



Newcastle Borough Council Volunteering Consultancy Support

Prepared by: **Jo Phillips** – SMCVS Service Manager – Volunteering and Access

Date: 18th Dec 2012

Introduction:

North Staffordshire Volunteer Centres is partnership of Volunteer Centres Staffordshire Moorlands, Newcastle-under-Lyme, Stoke-on-Trent and KeeleSU – delivering volunteer support to individuals who wish to volunteer and providing expertise in volunteer management for volunteer involving organisations.

The partnership, led by Staffordshire Moorlands Community and Voluntary Services, has a long history in delivering volunteering services across the North Staffordshire area and is currently supporting over 600 voluntary and community groups. Our expertise lies in volunteering brokerage, employee engagement and volunteer management.

Identified Need:

This proposal follows a meeting on 26th November 2012 between John Sellgren (Chief Executive) Newcastle Under Lyme Borough Council and Jo Phillips (Service Manager – Volunteering and Access) Staffordshire Moorlands Community and Voluntary Services – and a subsequent additional meeting on 17th December 2012, including Simon Long (Community Development Officer)and Robin Wiles (Partnerships Officer)

At these meetings, it was discussed that Newcastle-Under-Lyme Borough Council would like to look at purchasing from SMCVS, through the North Staffordshire Volunteer Centres, volunteer management consultancy support to undertake work associated with a new Employee Supported Volunteering (ESV) scheme – incorporating:

- support in ensuring a robust volunteer management programme is set up and operational across all of the Borough Councils' own current volunteer involving services.
- support in developing a robust Employee Supported Volunteering scheme which is able to be launched and offered to all Borough Council employees from late Feb / March 2013 (subject to Cabinet approval).
- support to run a launch event which will include –
 - Presentation on benefits of volunteering and why staff should engage
 - Set up and options to deliver x2 “Team Challenge” one day volunteering events to staff to sign up to – (x 1 by North Staffs VC + x 1 by an N-U-LBC volunteer involving service)
 - One-to-one support for staff to browse an array of other “skill based” short term and long term volunteering opportunities available to them to engage with.

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It was discussed and agreed that this support would be offered as consultancy support to the end of March 2013 and that the set up and delivery is to be piloted, evaluated and taken forward into 2013-14 on a step by step basis.

Should the launch and uptake prove successful, the next step that the North Staffordshire Volunteer Centres can offer ongoing support is in –

- delivery of ongoing brokerage support specifically for Newcastle Borough Council employees to engage with volunteering and skills development activity in the wider local community
- the development and set-up of new volunteering involving opportunities across the Borough Councils' services as opportunities arise.

Why North Staffordshire Volunteer Centres?:

-The North Staffordshire Volunteer Centres have a very successful record of development and delivery. The partnership of district Volunteer Centres is backed by and integrated into the delivery of the three local infrastructure organisations – Staffordshire Moorlands Community and Voluntary Services (SMCVS), Newcastle Community and Voluntary Support (NCVS) and Voluntary Action Stoke-on-Trent (VAST) and most recently, joined by Keele University to offer volunteering support specifically to its students. SMCVS and NCVS are members of the wider Staffordshire and Stoke-on-Trent Consortium of Infrastructure Organisations (SCIO) and work closely to ensure that voluntary & community organisations (VCO's) get the support they need in the provision of capacity building, development, promotion and co-ordination of frontline work. We work as part of SCIO to represent VCO interests, provide a voice in policy making and facilitate joint working between VCO's and the public and private sectors.

- SMCVS, as the lead partner and contract agent of the North Staffordshire Volunteer Centres, currently delivers a wide array of projects from the district offices, including –

* a North Staffs wide employment support project funded by the European Regional Development Fund and Stoke-on-Trent City Council

* two volunteer led programmes funded by NHS North Staffordshire - an Early Detection of Cancer Project and the Walking for Health programme in association with Natural England.

* volunteer and volunteer management support on behalf of Staffordshire County Council as part of the Staffordshire and Stoke-on-Trent Consortium of Infrastructure Organisations (SCIO) Volunteer Centre Network

* Volunteer Management Programme training for local volunteer infrastructure organisations.

* both accredited and unaccredited Introduction to Volunteer training.

* Employee Supported Volunteering days for businesses across North Staffordshire

- We are unique in our approach to supporting all individuals, regardless of age, background and interests to volunteer. Our person centred approach is essential to ensuring a quality service is delivered to all.

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- SMCVS holds PQASSO quality accreditation and our staff all hold enhanced CRB clearance and are trained in interview techniques, equality and diversity, disability awareness and hold at minimum the PTLLS 7303 training certificate.

- the local knowledge and daily contact by our staff with local voluntary and community sector organisations means that they are uniquely placed to provide up to date information on what local volunteering opportunities are available – and how these can benefit an individual in moving forward in their skills development.

- the delivery of all of our Volunteer Centre services across North Staffordshire is in accordance with and in receipt of, Quality Accreditation as laid down by our national governing body, Volunteering England and the standard “product” of volunteering as delivered across the county and monitored by SCIO.

- we provide up-to-date content and detail of local volunteering opportunities to the national volunteering database that is unique to the North Staffordshire Volunteer Centres. At any one time we can have from 350 up to 700 volunteering opportunities available for individuals to choose from.

Cost:

This proposal draws on the expertise of staff from SMCVS as the lead of the North Staffordshire Volunteer Centres partnership. It is developed and costed to reflect our unique ability to start work immediately and implement a volunteer involving programme tailored to the requirements of Newcastle-Under-Lyme Borough Council.

The cost of the support of the Service Manager is subsidised, through a reduction in the market hourly rate, and costs incurred from 2013 only - to reflect the ongoing partnership work between SMCVS, NCVS and the Borough Council. Costs quoted include all fees, management and employment costs incurred by SMCVS as the employing body of all Volunteer Centre staff.

Consultancy support to be purchased:

It is proposed that an initial 3 month consultancy period is purchased from the North Staffordshire Volunteer Centres running from wk commencing 7th January 2013 – 28th March 2013 - during which time intensive support will be offered in the development and implementation of a full and comprehensive Employee Supported Volunteer programme.

The support will be given by the Service Manager, with over 10 years experience in the sector; the Volunteer Centre Co-ordinator, who has worked for the last three years in developing and supporting volunteer involving organisations to set up and manage their own volunteer programmes; and by a Volunteer Officer – who on a daily basis works on the front line in the community supporting individuals into volunteering. By working through the North Staffordshire Volunteer Centres, Newcastle-Under-Lyme Borough Council will be able to quickly move towards providing a lasting legacy of volunteering engagement by its employees.

It is proposed that a full project review take place at the end of March 2013 to look at future partnership work to take the programme forward and ensure its longer term success. This will enable new outcomes, outputs and specific project deliverables to be built into a robust, bespoke Employee Supported Volunteering programme, agreeable by all partners.

Please see over for a detailed milestone timetable: (to be agreed) -

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Dates	Activity / Milestones to be achieved:	Consultancy support:
<p>Wk commencing 2nd January 2013 (inc holiday period)</p>	<p>Stage 1 – Develop the Infrastructure, Back Office and Processes for Newcastle-Under-Lyme Borough Councils own Volunteer Involving Programmes:</p> <p><i>Research of Borough Council need and requirements of current Volunteer Involving Programmes to be undertaken by Robin Wiles and Simon Long from 3rd January 2013, including -</i></p> <ul style="list-style-type: none"> - Mapping of all volunteer involving roles across Newcastle Borough Council and in-role training opportunities 	
<p>Wk 7th January 2013 – Feb launch event (date tbc)</p>	<p><i>Agreement wk 7th Jan 2013 with North Staffordshire Volunteer Centres as to extent of support required to develop:</i></p> <p>Borough Council wide Volunteer Involving Programme to include development of:</p> <ul style="list-style-type: none"> - Volunteering Policy - Volunteer Agreements - Volunteer recruitment strategy, including – <ul style="list-style-type: none"> - Creation of role descriptions and implementation of support mechanisms – including roll out of Volunteer Management Training - creating a planned selection process, identify the best person for the role, working with the North Staffs VC to maximise take up, understand and implementing CRB/ISA Policy - Volunteer marketing strategy - Creation of VIP policies and procedures on and including: <ul style="list-style-type: none"> - Equalities and Diversity - CRB / DBS - Expenses - Health and Safety and Risk Assessment - Supporting Volunteers – including: importance of induction, support and supervision of volunteers and the motivation and retention of volunteers. <ul style="list-style-type: none"> - Company insurance limitations - Confidentiality agreements - Protecting the company against volunteer employment rights/law 	<p>Required consultancy hours TO BE CONFIRMED Wk 7th Jan 2013</p> <p>To be delivered by Jo Phillips – Service Mgr and/or Tracy Ellis – Volunteer Centre Co-ordinator</p> <p>@ £50 per hour / £350 pr day</p> <p>TOTAL COST STAGE 1 TBC ASSUME 5 DAYS = £1750?</p>
<p>Wks 14th – 25th Jan 2013</p>	<p>Stage 2 – Development of Employee Supported Volunteering Scheme for Newcastle-under-Lyme Borough Council employees to develop protocols to allow staff to participate in up to 3 days of formal volunteering per year (subject to Cabinet approval):</p> <p><i>Employee Volunteering Proposal paper to be finalised to go to Cabinet: Deadline 17th Jan 2013</i> Robin Wiles / Simon Long / Jo Phillips</p> <p>Meeting (colleagues as above) with John Sellgren wk 21st to:</p> <ul style="list-style-type: none"> - Plan launch event - Ensure establishment of effective monitoring and reporting 	<p>Approx (tbc) X 1 day Service Manager @ £50 pr hour / £350 pr day</p>

	systems for staff engagement and outcomes.	
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<p>Wk beginning 28th Jan- 15th Feb (tbc)</p>	<p><i>Launch event preparation:</i></p> <ul style="list-style-type: none"> - Evaluation of North Staffs VC current live skills based volunteering opportunities to offer to employees - Research and development of x 1 Team Challenge event to be offered to employees by NSVC - <i>(In addition potential to offer x1 Team Challenge event to be offered by Simon Long as in-house N-U-LBC opportunity through countryside project).</i> - Development and distribution of targeted marketing materials to N-U-LBC employees re launch event of scheme – in conjunction with N-U-LBC HR / Marketing departments - Development of promotional stand and presentation for launch 	<p>X 1 day Admin support : @ £30 per hour = £210 per day</p> <p>X 2 ½ day Service Manager or VC Cordinator support: @ £50 per hour / £350 pr day</p>
<p>Wk 18th Feb (tbc)</p>	<p>Stage 3 – Delivery of Launch Event and Staff Engagement:</p> <p><i>Delivery of ESV Launch Event and staff engagement sessions directed at Newcastle-Under-Lyme Borough Council Employees:</i></p> <ul style="list-style-type: none"> - Launch day presentation re value and impact of volunteering for the individual – as an employee and as a community member - Series of brokerage sessions throughout the day for employees to engage with and meet the North Staffordshire Volunteer Centres team who will offer a person centred approach to - - Supported access to an up-to-date database of volunteering opportunities across North Staffordshire, for employees to engage with – i.e. voluntary, community and non-for-profit groups and organisations. - The provision of information, advice and support to employees as potential volunteers regarding volunteering opportunities suitable to their needs, skills, availability and interests. - Provide ongoing monitoring of all volunteers engaging with the service through the North Staffs VC - Deliver volunteering provision in accordance with national accreditation status, through Volunteering England 	<p>X 1 day Officer support : @ £40 per hour = £280 per day</p> <p>X 1 day Cordinator support: @ £50 per hour / £350 pr day</p> <p>X ½ day Service Manager support: @ £50 per hour / £350 pr day</p>
<p>Wks 25th Feb – & 4th March</p> <p>Wk of 11th or 18th March 2013 (date tbc)</p>	<p><i>Delivery of x 2 additional short “catch up” staff engagement sessions directed at N-U-L BC employees to offer brokerage support (as detailed above).</i></p> <p><i>Delivery of x 1 Team Challenge by North Staffs VC for up to 25 employees volunteering per day</i></p> <ul style="list-style-type: none"> - Introduction of N-U-LBC to local voluntary sector organisation - Briefing sheet re organisation, impact and benefits - Briefing sheet re work plan and risk assessment support - Employee briefing / project facilitation at start of the day - Review and evaluation on behalf of local voluntary sector organisations and N-U-LBC. 	<p>2 x 3hr support sessions Officer support: @£40 per hour / £280 pr day</p> <p>Total cost of Team Challenge £750 (reduced rate on current Silver package as offered to local business community) involving all preparation and delivery by up to two members of staff.</p>

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<p>From Wk of 25th March 2013</p>	<p>Stage 4: - Evaluation:</p> <p><i>Meeting with all colleagues involved, including John Sellgren, Chief Executive, to discuss uptake, impact and overall evaluation of launch and pilot delivery.</i></p> <p><i>Support and progress required beyond April 2013 to be discussed after the evaluation report and meeting</i></p>	<p>Service Manger – x ½ day No additional cost.</p>
<p>From April 2013 onwards</p>	<p>Stage 5 - Roll Out 2013-14:</p> <p><i>Development and delivery of brokerage support specifically for Newcastle-Under-Lyme Borough Council employees - to engage with volunteering .</i></p> <p>Subject to agreement on development of programme, outputs and outcomes, opportunities to consider –</p> <ul style="list-style-type: none"> - The provision of a one-to-one interview service where appropriate for N-U-LBC employees, in conjunction with any of the North Staffordshire Volunteer Centre branches – High Street, Leek, Andrew Place, Newcastle and The Dudson Centre, Hanley – with additional telephone and email support for all staff making inquiries. - Provision of one-to-one support until a volunteer engages with a suitable volunteering opportunity - If commitment for delivery by North Staffs VC enabled for remainder of 2013-14 then option to look at “project cost” delivery model (reduced rate in comparison to consultancy) 	<p>Cost and staffing to be agreed following review meeting April 2013 in line with project success and progress.</p>
<p>TOTAL STAGE 1 CONSULTANCY COST = £1,750 ??</p> <p>TOTAL STAGE 2-4 CONSULTANCY COST = £3,150</p> <p>TOTAL FEE = £4,900 ??</p>		

Summary:

This proposal, on behalf of North Staffordshire Volunteer Centres, enables Newcastle-Under-Lyme Borough Council to access and learn from our unique expertise in developing its own Employee Supported Volunteering Scheme. This proposal provides value for money and a credible solution to the creation of a scheme, which will in less than three months time, be actively operational, and enabling the Borough Council to support their staff to give their time and expertise to support projects of real value in the local community.

Tender Proposal Contacts:

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Position in the Organisation: Staffordshire Moorlands Community and Voluntary Services Service Manager – Volunteering and Access (including responsibility as North Staffordshire Volunteer Centres Manager)

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