



# Denbighshire Volunteer Strategy

opportunities for all, developing our community



CYNGOR  
*Sir Ddinbych*  
Denbighshire  
COUNTY COUNCIL

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# Foreword

I am delighted to support the Denbighshire County Council (DCC) Volunteer Strategy. The services in DCC have supported members of the community to make worthwhile contributions, and at the same time develop new friendships, skills and abilities, within their community.

Volunteering is a worthwhile pursuit. Volunteers have supported community based activities for a number of years and through this Strategy we plan to encourage volunteers to reach their potential. We also want to create many more opportunities for volunteers to participate in, and in doing so, improve their contribution to the health and well being of their local community. This we hope will create opportunities for all to be closer to our communities.



Insert picture

**Mohammed Mehmet**

Chief Executive  
Denbighshire County Council

## Our Current Position



Volunteers are successfully engaged across a wide range of activities. Which include:

The Rhyl Pavilion Theatre  
The DofE Award  
Sports Clubs  
Nordic Walking  
Child Care  
National Exercise Referral Scheme

Youth Centres and Projects  
Sports Centres  
Active Lifestyles  
Disability Sports  
Libraries

In 2012 over 24,000 volunteering hours were delivered.

The satisfaction from helping others gain new skills and making a contribution to the community is very rewarding.

# Aims of the Strategy

The Volunteer Strategy will further support the development of the volunteer culture in Denbighshire.

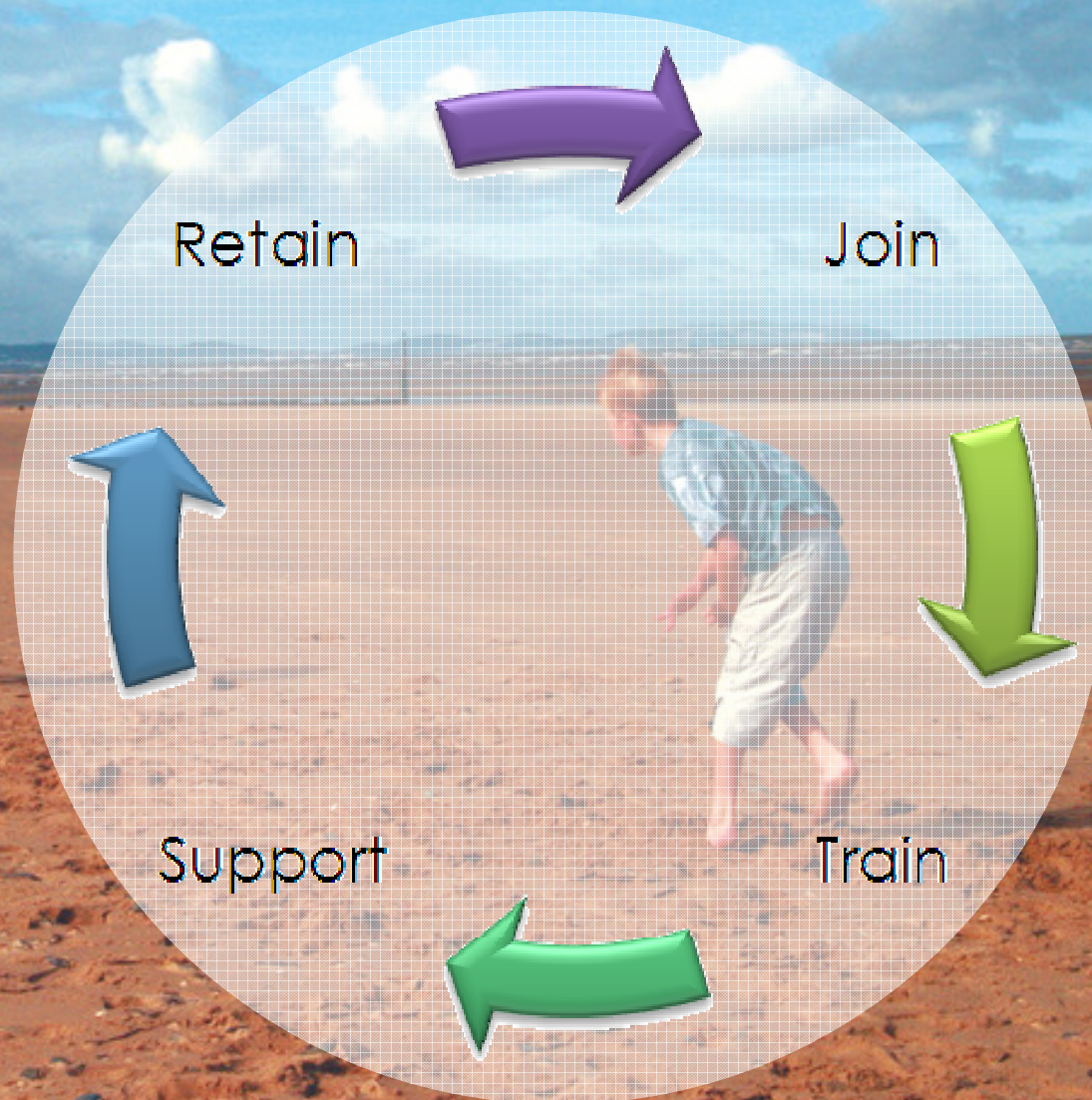
Through investment in volunteers and volunteering, it is expected that members of the community will develop new interests, skills and abilities.

Individuals, groups and communities will all benefit from the volunteers dedication in supporting activities and as a result communities will prosper.

It is important to note that the intention of this strategy is to expand service delivery and **not** to use volunteers in the place of employees.

DCC will develop community based volunteers through a clear strategy that will 'invest in volunteers', with the four key aims being:

- Join
- Train
- Support
- Retain



# Aims of the Strategy

## Join Scheme

DCC is committed to involving volunteers who reflect the diversity of our local community across Denbighshire in order to bring the Council closer to the community.

## Advertising

Identification of volunteer roles in DCC by departmental mentors will enable a broader section of the community to undertake opportunities and enhance the provision on offer.

## Marketing

Effective marketing of volunteer opportunities will be made through social media and websites together with established methods, such as posters, word of mouth, open days, festivals, presentations, in order to promote 'opportunities for all.

## Enrolment Days

Monthly Volunteer Enrolment Days will enable potential volunteers to be invited to an information session to learn about the project, induction as a volunteer (including completing relevant paperwork), and learn about the management system.

## Selection Process

Once relevant forms are completed there will be a selection process according to each volunteer group. This will enable the service and volunteer to agree on the most appropriate and relevant volunteer placement.

## DBS Check

The application process will include a DBS check for volunteers who will have contact with vulnerable children, young people and adults. A DBS will not be required for all placements.

## Mentors

Once a potential volunteer has been identified, a mentor will be assigned to support them until the DBS process is concluded (or the placement begins if no DBS is required). Mentors will meet volunteers on a regular basis for recorded support; this will ensure that there is minimum potential drop out as a result of the DBS checking process, which can take up to two months.

# Aims of the Strategy

## Training

Training and resources will be coordinated in order to support the volunteer programme and workforce development across DCC. Training outcomes will be monitored, evaluated and improved upon as part of the DCC approach to self assessment and its continuous improvement. The monitoring and evaluation of training will shape the volunteers programme in order to respond to the volunteer and the requirements of the service. Volunteers will have one to one discussions with their mentor in order to develop.

This will include the ability to book onto training courses relevant to their activity via the online management system. Examples of the training programme include;

- Sports Leader at Level 1 and 2
- Certificate in Youth Work Level 2 and 3
- Basic Expedition Assistant Leader Award L2
- BEL Level 3
- Safeguarding and Child protection
- Drug and alcohol training
- Anti Tobacco training
- First Aid
- NPLQ
- Sexual Health training
- Supervisors training
- Preparing to teach in lifelong learning (Training the Trainer) Level

Mentoring and supporting volunteers can also help develop Officers in managing people effectively which may lead to career advancement and promotion opportunities. Mentor training will be offered to all Officers engaged in the volunteer programme.



# Aims of the Strategy

## Deployment

It is important to ensure that volunteers gain valuable experiences, develop skills and are supported through enjoyable and worthwhile placements. DCC recognises the contribution that volunteers make to the delivery of frontline services across Denbighshire and is committed to responding to feedback in order to develop the volunteer's goals and aspirations. High quality placements will be secured through the use of the Volunteer Kitemark standard.



A Volunteer Kitemark standard screening of all placements will take place. This will include health and safety, safeguarding, and support arrangements for volunteers.

Volunteers will have an agreement that details the expectations of both DCC and the volunteer once the DBS and any other checks are completed.

Volunteers will be able to change placements and gain wider experience and enjoyment from activities in a variety of settings. They will be able to keep and maintain a log of activities which can also be used to monitor and improve the volunteer programme.

Volunteers will receive on-going support and encouragement from their mentor. This is an important part of the procedure to enable skills to be developed and feedback received.

Through the management information system, volunteers will be able to rate their experience within placements – and vice versa.





## Aims of the Strategy



### Managing Volunteers and Performance Data

DCC will proactively seek volunteer opportunities to expand delivery of community based activities. Through this strategy the local community will also benefit through training and experiences that will improve potential job skills and the health and well being of participants. In order to do this effectively DCC will need to understand the impact volunteers have on service delivery and the individual volunteer's development.

DCC will increase the number of volunteers and placements considerably over the next few years. In order to manage performance data effectively, a database system will support this function. To include:

- Web based database
- Volunteers on line application
- Volunteers personal details and qualifications will be securely stored – by the volunteer
- Placement opportunities from partner organisations
- Volunteers can update their own activity records
- KPI reports regarding activity can be produced for the council and volunteer, giving the volunteer accurate logged hours and skills gained
- Feedback rating on placement / volunteer
- An on line data base system will mean that higher volumes of volunteers and placement activity will result in less administration and officer work in order to control data and performance reporting.
- The feedback tool in the performance system will highlight five star placements as best practice. Therefore low star ratings will show the requirement for more effective improvement intervention.

# Aims of the Strategy

## Volunteers

DCC recognises the valuable contribution volunteers make to the delivery of business objectives and to ensure that the Council is close to the community.

In order to develop the relationship between the volunteer and service, DCC will provide plenty of opportunities for recognition.

The overall aim is to change culture so that it is commonplace within the Council and communities of Denbighshire to see volunteers active.

An annual best practice event to showcase both projects and volunteers as individuals will be held during National Volunteer Week.

DCC has a commitment to recognising volunteers through national, regional and local awards e.g. Welsh Government Youth Work Excellence Awards, Sports Wales Coach of the Year, Denbighshire County Council Excellence Awards. In addition, volunteers will gain local recognition at our annual best practice event during National Volunteer Week.

Given the councils investment in the training and mentoring programme, it is in everyone's interests to ensure that volunteers are retained for as long as possible. As well as opportunities for recognition at local and national awards, all volunteers will have access to their personal profile which will detail logged hours of placements they complete, training qualifications they complete and relevant skills gained at placements. Volunteers will also gain certificates in conjunction with DVSC (Denbighshire Voluntary service council) for completion of specified hours.

# Our Vision and Priorities

## Headline Outcomes

By 2016 DCC will have implemented the Volunteer Strategy and there will be a wide range of advantages for the council, volunteers and the community. A volunteer steering group will be established in order to oversee the implementation of the strategy. In the first three year period the following headline outcomes will be achieved:

***Note: Corporate Targets to be set as needed***



# Delivering our Aims



## How we Plan to Deliver


- More volunteer placements will be created in order to provide high quality opportunities
- More volunteer mentors will be trained to support volunteers
- Volunteers will be asked for placement feedback to support improvement
- Further training will be provided to support volunteer placements
- Opportunities to volunteer will be increased

# Managing Aims & Performance

## Performance Against our Plan

- Performance will be monitored and reported on
- An annual Self Assessment will be conducted to heighten standards and allow opportunities for improvement
- Placements and volunteers will be contacted to feedback on our performance
- An advisory group will monitor progress and make recommendations for improvement



A group of children in school uniforms, some holding Welsh flags, at an outdoor event. The children are wearing green and red uniforms. One girl in the foreground is shouting with her mouth open. A man in a suit is visible in the background.

*“By 2016 DCC will have changed the volunteer culture so that it is a commonplace activity within Denbighshire and its communities”*