



Volunteer Strategy

2016 - 2021



Havering
LONDON BOROUGH

Document Control

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01. Foreword



**Foreword
from
Councillor
Melvin
Wallace,
Cabinet
Member for
Culture and
Community
Engagement:**

It gives me great pleasure in presenting this five year strategy and action plan to you

There is a significant body of evidence that illustrates the positive effect that volunteering can have on both individuals and communities and the organisations which they support. In Havering, we are proud to have the highest number of young volunteers across London and have had great success supporting volunteering! I am confident that this Strategy and Action Plan will help to strengthen this excellent work further.

Many of the services and activities provided across Havering are made

possible by local people willing to give up their spare time and make a difference in our community through volunteering. Austerity means that resources are becoming scarcer and volunteering has arguably, never been so important. We see this as a two-way relationship – volunteers gain personally including developing skills and improving their employability and our local communities benefit from the fruits of volunteering.

This strategy provides a framework for developing and enhancing volunteering across the borough. We know that volunteers enjoy getting involved and that this can be a great way to make new friends and get involved in your own community. People tell us that the benefits of participation extend to other areas of their life and health and wellbeing.

The Volunteering Vision for Havering and this strategy is to ensure that our communities and volunteers are resilient and supported by both the Council and the voluntary and community sector. We want volunteers to benefit from the enthusiasm and ambition that the voluntary and community sector has to extend opportunities in many new schemes.

02. Executive Summary

The Havering Volunteer Strategy and Action Plan 2016 to 2021 provides a five year framework for developing volunteering across voluntary, public and private sectors in Havering.

This Strategy will ensure that our communities and volunteers are supported.

In this document we recognise the benefits, value and positive impact of volunteering. We will provide a vision for the future of volunteering in Havering. To do this we must recognise the need to improve volunteering on a local level.

The Action Plan attached to this strategy sets out a long-term vision to bring together volunteering in Havering and ensure that communities are resilient and supported by an effective and sustainable voluntary and community sector.

In order to create an environment that encourages successful volunteering this Strategy will:

- Identify gaps in organisations based on need and promote these opportunities.
- Ensure organisations and individuals understand the opportunities available in the borough.
- Encourage and support businesses and organisations to deliver corporate social responsibility programmes.
- Deliver mentoring programmes to support skills development.

Why the need for a Volunteering Strategy and Action Plan?

At local level, volunteering is regarded as a key tool which can help communities strengthen and provide opportunities for employment and self-development. In addition, volunteering can help to mitigate and manage the forecasted rising demand on services. For example, a considerable aging population in Havering will put increasing pressures on Adult Social Care services, which greater volunteering could help both to reduce and deliver.

Councils are now facing increasing demands against a background of reducing resources, impacting service delivery. Volunteering can provide opportunities to support services valued by the community.

These increasing demands, along with escalating economic pressures on all sectors, highlight the need to develop joined up solutions and communities and volunteering will become increasingly important in meeting these challenges.

This work has already started in Havering. Testimonials from volunteers have been placed throughout the strategy which demonstrate the benefits of volunteering from some of Havering's volunteers' perspectives.

03. Introduction

Havering has a large and vibrant voluntary and community sector and a proud history of volunteering. Havering's voluntary organisations range from larger voluntary organisations, such as the Citizens Advice Bureau Havering, Tapestry and the Carers Trust (Epping, Havering, Harlow and Redbridge) through to small neighbourhood-level groups of residents.

During the first half of 2016/17, 537 new volunteers registered with the Havering Volunteer Centre. There are also likely to be more volunteers that are not registered with the new Havering Volunteer Centre; these will need to be recognised. For example the library volunteer scheme has attracted nearly 400 volunteers.

One of the aims of this strategy is to understand Havering's volunteers, who they are, what motivates them and how we can support them through development. It is also important we recognise the breadth of volunteering opportunities available to young people in the borough. This should be a pathway that offers opportunity by introducing young people to volunteering and ends in a pathway to employment.

I started volunteering in 2011 as I wanted to make a difference in my community (*Male, 50+*)

This Strategy forms part of a bigger programme of work that was started with the Voluntary Sector Strategy which aims to drive forward the voluntary and community sector in Havering despite a turbulent economic period. One of the actions in the Voluntary Sector Strategy and Action Plan is to increase volunteering. This strategy and action plan include a number of key actions that will shape the future of volunteering in Havering and allow this aspiration to be achieved.

A volunteering centre has been set up to develop volunteers and volunteering in the borough. Various council initiatives to use volunteers have strengthened our commitment to volunteering, including the use of volunteers to run additional activities within the library service. Likewise, uniformed cadet services have been used in the past during joint projects with the police and fire brigade.

However, these are just the beginning of a larger drive within Havering to support volunteers and the organisations developing them. With effective co-ordination, the potential impact of volunteering in Havering can grow alongside the need for volunteers. Using this Strategy we can bring together communities and people from diverse backgrounds which can strengthen community cohesion and make Havering a vibrant, cultural and energetic place to live.

04. Vision, Outcomes and Objectives

Vision

The volunteering vision for Havering is to ensure that our communities and volunteers are resilient and that they are supported by an effective and sustainable voluntary and community sector. We want volunteers in Havering to benefit from the enthusiasm and ambition that the voluntary and community sector in the borough represents.

This strategy is about recognising the considerable and often untapped potential within our communities and identifying what volunteering can add in terms of quality, outcomes and innovation.

Outcomes

We aim to achieve the following through the delivery of the Action Plan:

1. Havering is a place where the full range of economic, social, environmental and personal benefits that volunteering brings is recognised by residents, organisations and businesses;
2. Volunteering is encouraged so that in time volunteers will be reflective of the many and diverse communities in Havering;
3. Volunteering is supported, rewarding and everyone feels that they can make a difference;
4. Volunteering brings people together, makes a positive impact on social cohesion and makes a significant contribution to all aspects of life;
5. Havering is a place where volunteering is exciting, vibrant and diverse

6. Volunteering opportunities align with initiatives to manage increasing demands on services, so that residents and communities continue to experience high quality support.

Objectives

Objective 1

- Build a stronger, more resilient community that encourages greater participation in local community life.

Objective 2

- Promote resilience, health and well-being to both individuals and organisations.

Objective 3

- Increase volunteering through appropriate matching of volunteers and opportunities, considering individuals' and organisations' diverse needs.

Objective 4

- Support businesses in delivering corporate social responsibility programmes that include employee volunteering.

Objective 5

- Create the right environment which ensures that volunteering schemes are mutually beneficial to both the volunteer and employing organisations.

05. Principles of Volunteering

In order to understand what is required for the right volunteering environment it is important we understand what the key principles of volunteering are. The following defines what volunteering means to us.

Volunteering can take many forms; it's undertaken freely and by choice, without concern for financial gain. It is underpinned by five key principles:

Choice

Volunteering is a choice an individual makes freely. A person fulfilling a volunteering role has work place rights and responsibilities regardless of there being no contractual agreement.

Accessible

Volunteering needs to be accessible to all.¹ Implementation of equality and diversity policies, schemes and marketing will ensure access across communities. Additionally a welcoming approach and continued support will all contribute to supporting access to volunteering.

Recognition

There is recognition of the value of the contribution of volunteers to their community, an organisation, the economy and to society. Recognition events and other celebrations can have a significant impact on volunteers as well as promoting volunteering as a whole.

Support

Ensuring that volunteers receive structured support from their organisation and the wider volunteering community is an important task. Strong management of volunteers ensures that no contribution is wasted and the benefits to both organisation and volunteer are achieved. Furthermore the provision of training for volunteers is a vital part of the support structure and is essential for the continued growth of a volunteer.

Mutual Benefit

Any time a volunteer gives to an organisation should be reciprocated in a manner by which the volunteer benefits. This may include, but should not be limited to, training, professional development and / or other support. At the same time an organisation should benefit from the skills, expertise and contribution of the volunteer.

I wanted to work with young people with additional needs as I have a son who has additional needs and I think I get what it means to have those needs and what I can do to support those young people
(Male 50+)

¹ For some volunteering opportunities this may be dependent on an individual undertaking a successful Baseline Personnel Security Standards (BPSS) and / or Disclosure and Barring Service (DBS) Check

06. Benefits and Opportunities

Benefits of Volunteering for an individual

This Strategy has been based on responding to what local people and organisations have told us about what they believe to be the benefits, opportunities and potential barriers to volunteering, for both individuals and organisation.

Consultees told us that there are a number of positive benefits and opportunities of volunteering. For the individual these include:

- Learning and developing a new skill
- Improved social interactions and feeling part of a community
- A sense of pride and achievement
- Improved employability
- New experiences and new friends
- Volunteering can be good for an individual's health and wellbeing, including managing depression and improving mental and physical health.

Many of the benefits can directly combat some of the perceived barriers to volunteering. The Action Plan included with this Strategy aims to decrease the perceived barriers for the individual, whilst maximising the benefits.

Benefits of Volunteering for an organisation

Whilst the most obvious benefit for an organisation may be cost saving or the ability to maintain a service that would close if it were not for the passion of

volunteers, there are a staggering number of reasons organisations can benefit from using volunteers including:

- Perspectives from outside of the day to day running of an organisation.
- Flexibility to focus on one task or project.
- Specialised skills or knowledge.
- Energy and passion.
- Capacity to expand services that may otherwise suffer or stagnate.
- New ideas and innovation
- Constructive criticism and feedback.
- Immediate access to a community.

Changing the perception of volunteering can help to create the right environment and promote mutual benefits.

Opportunities

It is important that this Strategy recognises that volunteering can involve a whole host of different activities and volunteers. Volunteers come from all walks of life, undertaking opportunities ranging from working with animals and wildlife, to an executive using their management skills with a community group, or a student with graphic design skills helping an organisation with branding and marketing and everything in between.

The best part of the job has been the development of those young people and the small part I have been able to play
(Male 50+)

The Strategy in Action – The Way Forward

This Strategy will continue to develop volunteering in the borough through promoting:

Appropriate placements

By working together, organisations (including the Council) can ensure that the volunteers are placed in the most suitable placements that best match their interests, skills, attributes, support needs and the needs of the organisation.

The Volunteer Centre finds that many potential volunteers are not utilised by the organisations they approach, or are waiting for a significant period of time.

Organisations will be encouraged to ensure that they are able to offer opportunities to volunteers, promptly when a volunteer is placed with them.

Organisations will also be encouraged to respond to enquiries promptly, and to be able to discuss their organisation/service needs with potential volunteers.

Current volunteers championing volunteering

Including current volunteers in recruitment activities is an effective way of combining the advantages of word of mouth recruitment alongside more targeted methods.

Inviting people who are currently volunteering, to advocate and speak at recruitment days, run information stalls and develop publicity materials, informs the community about local volunteering by local people and is a very direct way of showing how inclusive volunteering can be whilst offering a different perspective on experiences.

It is also essential to listen to the feedback from volunteers and organisations, as this will allow us to support and develop our strategies and improve action plans across the Council.

I have been a volunteer for 12 years and I really enjoy it!
(Male 30+)

Raising awareness of the benefits of volunteers and volunteering

There is always work to be done with regards to marketing and communication, as new methods of communication are constantly developing. Ensuring that organisations such as the Volunteer Centre are being marketed effectively is a large step forward for the volunteers and voluntary sector organisations in Havering.

“I started volunteering to make a difference. I have volunteered since 2011. I want to give young people opportunities as well as use my skills” *(Male 18+)*

07. Creating the Right Environment

We recognise that the benefits for volunteers and for the volunteer employer/organisation can be maximised when the right environment is achieved. Many of the perceived barriers to volunteering, for both potential volunteers and organisations, can be addressed with proper training, consideration and communication.

The right environment for volunteers

- A proper induction programme and supervision arrangements
- Flexibility and understanding of caring responsibilities.
- Skills well matched to placements and developed through volunteering
- A route to paid employment
- A stepping stone to university
- Recognition of the great work volunteers do within their communities.

Employers (including the Council) should consider how they might be able to develop the right environment within their organisation. Below we give some suggestions.

“I started volunteering because of my friends. I enjoy working with the youth work staff. It feels relaxed. People feel safe around me” *(Male, 20+)*

“I enjoy volunteering, it is exciting and a new challenge “
(Female 20+)

The right environment for organisations

- Include volunteering within corporate policies.
- Actively publicise the volunteering opportunities available within the organisation.
- Embrace the positives of volunteering.
- Match the volunteer’s skills appropriately to the placement(s) available.
- Provide appropriate training and development to volunteers so that their skills, and therefore what they are able to offer to the organisation, continue to grow.
- Create a toolkit which streamlines the volunteering process and facilitates effective recruitment and retention of volunteers.
- Be aware of the pathways into volunteering, and out of volunteering into employment.
- Be flexible to the needs of volunteers.
- Encourage the use of volunteering as adding social value.

08. Approach and Consultation

Timescales

The Havering Volunteer Strategy 2016 – 2021 is set to be delivered over a 5 year period. The Action Plan will be reviewed and refreshed where necessary every year, in order to address changing needs.

Consultation

Initial planning of this strategy was conducted in collaboration with:

- The Havering Volunteer Centre
- Citizens Advice Bureau, Havering
- Havering Association for People with Disabilities (HAD)
- Tapestry
- Havering Mind

The preliminary consultation for this Volunteer Strategy included four workshops which were held over an extended period of 10 weeks. These workshops were used to inform the Strategy.

There was also a further four week consultation period.

Associations

The following items can provide further context and information:

- Voluntary Sector Strategy
- Voluntary Sector Action Plan
- Havering COMPACT
- Volunteer Strategy Equality Impact Assessment.
- Havering Demand Management Strategy

Monitoring

The progress of this Strategy will be monitored through the delivery of the Action Plan. This will be monitored with the assistance of a diverse group of colleagues from across the voluntary and community sector. This allows a spectrum of perspectives and will allow us to attain a broader picture of the implementation of this Strategy and associated Action Plan.

The actions will also be subject to monitoring by the Council's Voluntary Sector Steering Group, which meets monthly and consists of representatives from relevant London Borough of Havering departments, thus adding further accountability for this Strategy and Action Plan.

Equality Impact Assessment (EIA)

During the development of this Strategy, the potential adverse and positive impacts on equalities characteristics have been widely considered. The outcomes have been incorporated into the Action Plan and associated EIA.

The Action Plan is a live document, meaning there will be ample opportunity to review progress from an equalities perspective.

For further information, please contact the Community Development team at:

vcs@haverling.gov.uk

Action Plan 2016-2021

- Outcome 1** Havering is a place where the full range of economic, social, environmental and personal benefits that volunteering brings is recognised by residents, organisations and businesses
- Outcome 2** Volunteering is encouraged so that in time volunteers will be reflective of the many and diverse communities in Havering
- Outcome 3** Volunteering is supported, rewarding and where everyone feels that they can make a difference
- Outcome 4** Volunteering brings people together, makes a positive impact on social cohesion and makes a significant contribution to all aspects of life
- Outcome 5** Havering is a place where volunteering is exciting, vibrant and diverse
- Outcome 6** Volunteering opportunities align with initiatives to manage increasing demands on services, so that residents and communities continue to experience high quality support

Objective 1	Build a stronger, more resilient community that encourages greater participation in local community life					
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
Ensure volunteer opportunities are targeted and aligned with Havering's local population, needs and priorities and that the focus is on opportunities for: <ul style="list-style-type: none"> • Older people, to support them to improve/maintain their health and wellbeing, to reduce/avoid the risk of social isolation; • Former carers, i.e. people that may 	Monitor skills and employment activity for local residents in the borough so that we know where the gaps are in order to target volunteering support Havering Volunteer Centre to signpost 700 registered	1, 2, 3, 4, 5 and 6		Ongoing 31 March 2017	London Borough of Havering Economic Development Service Havering Volunteer	Support needed from the One Source HR service, Havering Adult College, Havering College of Further and Higher Education and LBH Housing Services

Objective 1	Build a stronger, more resilient community that encourages greater participation in local community life					
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
<p>have previously been caring for a relative or friend, and have skills, experience and time to offer;</p> <ul style="list-style-type: none"> • Young people not in education, employment or training; • People who have had a career break; • Other people who need support to enter/re-enter employment, e.g. homeless people, ex-offenders, people with learning disabilities. 	<p>volunteers to registered opportunities by 31 March 2017</p> <p>Havering Volunteer Centre to signpost 1,500 registered volunteers to registered opportunities by 31 March 2018</p> <p>Increase the number of sheltered housing tenants being befriended to 100.</p>			31 March 2017	Centre London Borough of Havering Housing Service.	
<p>Provide information and guidance to the VCS and communities to self-organise and to undertake social action, to address local issues and build stronger communities.</p> <p>Act on feedback and guidance from the VCS in order to embed volunteering as a sustainable practice within our communities and organisations.</p>	<p>Continue to facilitate Community Clean Ups:</p> <ul style="list-style-type: none"> • 24 clean ups delivered in 2016/17 • 256 volunteers involved in community clean ups in 2016/17 • 27 clean ups delivered in 2017/18 • 280 volunteers involved in community clean 	1,3, 4 and 6		October 2016	Havering Volunteer Centre London Borough of Havering Community Development Team	

Objective 1	Build a stronger, more resilient community that encourages greater participation in local community life					
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
	<ul style="list-style-type: none"> • ups in 2017/18 • 30 clean ups delivered in 2018/19 • 305 volunteers involved in community clean ups in 2018/19 					
<p>Support recruitment fayres to bring together students, the VCS, social enterprises, businesses, and public sector organisations with the aim to encourage greater participation in volunteering.</p> <p>Signpost Council tenants to volunteering opportunities.</p> <p>Ensure that partner organisations have good knowledge of the volunteering opportunities available and signpost service users appropriately to these opportunities.</p>	<p>Minimum of 20 volunteer recruitment / promotional events / fayres supported per annum</p> <p>400 new volunteers to be registered with the Havering Volunteer Centre by 31 March 2017</p> <p>600 new volunteers to be registered with the Havering Volunteer Centre by 31 March 2018</p> <p>100 new volunteering opportunities registered per annum</p>	1,2,3 and 4		March 2018	<p>Havering Volunteer Centre</p> <p>London Borough of Havering Community Development Team</p> <p>London Borough of Havering Housing Services Community Engagement Team</p>	

Objective 1		Build a stronger, more resilient community that encourages greater participation in local community life				
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
Provide a series of events during Volunteers Week in June and Make a Difference Day in October, in order to provide recognition and further marketing for the voluntary and community sector in the borough. Include within this an annual volunteer recognition awards event.	Calendar of events in place, including an annual event during National Volunteering Week	2,4 and 5		Annual programme	Havering Volunteer Centre	
Facilitate a moving on event each October which focuses on school leavers and acts as a careers fayre for young people to look at opportunities open to them including apprenticeships and volunteering placements	Annual event delivered	1,2,3,4 and 6		October 2016 and annually	London Borough of Havering Schools Commissioning and Provision Team	

Objective 2		Promote resilience, health and well-being to both individuals and organisations				
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
Devise and deliver a co-ordinated programme of courses and training based on responses to the Community Development Team's annual Health Check of the local voluntary and community	An open training programme developed and delivered for the VCS including: <ul style="list-style-type: none"> Targeted training 	3, 4 and 6		April 2018	Havering Volunteer Centre London Borough of Havering	After first year a baseline will be established and further KPIs developed.

Objective 2	Promote resilience, health and well-being to both individuals and organisations					
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
sector. Open up corporate training to the voluntary and community sector where possible	for VCS organisations and volunteers <ul style="list-style-type: none"> • Evaluation and follow up. • Achievements recorded. • Peer and pastoral support established 12 corporate training opportunities undertaken by the VCS in 2016/17 25 corporate training opportunities undertaken by the VCS in 2017/18 40 corporate training opportunities undertaken by the VCS in 2018/19				Community Development Team London Borough of Havering Voluntary Sector Steering Group	Support required from the One Source HR service
Build the capacity within the voluntary and community sector to meet the changing demands of the council and local	Carry out an annual “health check” of local VCS organisations to	1 and 6		September 2016 and annually	Havering Volunteer Centre	

Objective 2	Promote resilience, health and well-being to both individuals and organisations					
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
<p>community</p> <p>Work with the Havering Volunteer Centre to deliver the Library Volunteer Strategy in order to increase significantly the number of volunteers in the libraries service. Where possible, extend library opening hours through the use of volunteers</p>	<p>inform planning</p> <p>Map volunteering requirements across the council and the local community</p> <p>Work with the Havering Volunteer Centre to secure suitable skills matching with volunteers and organisations</p> <p>Implement the library partnership model which will see staff working alongside volunteers</p> <p>Increase the number of volunteers assisting in the running of library services to 450</p> <p>More than 190 volunteers active as Friends of Parks</p>			<p>thereafter</p> <p>Mapping exercise to be conducted January 2017</p> <p>March 2017</p> <p>31 March 2017</p>	<p>London Borough of Havering Community Development Team</p> <p>London Borough of Havering Culture and Community Access Service</p>	

Objective 2	Promote resilience, health and well-being to both individuals and organisations						
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update	
	<p>Expand the “Health Champions” programme within both the Council and the community in order to increase health literacy and resilience</p> <p>Devise and deliver one behaviour change or awareness campaign for key service delivery areas to support the corporate vision of “clean, safe and proud”</p>			<p>Ongoing</p> <p>March 2017</p>	<p>London Borough of Havering Public Health Service</p> <p>London Borough of Havering Communications Team</p>		

Objective 3	Increase volunteering through appropriate matching of volunteers and opportunities, considering individuals' and organisations' diverse needs						
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update	
A range of quality volunteers and volunteering opportunities developed in each town based area.	<p>In each town centre, supply of volunteers meets demand.</p> <p>There is a skills match</p>	2,3,4, 5 and 6		September 2017	<p>Havering Volunteer Centre</p> <p>London</p>	Where one town centre has a surplus of volunteers they are encouraged	

Objective 3	Increase volunteering through appropriate matching of volunteers and opportunities, considering individuals' and organisations' diverse needs						
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update	
	between volunteers and organisations.				Borough of Havering Community Development Team	to go where they are needed.	
Continue to fund a matching service to link people interested in volunteering in Havering to appropriate volunteering opportunities.	<p>300 1:1 brokerage meetings delivered in 2016/17</p> <p>500 1:1 brokerage meetings delivered in 2017/18</p> <p>25% increase in volunteering opportunities filled (once a baseline has been established)</p>			March 2018	Havering Volunteer Centre	<p>Baseline of volunteering opportunities filled to be established by March 2017</p> <p>Target increase in volunteering to be achieved by March 2018</p>	
Collect equalities and diversity data for volunteers.	Gap analysis to allow targeted information, recruitment fayres and training for organisations and volunteers.	4		December 2016	Havering Volunteer Centre London Borough of		

Objective 3	Increase volunteering through appropriate matching of volunteers and opportunities, considering individuals' and organisations' diverse needs						
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update	
					Havering Community Development Team Black and Minority Ethnic Forum		

Objective 4	Support businesses in delivering corporate social responsibility programmes that include employee volunteering						
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update	
Use the Good Giving Guide to encourage Havering businesses to support VCS organisations for improved engagement and to ensure effective mutual beneficial relationships.	Businesses engaged for Make a Difference Day on 20th October 2016, and annually thereafter to 2021	1 and 4		Start October 2016 To be completed April 2017	Havering Volunteer Centre London Borough of Havering Community Development Team		

Objective 4	Support businesses in delivering corporate social responsibility programmes that include employee volunteering					
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
Provide advice and guidance on how businesses can support local communities (i.e.: finance, legal, trusteeships etc.)	Development of seminars through the Business Networks.	3		Start October 2016 To be completed April 2017	Havering Volunteer Centre London Borough of Havering Community Development Team	
Encourage technology businesses to involve staff in supporting communities to increase levels of digital literacy and inclusion.	Development and delivery of Digital Inclusion projects. VCS organisations encouraged to make greater use of social media tools to promote their activities and volunteering opportunities.	1,2, 4 and 6		Start April 2017 Complete March 2018	Havering Volunteer Centre London Borough of Havering Community Development Team	

Objective 5	Create the right environment which ensures that volunteering schemes are mutually beneficial to both the volunteer and employing organisations.					
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
Develop enhanced business mentoring of volunteers.	Specialised workshops and forums delivered by businesses to the VCS	1,2,3 and 4		Start April 2017 Complete March 2018	Havering Volunteer Centre London Borough of Havering Community Development Team	
Develop and deliver intergenerational volunteering opportunities, to enhance the perspective of the older and younger volunteers, and to increase employability and socialisation.	Conduct a mapping exercise to identify suitable opportunities Establish a matching of older people as mentors to younger people scheme Havering Volunteer Centre to facilitate volunteering opportunities	1,2,3 and 4		Mapping in April 2017 Matching scheme established by March 2017	London Borough of Havering Youth Service Havering Volunteer Centre	

Objective 5	Create the right environment which ensures that volunteering schemes are mutually beneficial to both the volunteer and employing organisations.					
Action	Key Milestones and Outcomes / Success Factors	Outcome	RAG	Timescale	Lead/Key Partners	Comments / Progress Update
Develop a volunteering toolkit which encourages a positive volunteering environment, breaking down the barriers which may prevent individuals from volunteering or organisations from hiring volunteers.	<p>Involve volunteers and organisations in the production of the toolkit.</p> <p>Production and dissemination of the Volunteering Toolkit</p>	1, 2, 3, 4 and 5		April 2017	London Borough of Havering Community Development Team	
Follow up appropriately with volunteers to ensure that placements continue to meet the needs of both them and their host organisation	<p>300 volunteer follow up reviews conducted during 2016/17</p> <p>500 volunteer follow up reviews conducted in 2017/18</p>	1, 3 and 6		March 2018	Havering Volunteer Centre	

