterson B. A. S.
Vincent S.
Wilding-Webb S.
Williams D.
Wright A.

WORKSHOP B
TOWARDS A STRATEGY TO SUPPORT VOLUNTEERING IN HEALTH AND SOCIAL CARE

Asar-Paul S.
Bucktin N.
Corton S.
Emms P.
Evet A.
Goodwin A.
Hart B.
Hill S.
Horton J.
Hudson M.
Hyde B.
Kumar B.
Lafferty K.
Martyn T.
McGuff I
Nock L.
Ochel K.
Pritchard J.
Randle P.
Robinson A.
Robinson C.
Rodney K
Saul C.
Sinclair S.
Smith V.
Szygowski C.
Thoms L.
Young M.

WORKSHOP C
VOLUNTEERING WITHIN SORTS

Abrahams M.
Bailey L.
Bunch N.
Cooper R. A.
Culverwell T.
Fielding E.
Fisher S.
Kenwood R.
Hilken J.
Lavelle J.
Lowndes D.
McGavin S.
Polychronakis J.
Swift H.
Webb A.

12. Acknowledgements

The 2012 LPSA volunteering steering group and Dudley CVS wishes to thank all speakers, workshops facilitators and delegates for taking part in the Volunteering Counts Conference and with your support, we will make a difference towards volunteering in Dudley Borough.

13. Sources of support/useful links

Dudley Council for Voluntary Service Volunteer Centre
(Eileen Fielding) www.dudleycvs.org.uk
Volunteering Counts (Melissa guest) www.volunteeringcounts.org.uk
Volunteer England www.volunteerengland.org.uk
CSV Volunteers information@csv.org.uk
V-Inspire www.vinspired.com
Youthnet www.do-it.org.uk
National Association for Voluntary & Community Action www.navca.org.uk
National Council for Voluntary Organisations www.ncvo.org.uk
2012 steering group – Caroline Webb e-mail carolinewebb@dudleycvs.org.uk
Dudley Metropolitan Borough Council www.dudley.gov.uk
Dudley Primary Care Trust www.dudley.nhs.uk

Report produced by Caroline Webb – June 2009
www.dudleycvs.org.uk