

**Title of meeting:** Resources Portfolio

**Date of meeting:** 8<sup>th</sup> March 2018

**Subject:** Volunteering Strategy 2018-2021

**Report by:** Director of Community and Communications

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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**1. Purpose of report**

- 1.1 To seek approval for the Portsmouth City Council Volunteering Strategy 2018-21

**2. Recommendations**

- 2.1. That approval is given to implement the Volunteering Strategy attached as appendix 1.

**3. Background**

- 3.1 A number of PCC directorates have benefited from volunteers supporting a number of services over many years. Recruitment and management of those volunteers has remained a local service / team responsibility.
- 3.2 The development of 'Portsmouth Together' has supported an increase in volunteers for existing and new PCC services. However, increasing the number of hours worked by existing volunteers is a more effective and economic way of increasing volunteer support for services.
- 3.3 PCC is now well placed to develop and enhance volunteering across the Council. The world we live in is now faster, more hectic and offers more choice than ever before and volunteering experiences need to keep pace with these changes. Whilst there is no need to abandon all traditional roles, there is a need to start exercising more creativity and flexibility in the way volunteer roles are identified and set up to ensure that they will match the expectations of existing and prospective volunteers now and in the future.
- 3.4 The Portsmouth City Council Volunteering Strategy 2018-21 provides a corporate strategy and action plan to not only increase the number of volunteer hours gifted to

PCC services, but also to measure the impact of what has been delivered by volunteering to the residents of Portsmouth.

#### **4. Reasons for recommendations**

- 4.1 Issues of insurance compliance, health and safety training compliance and, more recently, the General Data Protection Regulations (GDPR) have shown that the council is at risk of compliance failure by what, in some areas, are inappropriate methods of record keeping and personal information management, with no centralised audit control.
- 4.2 The implementation of a central volunteer management system, supporting the volunteering strategy, will enable members and senior managers to understand the true benefits and impact of volunteers across council services and to better coordinate and direct resources.
- 4.3 The aspirations through this strategy are to:
- Deliver a consistently high quality, enjoyable volunteer experience
  - Diversify our volunteer population so that it is more reflective of our service users and the communities we seek to serve
  - Increase the contribution volunteers make throughout the council, demonstrating their impact on the lives of the communities of Portsmouth
  - Enable the experience of supporting Portsmouth City Council services as a volunteer to be outstanding and inspirational.
- 4.4 This will be achieved through building on existing foundations over the next three years by:
1. Embedding volunteering and social action throughout the council
  2. Promoting volunteering by improving the profile, quality and range of volunteering opportunities.
  3. Providing flexible inclusive opportunities for volunteering that consider individuals' diverse needs and overcome barriers to getting involved particularly for young people and those from disadvantaged communities.
  4. Increasing our use of technology
  5. Developing and supporting staff who recruit and manage volunteers

#### **5. Equality impact assessment**

- 5.1 A preliminary EIA was completed, the recommendations do not have a disproportionate negative impact on any of the specific protected characteristics as described in the Equality Act 2010. The main points from the EIA were:
- We have to encourage disadvantaged groups to volunteer at PCC and ensure the roles are interesting and appropriate training is given to individuals for them to undertake the volunteering role.
  - This strategy will ensure PCC comply with various legislation for example GDPR and health and safety with proper record keeping and training.

- We have to ensure there is a consistent approach to volunteering across all services
- The organisation needs to be aware of the need to give volunteers recognition and to increase the number of volunteers across the authority

## **6. Legal implications**

- 6.1** The main legal considerations have been identified within the report (insurance, GDPR, risk along with gender equality and diversity promotion) to the extent that it would be appropriate to deal with a centralised process for volunteering. Additionally the process/ gateway for applications should be disclosed to our insurance service so that any overarching policy covering liability re volunteers can be put on risk.

## **7. Director of Finance's comments -**

- 7.1** Any costs associated with the implementation of the Volunteering Strategy will be met from existing revenue budgets.

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Signed by:

## **Appendix 1: The Portsmouth City Council Volunteering Strategy 2018-21**

### **Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
Signed by: