

Wiltshire Council

Cabinet

6 November 2012

Subject: Volunteering in Wiltshire

Cabinet member: Councillor John Thomson - Adult Care, Communities and Housing

Key Decision: No

Executive Summary

The purpose of this report is to update councillors on the work to develop volunteering across the county and obtain agreement to the proposals set out below. The update includes volunteering in libraries and other Council services, as well the Spice 'time credits' programme and employee volunteering.

The body of the report details information on Volunteer Centre Wiltshire, the partnership volunteering strategy and action plan and the newly launched "Valuing Volunteering Promise" (Wiltshire's volunteering charter).

The first year review of volunteering in Libraries provides useful learning for development of volunteering in other Council services.

As an example of innovation in volunteering practice, the report details the time credits programme, joint funded by Central Government.

The final section of the report deals with employee volunteering and recommends how the Council can take forward the enthusiasm shown by staff in support of the 2012 celebrations, so that community activities are supported for the future.

Proposal(s)

Cabinet is requested to commit to its community leadership role in relation to employee volunteering so that it can be seen by local businesses to be a key partner to Wiltshire Responsible Employer Network and a role model to local businesses.

Cabinet to agree that the Council will use the learning about volunteering to support the work of the Legacy Board with further opportunities for staff to volunteer to support community activities or events next year.

Cabinet to delegate the fine detail of the employee volunteering scheme to Cllr John Thomson who will work with the Communities and Voluntary Sector Support Team (with links to the HR Policy and L& D teams) to implement it and refer to the Staffing Policy Committee if deemed appropriate.

Reason for Proposal

This is outlined in the proposal above.

Name of Director Niki Lewis

Designation Service Director for Communities

Wiltshire Council

Cabinet

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Purpose of Report

1. To update councillors on the work to develop volunteering across the county and to obtain agreement to a number of proposals. The update includes information on volunteering in libraries and other Council services, as well the Spice 'time credits' programme and employee volunteering.

Background

2. Wiltshire Council services are enhanced by volunteers giving time across our communities. Volunteers are essential not only to Council services, but also to community life in Wiltshire and many local activities, such as Community Speedwatch, would cease without their commitment.
3. Recent research by the University of Bath, in collaboration with the Council's Communities and Voluntary Sector Support team, estimated that 109,200 people in Wiltshire regularly volunteer, each contributing an average of 3.6 hours a week. This equates to 327,600 volunteer hours, the equivalent of an estimated £79 million p.a. to Wiltshire's economy, based on valuing their time as though paid at minimum wage.¹ The figure tallies well with the findings of the Council's 2011 'What Matters to You' Survey, which found that 28% of Wiltshire's adult population volunteer regularly.

Volunteer Centre Wiltshire

4. The Council invests in a volunteer centre for Wiltshire, currently funded as an integral part of our partnership agreement with Develop who deliver the GROW voluntary and community sector (VCS) infrastructure support service. This is the service that supports voluntary sector groups, small and large, as well as public sector bodies that involve volunteers in their service delivery.

¹ The VCS Impact Survey 2012, University of Bath

5. The main role of Volunteer Centre Wiltshire is to act as a broker that matches people who want to volunteer with organisations and projects seeking volunteers. They also work with agencies from all sectors to support them in developing good quality volunteering opportunities and managing their volunteers effectively. They have recently been accredited by Volunteering England to fulfil six core functions - brokerage, marketing, good practice development, developing volunteering opportunities, policy response & campaigning, and strategic development of volunteering. (More information can be found at Appendix 1- VCW Annual Report).

Partnership Volunteering Strategy and 'Volunteering Promise'

6. In October 2011, Councillor John Thomson launched Wiltshire's Volunteering Strategy and Action Plan at the Voluntary and Community Awards Ceremony. This was developed in partnership with Volunteer Centre Wiltshire, other key VCS organisations, statutory partners and representatives of the business community.
7. In a nutshell, this aims to:
 - raise public awareness of opportunities to volunteer and make volunteering more available and accessible to everyone who wishes to volunteer
 - ensure that volunteering, wherever it takes place, is well managed and supported
 - try out some innovative approaches to volunteering, such as the 'time credits' model being developed by the Council with a national charity called Spice (and match-funded by central government).
8. Wiltshire was one of the first counties in England to develop a volunteering strategy and has subsequently developed a charter called 'Wiltshire's Valuing Volunteering Promise' that was launched at the VCS Awards Ceremony in October 2012, by Councillor Thomson. This sets out six principles of best practice in managing and supporting volunteering and is aimed at encouraging organisations to look after their volunteers properly, while indicating to volunteers which organisations are good places to offer their time. (The Valuing Volunteering Promise is attached at Appendix 2)

Main Considerations for the Council

Volunteering with the Council

Definition

9. Volunteers are individuals who offer their time, experience, knowledge and skills, without financial gain. People undertake voluntary work for many reasons including:
 - to provide a benefit to their local community
 - to develop new skills and experiences as part of their personal development, or as a pathway to work
 - to gain practical experience as part of a qualification (e.g. social work, counselling)

- to help the Council to enhance services
10. The role of volunteers is different from that of councillors, employees, consultants, secondees (staff doing a different job for a set amount of time) or agency workers. We know that some Council services depend on volunteer support, not for their existence, but for their current levels of delivery. Without volunteer input the extent of some services would undoubtedly reduce. These include: library services (particularly smaller libraries), youth development and youth offending services and the digital literacy project. In addition, some services that volunteers provide are described as giving 'added value'. In other words, they are services that the Council might not ordinarily provide and some examples are given in the Libraries Report at Appendix 3. In addition, there are numerous partnership initiatives which are heavily supported volunteers, including the 60 Community Speedwatch schemes and various Countryside and Rights of Way projects.

Volunteering in Libraries- First year review

11. The Library service has recently completed its review of the first twelve months (September 2011 – August 2012) that volunteers have been involved in helping to run level 2 & 3 libraries in Wiltshire. Nine level 2 libraries opening hours are operated solely by volunteers and volunteers help to extend opening times at six other level 2/3 libraries.
12. Four hundred and forty four prospective volunteers came forward of whom 375 attended briefing sessions and 285 of these volunteers completed basic training and started in September 2011. The number of new Community Library Volunteers is currently 319. Wiltshire libraries has a long tradition of working with volunteers and already had 324 volunteers undertaking 'added value' volunteer roles within the library service, for the summer reading challenge. Altogether 643 volunteers support the library service, which has the largest number of volunteers in the Council working with it outside of schools².
13. Advice was taken from both the Trade Unions and Legal Services about the role of community library volunteers. In response to this care has been taken to ensure that volunteers are not asked to take on the work of paid staff or to work alongside them doing similar duties.
14. The implementation of this project has been successful in a number of ways:
- With the help of Community Library Volunteers we have been able to keep all the smaller libraries in Wiltshire open, in most cases with either the same or slightly increased opening times. Volunteer teams at Box and Ramsbury opted to add an extra weekly opening session in April 2012.
 - Volunteer operated libraries in Wiltshire are professionally led and managed, and they remain part of the Council's library service network.

² Library levels are explained in Appendix 3

- Volunteering opportunities have helped deliver the governments Big Society agenda, promoting community resilience and strengthened the library services links with local communities.
- The new way of working has also offered volunteers opportunities to develop skills; the most common reason for volunteers leaving is to take up paid employment.
- Opening hours at level 3 libraries have been supplemented by volunteer operated sessions with a hybrid of staff and volunteer sessions.
- Volunteers helped to run the Summer Reading Challenge across all libraries this summer. Volunteers at Durrington and Purton operate weekly story times and other volunteer operated libraries are planning to follow suit.
- Community Library Volunteers have provided 18,160 hours of volunteer time in the first twelve months of the project.
- The volunteers have been very reliable, there have only been 34 hours of unplanned closures during this first year.
- Volunteer retention has been excellent, only 19 have left so far.
- All of the above has been achieved whilst reducing the overall Libraries budget by a third.

15. When surveyed, volunteers stated they enjoyed their role because:

- They were making a difference in the community
- Enjoyed being around books and talking about reading
- It provided opportunities to meet new people

Key Learning Points from Volunteering in Libraries

16. The Library review highlights the following:

- When volunteers are responsible for operating a frontline service the importance of recruiting and supporting large numbers of volunteers to provide a big enough pool to draw on to ensure there is always sufficient cover available
- The need to ensure volunteering tasks are not too complex
- The necessity for both initial induction training and also ongoing training so that volunteers can refresh their knowledge and develop new skills
- Volunteering involvement requires adequate staff support for volunteers as well as staff resource to support recruitment, training, record keeping and communications with volunteers.
- Recruitment and training must be ongoing in order to replace the volunteers that leave to take up jobs or for other commitments and changing circumstances

- This model works well in smaller libraries but is not scalable for use in larger libraries due to the greater volume and complexity of work they undertake. This is explained more fully in Appendix 3.
17. In summary, experience during this first year of operating small libraries in partnership with community volunteers has shown this system works well and provides many benefits. Significant amounts of paid staff support are required however to support this way of working and this needs to be factored into any expansion of volunteer operated sessions.

Developing a consistent Council approach to volunteer involvement

18. Officers from the HR Strategy and Policy team are working together with the VCS Development Manager to develop recommendations for a consistent and planned approach to attracting, engaging and managing our voluntary workforce.
19. The People Strategy will address the need to review the way volunteers are recruited and managed to improve consistency and also to investigate the strategic value of volunteers in the future.
20. There are legal and statutory considerations when involving volunteers to provide Council services that differ from those relating to paid staff, and there are subtle but very important differences in the way individuals should be supported and managed depending on whether they are paid or unpaid. It is clear from discussions with managers of volunteers around the Council that they have concerns about how they should 'manage' their volunteers in order to safeguard the interests of the Council and also the volunteers themselves. The Council therefore needs to develop a consistent approach to issues such as recruitment, management, payment of out of pocket expenses, cost of support or access needs, safeguarding or complaints, so that managers are certain about which policies are applicable.
21. A follow up action plan will be presented to CLT, as well as a proposal for the ongoing management of volunteers in the future. This is in order to safeguard the Council's statutory and legal obligations, while providing good support to those who give us their time. Some of the issues identified thus far are set out under the risk assessment at paragraph 52 below.

Time Credits Showcase

22. In May 2011 Wiltshire was selected by the Cabinet Office and the Department of Health to be one of four showcase authorities in the UK to work with Spice and the Young Foundation to introduce a time credits programme. The other authorities are Lancashire, Lewisham and West Norfolk. Each authority has a different focus to develop their scheme. Spice have set up a number of time credits projects that have been highly successful in building communities and encouraging individuals to give their time to local community projects and activities.

23. The time credits scheme is a simple tool that thanks individuals for every hour of time they give with one time note, or credit. These credits can then be used by them, or a friend or relative, to access local events and activities.
24. Wiltshire Council's aspiration in joining this government funded national programme was to learn how we could engage individuals who would normally be considered recipients of services, or at risk of social isolation. Time credits are a tool to 'reconnect' individuals with local community organisations and encourage their active involvement in a service, either shaping or delivering aspects of services. Such groups include disadvantaged families, older people, stroke survivors, those with learning disabilities and people with health conditions, including dementia.
25. In June 2011, Cabinet Liaison and CLT agreed proposals for starting the project in the following areas:
 - Chippenham community area, working closely with the three Children's Centres with a focus on families
 - On the Salisbury Friary and Bemerton Heath estates to help extend tenant participation and provide access to greater mutual aid and support for everyone living in the area
 - Volunteers in Wiltshire's Library Services. This strand of the time credits project is currently on hold following the successful volunteer recruitment campaign by the Library Service and will be reviewed in April 2013.

The Council may wish to issue credits to encourage people to participate in occasional consultation and planning events. However, in order to keep a balanced 'time economy' it is important that we don't begin to issue too many credits too quickly, while we are developing sufficient and widespread opportunities to 'spend' or redeem them. We will keep this under review and we might choose specific service areas to use them as 'an introductory offer' to getting people interested in volunteering.

26. Work in establishing a time credit network in Wiltshire began in September 2011. A locality co-ordinator, employed by Spice, took up post in January 2012. This post is funded until June 2013. The co-ordinator is supported by a core team who are based in London and who work across the four national localities.

What's happening now?

Chippenham Community Area Pilot

27. In the Chippenham community area time credits were first issued in May 2012. To date, in Chippenham 18 community organisations have joined the project, more than 2000 time credits have been issued and 170 volunteers have given at least an hour of their time. 36 percent of participants report themselves to have not been volunteering on a regular basis previously.

28. Individuals have earned time credits in a wide variety of ways including helping run youth sessions for young people, stewarding at community festivals, cutting back vegetation and litter picking along the banks of the River Avon, improving communal areas in a hostel that supports people who have been street homeless and fundraising for people with dementia.
29. People can spend their credits with 16 local organisations. Further information is attached at Appendix 4 Case studies are being developed as part of the project evaluation to measure the impact of time credits for individuals and organisations. Appendix 4 has examples of positive impact in the Rise Children's Centre and Unity House.

Bemerton Heath Pilot

30. In Bemerton Heath, Salisbury, work is underway to deliver a time credit network with organisations that are located on, or work with, residents across the Bemerton Heath estate. This includes Council tenants. The neighbourhood centre will serve as a central 'hub' in this model and will issue credits to participating organisations. Following a successful series of events and workshops with local residents and organisations at the end of September, the first time credits have now been issued.
31. Discussions are now underway with the Children's Centre, local primary and secondary school as well as Bemerton Heath Centre with the aim of starting trading on a regular basis from the beginning of November. Residents can currently spend their credits with Salisbury library and Five Rivers Sports Centre. Work is currently underway to increase the number of spending options, both with external organisations and within the community organisations taking part in the scheme.

'Uplift' focus on more isolated people

32. The 'Uplift' strand of the time credits project is funded by the Department of Health and looks specifically at the ways time credits can facilitate the involvement of people with long term health conditions and those at risk of social isolation. We are working with a number of organisations including Unity House, Keyring, Wiltshire Council Learning Disability Teams, Equal Chances Better Lives (the single equalities service), the Stroke Association, Wiltshire Council Housing Team and SWITCH to look at how time credits can encourage service users to support each other. Time credits are also being used to support the work of Wiltshire Voices to find new ways of reaching out to people who do not, or cannot, attend the Council's meetings.³

³ Wiltshire Voices is a project that aims to find new ways of reaching out to people who do not, or cannot, attend the Council's meetings. Wiltshire Voices aims to do this by talking and listening to local people and recording their stories. See www.wiltshire.gov.uk/wiltshirevoices

Next steps

33. Discussions are currently underway to determine the next steps for the time credit programme in Wiltshire and how the programme might potentially be rolled out across Wiltshire following the end of the pilot in June 2013.

Employee Volunteering

34. This year Wiltshire Council funded a small pilot project to look at how we can develop relationships between local businesses and our communities, with a particular emphasis on 'employer supported volunteering'. This project, which is steered by a reference group known as "Wiltshire Responsible Employers Network" (WREN), reports to the Action for Wiltshire Board through the Help and Advice work stream.
35. It is strategically important that we broker relationships between businesses and communities that begin to extend beyond employee volunteering, so that sponsorship and other kinds of support start to develop. This area of work has the potential to ensure that the voluntary and community sector becomes less reliant on public money and starts to secure funding support from the private sector.
36. Case studies are currently under development and so far include: **Amey**- which has given time and expertise for the redecoration of a village hall and has also encouraged directors to work with the Trowbridge Carnival committee to revitalise its community engagement and marketing; **BT** – whose senior managers shared business development skills with Wiltshire Blind Association and others; **Herman Miller** have recently become involved and specifically aim to target their support to areas of greatest unmet need.

Cabinet is requested to commit to its community leadership role in relation to employee volunteering so that it can be seen by local businesses to be a key partner to Wiltshire Responsible Employer Network and a role model to local businesses.

Evaluation of staff volunteering in the 2012 celebrations

37. This year Council staff were invited to volunteer to support events celebrating the Queen's Diamond Jubilee and the Olympic Torch relay when it visited Wiltshire on two occasions during May and July. The Council took the view that managing large public events safely to ensure their success would require significant numbers of personnel to act as marshals, first aiders and team leaders and so a decision was taken to offer staff the opportunity to volunteer their time to support these celebrations.

38. 493 staff gave their time (some of them more than once) with great willingness and enthusiasm and the events were all highly successful. The staff who were involved in these events have been surveyed and we have valuable feedback about how much they gained from volunteering in different teams, alongside colleagues some of whom they had never met before, while ensuring that our residents and visitors had a wonderful time at the celebrations.
39. 98% of all the staff who volunteered were happy with their experience and enjoyed the team spirit and the feeling of pride at having made a difference to their community. Many also mentioned that it had increased their confidence or they had earned some new skills. And over 90% said they would love to get involved in something like this again. (A detailed evaluation report is attached at Appendix 5)

Cabinet to agree that the Council will use the learning about volunteering to support the work of the Legacy Board with further opportunities for staff to volunteer to support community activities or events next year.

40. RECOMMENDATION – At the discretion of managers, staff will be encouraged to take part in volunteering activities that meet the following principles:
- projects or events which help to deliver Council's priorities within communities, including those that may face disadvantage
 - there is a team building element (which can be offset against learning and development budgets)
 - volunteering activities which enable specific skills development, such as event planning or team leadership
 - collaborative working across service areas
41. Some examples could be: 1 Supporting conservation and environmental projects led by Countryside and Rights of Way officers: For example, an employee team could work alongside external volunteers to clear a footpath or tow path of invasive weeds, clear litter from one of our country parks, or install a new foot bridge. 2 Supporting our adult care provision: For example, a staff team could work with older or vulnerable adult residents on relevant activities. 3. A team could volunteer alongside young carers on projects to enhance their lives outside of their caring role,
42. The benefits of employee volunteering to the Council include: staff development, leadership skills; staff retention and loyalty, becoming an 'employer of choice'; supporting staff engagement and the 'Shaping the Future' agenda and leading the way in terms of stimulating employee volunteering among our business community. In addition, so many Wiltshire residents give their time to support services, and in turn employee volunteering in communities demonstrates the Council's commitment to working closely with communities.

Cabinet to delegate the fine detail of the employee volunteering scheme to Cllr John Thomson who will work with the Communities and Voluntary

Sector Support Team (with links to the HR Policy and L& D teams) to implement it and refer to the Staffing Policy Committee if deemed appropriate.

Other Aspects of Volunteering in Wiltshire

43. Development of volunteering in Wiltshire is steered by a partnership Volunteering Reference Group that works to the volunteering strategy and action plan and reports to the Resilient Communities Partnership. The overall vision for volunteering in the county is '*local people helping their communities through volunteering*'. In other words, volunteering is being developed to take place throughout the county as a means of engaging people with their local community, at parish or neighbourhood level. The strategy also aims to make volunteering an inclusive activity that is available and accessible to all.
44. The Volunteering Reference Group monitors developments against a number of actions that are designed to promote more inclusive, widespread volunteering opportunities. For example, a pilot project has been developed (and funded externally), delivered by the volunteer centre, to provide mentors who help people with additional support needs develop the confidence and skills they need to help them find a suitable volunteering placement. This includes, but is not limited to, people with learning disabilities, physical and sensory disabilities or mental health issues.
45. The volunteer centre monitors both the range and diversity of volunteering opportunities developed in the county and the profile and numbers of people seeking to volunteer via the centre. In 2011/2012 the number of enquiries from potential volunteers more than doubled, with almost half coming from people aged below 30. A significant proportion of people seeking volunteering in Wiltshire (23%) are unemployed or recently made redundant and partnership working with the Job Centres has meant that claimants are being encouraged to view volunteering as a meaningful pathway to securing employment.
46. A Volunteer Managers' Network run by the volunteer centre brings together volunteer managers from all sectors to share best practice and learning. Topics covered this year have included: Volunteers and the Law, Involving Ex-Offenders as Volunteers and Recruitment and Retention of Volunteers. Several of the Council's managers who support volunteers regularly attend these network meetings and find them a helpful source of advice and information that supports their work with volunteers. (More information can be found at Appendix 1- VCW Annual Report).

Environmental and climate change considerations

47. Volunteering impacts positively on environmental and climate change issues. Firstly, there are a number of environmental and climate change VCS organisations operating in Wiltshire who involve many hundreds of volunteers in protecting and conserving the environment. The

volunteering action plan sets out ways of increasing volunteering that will benefit environmental groups and organisations and help them to work in communities to reduce the impact of climate change. Secondly, the volunteering strategy concentrates on localities and community areas. As such the Council's work to encourage volunteering is designed so people can participate (wherever possible) in their local area which can reduce the need for travel and its associated environmental impacts.

Equalities Impact of the Proposal

48. The Council has an important role to play in supporting increased participation in Wiltshire, including participation through volunteering. The volunteering strategy considers how to identify which groups of people are under-represented in volunteering and how best to provide targeted support to these groups, including people who may have additional support needs. It also seeks to identify any funding required to foster inclusion.
49. The 'Valuing Volunteering Promise' provides guidance about inclusive volunteering practice and the volunteering reference group is working on ways of getting this information across to volunteer-involving organisations.
50. The Time Credits Programme was originally entitled 'Engaging the Many' Since the model seeks to engage with economically disadvantaged and 'harder to reach' communities to help build resilient communities as well as breaking down cultural barriers to volunteering.
51. The volunteering action plan sets out in more detail which groups of people are specifically being encouraged to take up volunteering and hence improve their wellbeing and quality of life. The strategy also considers the need to treat volunteers as individuals; to find out what they want, what motivates them and to reward them appropriately. Marketing and communications strategies also consider diversity and use a range of media (including social media), languages and formats (on request) to good effect, to extend geographical reach.

Risk Assessment

52. As part of the development and implementation of revised Council volunteering policies and procedures (for the benefit of both volunteers and the managers who engage and supervise them) areas to be covered will include, for example, robust risk assessment in relation to lone working, CRB checks and safeguarding vulnerable adults and children.
53. There is a risk to delivery of services if volunteering does not continue to enhance the Council's service provision and if there is insufficient dedicated staff resource to support volunteering.
54. The risk of not developing employee volunteering is that the Council will not be seen to offer leadership to other employers in the county, while

requesting the business community to develop this aspect of their Corporate Social Responsibility agenda.

Financial Implications

55. The involvement of volunteers by Wiltshire Council is not free and will incur costs, although these costs are likely to be relatively small, for example the provision of uniforms, CRB checks, materials and out of pocket expenses. These costs must be contained within existing and future budget allocations.
56. Volunteers must be covered by the Council's insurance policies, in particular public liability and personal injury. This cover must be in place prior to the commencement of a volunteer role and any resulting additional costs absorbed within current budgets.
57. Wiltshire Council is in the process of centralising its Learning & Development budgets. Therefore any training costs that are likely to be incurred for volunteers will be funded from this central pot, rather than being controlled directly by service managers. So funding arrangements will need to be agreed prior to volunteers commencing any induction training.
58. Currently, expenditure in support of volunteers is not always specifically classified, making it difficult to ascertain the exact costs incurred and the level of savings made by the Council from this service. This is required in order to be reflected in future budgetary provision. Assessing the costs associated with supporting volunteers adequately is part of the remit of the current working group led by the HR Strategy and Policy team. The findings of this project will be presented to CLT in late Spring/Early Summer 2013.
59. Early indications are that the staffing costs involved in supporting volunteers are considerably outweighed by the contribution that they make.
60. In regard to employee volunteering, managers will be encouraged (and supported by the Communities and Voluntary Sector Support Team) to use designated learning and development time and budgets for community volunteering, where this is relevant.

Legal Implications

61. The risk in any volunteering programme is that the Council does not inadvertently create a contract between itself and a volunteer, and specifically a contract which could be considered a contract of employment or a contract which confers worker status on a volunteer.
62. The three elements that would particularly increase that risk are as follows:-

- the Council being obliged to offer work to the volunteer and the volunteer being obliged to accept it
- paying or remunerating the volunteer for the work done
- exercising a degree of control over a volunteer that is the same as the control exercised over an employee

63. It is therefore important that the Council:-

- does not pay volunteers apart from any expenses actually incurred.
- where we involve volunteers to undertake tasks to support service delivery, considers how tasks are broken down and allocated and the levels of responsibility and supervision provided to volunteers.
- keeps a distinction between paid workers and volunteers in terms of policies, procedures, practices and agreements
- does not create volunteer roles that can be deemed to be “job substitutions”. In other words, volunteers should not carry out identical tasks to others who are being paid for the role, or were being paid and have since been made redundant

64. There is an increased risk element in respect of the time credit scheme in that this may be considered to be a form of remuneration if they are awarded regularly to individual volunteers.

65. If a volunteer could establish worker status, or even employee status, then the volunteer, as a minimum, would become entitled to the following:-

- national minimum wage (backdated) and the Council could be liable for a fine
- paid holiday leave
- protection under the Equality Act and other legislation

Conclusions

66. In conclusion, this report demonstrates that Wiltshire has a strong tradition of volunteering that has been boosted over the last year. In order to support and enhance this enthusiasm for volunteering, Wiltshire Council needs to promote best practice in how it involves volunteers and in how it supports staff to volunteer. In this way, it is providing a role model to other public sector bodies as well as to the local business sector.

67. Central Government is watching Wiltshire with interest as it is one of the first counties to launch a volunteering strategy and a volunteering charter

Name of Director Niki Lewis

Designation Service Director, Communities

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Date of report: October 12th 2012

Background Papers

Volunteering Strategy and Action Plan 2011-2014

Wiltshire Council's 'What Matters to You' Survey report

Bath University's 'Wiltshire VCS Impact Survey 2012'

Appendices

- 1 VCW Annual report 2011-2012 and case studies
 - 2 Valuing Volunteering Promise
 - 3 Libraries End of Year Report
 - 4 Time Credits Time Out Menu and case Study
 - 5 Staff Volunteering Evaluation Report
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