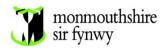
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Neuadd y Sir Y Rhadyr Brynbuga NP15 1GA County Hall Rhadyr Usk NP15 1GA

Tuesday, 4 September 2018

Dear Councillor

INDIVIDUAL CABINET MEMBER DECISIONS

Notice is hereby given that the following decisions made by a member of the cabinet will be made on Wednesday, 12 September 2018.

1. COLLEAGUE VOLUNTEERING PILOT

1 - 16

Division/Wards Affected: All Wards

CABINET MEMBER: County Councillor P Murphy

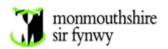
AUTHOR: Owen Wilce Community and Partnership Development Lead

Tel: 07973 559323

E-mail: owenwilce@monmouthshire.gov.uk

Yours sincerely,

Paul Matthews Chief Executive



CABINET PORTFOLIOS

County Councillor	Area of Responsibility	Partnership and External Working	Ward
P.A. Fox (Leader)	Whole Authority Strategy & Direction CCR Joint Cabinet & Regional Development; Organisation review; Regional working; Government relations; Public Service Board; WLGA.	WLGA Council WLGA Coordinating Board Public Service Board	Portskewett
R.J.W. Greenland (Deputy Leader)	Enterprise Land use planning; Economic development; Tourism; Development control; Building control; Housing & homeless; Leisure; Youth; Adult education; Outdoor education; Community Hubs; Cultural services.	WLGA Council Capital Region Tourism	Devauden
R.P. Jordan	Governance Council & Executive decision support; Scrutiny; Regulatory Committee standards; Member support; Community governance; Elections; Democracy promotion & engagement; Law; Ethics & standards; Whole authority performance; Whole authority service planning & evaluation		Cantref
R. John	Children & Young People School standards; School improvement; School governance; EAS overview; Early Years; Additional Learning Needs; Inclusion; Extended curriculum; Admissions; Catchment areas; Post 16 offer; Coleg Gwent liaison	Joint Education Group (EAS) WJEC	Mitchel Troy
P. Jones	Social Care, Safeguarding & Health Children; Adult; Fostering & Adoption; Youth offending service; Supporting people; Whole authority safeguarding; Disabilities; Mental health; Health liaison		Raglan
P. Murphy	Resources Finance; Information technology (SRS); Human Resources; Training; Health & Safety; Emergency planning; Procurement; Audit; Land & buildings (inc. Estate, Cemeteries, Allotments, Farms); Property maintenance; Digital office; Commercial office.	Prosiect Gwrydd Wales Purchasing Consortium	Caerwent
S.B. Jones	County Operations Highways maintenance, Transport, Traffic & Network Management; Fleet management; Waste including recycling; Public conveniences; Car parks; Parks & open spaces; Cleansing; Countryside; Landscapes &	SEWTA Prosiect Gwyrdd	Goytre Fawr

	biodiversity; Flood Risk.	
S. L. Jones	Social Justice & Community Development Community engagement; Deprivation & Isolation; Community safety; Social cohesion; Poverty; Equalities; Diversity; Welsh language; Public relations; Trading standards; Environmental Health; Licensing; Communications	Llanover

Aims and Values of Monmouthshire County Council

Our purpose

Building Sustainable and Resilient Communities

Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

Our Values

Openness. We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

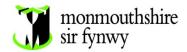
Fairness. We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

Flexibility. We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Teamwork. We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.



Agenda Item 1



SUBJECT: Colleague Volunteering Pilot

MEETING: INDIVIDUAL CABINET MEMBER DECISION

DATE: September 2018 DIVISION/WARDS AFFECTED: All

CABINET MEMBER: County Councillor P Murphy

1. PURPOSE:

The purpose of this report is to seek approval to establish a Colleague Volunteering Pilot for 30 staff across directorates.

2. RECOMMENDATIONS:

To approve an initial trial in October 2018 with 30 employees on a structured programme inclusive of outcomes measurement. We will deliver the programme with key partners such as Volunteering for Wellbeing and Gwent Association of Voluntary Organisations. Giving our colleagues the opportunity to take part in a one day volunteering experience, the pilot will be fully evaluated to understand its impact for example on wellbeing.

3. KEY ISSUES:

Mental III Health is still the highest single reason for sickness at MCC with 25% of all days lost. The largest reason for absence in all age groups with the exception of 16 - 24 year olds. Consistently in meetings across the organisation and specifically in the staff forum 'Mon Minds', Health and Wellbeing is brought up as a major challenge facing our organisation and colleagues. Evidence from research organisations, partners and our own learning demonstrates that volunteering has a positive well-being impact for individuals and is a potential solution for our employees and the organisation.

With the current financial climate it is important that we know our specific volunteering activities make a difference to employees well-being, that there is a positive bi-product for the community and it makes financial sense.

Volunteering has been proven to have a positive impact on society, addressing the balance of give and take within a community. Volunteering promotes a contributor mind-set whereby everyone has something to give, we want to champion active citizenship.

4. REASONS:

At a very high level, we understand our governance and safeguarding arrangements for our colleague volunteering programme needs to be robust:

- Enabling of our direction of aspiration.
- Proportionate and balanced against the risk we face.
- Simple to administer.

• Enabling so we can keep our colleague volunteers and our organisation safe whilst supporting those individuals who hold statutory accountabilities in this area (the safeguarding aspects).

A Volunteering Policy was introduced in 2017, the Colleague Volunteering programme would be based on the same safeguarding principles and robust infrastructure.

We have the opportunity to align the colleague volunteering programme to current Council or PSB priorities.

EmployeeVolunteering.co.uk a national organisation has evidence that suggests: -

- •97% of volunteers said our activities help develop a strong team
- •95% felt that volunteering had a positive influence on them
- •76% said it had a positive influence on how they feel about their employer
- •87% felt that volunteering improved their understanding of issues affecting their community
- •98% rated enjoyment as excellent or good volunteering has to be fun!

Outcomes for our colleagues could include:

- •A sense of achievement at a personal and team level
- A greater understanding of the challenges facing local communities
- •Increased team working and better working relationships with colleagues
- •Increased levels of community engagement and trust with our organisation
- Additional skills and qualifications gained

From initial research with five local authorities in the UK an average of 30% of employees, engage with a volunteering programme offered by their place of work.

Our Colleague Volunteering Programme could be the starting point for individuals, some colleagues who may wish to pursue volunteering and develop their own longer term relationships with volunteering programmes in our county. Volunteering offers continued wellbeing benefits for our colleagues, furthering our agenda on Active Citizenship and the programme of 'Monmouthshire – A County that Serves'. Essentially, we are then 'walking the walk'.

The programme will be delivered as a partnership between Community and Partnership Development Lead – Owen Wilce, Volunteering Digital System Lead - Richard Poynter and People Services. Using the tools we have available such as our Digital Volunteer management system Volunteer Kinetic https://volunteer.monmouthshire.gov.uk/ We will ensure volunteers are matched, ensuring their role will be inspiring and motivating.

By focussing a team of volunteers around a specific challenge, we can quickly make a measurable difference seen by the community and our colleagues. We could also provide evidence of the difference made to the individual's wellbeing, financial impact and the social return on investment. This keeps the volunteering programme manageable, accountable and demonstrating impact.

Basic Examples: -

- a) If we took a team of colleagues and dramatically improved an area of land in a community known for antisocial behaviour and created a community space. The team benefit from a sense of achievement and increased wellbeing. Are more connected to their community and aware of the impact of the decisions we make on a daily basis. Complaints at the Community Hub including calls initially cost an average of £8 to receive and one area could receive as many as 40 calls over a six-month period. We improve community connectivity, potentially reduce sickness and reduce cost to the authority.
- b) If we focussed a team of 20 people with varying skills for a day on a struggling but valuable community centre. We could improve the building aesthetically, help with their financial management, offer advice and guidance on using social media to engage with more people. Demonstrating to the community we care, uplifting a section of the community and allowing the community centre to improve their offer and support more people. Wellbeing benefits to staff and reputational improvements for MCC.

5. RESOURCE IMPLICATIONS:

The only potential resource implications would be the cost of covering front line members of staff whilst they are completing their volunteering opportunity. This should be quickly balanced by the increased wellbeing of staff taking part and a potential reduction in sickness, increasing motivation leading to increased productivity. The value this programme will add to individuals, our organisation and the wider community should completely outweigh the financial implications.

6. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:

The Equality Impact Assessment is attached.

7. CONSULTEES:

Head of People Services
SLT
Mon Minds
Cabinet
Gwent Association of Voluntary Organisations

8. BACKGROUND PAPERS:

Volunteering Policy 2017.

9. AUTHOR:

Owen Wilce Community and Partnership Development Lead

Tel: 07973 559323 E-mail: owenwilce@monmouthshire.gov.uk





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Future Generations Evaluation (includes Equalities and Sustainability Impact Assessments)

Name of the Officer completing the evaluation Owen Wilce	Please give a brief description of the aims of the proposal To develop a Colleague Volunteering programme which supports,
Phone no: 01633 644420 E-mail:owenwilce@monmouthshire.gov.uk	enables and develops volunteering in Monmouthshire.
Name of Service	Date Future Generations Evaluation form completed
A County That Serves – Volunteering in Monmouthshire	20/08/2018

1. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.

ນັ້ D D Well Being Goal ກ່	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	The aim of the programme is to create the conditions in which volunteers can thrive. Enabling and mobilizing our colleagues by matching volunteer's interests with effective volunteer opportunities aligned with community priorities. The quality volunteering opportunities will give the volunteers the chance to share and gain skills and experiences. Opportunities that promote development through our Individual training pathway for all volunteers in Monmouthshire. Volunteering opportunities can be stepping stone for a new interest or potential career development.	Developing our digital volunteer management solutions to support both volunteers and staff supporting them to improve efficiency and impact measurement.
A resilient Wales	Our colleague Volunteers could potentially be active in a variety of different ecological	Supporting the collaboration between all parties involved with volunteers will contribute to future

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	projects across the county for example Path care and Bridge surveys, volunteers supported by our countryside department making a positive impact on our county. We could look to supporting voluntary groups that have taken ownership of areas in Monmouthshire and are actively reinstating wild flower gardens across the county.	proofing our offer. Sharing expertise, networks and resources will ensure quality is evident for our volunteers.
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	We aim to increase the level of support for volunteers in Monmouthshire, directly improving the experience for the volunteer through leading Volunteers training and the Volunteer Toolkit. The clear guidance ensures that we are supporting volunteers at the same standard across the authority. Within the programme we will use a distance travelled tool to measure the impact of the opportunity on the Volunteer. In 2009 the University of Ulster carried out a study looking at the impact on volunteers' health the research showing that, under certain circumstances, volunteering has a positive effect on volunteers' health. Some of these health benefits found were: - • Volunteering supports mental and physical health by providing stimulation, something to do, exercise, as well as routine and structure in life. • The social aspect of volunteering is highly valued. It provides the opportunity to be	The way in which we support our volunteers through regular supervision sessions will allow us to shape the opportunity to the needs of the individual. Setting agreed goals and reinforcing recognition and achievements. Reduction of barriers to participation is a key aim to the programme, allowing more volunteers to be engaged and supported. The level of the support offered will be consistent.

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	socially connected thus buffering the effects of depression, loneliness and social isolation. Volunteering has a positive effect on attitudes, stress and coping style Volunteering takes people out of their own environment, helps them to gain perspective and broaden their outlook The additional benefits in terms of positive outcomes for volunteers are the feel good factor of making a contribution to the lives of others and being appreciated and feeling valued for what they do.	
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Volunteers engaged on the programme will be linked via social networks through digital media, Volunteer Kinetic https://volunteer.monmouthshire.gov.uk/ and arranged meetings and training. The increased social networks will contribute the goal of cohesive communities.	The regular organisation of networking opportunities for Colleague Volunteers. This reduces the silo mentality often found, agreeing a common purpose and working cohesively.
A globally responsible Wales Taking account of impact on global well- being when considering local social, economic and environmental wellbeing	As part of the research for this project we have highlighted the Cities of Service impact volunteering model as global best practice. Now achieving coalition status with the Cities of Service programme we are supported globally and learning how being part of a global movement can benefit Monmouthshire. We also feed our learning and achievements into the Cities of Service programme therefore	The mentoring we have received through the Cities of Service programme has allowed us to foresee potential concerns experienced in other areas. Some mentors have received are four to five years into implementing their colleague volunteering models and happy to share their learning. We are also aware that whist Cities of Service provides a platform we acknowledge that one size does not fit all. We will take the learning and create a bespoke adaptable model for Monmouthshire.

We	II Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
		globally we are making an impact on wellbeing through shared learning.	
We Cul	Vales of vibrant culture and thriving Ish language ture, heritage and Welsh language are moted and protected. People are couraged to do sport, art and recreation	We aim to produce our literature and online presence bilingually to promote the Welsh language and conform to the Welsh Language legislation (Welsh Language) (Wales) Measure 2011.and accompanying welsh language standards. Volunteering opportunities within Tourism Leisure and culture are strong and well established from Tourism Ambassadors to Young Ambassadors in sport, museums, libraries etc. We aim to build on this platform to improve participation with volunteers supporting the delivery of welsh language and culture to the citizens in Monmouthshire.	Clear communication within communities is key to developing a vibrant culture, enabling our colleagues make impacts on the priorities within their community.
Ped	nore equal Wales ople can fulfil their potential no matter at their background or circumstances	Volunteering offers a platform for people to gain new skills and experiences, this can often be a taster or a transitional route into a better place or even a new career. Within our programme we have equal opportunities guidance within the Volunteer toolkit and follow fair and equal recruitment procedures of our volunteers.	All of our policies and procedures are guided by the current local and national equal opportunities guidance and legislation.

2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development	Does your proposal demonstrate you have met this	If not, what has been done to better meet this
Principle	principle? Describe how.	principle?
-		

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? Describe how.	If not, what has been done to better meet this principle?
Balancing short term need with long term and planning for the future	With the implementation of the programme and our volunteering strategy we no longer have a scattergun approach to volunteering in Monmouthshire. With strategic investment and working closely with volunteers and communities to enable our rich social capital. The programme will develop and equip our colleagues to effectively to contribute to community priorities. This in turn contributes to our organisational priorities of creating resilient sustainable communities and community animation. As the programme is linked to strategy it gives it a solid base and credibility and longevity. The sustainability of the programme is supported by the investment in our volunteers and the staff that support them. This investment is through training for both volunteers and staff also the infrastructure with is focused around the Volunteer Toolkit. This toolkit sets out guidance for both volunteers and staff and provides the framework to support both parties. Many current volunteering projects contribute to environmental priorities.	We have the opportunity to build a sustainable programme underpinned by a robust infrastructure of support for our colleague Volunteers and community groups. The use of the Volunteer toolkit coupled with a training programme will give both staff and volunteer's clear guidance and improved confidence in working together. The closer we can work with our communities the more strength and positive networks will improve the lives of Monmouthshire residents for the challenging future.

	Development nciple	Does your proposal demonstrate you have met this principle? Describe how.	If not, what has been done to better meet this principle?
Collaboration Page 10	Working together with other partners to deliver objectives	The programme will collaborate firstly with communities and volunteers themselves. Internally within the council by promoting joint working and the Volunteering Managers Network supports this ethos. Our strongest partner in codelivery is Gwent Assocciation of Voluntary Organisations, our work is aligned and we are planning to co deliver training for volunteers in Monmouthshire. Currently a joint initiative with Bridges Community Centre Volunteering for Wellbeing offers the opportunity for supported opportunities. We are working with other local authorities and public bodies both locally and nationally for example Aneurin Beavan Health Board. We are currently supporting WCVA with taking Volunteering forward in the public sector. The Cities of Service coalition is global and our mentoring comes from the United States so our collaboration is also global.	
Involvement	Involving those with an interest and seeking their views	The programme involves a variety of groups from Volunteer focus groups for development and feedback. We are linked with community networks to best understand priorities. Internally we will collate a list of suitable of volunteering activities. Also linking in with national bodies like WCVA.	

Sustainable Development Principle		Does your proposal demonstrate you have met this principle? Describe how.	If not, what has been done to better meet this principle?
Prevention	Putting resources into preventing problems occurring or getting worse	Preventative measure can be implemented and supported by the programme after identification of priorities with the community. For example social isolation in Abergavenny has been highlighted and a community car/transport scheme that is currently being developed.	
Page	Considering impact on all wellbeing goals together and on other bodies	With the use of descriptive well researched volunteer role profiles and positive publicity we feel that we can ensure we have the right volunteer in the right role. Also with the help of the RESULT Coaching model we are able pair trained coaches with groups of volunteers to ensure effective support and supervision. With the development of MCC's Coaching Model. We have ensured that more manager, supervisors and volunteers than ever have undertaken learning and development which is underpinned by our equal opportunities policy, supports the ethos of the Future Generations Act, by ensuring that all business and personal decisions are undertaken within the wider context and recognise the impact on people. Volunteering has clear social, economic and environmental benefits, we are making sure our volunteering programme contributes to all of these areas. Working with our partners in the third sector such as Wales Council for Voluntary Action and Gwent association of Voluntary Organisations we ensure our approach to volunteer development is integrated with other agencies.	

3. Are your proposals going to affect any people or groups of people with protected characteristics? Please explain the impact, the evidence you have used and any action you are taking below. For more detailed information on the protected characteristics, the Equality Act 2010 and the Welsh

Language Standards that apply to Monmouthshire Council please follow this link: http://hub/corporatedocs/Equalities/Forms/AllItems.aspx or contact Alan Burkitt on 01633 644010 or alanburkitt@monmouthshire.gov.uk

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	We aim to engage with all members of the community using a variety of channels without discrimination.		
Disability U	We aim to tailor the needs of the volunteering opportunity without discrimination to the needs of the individual providing the relevant support where required.		
Gender reassignment	We aim to tailor the needs of the volunteering opportunity without discrimination to the needs of the individual providing the relevant support where required.		
Marriage or civil partnership	We aim to tailor the needs of the volunteering opportunity without discrimination to the needs of the individual providing the relevant support where required.		
Pregnancy or maternity	We aim to tailor the needs of the volunteering opportunity without discrimination to the needs of the individual providing the relevant support where required.		

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Race	We aim to tailor the needs of the volunteering opportunity without discrimination to the needs of the individual providing the relevant support where required.		
Religion or Belief	We aim to tailor the needs of the volunteering opportunity without discrimination to the needs of the individual providing the relevant support where required.		
Sex	We aim to tailor the needs of the volunteering opportunity without discrimination to the needs of the individual providing the relevant support where required.		
Sexual Orientation	We aim to tailor the needs of the volunteering opportunity without discrimination to the needs of the individual providing the relevant support where required.		
Welsh Language	We aim to set up Welsh speaking volunteering opportunities within the county to add value and better meet the needs of the Welsh speaking residents of Monmouthshire.		

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding.

Are your proposals going to affect either of these responsibilities? For more information please see the guidance

http://hub/corporatedocs/Democratic%20Services/Safeguarding%20Guidance.docx and for more on Monmouthshire's Corporate Parenting Strategy see http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	Safeguarding has been a priority for the programme we have implemented safe recruitment process and guidance for Volunteers across Monmouthshire also Safeguarding Level 1 for Volunteers in regulated activity. For young people volunteering under 16 we have implemented both safeguarding protocol and bespoke training.	There is a risk that Safeguarding protocol could be seen as a barrier to Volunteering, however when working with children, young people and vulnerable adults there is little room for negotiation.	
Corporate Parenting		This has not currently implemented but has been highlighted as a potential area for future development.	

意. What evidence and data has informed the development of your proposal?

With the population of Monmouthshire being 91,300 (2011 Census) much has been written about our rich social capital it was important for us to understand what has gone before in terms of our colleagues already volunteering and also understand the future needs of our colleague volunteers. We will aim to have a baseline as well as detailed information on volunteer activity and specifics around the levels of support different departments offer their colleagues to volunteer. We have over a thousand volunteers from the community supporting us at MCC, from Tourism Ambassadors to Community Bus drivers, Sports Ambassadors and Countryside volunteers volunteer input is high. The priorities for the development of our colleague volunteering infrastructure were determined by research and an initial consulation. Publicity of opportunities, training for volunteers and capturing outcomes are also priorities. The overwhelming drive was that everyone values the support of their volunteers and strive to improve the experience.

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

Monmouthshire's colleague volunteering programme has a positive impact on all of the wellbeing goals, and has been developed collaboratively with the involvement of volunteers themselves to help enhance the experiences of our volunteers and to maximise their contribution to improving social, economic,

environmental and cultural wellbeing in Monmouthshire. There are no negative impacts. We are confident that we are delivering a model that is in response to what is required by our organisation, our coordinators and our volunteers.

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible	Progress
Continue Colleague Volunteer	By October 2018	Owen Wilce	
Programme Development			

8. MONITORING: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

The impacts of this proposal will be evaluated on:	1st December 2018
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• VERSION CONTROL: The Future Generations Evaluation should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development wherever possible.

Version	Decision making stage	Date considered	Brief description of any amendments made following
No.			consideration
1	Single member decision	September 2018	

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