



Cloch Housing Association

Employee Volunteering

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|--|---------------------------------|
| Policy Name | Employee Volunteering |
| Policy Category | GOV |
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| This Review | December 2021 |
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| Equalities Impact Assessment Required | Yes |
| Link to other policies | Corporate Social Responsibility |
| Consultation | |
| Need for Procedure | |

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1. Policy statement

Cloch Housing Association wants to encourage its staff to undertake volunteering, recognising that every individual has the right to volunteer.

2. Purpose and background

The purpose of this policy is to encourage and support employees of the Association who either wish to become or who are already involved in volunteering, and to recognise the contribution that they make.

This policy is in line with our belief that:

- Everyone has something to offer their community
- Volunteering is a matter of personal choice
- Volunteering helps individual and personal growth.

3. Types of volunteering

Volunteering is an important expression of citizenship as well as an important component of democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is freely undertaken and not for financial gain.¹

There are several ways in which an employee can volunteer within an employer supported volunteering (ESV) programme. They include:

- **Team Challenges:**
One off practical tasks completed by a group of employees typically involves, but not limited to, decorating, painting, or gardening.
- **Individual volunteering:**
Employees are able to give regular time, perhaps for one or two hours per week or month. Activities could include mentoring, sports administration or helping at a youth club, or befriending an older person.
- **Skills based volunteering:**
A wide range of skills are required by voluntary and community organisations to help maintain and develop more effective services. Skills based volunteering could include financial or legal services, business planning, marketing or IT support. This would also include talking to schools or colleges about aspects of our work.
- **Board/Trustee Membership:**
Improve the governance of a voluntary organisation by becoming a trustee or member of the board.
- **Fundraising**
Help to raise funds for voluntary organisations.

¹ Taken from National Volunteering Compact Code of Good Practice 2005

- In Kind support
Providing a free service to a voluntary organisation including use of facilities for meetings, limited agreed use of computers or photocopiers.

4. Benefits of employer-supported volunteering

ESV is a three-way partnership between the employee, the Association and the organisation receiving the volunteer.

Benefits to Cloch Housing Association include:

- Improved reputation and credibility
- Improved staff morale and enhanced work performance
- Different and exciting training and development opportunities
- Improved services via new insights gained into another aspect of the voluntary sector.

Benefits to the employee include:

- Developing professional and personal skills
- Working in a completely new environment
- Meeting and working with new people from other parts of voluntary sector
- Contributing to an issue that they care about and support
- Leading projects
- Different and exciting training and development opportunities
- Gaining recognition from their employers and enhancing career prospects.

Benefits to the organisation receiving the volunteering:

- Access to high quality volunteers with varied skills
- Better services for vulnerable and deprived groups
- New talent and energy.

5. Key parameters

- Up to 1 day (7 hours) paid time off per year to enable ESV (pro-rata for part-time staff) will be allowed. The implementation of this will be at the discretion of the line manager based on workload, staff coverage, etc. This can be flexible, e.g. 1 whole day or one to two hours per week up to a total of seven hours a year

- It is the responsibility of the receiving volunteer-involving organisation to meet the requirements of the independent Safeguarding Authority, including Disclosure checks or other arrangements, where this is required for employees volunteering under this scheme
- Managers must ensure that, where appropriate, health and safety risk assessments have been carried out, and any relevant health and safety training has been put in place before the project is commenced

The organisation receiving the volunteer should be able to demonstrate to the volunteer:

- I. Knowledge of what is expected of them, planned activities and clear instructions
- II. Provide adequate support in their volunteering, advise of all appropriate health and safety policies, be aware of the organisation's facilities and where they are e.g. rest rooms, toilets, refreshments etc
- III. Have safe working conditions, including being insured for the activities that they carry out
- IV. Receive appropriate briefing and training
- V. Be free from discrimination

6. Evaluation

Evaluation of the programme is essential and should consider the outcomes for all involved.

The questions below may help in evaluating the outcomes:

Outcomes for Cloch Housing Association

- Did it improve community relations?
- Did it improve team work and leadership?
- Did it enhance or embed employee skills?
- Were there other unexpected matters resulting from the volunteering?

Outcomes for the volunteers/employees

- Will they continue to volunteer in some capacity?
- Did the volunteering provide them with new challenges and skills or enhance existing skills?
- Did they find it worthwhile?
- Did they enjoy it?

Outcomes for the recipients of the services provided

- Did the end result match the aim of the volunteering activity?

- Was it a positive experience for the voluntary organisation and its clients/service users?
- Have there been any measurable impacts on the organisation, the wider community or service user?

Lessons learned

Every project should be an opportunity to learn more about your activities and the charity's needs and how to make future projects more successful.

In light of your evaluation you should think about what you could do next time to get even more value from employer supported volunteering activities.

HR ESV Tracking

An integral part of ESV is to keep track of the employer supported volunteering hours undertaken by staff. In the same way that working hours, holiday and sick leave are tracked, it is also possible to track volunteering.

7. Record Keeping

Records will be kept by Corporate Services at Cloch as a means of tracking uptake, monitoring impact. These will include an assessment of the monetary value of volunteers' involvement as well as individual volunteering records and feedback forms. Guidance on assessing monetary value and relevant forms are in the appendices.

Appendix 1: Guidelines on monetary value of volunteering

Appendix 2: Monetary value of volunteering tracking form

Appendix 3: Monetary value of in kind support record

Appendix 4: Individual employee volunteering record

Appendix 5: Employee volunteering feedback form

Appendix 6: Receiving organisation feedback form

APPENDIX 1

Monetary value of volunteering record and guidelines

1. Benefits to the organisation

A tracking form can be used to calculate the monetary value of the volunteer's effort in terms of what it would have cost to buy that work in, using the following table:

| Volunteer or volunteer role | Equivalent paid job | Hourly wage rate | Total hours of this role | Value of this role |
|------------------------------|------------------------|------------------|--------------------------|--------------------|
| e.g. painting and decorating | Decorator | As agreed | 7 | £75.04 |
| e.g. marketing advice | Marketing professional | As agreed | 10 | £188.60 |
| e.g. gardening | Agricultural worker | As agreed | 21 | £168.00 |
| Total | | | | |

Hourly wage rates are available from the Office for National Statistics' annual New Earnings Survey (or possibly from local jobcentres).

In addition, you should list the less quantifiable benefits received, including:

- New ideas generated
- Access to new skills
- Enhanced relationships
- Potential for volunteers to continue to be involved with the charity
- Enhanced enthusiasm and morale within your own organisation as a result of successful completion of a project

2. Benefits to the community

You should also list the benefits delivered to the community or to your client group. This might include the value of services that would not otherwise have been made available, or of new facilities created.

APPENDIX 2

Monetary value of volunteering tracking form

This form was created in Excel and can be copied and pasted into a spreadsheet if you wish to use the automatic calculation

Examples of typical roles for ESV are listed below

Hourly wage rates are from Office for National Statistics' annual New Earnings Survey (update with latest rates).

| Volunteer or volunteer role | Equivalent paid job | Hourly wage rate | Total hours of this role | Value of this role | No of persons | Value of this role |
|------------------------------|------------------------|------------------|--------------------------|--------------------|---------------|--------------------|
| e.g. painting and decorating | Decorator | [£6.67] | 7 | £46.69 | 15 | £700.35 |
| e.g. marketing advice | Marketing professional | [£18.86] | 10 | £188.60 | 2 | £377.20 |
| e.g. gardening | Agricultural worker | [£8.00] | 22 | £176.00 | 5 | £880.00 |
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| | | | | | | |
| Total value of project | | | | £411.29 | | £1,957.55 |

APPENDIX 5

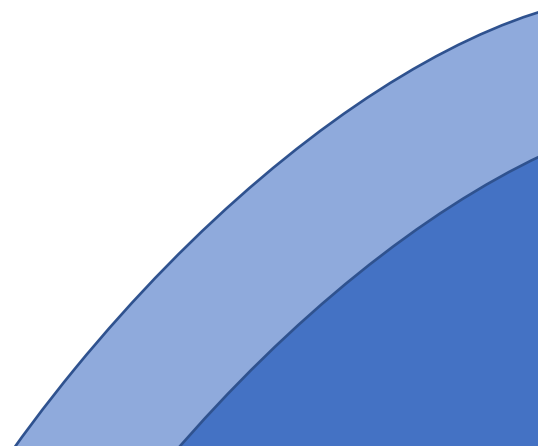
Employee volunteering feedback form

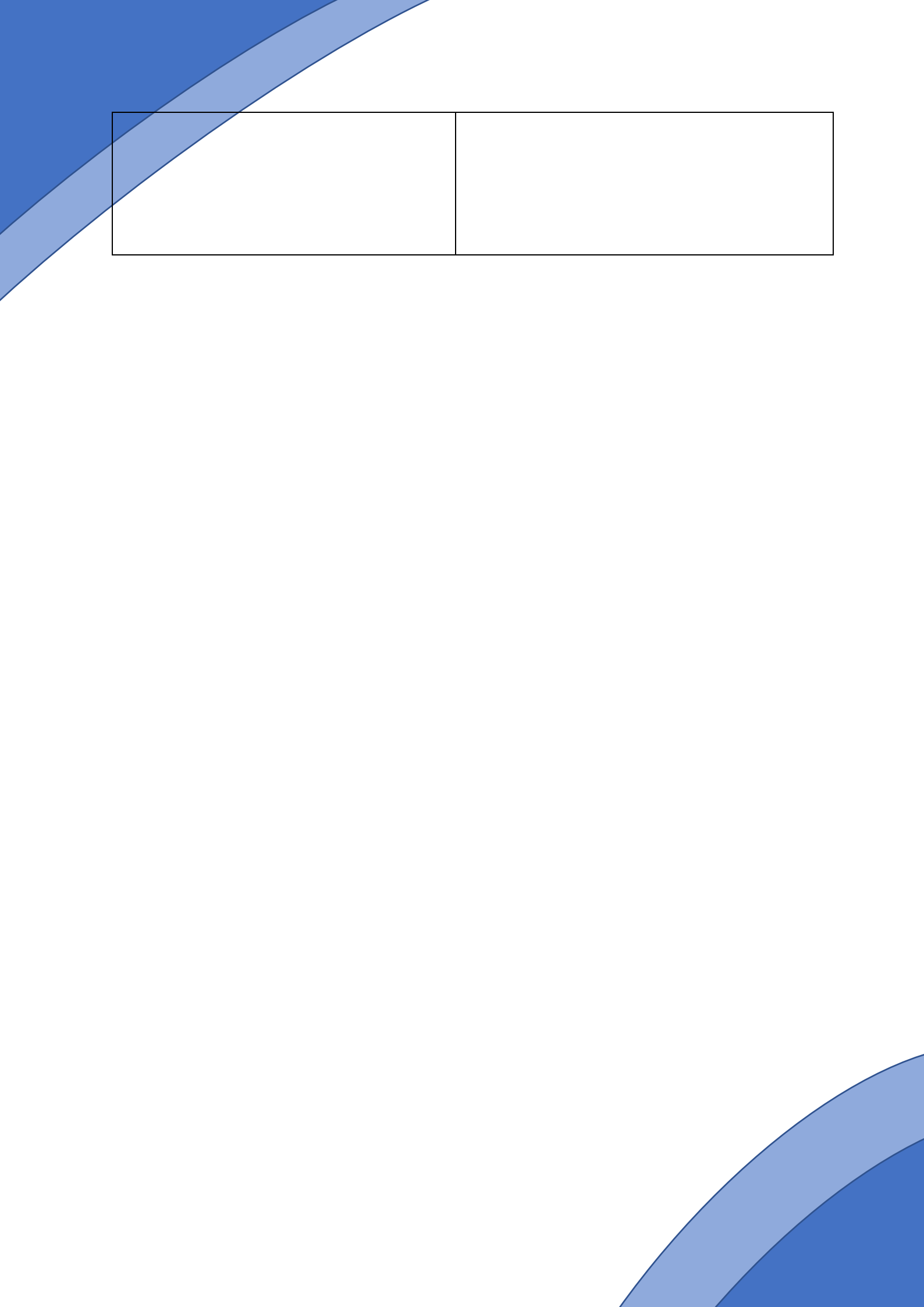
In order to gain important information from your recent volunteering activity, please complete this feedback form. There are sections for employees and employers to complete.

| | |
|------|--|
| Name | |
|------|--|

Did we make a difference to the organisation that was helped?

| | |
|--|--|
| How many people benefited from the volunteers' help? Give approximate numbers e.g. 1 – 10, 10 – 25, 25 – 100 | |
| Did it improve community relationships and has it made a difference? | |
| How did you tell people about it? | |
| Were you consulted about the activity beforehand? | |
| Is there an opportunity for us to advertise our support or speak to the organisation you helped? | |
| Did local press turn up? If so, for which publication? | |





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APPENDIX 6

Volunteering feedback form for organisation receiving the support

In order to gain important information from your recent volunteering activity, please complete this feedback form. There are sections for employees and employers to complete.

| | | | |
|---------------|--|--------|--|
| Contact name | | | |
| Company name | | | |
| Telephone | | Mobile | |
| Email address | | | |
| Main contact | | | |

Did the employer supported volunteers make a difference to your organisation

| | 1 – 5 | 5 – 10 | 10 – 15 | 15+ |
|---|--------|--------|---------|-------------|
| How many people helped with the activity? | | | | |
| Did the end result match the aim of the volunteering activity | | | | |
| Did it improve community relationships and has it made a difference? | | | | |
| How did you hear about community/ employer supported volunteering? | | | | |
| How satisfied were you with the volunteer/group of volunteers on the day? | 1 ☹ | 2 | 3 | 4 5 ☺ |
| How satisfied were you with the final outcome? | 1 ☹ | 2 | 3 | 4 5 ☺ |

Did the volunteers complete the work agreed?

If not, has another time been arranged to complete the work? When?

Are there any other opportunities that others could be involved in?

Any additional comments you would like to make?