

# Inspiring Volunteering

## A Volunteering Strategy for Edinburgh

إلهام التطوع: استراتيجية تطوع لإدنبره

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# Inspiring Volunteering

A volunteering strategy agreed by  
the city's public agencies  
and the voluntary and community sector

Partners involved in Inspiring Volunteering: A Volunteering Strategy for Edinburgh





EdinburghCompact

The Edinburgh Compact is a partnership agreement between the city's public agencies and the voluntary and community sector.

“Through volunteering I have developed new skills and confidence. When I started on this road of volunteering, I would not have believed these outcomes were possible. It is about taking small steps towards your dream. Picking up skills, knowledge and confidence and placing them in your ‘tool bag’ along the way.”

**“Volunteering gave me a new direction in life, taking me somewhere I am far happier than I can ever imagine my being without it.”**

PHYL, VOLUNTEER

INGRID, VOLUNTEER

**“I wanted to help people improve reading and writing English. I never expected to volunteer in a learning difficulties group, but I get so much satisfaction from this as the people**

**show how much they appreciate you putting in time for them and just listening to them. I love the fact that I am making a difference to someone’s life.”**

TASNEEM, VOLUNTEERS FOR CLAN

**“I belong to a group of people who have fantastic enthusiasm for doing hard physical work. Everyone laughs and jokes even when wet, cold and tired!”**

EDEL VOLUNTEERS FOR LOTHIAN  
CONSERVATION VOLUNTEERS

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**People in Edinburgh want to volunteer. They want to give their time to help other people and to make Edinburgh a strong and trusting community. Every year around one in five people in Edinburgh are actively involved in some kind of volunteering. They volunteer in community groups, in schools, hospitals, museums, sport, art, conservation, and on boards and committees, to name just a few examples. Through Volunteer Centre Edinburgh alone, 600 agencies offer over 1000 different opportunities to volunteer. This is just the tip of the iceberg; a huge amount of volunteering still happens directly through local groups, clubs and societies and faith communities.**

But there are challenges for volunteering. Many people who want to volunteer don't know how to start. Many people have never been asked to volunteer or they lack the confidence to make the first approach. There is a big opportunity gap in volunteering with fewer people volunteering from less affluent households. Many people can't find a volunteering opportunity that matches their skills, their interests or their time, and some people find the experience not quite as good as it should be.

# Foreword

There are also challenges for volunteer involving agencies. It is often hard to find the resources to support volunteers properly and make sure volunteering is really inclusive. There is a sea of red tape to navigate to make sure volunteers are involved safely and legally.

This Volunteering Strategy is the first Scottish local strategy to be developed by community planning partners. It provides a framework of actions to rise to these challenges and build and strengthen volunteering in Edinburgh. It was developed by a sub group of the Edinburgh Compact Partnership, the Volunteering Strategy Working Group, which met between August 2005 and November 2006. Almost one thousand individuals were consulted through events, consultation groups and surveys.

We know that this Strategy is ambitious in its aims. It calls on all partners in the public, private and voluntary sectors to commit to it, and to resource and implement it in order to make a real difference to volunteering in Edinburgh.



Councillor Lesley Hinds

**Lord Provost**

**The City of Edinburgh Council**

# Introduction

**Inspiring Volunteering** is Edinburgh's first city-wide volunteering strategy. It is a framework for supporting and developing volunteering in the city for the next five years. Volunteering builds trust, strengthens communities and addresses poverty and disadvantage. This strategy has been developed as a key action of the Edinburgh Compact 'In Equal Respect: A Shared Vision'. It is one of a family of strategies developed within the framework of the Compact.

Volunteers are active in all areas of life in Edinburgh. Volunteering has an impact on all sectors; statutory, public, voluntary, community and the business sector. Partners from all sectors have been involved in putting this document together and are jointly committed to its implementation.

Inspiring Volunteering lays out the strategic framework for the joint actions needed for the development of volunteering in Edinburgh from 2007-2012. It is firmly rooted in the principle of equal respect amongst partners and an ideal of improving relationships in an

atmosphere of mutual trust. It reflects local needs and structures and recognises that volunteering is about far more than performing a service, that it is a key driver for identifying unmet needs and supporting positive change in society.

As Chair of the Volunteering Strategy Working Group I would like to thank all of its members, and all those who gave up their time to attend the consultation events, fill in the surveys and comment on the consultation draft. We couldn't have produced this strategy without all of your hard work.



Harriet Eadie

**Chair of the Volunteering Strategy Working Group**  
**Director of Volunteer Centre Edinburgh**

# Inspiring Volunteering

Inspiring Volunteering – A Volunteering Strategy for Edinburgh was developed following consultation with a wide range of stakeholders, and extensive survey work. It identifies the vision, key aims and actions for the development of volunteering in Edinburgh from 2007-2012. It is the first time such a strategy has been developed in Scotland.

## **Vision**

Our vision is of a city where everyone feels inspired to volunteer, has the opportunity to do so, and has an excellent volunteering experience. To achieve this vision the following need to be in place:

## Priorities

### 1. People in Edinburgh are inspired to volunteer

- the opportunity gap in volunteering is closed
- Edinburgh is a city of lifelong volunteering
- volunteering is actively promoted throughout the city

### 2. People have an excellent volunteering experience

- a stronger volunteering infrastructure is developed
- agencies are supported in improving practice in working with volunteers
- volunteering is rewarded and recognised
- new volunteering opportunities are developed city-wide

### 3. Volunteering is sufficiently resourced

- there is investment in infrastructure to achieve aims 1 and 2
- partners sign up to resourcing the strategy actions

## Defining volunteering

Volunteering is the giving of time and energy for the benefit of society, the community, the individual, the environment or people outside one's immediate family. It is undertaken freely and by choice, without concern for financial gain.

This strategy focuses on formal volunteering, that is activity in an organised setting.

## Why volunteering matters to Edinburgh

Volunteering matters in Edinburgh because through volunteering people:

- have the power to make a positive difference
- take action and campaign for change
- deliver services
- share skills, knowledge and understanding
- increase their health and wellbeing
- challenge prejudices and break down barriers
- can increase their employability
- trust each other more and build strong safe communities

**Inspiring Volunteering is for the people of Edinburgh and everyone who supports volunteering in Edinburgh.**

**“There are no words to describe how glad I am that I started volunteering. It’s the most rewarding thing I’ve ever done, and I’ve met the most amazing friends through it. Everyone should do it at some point in their lives.”**

Edinburgh Volunteer Survey Respondent 2006

### **National Policy Context**

Inspiring Volunteering has been developed by the Edinburgh Compact Partnership in the context of the National Volunteering Strategy (Scottish Executive, 2004). The National Strategy has four key strands:

- improving the volunteering experience
- dismantling barriers and closing the opportunity gap
- Project Scotland and Young People
- monitoring, evaluation and ongoing policy development.

**“Action to support volunteering is action to tackle poverty and disadvantage. Action to support volunteering is action to support community activity and build respect for others.”**

Volunteering Strategy,  
Scottish Executive 2004

## Local Policy Context

The development of Inspiring Volunteering was one of the key actions identified for 2006 in the Edinburgh Compact Strategy Action Plan (January 2005 – January 2010).

This Strategy is one of a family of strategies developed within the framework of Community Planning in Edinburgh.

This strategy will contribute significantly to the delivery of the Edinburgh Community Plan 2004-2010. It will impact on the work of most of the city's strategic partnerships. It makes a specific contribution to achieving outcomes of the following strategic plans:

- In Equal Respect: A Shared Vision: The Edinburgh Compact Strategy
- Confident Creative Citizens and Communities: The Community Learning and Development Strategy
- Joint Health Improvement Plan
- A City For All Ages
- Edinburgh's Regeneration Strategy and Outcomes Agreement
- Young Edinburgh

**Citizens have a responsibility to play their part in helping to resolve the problems which face their communities and they can do this ... by volunteering, by forming a community group to help tackle local problems or by participating in meetings or representative groups.**

A Community Plan for Edinburgh 2004-10.  
Strategic Aim 6: Social Responsibility and Citizenship

## Mainstreaming Equalities

Inspiring Volunteering is committed to retaining and further developing a shared commitment to inclusion, diversity and equity.

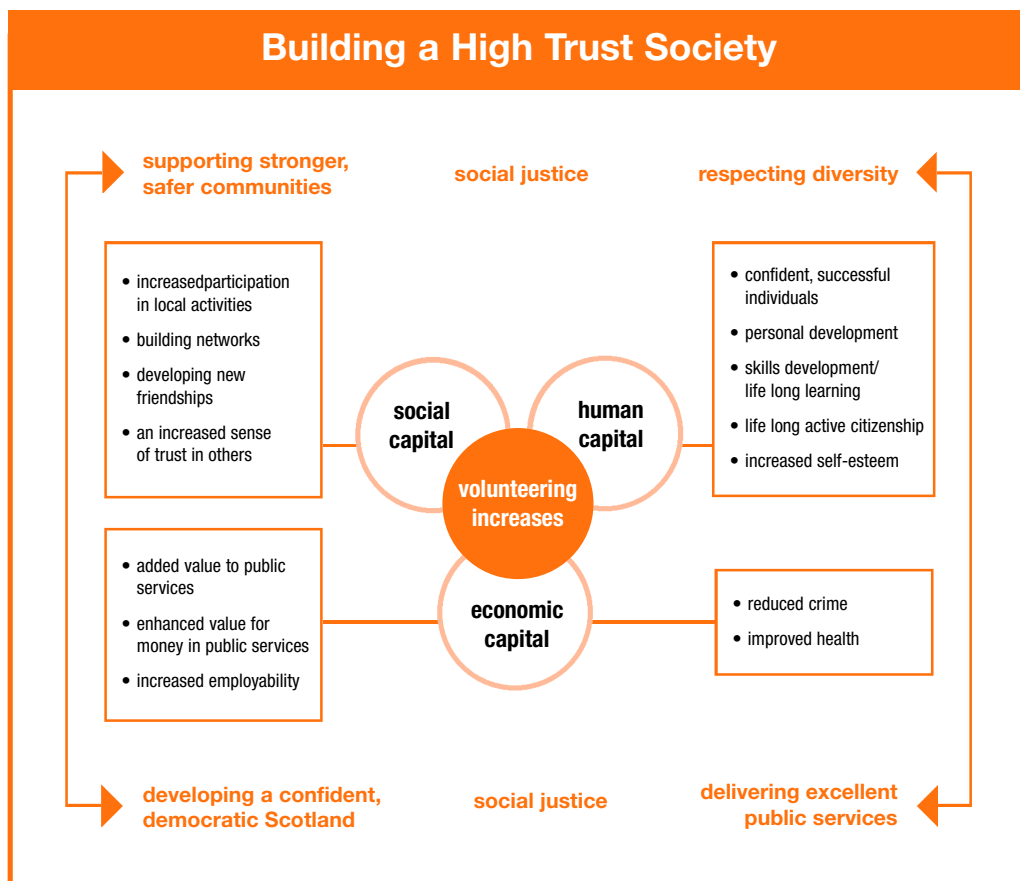
## Volunteering: Helping to build a High Trust Society in Edinburgh

Volunteering strengthens the life of the city, by increasing human, social and

economic capital. It is a major building block in the development of a high trust society. It is also an important expression of citizenship and democracy.

A high trust society is one where people trust one another and there are high rates of participation in community networks and activities.

The diagram below illustrates key aspects of the role volunteering plays in building a high trust society.



**“The variety is really good. You have no idea what you will be dealing with on any one shift, and the team are fantastic, supportive and great fun. It’s given me more self confidence. It has taught me to step back, think, and analyse a situation before making a decision. It has let me see a side of life that is different to my own”**

Gillian volunteers as a Special Constable with Lothian and Borders Police. Gillian’s volunteering involves crewing-up with a regular Police Officer and attending any calls that come in.

## **Edinburgh’s People – Challenges and Opportunities for Volunteering**

Edinburgh’s population has been growing, with large inward migration. 52% of people living in Edinburgh were born outside the city<sup>1</sup>.

- Volunteering helps people to feel at home, make connections, and build trust. It can be helpful in integrating incomer and transient communities.
- 67% of volunteers say that volunteering has increased their sense of being part of a community (Strategy Consultation 2006).

**“Volunteering really has given me a sense of belonging to my community which has improved my feelings of pride for Edinburgh”**

Kirsty, volunteer

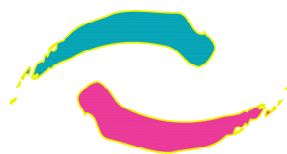
<sup>1</sup> Leader’s Report for June 2006, Published by the City of Edinburgh Council

**“I enjoy meeting really lovely and brave children. It keeps my thoughts and outlook in perspective, and helps me to realise what’s important and how fortunate most of us are.”**

Jackie volunteers as a Bedtime Reader for the Royal Hospital for Sick Children.

**“Moosers visit a designated residential hoose once a week to use the in-hoose computer with interested residents. The beauty of this service is that it enables folks to make contacts via email with distant family and friends. Photos are often received and in one case we have enabled a 91 year old women to speak to her daughter in Toronto each week on a webcam link.”**

Gerald volunteers as a Mooser for the ACEit/RSVP ‘Moose in the Hoose’ project which enables frail and elderly people to benefit from computing.



**“With so many volunteering opportunities across the city, it’s an opportunity missed not to promote volunteering amongst your work force. Volunteering can present employees with new challenges and new perspectives, business skills can be utilised in a community setting and team volunteering opportunities offer an excellent break from the office often with very positive and tangible results! In this context volunteering is useful in terms of professional and personal development, and the community benefits it brings.”**

Samantha Barber, Chief Executive –  
Scottish Business in the Community (SBC)

There is a higher proportion of younger people (age 15-29) in Edinburgh than the Scottish average, including high numbers of students and the highest proportion in the working age group of any local authority in Scotland.

- Volunteering opportunities need to be more flexible and more interesting to appeal to young people.

Edinburgh’s population is relatively cosmopolitan, with black and minority ethnic representation significantly above the Scottish average.

- Volunteer involving organisations need to look at ways of increasing the diversity of their volunteers.

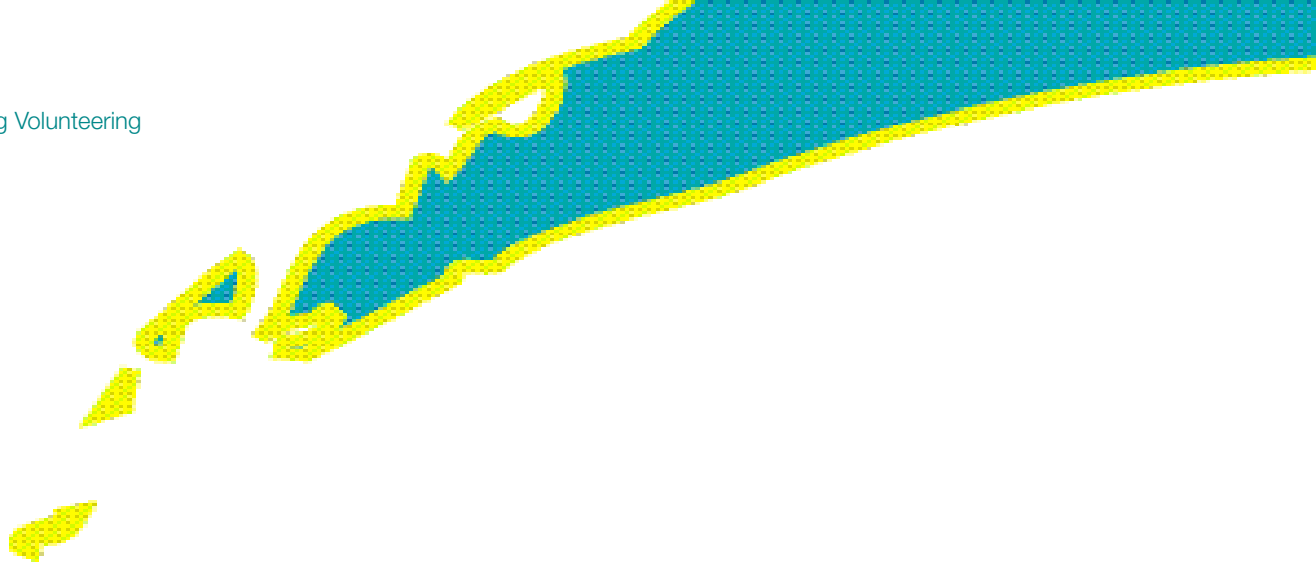
Unemployment in Edinburgh currently stands at 2.4% and has been consistently below the Scottish average for several years.

- Opportunities for employer supported volunteering need to be developed and promoted.
- More flexible and non-working-day opportunities need to be developed.

For all Edinburgh’s economic prosperity, 1 in 10 people in Edinburgh is still identified as deprived<sup>ii</sup>. People from higher income households are twice as likely to volunteer as those from lower income households<sup>iii</sup>. Addressing this is what is called ‘closing the opportunity gap’. In a city of very high employment,

<sup>ii</sup> Population of City of Edinburgh: 453,670. Proportion of the population identified in the SIMD as being deprived: 50,000 ie.11%  
Figures above taken from 'Edinburgh – A Statistical Summary: Key Data for Edinburgh and the Lothians' (Published in June 2005 by the City of Edinburgh Council)

<sup>iii</sup> National Volunteering Strategy 2004



**“I enjoy interacting with different people and the satisfaction of being part of changing things for the better. Volunteering has made me much more confident. It’s been a huge learning curve. I have much more knowledge of society and a stronger feeling of belonging in the community.”**

Mary Wycherley is a volunteer member of the Older People’s Equality Forum, one of five fora set up by the Council to give a voice to individuals from equalities groups in Edinburgh.

those people not employed are more likely to have higher levels of social need or a range of additional health and support needs that make it less easy for them to volunteer.

- Additional support for some volunteers needs to be provided to achieve equity in access to volunteering.
- Local access points to volunteering in regeneration areas should be developed. (96% of organisations and 84% of volunteers surveyed support local volunteering centres).

Proportionally higher numbers of older people live outside the city centre. 28% of volunteers getting support from the South Edinburgh Volunteer Centre are aged over 55<sup>iv</sup>.

- More promotion of volunteering needs to be targeted specifically at older people.
- Providing support and opportunities locally is helpful.

One in four families<sup>v</sup> is headed by a lone parent, and a lack of childcare availability is often cited as a barrier to volunteering.

- Providing support with childcare or childcare expenses would help to address this.

<sup>iv</sup> Statistic from South Edinburgh Volunteer Centre database 2006

<sup>v</sup> One Parent Families Scotland, Annual Report 2005

**“We promote the inclusion of all women in our volunteering programme and to do this the provision of expenses for childcare is vital. This enables a wide group of women to gain valuable support skills and, in turn, we benefit from a wider group of women delivering the service.”**

Edinburgh Women’s Rape and Sexual Abuse Centre provides support for women and girls who have experienced sexual violence at any time in their lives. The service is provided almost entirely by trained volunteers.

## **Managing the Volunteering Experience**

Good volunteer management requires specialist skills and sufficient resources to create and sustain inclusive, diverse volunteering opportunities that follow best practice.

There are approximately 1,800 voluntary and community organisations in Edinburgh most of which will directly involve volunteers<sup>vi</sup>. In addition volunteering is widespread in the public sector (nationally 23% of volunteering occurs in the public sector). Only 51% of organisations responding to a recent survey said that they had a paid member of staff whose primary responsibility was managing volunteers; and often volunteering is an add-on to an already full slate of responsibilities. Many volunteers are also managed by other volunteers in volunteer-only community groups. Most volunteering is very well managed and supported but for some the volunteering experience is not as good as it should be.

<sup>vi</sup> EVOC (Edinburgh Voluntary Organisations Council) Voluntary Sector Database Profile 2006

Volunteer management is a complex and frequently unrecognised responsibility. It involves human resource skills, risk management, and understanding of compliance and legislative issues. People responsible for managing volunteers, whether in small local community groups or large public sector agencies, need to be able to draw on high quality support, including advice, information and training.

Public sector agencies and large voluntary organisations need to put in place structures that adequately support volunteering. Volunteer Centre Edinburgh should be further developed as the key infrastructure support for smaller agencies.

**“There is a need to create a balance between the needs of the volunteer and the needs of the service they are working in – as always getting the right person in the right place doing the right thing is key.”**

Volunteer Manager

Volunteers and volunteer managers deserve to be recognised and valued for their work, for example through the establishment of new awards such as the Lord Provost's Edinburgh Achievement Award.

- 79% of organisations, and 73% of volunteers surveyed support award schemes which recognise the good work of volunteers (Strategy Consultation 2006).

All volunteers deserve to have an excellent volunteering experience. This can be achieved through supporting improved practice in working with volunteers, for example through the Investing in Volunteers (IiV) standard, through the use of evaluation tools such as the Impact Assessment Toolkit (both managed in Scotland by Volunteer Development Scotland), and through the adoption of a basic standards framework.

- 84% of organisations surveyed support the introduction of minimum standards if supported to introduce them. (Strategy Consultation 2006).

**“The Amos Scripture Care Trust is very pleased to have achieved the Investing in Volunteers Standard. We found it very worthwhile as it is important to us that our volunteers are valued, enabled and safeguarded. The Investing in Volunteers process has been a considerable help to this. We completed a thorough risk assessment, and produced an information handbook. As a result of this we now feel that we are in a position to offer greater quality and fulfillment to our volunteers.”**

Bruce Crerar volunteers for Amos Scripture Care Trust, a faith based charity that is entirely run by volunteers with no salaried staff.

There are high expectations on volunteering to provide safe and structured opportunities for people with a wide range of needs including mental health problems, addictions, offending behaviour and complex disabilities. Current opportunities need additional staff time to support these volunteers and new specific opportunities should be developed to widen access to volunteering to these groups.

- 62% of organisations surveyed have volunteers with additional support needs, and 38% would turn volunteers away because they currently don't have the resources to provide the support they need (Strategy Consultation 2006).

**“Involving volunteers with extra support needs increases the diversity of our pool of volunteers, and as a result brings different perspectives. It also enables us to think creatively about volunteer roles. As we work with disabled people – volunteers who need extra support are great role models for people who come to use our services as learners.”**

Volunteer Manager

## Resourcing Volunteering: The Value and Cost of Volunteering

Volunteering makes a huge social, human and economic contribution to the city in terms of direct service delivery by volunteers; health gain through volunteering; and access to learning and skills through volunteering. Current research links levels of volunteering closely to levels of trust in society.

The value of volunteering to the life of the city is not easily measured in terms of monetary value.

Volunteering, while freely given, is not cost-free. An effective volunteering infrastructure needs support from all stakeholders in Edinburgh. Recognition, support and promotion of volunteering and networking are essential if the purpose of Inspiring Volunteering is to be achieved.

- The City of Edinburgh Council's Health and Social Care Department receives four hours of voluntary service to every one hour of volunteer management time
- If each volunteer in Edinburgh volunteers only one hour per week this would contribute the equivalent of £59 million annually to the city
- Volunteering is not a cheap alternative; we need to recognise the unique contribution volunteers make.

**“I feel I have gained from volunteering on the board and recommend it to anyone who wants to gain skills in governing and developing an organisation. As one of roughly 18,000 volunteer members of management committees and boards in Edinburgh, I sometimes think we are the hidden volunteers, preparing for and participating in meetings and sub groups, come rain or shine throughout the year. I estimate I contribute at least 200 hours a year to the organisation. Voluntary organisations couldn't exist without us, and support and acknowledgement inspires us and makes us feel our work is valued.”**

Dan Black volunteers for Meadowbank Community Football Club

“Volunteering is not a no cost option. Volunteers require management, including recruitment, training and supervision. They also require reasonable expenses e.g. travel costs, meal allowances etc, and to have events organised for them to thank them for their services. However, volunteers more than repay their support costs, if the hours they volunteer for are calculated at the national minimum wage.”

Quote from a Volunteer Co-ordinator during consultation 2006

# Implementation and Reporting

A Volunteering Strategy Implementation Group will drive this work forward from January 2007. It will report annually to the Edinburgh Compact Partnership on the implementation of the Action Plan.

This Strategy is ambitious, and the implementation process is dependent on resources available. Some areas of work are already well defined and better resourced, while the development of some of the others depends on the availability of resources.



# Action Plan

## **What we are going to do: Action Plan 2007–2012**

This Action Plan sets out actions to support the development of volunteering in Edinburgh from 2007–2012. Some of the work is well defined, while other aspects will require further research and development. Partners will be asked to identify resources to progress specific areas of work.

These specific actions have been identified as priorities through wide consultation with a range of stakeholders. We expect that additional actions will be identified during the implementation of this strategy.

# 1. People in Edinburgh are inspired to volunteer

## Key Priority 1.1 The opportunity gap in volunteering is narrowed

	<b>Actions</b>	<b>Indicators of Achievement</b>	<b>Lead Partner(s)</b>	<b>Timescale</b>
1.1.1	Neighbourhood volunteering hubs established in Edinburgh's regeneration areas	More people volunteering in regeneration neighbourhoods (measured against local Regeneration Outcome Agreement baseline statistics)	VCE (Volunteer Centre Edinburgh) and Local Partner Agencies	Five neighbourhood hubs in place by 2010
1.1.2	Health, careers guidance and social care professionals support clients into volunteering	There is an increase in the number of people 'as lead' to volunteer by trusted professionals	NHS Lothian, Careers Scotland, Voluntary Sector, The City of Edinburgh Council	
1.1.3	Volunteering is included in Social Prescribing pilot projects in GP practices	Health Service professionals are aware of health benefits of volunteering Patients at GP practices referred to volunteering opportunities	NHS Lothian	Pilot project in South Edinburgh 2007
1.1.4	Further opportunities to involve more volunteers with additional needs (mental health issues; disabilities; addictions; offending behaviour etc) are developed	Buddying/mentoring schemes are developed for volunteers Agencies increase their capacity to involve high support needs volunteers Public sector referring agencies develop volunteering opportunities for clients	All	

## Key Priority 1.2 Edinburgh is a City of Lifelong Volunteering

	Actions	Indicators of Achievement	Lead Partner(s)	Timescale
1.2.1	Children and Young People are engaged in volunteering	<p>All city secondary schools recognise and support volunteering by students</p> <p>New young people's volunteering projects are developed</p> <p>Edinburgh Youth Strategy 'Viewfinder' polls report increase in volunteering by young people</p>	<p>The City of Edinburgh Council, VCE</p> <p>All</p>	
1.2.2	Employer Supported Volunteering (ESV) is developed	<p>More employers in all sectors provide employer supported volunteering programmes</p> <p>Investing in Volunteers (iIV) for employers is piloted in Edinburgh</p> <p>Pilot project established in the City of Edinburgh Council Finance or Human Resources department</p>	<p>The City of Edinburgh Council, Scottish Business in the Community</p>	
1.2.3	Parents and Families are supported to volunteer	<p>Family volunteering projects are developed</p> <p>Agencies look at childcare arrangements to allow lone parents to volunteer</p>	<p>All</p>	
1.2.4	Older People are valued as volunteers and projects are put in place that support their involvement	<p>Employers include volunteering in pre-retirement programmes</p> <p>Local volunteer recruitment focuses on older volunteers</p> <p>Volunteer promotion is targeted at an older audience</p>	<p>CEC, VCE, RSVP (Retired and Senior Volunteer Programme)</p>	

### Key Priority 1.3 Volunteering is actively promoted everywhere in the City

	Actions	Indicators of Achievement	Lead Partner(s)	Timescale
1.3.1	Volunteering opportunities for in-come and transient communities are increased	An action research project for supporting new European and other in-come groups into volunteering is developed	Any	by 2008
1.3.2	Equalities groups are supported in their volunteering	Equalities organisations and community groups, including Black and Minority Ethnic groups, are recognised for their volunteering practice and develop volunteering within their agencies	All	
1.3.3	The online database of volunteering opportunities in Edinburgh is further developed and promoted	Proposed new Compact IT platform connects with volunteering database Partner agencies signpost volunteering database on their public websites	VCE, EVOC (Edinburgh Voluntary Organisations Council) All	2007
1.3.4	A promotion and marketing campaign is developed and delivered	More people volunteer – measured through Edinburgh Household survey and VCE organisations survey	VCE, The City of Edinburgh Council	2007

## 2. People have an excellent volunteering experience

### Key Priority 2.1 A stronger volunteering infrastructure is built up

	Actions	Indicators of Achievement	Lead Partner(s)	Timescale
2.1.1	Public agencies and departments put a framework in place for involving volunteers (eg successful City of Edinburgh Council Health and Social Care Model)	Culture and Leisure, Children and Families, Services for Communities CHPs (Community Health Partnerships) adopt and implement framework	The City of Edinburgh Council (all departments) NHS Lothian (CHPs) Lothian and Borders Police	by 2009
2.1.2	Volunteer Centre Edinburgh is supported and developed	Core functions of Volunteer Centre are adequately resourced		
2.1.3	Community Planning Partnerships and public agencies 'proof' policy and strategy proposals for volunteering impact	City plans acknowledge volunteering inputs and outcomes Neighbourhood Partnerships include volunteering objectives within local plans	All strategic and local community planning partnerships	ongoing
2.1.4	Compact Funding Strategy recognises costs and economic value of volunteering and reflects in proposals	Volunteer engaging agencies are better able to access resources to support and develop opportunities	Compact Partnership	2007

## Key Priority 2.2 Agencies are supported in improving practice in working with volunteers

	<b>Actions</b>	<b>Indicators of Achievement</b>	<b>Lead Partner(s)</b>	<b>Timescale</b>
2.2.1	Investing in Volunteers award is made more widely available	The IIV Subsidy Scheme is continued and developed	The City of Edinburgh Council VCE	10 agencies achieve the award per year
2.2.2	A basic volunteering framework is developed (minimum standards)	All volunteer engaging agencies in Edinburgh are supported to put in place the basic framework for involving volunteers	VCE, all partners Public partners	2007-2008
2.2.3	Training and support programmes are available for volunteer managers in the voluntary and statutory sectors and for voluntary sector management boards	Volunteers report higher satisfaction with their volunteering (VCE surveys); Volunteer Development Scotland research; Scottish Household Survey)	VCE, EVOC	
2.2.4	The Volunteer Impact Assessment Toolkit is more widely used and accepted by funders	Volunteer engaging agencies measure and report consistently on volunteering impacts		
2.2.5	Information and advice on volunteering practice is available including legislative framework, compliance issues, CRBS etc	Volunteer engaging agencies are better placed to navigate red tape	VCE	

### Key Priority 2.3 Volunteering is rewarded and recognised

	<b>Actions</b>	<b>Indicators of Achievement</b>	<b>Lead Partner(s)</b>	<b>Timescale</b>
2.3.1	A new annual 'Lord Provost's Award' for Volunteering is established	Volunteering Awards included within Lord Provost's new Edinburgh Achievement Awards Volunteers and volunteer involving agencies are recognised	The City of Edinburgh Council, YCE	First Awards June 07
2.3.2	Volunteer's Week	All volunteer involving agencies put in place reward and recognition events in Volunteer's Week	All	

### Key Priority 2.4 New volunteering opportunities are developed

	<b>Actions</b>	<b>Indicators of Achievement</b>	<b>Lead Partner(s)</b>	<b>Timescale</b>
2.4.1	Public Sector agencies identify new opportunities for volunteering involvement	User involvement and participation is increased	Public sector	
2.4.2	Specific projects are developed to include 'hard to place' volunteers	Specific groups can become involved in volunteering, e.g. people with mental health problems, disabilities, addictions or offence histories	All	
2.4.3	Flexible and one-off volunteering projects are developed	Working people, teams of employees, families etc. are introduced to volunteering		

### 3. Volunteering is sufficiently resourced

	<b>Actions</b>	<b>Indicators of Achievement</b>	<b>Lead Partner(s)</b>	<b>Timescale</b>
3.1	Investment in infrastructure and volunteer management	Partners identify resources to support actions outlined in above priorities		

# The Consultation Process

One of the strengths of volunteering is its diversity, and it is hard to think of a single area of life in the city which is not affected by volunteering. Almost 1,000 people participated in the consultation process, which reached a large and diverse range of stakeholders.

The consultation process informing the development of Inspiring Volunteering: A Volunteering Strategy for Edinburgh was launched in the City Chambers on 24th November 2005. The launch was attended by almost 100 stakeholders who participated in ten workshop groups considering the challenges and sustainability issues facing volunteering in Edinburgh.

Following the launch event, an additional eleven consultation groups were run, with groups ranging in size from 3 to 15 people, involving a further 100 participants from the following sectors:

- Health and Social Care (The City of Edinburgh Council and NHS Lothian) (two groups)
- City of Edinburgh Council Voluntary Sector Officers
- Edinburgh Volunteer Organisers' Forum (EVOF)
- Equalities groups
- Volunteer involving organisations working with children and young people (two groups)
- Business community
- Volunteer involving organisations working with people with disabilities
- Young people
- Sport

There were also five different surveys, completed by over 700 people (see table below for details) culminating with a final consultation survey on the draft strategy in September 2006.

Surveys	No. of respondents
Survey of Volunteer Involving Organisations	122
Survey of Volunteers	377
Survey of Volunteers identified as having additional support needs	88
Survey of Members of the public (Street Survey)	140
Consultation survey on draft strategy (responses received both from volunteers, and volunteer involving organisations)	32
<b>Total number of respondents</b>	<b>759</b>

## Organisations involved in the consultation include:

Active Schools Edinburgh	Ecas
Adult Learning Project	Edinburgh Area Scout Council
Advocates for Animals	Edinburgh Community Mediation Service
Homelink	Edinburgh Cyrenians, EU Research Project
Almond Mains Initiative	Edinburgh Headway Group
Arthritis Care in Scotland	Edinburgh Leisure Edinburgh Sculpture
Association of Scottish Talking Newspapers (ASTN)	Workshop Edinburgh University Children's
Best Buddies	Holiday Venture
Best Buddies SE	Edinburgh Women's Rape and Sexual Abuse
Bield Housing Association	Centre
Bike Station	Edinburgh Young Carers Centre
Bingham & District 50+ Project	Enablelink
Bits and Bobs Scrapstore	EUS Community Learning Centre
British Heart Foundation	Family Mediation Scotland
British Trust for Conservation Volunteers	firsthand
Scotland	Gay Men's Health
Canongate Youth Project	Girls Brigade
Careers Scotland	Gorgie City Farm
Carers Advocacy Service	Health and Social Care, City of Edinburgh Council
CEC Children and Families Community Learning and Development Adult Literacies	Firefly Communications
CHAI	HBOS
Changeworks (formerly LEEP)	HSBC
Chest, Heart and Stroke Scotland	Health in Mind
CHILDREN 1ST	Holy Corner Community Playgroup
Children's holiday venture	Holyrood Netball Club
Citylife	Home Link
Columcille Centre	Home-Start Edinburgh South Central
Community One Stop Shop	iT4Communities
Community Service Volunteers	It's good to walk, Wester Hailes Health Agency
CommunityLink – Edinburgh University	IVS
Settlement	Jobcentre Plus
Contact Point	Kidney Research UK
Contact the Elderly	Lead Scotland
CSBHA	Learning Link Scotland
CSV (Give and Take project only)	LGBT Centre For Health & Wellbeing
Depression Alliance Scotland	LINKnet Mentoring
	Lloyds TSB
	Lothian And Borders Police



Lothians Conservation Volunteers	Scottish Women's Land Army Organisation
Marie Curie Cancer Care	Scottish Motor Neurone Disease Association
ME Connect	Scottish Rugby
Mercy Corps	Scout Association
National Museums of Scotland National Playbus Association	Shelter Families Project
National Trust for Scotland	Sikh Sanjog
NHS Lothian Primary Care Organisation	Sleep Scotland/TEENS+
Nisus Scotland	Social Firms Scotland
ParentLine Scotland	Space 44
Pass IT On	Sport Scotland
PEP	St Columba's Hospice
PF Counselling Service	St Giles' Cathedral
Pilton Walking Project	Stepfamily Scotland
Portobello Community centre	Streetwork UK
Positive Voice	Sustrans
Prestonfield Neighbourhood	The British Red Cross Society
Price Waterhouse Cooper	The City of Edinburgh Council
Project	The Open Door Edinburgh
Redhall Walled Garden SAMH	The Risk Factory
Retired and Senior Volunteering Programme	The Thistle Foundation
RNIB	Victim Support Edinburgh
Royal Hospital for Sick Children	Vision for Leith
Samaritans	Volunteer Development Scotland
Scottish Business in the Community	Volunteers In Partnership
Scottish Churches Housing Action	Weber Shandwick
Scottish Consumer Council	Wellspring
Scottish Green Party	Wester Hailes Youth Agency
Scottish Health Council	WHALE Arts Agency
	Women Supporting Women

Following the publication of the draft strategy in August 2006, there were a number of both informal and formal presentations introducing the strategy document and gathering feedback.

Throughout the consultation process, two overarching messages came out of the consultation groups and surveys:

- that everyone should be positively encouraged to volunteer
- that when people volunteer they should have an excellent experience.

# Acknowledgements

Many thanks to everyone who contributed to the development of this strategy:

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## **Thanks also to**

Lynn Westwood (The City of Edinburgh Council), Maureen Watson (Volunteer Centre  
South Edinburgh) and volunteers Linda Hunter, Jacqueline Marriner, and the many  
other people who helped and contributed to the strategy's development.



This is one of a family of Edinburgh Compact strategies including:

Social Economy Strategy 2005  
Inspiring Volunteering: A Volunteering Strategy for Edinburgh 2006  
Funding Strategy (Forthcoming)

[www.volunteeredinburgh.org.uk/strategy](http://www.volunteeredinburgh.org.uk/strategy)



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আপনার সম্প্রদায়ের ভাষায় এই ডকুমেন্ট অনুবাদ করার ব্যাপারে তথ্য পেতে হলে ইন্টারপ্রিটেশন এ্যান্ড ট্রান্সলেশন সার্ভিস (আই.টি.এস.) -এর সাথে 0131 242 8181 নম্বরে ফোন করে রেকর্ড নম্বর 06632 উল্লেখ করুন।

للمزيد من المعلومات حول ترجمة هذه الوثيقة إلى لغة جاليتك الرجاء الاتصال بمكتب خدمة الترجمة الفورية والتحريرية (ITS) على رقم الهاتف 0131 242 8181 وذكر الإشارة رقم 06632

آپ کی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی انٹرنیشنل اینڈ ٹرانسلیشن سروس (ITS) کو 0131 242 8181 پر ٹیلیفون کریں اور ریفرنس نمبر 06632 کا حوالہ دیں۔