

Audit of Volunteer Roles at WDC

Service Area: **Electoral Services**

Manager Name: **Gillian Friar**

Do you use volunteers to deliver your service? **Yes**

How many volunteers or groups of volunteers do you use (approx numbers of each)? **400**

For each volunteer or group of volunteers: **Elections – 400 and electoral canvass 100**

How do you use the volunteers in the service?	Undertaking electoral duties – staffing Polling Stations, counting ballot papers and canvassing electoral register
How do you recruit volunteers?	Collection of details on staff data base and writing to ask for availability. Members of WDC & WCC staff family and friends recommendations to add names to lists
Do you direct or manage their work? (eg. Ushers, park volunteers)	Yes
Do you give them some information and leave them to get on with it?	No – Electoral Services Manager runs training courses before hand that all staff must attend and each is given full instructions and handbook to refer to.
Are they individuals or part of a group (eg. a “Friends of”)	Both
If a group – do they have insurance? If so how much and what does it cover?	Covered under own insurance for use of motor vehicles and Returning Officer insurance for elections and WDC insurance for electoral canvass.
What activities do volunteers do?	staffing Polling Stations, counting ballot papers and canvassing electoral register
What’s the frequency of volunteering?	annually
How many hours are spent working by volunteers (per year)?	Elections – 24 hours and canvass – approx 40 to 60 hours depending on number of properties to be visited.
What benefits do volunteers bring to the service and its customers?	Experience
What issues or problems do you encounter with using volunteers?	Lack of knowledge and experience when using for the first time – takes years to build up knowledge.
Do you make any payments eg. expenses, travel costs, training courses etc.?	yes
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	Not needed

APPENDIX ONE

Do you supply equipment for use by volunteers?	yes
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Service Area: Community Partnership Team

Manager Name: Ali Williams

Do you use volunteers to deliver your service? Yes

How many volunteers or groups of volunteers do you use (approx numbers of each)? (1) 23 approx
(2) 14 approx

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	(1) Community Forums (Planning Groups) (2) Packmores Centre
How do you recruit volunteers?	(1) From people attending Forum meetings (2) From people using the Centre
Do you direct or manage their work? (eg. Ushers, park volunteers)	(1) No (2) Yes
Do you give them some information and leave them to get on with it?	(1) Yes (on certain issues/items) (2) Yes
Are they individuals or part of a group (eg. a "Friends of")	Individuals
If a group – do they have insurance? If so how much and what does it cover?	N/A
What activities do volunteers do?	(1) Agenda setting and helping to deliver on forum priorities, helping to advertise the forum, helping to set up the forum. (2) Food Co-op, helping to organise events put on at the Packmores Centre (e.g., Christmas and summer fete days).
What's the frequency of volunteering?	(1) One meeting every month (approx) (2) Weekly and ad hoc (event specific)
How many hours are spent working by volunteers (per year)?	(1) 25 hours (approx) (2) Variable (food co-op 1 hr per week, other volunteering variable as and when)
What benefits do volunteers bring to the service and its customers?	(1) Ensure forums and forum priorities are community led. (2) Enable the community to have better ownership of their community facility.
What issues or problems do you encounter with using volunteers?	(1) None (2) None – only benefits!
Do you make any payments eg. expenses, travel costs, training courses etc.?	(1) No (2) No. Expenses offered when necessary but rarely taken.

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Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	N/A
Do you supply equipment for use by volunteers?	(1) No (2) Only scissors and minor items.

Service Area: Housing and Property Services

Manager Name: Jacky Oughton

Do you use volunteers to deliver your service? Yes/

How many volunteers or groups of volunteers do you use (approx numbers of each)? Being developed

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	There will be a growing role for volunteers in the Tenant Involvement Strategy. Tenant Champions , Tenant Inspectors, Mystery Shoppers, Home News Editorial Panel
How do you recruit volunteers?	Promote participation in the Tenant Panel and seek out tenants champions
Do you direct or manage their work? (e.g. Ushers, park volunteers)	no
Do you give them some information and leave them to get on with it?	yes
Are they individuals or part of a group (e.g. a "Friends of")	both
If a group – do they have insurance? If so how much and what does it cover?	n/a
What activities do volunteers do?	See above
What's the frequency of volunteering?	To be arranged
How many hours are spent working by volunteers (per year)?	Not yet known
What benefits do volunteers bring to the service and its customers?	Scrutiny of service delivery
What issues or problems do you encounter with using volunteers?	Still early days
Do you make any payments e.g. expenses, travel costs, training courses etc.?	Travel costs, child minding, training courses
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	To be discussed /confirmed

APPENDIX ONE

Do you supply equipment for use by volunteers?	Stationery
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Service Area: DEVELOPMENT SERVICES

Manager Name: Pinkney

Do you use volunteers to deliver your service? Yes, but not operationally

How many volunteers or groups of volunteers do you use (approx numbers of each)? Groups c. 5
(dependant on criteria) c. 8 – 12 in each

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	Priority setting; consultation; partnership working; sounding board.
How do you recruit volunteers?	Recruited/invited
Do you direct or manage their work? (eg. Ushers, park volunteers)	No
Do you give them some information and leave them to get on with it?	Yes
Are they individuals or part of a group (eg. a "Friends of")	Both: CAAF, Warwick AAP; Leamington, Warwick and Kenilworth TCPs
If a group – do they have insurance? If so how much and what does it cover?	No
What activities do volunteers do?	Consult, carry out consultations & agreeing action plans.
What's the frequency of volunteering?	Meet c. 1 month to 6 weeks
How many hours are spent working by volunteers (per year)?	Not known
What benefits do volunteers bring to the service and its customers?	Wider range of experience and skills.
What issues or problems do you encounter with using volunteers?	Time consuming, agendas
Do you make any payments eg. expenses, travel costs, training courses etc.?	No
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	N/A

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Do you supply equipment for use by volunteers?	Papers, plans & tea and coffee.
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Service Area: Bereavement Services

Manager Name: Pam Chilvers

Do you use volunteers to deliver your service? Yes/No (not to deliver the service, but to enhance the service by doing things we could otherwise not afford to do)

How many volunteers or groups of volunteers do you use (approx numbers of each)? 1 group
 "friends of Kenilworth cemetery" approx 20 people came to fist meeting in November 2010.

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	<ul style="list-style-type: none"> • To obtain public opinion to allow facilities/services to be changed to meet the needs of the community. • To (hopefully) access funding streams (eg community grants/lottery projects) that are not available to WDC • To raise awareness and promote "community ownership and involvement" of the service • Planned "tidy-up" of vegetation and planting bulbs
How do you recruit volunteers?	Notices on display in cemetery and in local churches. Newspaper article written by town councillors
Do you direct or manage their work? (eg. Ushers, park volunteers)	We ask them what they would like to see improved and talk about how that can be achieved, either through WDC doing something differently or through members volunteering to do it themselves
Do you give them some information and leave them to get on with it?	No. Working together and with colleagues from Culture
Are they individuals or part of a group (eg. a "Friends of")	"friends of Kenilworth cemetery"
If a group – do they have insurance? If so how much and what does it cover?	No. Brand new group.
What activities do volunteers do?	First activity to be planned is "tidy-up" of babies section in Kenilworth cemetery, this will be pruning overgrown bushes and (if enough turn up and time permits) planting bulbs

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What's the frequency of volunteering?	Not yet established –
How many hours are spent working by volunteers (per year)?	Not yet established
What benefits do volunteers bring to the service and its customers?	<p>The volunteers are customers – they have loved ones buried in the cemetery, or live nearby, or visit the cemetery, or are interested in local history or genealogy, or their job is to provide services to the bereaved</p> <p>We hope to tailor volunteering to their interests and skills. So far the first project is a practical activity to tidy up a particular area, but as we get to know each other better in future we may be able to benefit from different skills in the group</p>
What issues or problems do you encounter with using volunteers?	<p>They have different priorities. As it's a new group there is a lot of direction from officers but hopefully in time the group will become more cohesive and autonomous when deciding what to do (I'm also a bit worried that their interest won't be sustained long-term, especially once their particular project has been done)</p> <p>There is also a need to maintain a balance so that pressure from these friends doesn't mean cemeteries with no friends get left out..</p>
Do you make any payments eg. expenses, travel costs, training courses etc.?	<p>Cost is officer time to train volunteers and manage practicalities of the projects they wish to achieve. Actual cash spent so far is less than £10 for tea and coffee.</p> <p>Some future costs to buy stocks of PPE (gloves) and possibly name badges for when they are working in the cemetery .</p>
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	Not applicable as not working with children or vulnerable adults at this time.
Do you supply equipment for use by volunteers?	<p>We intend to provide PPE (gloves only) tools will be on loan from grounds maintenance contractors or they will bring their own.</p> <p>We shall also borrow PC and printer for genealogists, but this will be supervised by a member of staff.</p>

Please note this is a brand new group – having only been set up in November 2010 so how it will work is still very fluid as the enthusiasm/skills/motivation of the volunteers is unproven.

APPENDIX ONE

Service Area: Cultural Services: BMX groups

Manager Name: Dave Anderson

Do you use volunteers to deliver your service? Yes/~~No~~

How many volunteers or groups of volunteers do you use (approx numbers of each)?

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	Profiling the BMX track, grounds maintenance, event management, promotion of sport, attendance and support at consultation events, design of tracks, sourcing external funding.
How do you recruit volunteers?	Recruited by the group
Do you direct or manage their work? (eg. Ushers, park volunteers)	Depends. We have to approve events, improvements, source funding, insurance, risk assessments. Sometimes a joint effort but becoming more self managing.
Do you give them some information and leave them to get on with it?	Yes
Are they individuals or part of a group (eg. a “Friends of”)	Group
If a group – do they have insurance? If so how much and what does it cover?	Yes. Level unknown. They have public liability insurance when carrying out capital work improvements as requested by WDC
What activities do volunteers do?	As above.
What’s the frequency of volunteering?	As and when required. As much as weekly at times, including evenings and weekends.
How many hours are spent working by volunteers (per year)?	Unknown but high.
What benefits do volunteers bring to the service and its customers?	Community engagement. They are the customers, so they get exactly what they want. Promoting the sport and getting people active and healthy.

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What issues or problems do you encounter with using volunteers?	Checking insurance, particularly when they are using hired in plant. Risk assessments. Still need to monitor works. Recent works have created a few small issues that have been resolved, including reinstatement etc.
Do you make any payments eg. expenses, travel costs, training courses etc.?	No, not at present, but considering transfer of GM budget to the group.
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	Group
Do you supply equipment for use by volunteers?	No. But we do supply materials occasionally (ie large amounts of soil)

Service Area: Cultural Services - Warwickshire Wildlife Trust

Manager Name: Jon Holmes

Do you use volunteers to deliver your service? Yes

How many volunteers or groups of volunteers do you use (approx numbers of each)? 9 sites 2 – 20

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	Yes
How do you recruit volunteers?	Warwickshire Wildlife Trust does this
Do you direct or manage their work? (eg. Ushers, park volunteers)	No
Do you give them some information and leave them to get on with it?	No
Are they individuals or part of a group (eg. a "Friends of")	Trust volunteers
If a group – do they have insurance? If so how much and what does it cover?	Yes. £5 million public liability
What activities do volunteers do?	Habitat management/ species monitoring
What's the frequency of volunteering?	Weekly. Monthly (141 work parties in 2009)
How many hours are spent working by volunteers (per year)?	4038 volunteer hrs pa in 2009
What benefits do volunteers bring to the service and its customers?	We would not be able to manage/monitor our nature reserves to the standards we achieve without them
What issues or problems do you encounter with using volunteers?	Some misunderstanding of concepts , not always completing task due to variants in numbers, but generally trouble free

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Do you make any payments eg. Expenses, travel costs, training courses etc.?	General payment for LNR management service as a whole. No payments to specific volunteers
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	WWT
Do you supply equipment for use by volunteers?	No

Service Area: Cultural Services: Action 21

Manager Name: Chris Hastie

Do you use volunteers to deliver your service? Yes/~~No~~

How many volunteers or groups of volunteers do you use (approx numbers of each)?

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	Limited currently, but contract with Action 21 for providing a ranger service in Jephson Gardens expects the paid ranger to be supplemented by volunteers
How do you recruit volunteers?	Action 21 recruit
Do you direct or manage their work? (eg. Ushers, park volunteers)	No
Do you give them some information and leave them to get on with it?	Yes
Are they individuals or part of a group (eg. a "Friends of")	Part of Action 21
If a group – do they have insurance? If so how much and what does it cover?	Yes. PL to £3m, about to be increased £5m. Employers Liability.
What activities do volunteers do?	Assist the ranger with customer liaison etc
What's the frequency of volunteering?	
How many hours are spent working by volunteers (per year)?	Contract requires 300 in 2010/11, rising to 500 in 2011/12 and 800 in 2012/13
What benefits do volunteers bring to the service and its customers?	Added value. Allow greater cover for ranger service at low cost.

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What issues or problems do you encounter with using volunteers?	New service. None encountered as yet
Do you make any payments eg. expenses, travel costs, training courses etc.?	General payment for the ranger service as a whole. No payments to specific volunteers
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	Action 21
Do you supply equipment for use by volunteers?	No

Service Area: CULTURAL SERVICES – ‘Friends of’ groups

Manager Name: Various – Parks team

Do you use volunteers to deliver your service? Yes

How many volunteers or groups of volunteers do you use (approx numbers of each)?

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	Generally assist in the maintenance, plus ‘friends’ projects in parks /and open spaces
How do you recruit volunteers?	Recruited by the group
Do you direct or manage their work? (eg. Ushers, park volunteers)	Yes, depending on nature of task
Do you give them some information and leave them to get on with it?	Depending on task, eg yes for litter picking, but more technical tasks like landscaping are directly supervised
Are they individuals or part of a group (eg. a “Friends of”)	Part of a group
If a group – do they have insurance? If so how much and what does it cover?	Varies. Longer established groups (eg Friends of Abbey Fields) have their own insurance.
What activities do volunteers do?	General unskilled maintenance
What’s the frequency of volunteering?	Varies from weekly to annually
How many hours are spent working by volunteers (per year)?	Varies. Most active is Friends of Abbey Fields, appx 150 person hours per year.

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What benefits do volunteers bring to the service and its customers?	Community engagement , ownership of the area , do jobs we may not have resources to do, plus providing funding and assist in WDC projects
What issues or problems do you encounter with using volunteers?	Ensuring they understand the task; need for professional input; difficulty assessing numbers; agreeing priorities.
Do you make any payments eg Expenses, travel costs, training courses etc.?	No
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	N/A
Do you supply equipment for use by volunteers?	Yes

Service Area: Cultural Services: Tree Wardens

Manager Name: Chris Hastie

Do you use volunteers to deliver your service? Yes/~~No~~

How many volunteers or groups of volunteers do you use (approx numbers of each)?

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	'Eyes and ears'
How do you recruit volunteers?	Recruited by Tree Warden group
Do you direct or manage their work? (eg. Ushers, park volunteers)	Not presently
Do you give them some information and leave them to get on with it?	Yes
Are they individuals or part of a group (eg. a "Friends of")	Part of a group
If a group – do they have insurance? If so how much and what does it cover?	Not believed to
What activities do volunteers do?	Watering newly planted trees. Possibly planting
What's the frequency of volunteering?	Irregular

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How many hours are spent working by volunteers (per year)?	Unknown - limited
What benefits do volunteers bring to the service and its customers?	Community engagement. Increased ability to spot problems.
What issues or problems do you encounter with using volunteers?	Enthusiasm exceeds ability / knowledge. Tendency to take a single issue view on things involving trees, not a professional, balanced view
Do you make any payments eg. expenses, travel costs, training courses etc.?	Cover cost of room hire for meetings etc. Cover annual registration of group with Tree Council.
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	N/A
Do you supply equipment for use by volunteers?	No.

Service Area: Cultural Services – Heritage and Arts

Manager Name: Jeff Watkin

Do you use volunteers to deliver your service? Yes/~~No~~

How many volunteers or groups of volunteers do you use (approx numbers of each)? Three volunteer groups: National Association of Decorative and Fine Arts Societies (4 volunteers), Friends of Leamington Spa Art Gallery & Museum (14), Leicester University Museum Network (LUMEN)/students (approx one per year)

For each volunteer or group of volunteers –

How do you use the volunteers in the service?	NADFAS support collections care by condition checking and repacking items from the museum collection. FLAG support the service through fundraising. The funds contribute towards acquisitions, collections care, conservation, exhibitions and events. They also provide in-kind support at events LUMEN/students support a range of activities including curatorial, events, publicity and front of house.
How do you recruit volunteers?	Generally we do not actively recruit volunteers, but are approached by people who would like to gain experience of museum and gallery work. This information is kept on file until an appropriate project comes up.

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Do you direct or manage their work? (eg. Ushers, park volunteers)	The work of NADFAS and LUMEN/students is managed by AG&M staff.
Do you give them some information and leave them to get on with it?	We work in close co-operation with FLAG and advise how their work can best support the service.
Are they individuals or part of a group (eg. a "Friends of")	NADFAS, FLAG and LUMEN are all established groups or organisations. Students are individuals.
If a group – do they have insurance? If so how much and what does it cover?	NADFAS organise their own insurance.
What activities do volunteers do?	NADFAS condition check and repack items from the museum collection. FLAG fundraise and provide and serve refreshments at events. LUMEN/students take part in a range of activities across the AG&M.
What's the frequency of volunteering?	NADFAS come once a week every week. FLAG provide ongoing support LUMEN/Students tend to come for a fixed period of time over several weeks or months. This occurs about once a year.
How many hours are spent working by volunteers (per year)?	NADFAS approximately 400 hours per year FLAG approximately 100 hours per year. LUMEN/student approximately 300 hours per year
What benefits do volunteers bring to the service and its customers?	The work that volunteers do supports the work of the AG&M, often by releasing staff of funds for other activities. For example FLAG providing and serving refreshments at events frees up resources (staff and money) which can be used elsewhere.
What issues or problems do you encounter with using volunteers?	Often problems occur when the volunteer and service have different expectations.
Do you make any payments eg. expenses, travel costs, training courses etc.?	No
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	N/A
Do you supply equipment for use by volunteers?	Only for use in the AG&M.

APPENDIX ONE

Service Area: Sports Development

Manager Name: Manoj Sonecha

Do you use volunteers to deliver your service? Yes

How many volunteers or groups of volunteers do you use (approx numbers of each)? 1 – Local Sports Network

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	Current vice chair of the Local Sports Network
How do you recruit volunteers?	This was through word of mouth
Do you direct or manage their work? (eg. Ushers, park volunteers)	Allocate projects / work on a 'as and when required' basis
Do you give them some information and leave them to get on with it?	Depends on the project – sometimes yes, other time joint working
Are they individuals or part of a group (eg. a "Friends of")	Member of a local sports club
If a group – do they have insurance? If so how much and what does it cover?	Not sure, but not relevant to the support work they provide WDC through the Network

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What activities do volunteers do?	Vice Chair of group, setting up occasional meetings , decision making on groups such as Sports Awards Panel
What's the frequency of volunteering?	4-6 meetings a year, plus occasional projects as required by the group
How many hours are spent working by volunteers (per year)?	For this group – approx 30-40 hours
What benefits do volunteers bring to the service and its customers?	Individual expertise and on the ground knowledge
What issues or problems do you encounter with using volunteers?	For this specific role, none
Do you make any payments eg. expenses, travel costs, training courses etc.?	None at present, the volunteer is happy to do this role voluntarily
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	This volunteer has no direct responsibility for delivery of services to public, however if needed crb in future we would pay out of sports budget if necessary
Do you supply equipment for use by volunteers?	N/A

Service Area: Cultural Services – St Nicholas Park Leisure Centre

Manager Name: Judie Stoddart

Do you use volunteers to deliver your service? Yes

How many volunteers or groups of volunteers do you use (approx numbers of each)? 1/2

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	Swimming Helpers, Dry Side Leisure Attendant helpers
How do you recruit volunteers?	Usually approached by them through a CV or someone walking in.
Do you direct or manage their work? (eg. Ushers, park volunteers)	Supervisors manage them.
Do you give them some information and leave them to get on with it?	Provide them with an NOP and induction.
Are they individuals or part of a group (eg. a "Friends of")	Not part of a group usually school or keen sports people or have an interest in Swimming Teaching.
If a group – do they have insurance? If so how much and what does it cover?	No personal insurance.

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What activities do volunteers do?	Assist swimmers in the water, set up and dismantle equipment.
What's the frequency of volunteering?	Can be weekly when someone is on a placement. There are no volunteers at present as previous 2 have been taken on as casual staff.
How many hours are spent working by volunteers (per year)?	Ave 500 but no volunteers at present.
What benefits do volunteers bring to the service and its customers?	Can be a cost saving with pool helpers.
What issues or problems do you encounter with using volunteers?	Having enough time to direct and help them.
Do you make any payments eg. expenses, travel costs, training courses etc.?	No payment, occasionally send them on ASA level 1 teaching courses.
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	WDC pay for them.
Do you supply equipment for use by volunteers?	Supply Uniform.

Service Area: Contract Services

Manager Name: Rob Hoof

Do you use volunteers to deliver your service? We did at the start of the new contract in 2008

How many volunteers or groups of volunteers do you use (approx numbers of each)? 1 individual

For each volunteer or group of volunteers:

How do you use the volunteers in the service?	To provide support to Recycling Officers in doing simple vital tasks, which freed them up to do other work
How do you recruit volunteers?	The individual approached us
Do you direct or manage their work? (eg. Ushers, park volunteers)	Yes, worked as a 'Volunteer Recycling Officer'
Do you give them some information and leave them to get on with it?	No, other than giving leaflets to be posted in certain streets.
Are they individuals or part of a group (eg. a "Friends of")	Individual

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If a group – do they have insurance? If so how much and what does it cover?	no
What activities do volunteers do?	Helped at road shows and distributing leaflets
What's the frequency of volunteering?	It was adhoc, around 0.5 day at fortnight
How many hours are spent working by volunteers (per year)?	In total they probably worked about 7 days
What benefits do volunteers bring to the service and its customers?	An extra pair of hands was greatly appreciated. At road shows I believe it was a very positive 'tool' to have a member of the public helping out, that believed in recycling and understood it.
What issues or problems do you encounter with using volunteers?	The individual has mild learning difficulties and poor visions, which needed addressing; i.e. when they visited the office etc
Do you make any payments eg. expenses, travel costs, training courses etc.?	We bought refreshments and gave them a small gift at Christmas (we did not claim this back)
Who has responsibility for undertaking CRB checks (if needed) and who pays for them?	This was not relevant as she was not left alone at any time.
Do you supply equipment for use by volunteers?	A high visibility vest and a name badge.