



Caerphilly Public Services Board
Well-being Delivery Plan 2018-2023

ACTION AREA 2A
VOLUNTEERING

Delivery Plan
Amended March 2021

Delivery Plan 2018-2023

Action Area AA2A: VOLUNTEERING

Context: Volunteering and the role volunteering plays in building individuals and communities came out strongly throughout the development of the Wellbeing Assessment. The public engagement clearly identified the benefits of suitable and varied volunteering opportunities for all ages. There is a strong link to volunteering throughout the Caerphilly We Want Action Areas, particularly as an effective method of engaging people in communities with the local delivery of delivery plans.

There has been substantial focus on the role and value of volunteers during the pandemic and the action plan has been updated to reflect the work that has been undertaken and the change in emphasis in the priorities for recovery. The Action Area needs to build on the learning, the groundswell of community volunteering and the engagement of people of all ages in voluntary action to support the developing Caerphilly Cares Model. We need to ensure we encourage many of those furloughed who go back to work to continue some form of volunteering, and those who have undertaken these roles as part of redeployment to do the same. We will see a greater number of people unemployed as a result of the pandemic who can be encouraged to use volunteering as a stepping stone into paid employment strengthening the link to the Job Growth & Employability (previously Apprenticeships) Action Area. The Volunteering Area also has to reflect the community need identified through the greater use of Food Banks, the increase in grow your own, grow local which develops the links to food poverty and the opportunities for volunteering through environmental groups, and the greater use of the local

Green Environment where community action has translated into litter picking and the wish to undertake planting and care of local green space.

Summarised from the Well-being Assessment and draft Well-being Plan responses, the benefits of volunteering are:

People and communities:

- gain new skills and knowledge
- boost their own job and career prospects
- enjoy a sense of achievement and fulfilment
- develop personally and boost self esteem
- enjoy better physical and mental health
- connect to and better understand your community
- Give something back to your community

The action area should be seen as complementary to all other Action Areas, particularly Action Area 2b – Job Growth & Employability Apprenticeships) and Action Area AA5 – Protect and Enhance the Green Environment.

Roles	Names	Email address
Lead PSB Member Champion	Stephen Tiley, GAVO	Stephen.tiley@gavowales.org.uk
Lead Officer (s)	Alison Palmer, GAVO	Alison.palmer@gavo.org.uk
	Chris Nottingham, Community Response Volunteering Co-ordinator (Caerphilly) GAVO Volunteering Team	Chris.nottingham@gavo.org.uk
Policy Support Officer (s)		
Delivery Partners (List of groups and individuals involved in delivery and regular updates)		
This is not an exclusive list as other organisations will be involved from time to time as the focus of the work changes to meet changing priority and need. The emphasis, however, remains on promoting and encouraging the involvement of statutory partners with key voluntary organisations with expertise in volunteering and volunteer management.		

Core Group: GAVO, Groundwork Wales, Menter Caerffili, The Parent Network, St Gwladys Church Hall, Newlife Christian Church, Caerphilly Youth Service, Homestart Cymru - Caerphilly, Keep Wales Tidy, DWP, Girl Guiding Caerphilly, ABUHB (Ffrind I Mi / CHAAT), Tempo Time Credits – timebanking, Volunteering Matters, CCBC Social Services Volunteering, Caerphilly Cares, Jobs Growth & Employability Support and Green Environment Action Areas, PSB Partners.

Workshop sessions will include a wider representation from the third sector.

Outcomes to be worked towards under this Action Area / Enabler (need to include local and national outcomes)	Measures for this Action
1. Develop a coordinated approach to volunteering to enable all PSB partners to promote volunteering for wellbeing effectively	The promotion and take-up of Volunteering Wales as a platform to advertise volunteering opportunities and manage volunteers across PSB partners and the wider third sector – the number of quality opportunities promoted by PSB partners and number of volunteers responding to opportunities, case studies of people undertaking volunteering with PSB partners.
2. Develop a coordinated approach to Employer Supported Volunteering Scheme (previously Corporate Social Responsibility) to enable staff of PSB organisations to take up opportunities to volunteer.	Through an exercise to develop a pathway for Employer Supported Volunteering (corporate social responsibility) via CCBC as a PSB partner as a pilot that can be shared across the PSB – strategic framework developed and shared; number of employees successfully recruited, case studies.
3. Recognise and utilise volunteering as a first step to the employment market.	Linking volunteering to the renamed Job Growth & Employability Support Action Area and working with, colleges, DWP, C4W, C4W+ and other employment agencies to provide volunteering opportunities - the number of people taking up volunteering opportunities before moving on to apprenticeships, training and employment.
4. Provide volunteering opportunities that are appropriate for all ages and sectors of the community.	<p>Number and type of volunteering opportunities available and case studies from participating organisations and volunteers to identify the range and depth of opportunities available; work with specific PSB partners and third sector organisations to identify opportunities suitable for those with specific needs.</p> <p>New Focus: To support those organisations providing volunteering opportunities around Food Inequalities, local growing and community environmental action specifically.</p>

Action Area: 2A VOLUNTEERING

Priority Area of Activity (include ID number)

2A.1 Develop a coordinated approach to volunteering to enable all PSB partners to promote volunteering for wellbeing effectively

No. /Ref	Key Tasks	Task Lead(s)	When will it be completed? (consider 5-year timeframe of plan)			
			Completed	Short – term 1-2 years	Medium – term 3-4 years	Long – term 4-5 years and longer
2A.1.1	Contact PSB members to identify a lead contact person	Martin Featherstone/Stephen Tiley as PSB Champion	x			
2A.1.2	Mapping/capturing current volunteering opportunities across PSB Partners	Clare Watkins, GAVO Volunteering Manager	x	Ongoing as opportunities arise		
2A.1.3	Research current volunteering policies & strategies, good practice in volunteering, and corporate volunteering policies with PSB partners and wider network including regional, national and UK models	Clare Watkins, Volunteering Manager GAVO & Steering Group	x			
2A.1.4	Organise a workshop / initial meeting of PSB leads and interested bodies to explore currently volunteering practice, potential common approaches to volunteering, and provide an opportunity for members to understand the potential of using Volunteering Wales to promote volunteering effectively	GAVO	x			

2A.1.5	Promote volunteer recognition scheme as a PSB i.e. Annual Volunteering Awards and volunteering recognition certificates	GAVO & all PSB partners	Ongoing			
2A.1.6	Develop a Volunteering Strategy for Caerphilly integral to which are the Caerphilly PSB Partners	GAVO & PSB partners		x	x	
2A.1.7	Identify gaps in partner representation to ensure inclusive approaches and that Volunteering is representative of sectors, ages and geography of Caerphilly County Borough	GAVO	x	Ongoing as priorities change		
2A.1.8	Apply technology to support the promotion of and participation in Volunteering – Volunteering Wales digital platform	GAVO & PSB partners	Ongoing			

Action Area: 2A VOLUNTEERING

Priority Area of Activity (include ID number)

2A.2 Develop a PSB approach to Employer Supported Volunteering (corporate social responsibility) to enable staff of PSB organisations to volunteer.

No. /Ref	Key Tasks	Task Lead(s)	When will it be completed? (consider 5-year timeframe of plan)			
			Completed	Short – term 1-2 years	Medium – term 3-4 years	Long – term 4-5 years and longer
2A.2.1	Work with PSB members/identified leads to define the vision for good volunteering practice in Caerphilly	GAVO / Steering group		x	x	
2A.2.2	<i>Invite PSB Volunteering Leads to be part of the GAVO led Gwent Volunteer Managers Network</i>	GAVO	<i>Completed</i>	Ongoing as leads change		
2A.2.3	Understand and define the benefits of Employer Supported Volunteering programmes, and the Corporate challenges around implementation and work through the challenges	CCBC lead / All Partners		x	x	
2A.2.4	Develop Caerphilly as a lead and exemplar for Employer Supported Volunteering (corporate social responsibility)	CCBC as pilot		x	x	
2A.2.5	Review learning from Employer Supported Volunteering (corporate social responsibility), and define a model that works for PSB partners in Caerphilly.	All Partners			x	x

Action Area: 2A VOLUNTEERING

Priority Area of Activity (include ID number)

2A.3 Recognise and utilise volunteering as a first step to the employment market.

No. /Ref	Key Tasks	Task Lead(s)	When will it be completed? (consider 5-year timeframe of plan)			
			Completed	Short – term 1-2 years	Medium – term 3-4 years	Long – term 4-5 years and longer
2A.3.1	Strengthen the links between organisations with apprenticeships schemes, traineeships, intern programmes and work with organisations to develop routes into employment	Stephen Tiley - GAVO link to Job Growth and Employment support Action Area		ongoing		
2A.3.2	Promote volunteer recognition schemes to support evidence of skills and competence for c.v.'s, recognising the importance of Volunteering as a pathway to employment, for example Certificates that reflect the number of hours volunteered.	GAVO Volunteering Team		ongoing		
2A.3.3	Recognise and celebrate volunteering achievements and the personal journey of Volunteers and inspire participation through positive publicity and the celebration of and achievement of Volunteers.	GAVO/PSB		ongoing		
2A.3.4	Develop intelligence on the number of Volunteers who secure employment as a consequence of their Volunteering activity, across PSB Partners	GAVO			x	x
2A.3.5	Influence Work Force Development Strategies of PSB Partners to promote the contribution of volunteering	GAVO/PSB				x

Action Area: 2A VOLUNTEERING

Priority Area of

Activity (include ID number)

2A.4 Provide volunteering opportunities that are appropriate for all ages and sectors of the community.

No. /Ref	Key Tasks	Task Lead(s)	When will it be completed? (consider 5-year timeframe of plan)			
			Completed	Short – term 1-2 years	Medium – term 3-4 years	Long – term 4-5 years and longer
2A.4.1	To promote, foster and broker a diversity of volunteering opportunities across Caerphilly County Borough, and for PSB partners to demonstrate leadership in this area.	GAVO/PSB partners				
2A.4.2	To work with PSB partners to make reasonable adjustments to volunteering opportunities to enable the involvement of people with additional support needs, in line with the auspices of the Equality Act and the Corporate Values Statements of PSB Partners. Apply Equality Impact Assessment methodology.	GAVO/PSB partners				
2A.4.3	To work with Third Sector Organisations, community groups and other partners to maximise participation in Volunteering from different ages and sectors of the community and implement promotion and communication strategies where there are gaps in participation from certain ages and community sectors.	GAVO / PSB partners				
2A.4.4	To monitor the diversity of Volunteering Opportunities provided in Caerphilly County Borough and evaluate the participation profile.	GAVO				
2A.4.5	To focus volunteering activity to support third sector organisations working to alleviate food inequality, local growing and environmental actions in support of the new recovery priorities	GAVO / Action Areas			X	

RISK REGISTER

Actual Risk	Risk Rating (Low / Medium / High)	How will you manage/mitigate this risk - what are you doing to reduce the risk and by when?	Risk Owner
Perception of the use of volunteers to replace paid work	M	Involve union representation at an early stage and identify good working practices and policies to avoid conflict Work closely with the Job Growth & Employability theme Cross reference Welsh Government Policy on Volunteering	PSB/GAVO
Low take-up of volunteering opportunities	L	Encourage the provision of wide range of volunteering opportunities to provide choice and variety; work with volunteer recruiting organisations to ensure good practice and policy is in place to provide good volunteering experience	GAVO
Lack of partnership involvement in Volunteering Action area	L	Championing of volunteering through PSB	PSB

<p>Well-being Objectives</p> <p>Check to see if there is a connection between your proposed activity / task and the relevant Public Bodies and/ or Public Services Board's Well-being Objectives</p>	<p>Initial Project Development</p> <p>Positive Change: The development of corporate social responsibility and a volunteering policy for staff has a direct link to positive change.</p> <p>Positive Start: There are opportunities to embed volunteering into family life through parents and parent peer support i.e. Homestart, Parent Network and as children grow into teenagers i.e. volunteering through youth clubs, uniformed youth organisations, youth forum. There are also opportunities for intergenerational work with older people passing on skills through schools and vice versa i.e. 50+ Forum, IT sessions.</p>
---	--

<p>and Plans</p>	<p>Positive People: Volunteering can be seen as a first step into learning new skills and experiencing the workplace for those who have never worked or who have been out of the workplace for some time. It can enhance a CV and provide experience of the workplace to help young people decide on a career path. Volunteering is also a way of people putting something back into their communities or supporting community action and can help people who volunteer and those they support combat loneliness and isolation.</p> <p>Positive Places: Grass roots voluntary groups are at the heart of strong, cohesive and resilient communities. Much of the arts and cultural provision is volunteer led and voluntary action contributes substantially to the sporting and recreational activities across the borough.</p> <p>The initial steering group development reflected the need to ensure involvement of the wider sector in in the Action Area. It included a selection of organisations that covered all four Well-being Objectives</p>
<p>Five Ways of Working</p> <p>Using the Five Ways of Working is a key element of the legislation. They must be used throughout the life time of a project, from design to review.</p>	<p>Initial Project Development</p> <p>The five ways of working will be considered in the development of every action and task.</p> <p>Collaboration: this action area will require the input of all PSB partners for the PSB to develop a collaborative approach to social responsibility</p> <p>Integration: volunteering will need to be integrated into the structure of a number of action areas i.e. as a route to apprenticeships and employment, as a way of supporting the protection and enhancement of the environment, as a way of engaging parents to support the best start in life for their children.</p> <p>Involvement: Communities are at the heart of voluntary action and the involvement of residents and community members is a core activity</p> <p>Prevention: Voluntary action is a well-documented approach to preventative action i.e. Samaritans, Homestart, 50+ Forum</p> <p>Long Term: Volunteering can be generational and it is evidenced that young people who volunteer either continue to do so or return to volunteering in later life. The PSB approach to volunteering should be long term to enable the approach to be “bedded down” in statutory bodies and in communities.</p>
<p>Seven Well-being Goals</p> <p>The well-being goals must be considered as</p>	<p>Initial Project Development</p> <p>The Volunteering Action Area in Caerphilly can be seen to relate to all seven goals, some more than others.</p> <p>A Prosperous Wales: Volunteering can be a first step to employment or a step to changing career later in life or step down to retirement</p>

<p>an integrated set of seven, and the well-being objectives (considered above) should maximise contribution to all seven</p>	<p>A Resilient Wales: Cohesive communities are built on local community action and those people who will go out of their way to support their communities. Resilient communities are those who come together for common good and volunteering supports community action and neighbourliness.</p> <p>A Healthier Wales: The health and wellbeing benefits of undertaking volunteering, developing individual's feelings of self-worth, and confidence are clear; and can impact positively on isolation and loneliness.</p> <p>A More Equal Wales: The availability of a wide range of volunteering opportunities to suit all ages and abilities provides opportunities for all to realise their potential and gives them skills and confidence irrespective of background.</p> <p>A Wales of Cohesive Communities: See Resilient above.</p>
---	---

Notes:

The Future Generations Framework should be used when developing and agreeing all content of this Delivery Plan. This framework helps translate the legal concepts (of the FG Act) into easily understandable and project focused prompts, which when followed will help design better / more robust principles. Following the framework prompts for each proposed area of activity / task will ensure:

- 1) *the connections are made between the content of the Caerphilly County Borough Area Assessment of Local Well-Being 2017 and the Caerphilly Public Services Board Well-being Plan 2018-2013 and it's well-being objectives.*
- 2) *the Five Ways of Working are embedded to maximise contribution to the Seven Well-being Goals*
- 3) *early thinking to reflect and demonstrate change*