



SALFORD VOLUNTEERING STRATEGY 2017 - 2022



***‘The hardest part of
volunteering
is realising how easy it is’***

Salford City Partnership



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Foreword

This Volunteering Strategy is intended to demonstrate a city-wide commitment to the importance and continuing future impact of volunteering for Salford. It provides a framework of support for individual volunteers as well as organisations and groups working with volunteers across our city.

During 2008/9 the Salford Volunteering Strategy 2009-2012 was developed by a partnership working group, including members from Salford CVS and Volunteer Centre Salford, Salford City Council, Salford Foundation, Jobcentre Plus, Refugee Action, NHS Trust, Salford University and Salford PCT.

This refresh has been undertaken in 2016 by Salford CVS and Volunteer Centre Salford in conjunction with members of Salford's current Volunteering Strategy Partnership.

This strategy has been drafted against the backdrop of the many challenges Salford is facing as a result of austerity, public service reform, welfare reform and Greater Manchester devolution; alongside opportunities devolution might present and whilst recognising Salford's place as a growing city, with developments in the pipeline such as RHS Bridgewater.

The role of volunteering in the city is more crucial than ever. Partners recognise the contribution volunteers currently make in the city, with approximately 46,800 volunteers contributing in the region of 115,400 volunteering hours per week – all worth a cool £104.4 million contribution to the city's economy (Salford State of the VCSE Sector 2017 report – CRESR, Sheffield Hallam University, commissioned by Salford CVS).

Since the last strategy was written, we have also seen some significant changes in the world of volunteering, not least in the reduction of resources available for volunteering in Salford and at national level, alongside the demise of the Volunteering England brand.

Interestingly, although the current GM Devolution landscape is relatively new, Greater Manchester Volunteer Centres (including Volunteer Centre Salford), alongside GMCVO and some other significant volunteer-involving organisations, were ahead of the game when they created the Greater Manchester (GM) Volunteering Partnership. This partnership, although no longer funded, continues to meet as a support network, and is responsible for creating a well-established Volunteering Vision for Greater Manchester (see page 13), within which this strategy can be referenced.

The original Salford Volunteering Strategy identified a number of challenges and barriers to volunteering that needed to be addressed – some of which have been successfully addressed in the intervening years, others which remain - and have now been joined by some new challenges.

However, where there are challenges, there are also likely to be opportunities, and partners recognise that local people are Salford's biggest asset – hence the creation of the 'Spirit of Salford' brand, which promotes a wide spectrum of opportunities for civic engagement, including formal volunteering.



Whilst this strategy concerns itself solely with formal volunteering, we of course recognise the valuable contribution that other forms of doing good make in the city – for example dementia friends, good neighbours, mass litter picks, etc. – and seek to work collaboratively with all partners to help deliver the ‘Spirit of Salford’ in all of its forms.

Since the previous version of this strategy was written, Employer-Supported Volunteering (ESV) schemes have gained some traction – offering employers an opportunity to both satisfy Corporate Social Responsibility (CSR) and find routes into local communities. For instance, Salford 4 Good is a local charitable partnership that seeks to use ESV to benefit local good causes.

Formal volunteering refers to activities organised through some sort of organisation, be it a small community group consisting entirely of volunteers, or through major organisations such as health trusts or national voluntary organisations.

Salford CVS continues to operate the city’s only accredited Volunteer Centre, meeting the five standards of the VCQA quality assurance scheme, administered nationally now by NCVO. This quality assurance mark was successfully renewed for a further 3 years in 2016.

One of the key tasks facing Volunteer Centre Salford, and the city’s Volunteering Strategy Partnership, is to ensure that volunteering in Salford is making a positive difference for the individual volunteers themselves, the volunteer-involving organisations, and the end recipients. This means ensuring good practice guidelines are understood and observed wherever volunteering is taking place. Examples include paying out-of-pocket expenses, ensuring volunteers are properly trained and supervised, checking that suitable policies and procedures are in place (including equalities, safeguarding, health & safety, risk assessments, DBS checks, etc.) and that all activities are properly insured and managed.

The Salford Volunteering Strategy 2009-2012 called for the adoption of a set of minimum standards in Salford, in order to ensure that good quality volunteering opportunities are accessible to all who might benefit from them. This continues to be a work in progress. Salford CVS and Volunteer Centre have produced a set of Good Practice Guidelines, which any volunteer-involving organisation in Salford can access, alongside 1-2-1 support to implement good practice. These were substantially updated in 2016. In addition, in recent years we have seen the launch of our ground-breaking Volunteer Expenses Fund (see page 15). Another Salford first!

The city’s previous volunteering strategy clearly identified the need for investment and support in volunteering as a resource – something which the toxic combination of austerity and public service reform has made hard to achieve in Salford. The strategy also recognised that the specific support needs for socially excluded groups required resourcing in order for them to be enabled to contribute to and to benefit from volunteering. In 2017 this is an ongoing challenge for volunteer-involving organisations where resources are limited. However, there are some positive examples of this happening, despite a difficult climate, for instance around older people and also people living with dementia.



The 2009-2012 strategy recognised the impact of economic recession on individuals, communities and delivery agencies, particularly in relation to increasing worklessness and stated that:

“As volunteering provides opportunities for new skills development together with valuing the contribution made by volunteers, the experience of volunteering in Salford must be beneficial to all involved in the process and offer the potential for enabling those volunteers who wish to do so to secure future employment using the skills they have acquired”.

Worklessness continues to be a key issue in Salford in 2017. However partners also recognise that volunteering *“is always a matter of free choice”* (Volunteering Vision for Greater Manchester) – or should be – and via the city partnership’s Skills and Work Board have made a commitment to the GM Vision and issued a challenge to the notion of ‘mandated volunteering’, agreeing that volunteering *“should be seen as distinct from mandated / required or contractual activity”* (Volunteering Vision for Greater Manchester).

Partners in Salford see volunteering as continuing to play a key beneficial role in Salford communities, recognising both the social and economic benefits volunteering brings to the city, alongside in some cases environmental benefits too. Volunteering is the embodiment of creating social value and is seen as a key element of Salford’s plan to become a Social Value City.

We would encourage all Salford citizens to consider / continue volunteering and are committed to promoting the value of volunteering in the city, ensuring good practice is adhered to at all times, and prioritising the enabling and resourcing of a wide range of volunteering across all areas, communities and sectors within Salford.

Please do read this **Salford Volunteering Strategy 2017 – 2022** and spread the word – volunteering is good for you ☺

Regards

Alison Page
Chief Executive
Salford CVS and Volunteer Centre



Salford City Council recognises the huge role played by volunteers across our communities in Salford and the work of the city's Volunteering Strategy Partnership in trying to understand the extent of volunteering across Salford, the major contributors and the beneficiaries of volunteering.

Volunteering activities benefit both volunteers and recipients, whilst building community resilience and engagement. People volunteer for many reasons; to develop skills, to meet people, to take part in activities they enjoy such as improving the environment or helping people in their local community or neighbourhood.

Many Salford citizens undertake formal volunteering across a wide range of opportunities - such as street champions, people who support the unemployment centre, local radio stations, parks, community centres, etc. Other volunteers sit on charitable trust boards and governing bodies of schools and housing associations, to name only a few activities. We recognise the valuable work of all of our city's volunteers, whilst acknowledging that formal volunteering requires investment in time, funds and their host organisation if volunteers are to be properly supported.

Employer-Supported Volunteering is something we would like to see more of in Salford; and we encourage local businesses to explore this and to also consider supporting Salford 4 Good.

The city's Volunteering Strategy Partnership's aims are to increase the number of people engaged in volunteering; to ensure that people have access to information through websites and other media about the range of volunteering opportunities there are and how to access them; and to improve the quality of those opportunities.

As our population lives longer and in better health, the retired citizens of Salford present a large and largely untapped source of volunteering and, as council services diminish through public spending cuts, many citizens see volunteering as a way of contributing to and strengthening their community so that it is a good place to live.

It is our aim to support people to do this successfully and help make Salford an even better place to live.

Volunteering is proven to be good for your health, gives you new skills and helps you feel part of your community. Make a difference today – volunteer!

Councillor Paul Longshaw
Lead Member for Housing and Neighbourhoods
Salford City Council





Acknowledgements

Sincere thanks go to the members of the Salford Volunteering Strategy Group, past and present, who have contributed to the development of the original Volunteering Strategy 2009-2012 and this 2017 refresh.

In addition, thanks are extended to those organisations who contributed valuable comments during the consultation period prior to the implementation of the 2009-2012 strategy.

Special thanks go to Salford CVS, Volunteer Centre Salford and Salford Foundation, in particular Maggie Murdoch and Peter Collins for their significant contributions to the development of the original strategy.



Salford City Council



Our Vision

Salford is a great place to volunteer – a city where volunteering is properly resourced, good practice is observed, and volunteers are supported and recognised for their valuable contribution.

Our Aims

1. Salford will be a place that fully values its volunteers and their contribution
2. Our core values for volunteering will be understood and implemented
3. There will be a range of good quality and diverse volunteering opportunities accessible to people across Salford – including more opportunities for younger volunteers
4. We will actively challenge and address barriers to participation in volunteering
5. There will be an improved standard of volunteering experience for people who volunteer
6. Volunteering in Salford will help to address the priorities of the city
7. Volunteering in Salford will contribute to addressing key challenges such as reducing social isolation, improving mental health and wider wellbeing, improving skills and ameliorating the effects of worklessness
8. Volunteering in Salford will contribute to the city's social value agenda and the Salford Social Value Alliance's new *10% Better* campaign
9. Volunteering in Salford will support the 'Spirit of Salford' initiative

Our Core Values

Our core values for volunteering accord with those of the National Compact (*refreshed 2009, renewed 2010*), and the Salford Compact (*revised 2007, refreshed 2013*) Volunteering Code(s) of Good Practice. The Compact and associated codes of practice remain recognised both nationally and at locality level.

✓ **Choice** - freedom to volunteer or not

Volunteering must be a choice freely made by each individual. Freedom to volunteer implies freedom not to become involved.

✓ **Diversity** - open to all

Volunteering should be open to all, no matter what their background, race, colour, nationality, religion or belief, ethnic or national origins, age, gender, marital status, sexual orientation or disability.



- ✓ **Mutual Benefit** - both the volunteer and the organisation should benefit
Volunteers offer their contribution and skills unwaged but should benefit in other ways in return for their contribution. Giving time to volunteering must be recognised as establishing a reciprocal relationship in which the volunteer also benefits and feels that his or her contribution is personally fulfilling.
- ✓ **Recognition** - there should be explicit recognition of the value of volunteers
There must be explicit recognition that valuing the contribution of volunteers is fundamental to a fair relationship between volunteers, voluntary and community organisations and government. This includes recognising the contribution to the organisation, the community, the social economy and wider social objectives.

Our Key Principles

This **Salford Volunteering Strategy 2017 – 2022** is built upon the following **5 key principles**:

1. **Capacity** - Key agencies have identified the need to grow the range and diversity of opportunities and the levels of support into volunteering for certain groups. In order to enable more people, and people who are farthest from volunteering, to contribute, this strategy recognises the principle that 'volunteering costs' and asserts that there needs to be investment in the development and ongoing support of volunteering in Salford in order to both sustain current volunteering levels (37,000 volunteers contributing 137,000 hours per week in 2013; changing to 46,900 volunteers contributing 115,400 hours per week in 2016) and increase the number of people undertaking quality volunteering.
2. **Equality and Diversity** - The opportunity to volunteer should be made available to the widest range of individuals and communities and should be led by widespread recognition of the wealth of skills and experience that the people of Salford can bring to and gain from volunteering. This includes those who may currently be socially excluded; e.g. refugees and asylum seekers, ex-offenders, disabled people, younger people, those on long-term benefits and those without qualifications.
3. **Community Engagement** - This strategy recognises that volunteering empowers people to participate actively in their communities, in improving their communities and neighbourhoods, their own skills and prospects, and their health and wider well-being – all whilst contributing positively to the local economy (worth £104.4 million in 2016).
4. **Quality Standards** - The development of a range of Good Practice and Quality Standards to which participating organisations sign up to is critical to safeguard and enhance both the volunteer experience and the provision of services by volunteers across the city. People should have access to volunteering opportunities that are safe, rewarding and developmental in order for them to contribute and make progress in a variety of ways. Equally, volunteer-involving organisations should benefit from the commitment, loyalty and contribution made by motivated and well supported volunteers in the delivery of their services and activities.



5. **Volunteer Recognition** - We acknowledge that formal and informal recognition of volunteers improves the motivation, retention and overall quality of volunteer experience and of service delivery by volunteers. There is a need for this understanding to be adopted by all partners and for there to be identifiable formal recognition schemes in place to which volunteer-involving organisations can nominate volunteers. In addition, good practice guidelines should include recommendations for organisations to develop and implement internal recognition schemes.



Case Study 1 – Feeling Valued as a Volunteer in Salford

Barbara volunteers every fortnight, covering reception at St. Ann's Hospice in Little Hulton. Barbara became involved with St. Ann's after meeting with a staff member who came into the college where Barbara works to discuss becoming the college's chosen charity (which incidentally they were). Barbara liked what she heard and was so motivated by their need that she started volunteering soon after.

Barbara says *"the best thing about volunteering at St. Ann's is the people - all the staff, Nurses, Doctors and other volunteers are so friendly; they create a great environment and seeing the difference this makes to the families is heart-warming."*

Barbara looks forward to her volunteering and feels integrated into the organisation, she says *"St. Ann's really values their volunteers. I had thorough training and support doing the role until I felt confident to do it on my own. I receive regular newsletters and executive team briefings that keep me informed, making me feel part of it all, the volunteers are always mentioned and thanked. Volunteer expenses are covered as a matter of course."*

Barbara likes the fact that there is an opportunity to get involved in other activities that St. Ann's do such as helping on a stall at their summer fair and fundraising.

The well-structured way in which St. Ann's involve volunteers also makes for positive experience.

Barbara says *"if a volunteer can't do their slot, they can add this to a shared book, another volunteer can then cover, it is easy to use and works well. Volunteers' opinions and ideas are sought and listened to and there is always support should we need it."*



Celebrating 
volunteering
in Salford



What is Volunteering?

This Strategy concurs with the definitions of volunteering found in the National and Local Compacts on Volunteering and that of NCVO (Volunteering England), the national organisation for supporting development for volunteering.

Salford Compact - Definition of Volunteering

Volunteering is an activity that involves the “commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain.”

For the purposes of the Salford Compact, this commitment refers to people volunteering with recognised community groups and / or voluntary organisations.

This definition also includes those who give their time as voluntary members of committees and boards of trustees in the Third Sector and lay members of partnerships.

It does not include those people who give of their time to support a relative, neighbour or friend in need.

It also recognises the role that volunteering infrastructure makes in Salford in enabling local people to be able to experience quality volunteering opportunities.

“Volunteering infrastructure exists to encourage people to volunteer, to make the process of engaging in volunteering as easy as possible and to ensure that the quality of the volunteering experience is as good as it can be.

Volunteering infrastructure is defined as ‘organisations and services that exist to encourage people to volunteer for other agencies (whether they are in the community, voluntary, public or private sectors), to support these agencies in the development of high quality volunteering programmes’

(National Compact - Volunteering Code of Good Practice 2005 / 2008 / 2010)



Case Study 2 – What Volunteering Means to Me

Gordon is a volunteer for the Cyril Flint Befriending Service and visits a gentleman who is recovering from a stroke on a weekly basis.

Gordon offers friendship, a listening ear and someone to share life's ups and downs.

Gordon says *“volunteering allows me to put my spare time to good use, it makes me feel useful, I get on well with the chap I visit and the time flies - if he's happy that makes me happy.”*



Gordon was unsure about volunteering; he wanted to do it but didn't recognise the skills he had.

After speaking to the Volunteer Centre Salford they put him in touch with the Cyril Flint Befriending Service and he's never looked back. Although reserved by nature Gordon attributes volunteering to developing his conversation skills.

Volunteering has also opened other doors for Gordon, he has attended courses that relate to his role such as Mental Health Awareness and he is now considering doing an Open University Degree in Social Sciences.

Gordon says *“Cyril Flint is such an important service, the staff and other volunteers are brilliant and I'm honoured to be part of it.”*



The **Salford Volunteering Strategy Partnership** has also signed up to the Greater Manchester Volunteering Partnership's *Vision for Volunteering*:

A Vision for Volunteering in Greater Manchester

We recognise that volunteering is a major contributor to:

- the quality of life of volunteers themselves and the people and communities that they support
- the range and quality of services, facilities, activities and cultural life of the region
- the local economy

We are, therefore, committed to ensuring that volunteering remains at the heart of life in Greater Manchester, is entered into by increasing numbers of people across a diversity of backgrounds, and is based on the following principles:

For volunteers themselves:

- it is always a matter of free choice
- it is inclusive and accessible
- good quality, meaningful opportunities are available (i.e. those underpinned by appropriate support, training, and resources to enable them to carry out their role effectively and safely)
- recognition is given for the contribution they make by organisations and by the wider GM community

For volunteer-involving organisations:

- the nature and value of volunteer involvement is understood at all levels of the organisation so that volunteers and the organisation mutually benefit from the contribution that volunteers make
- the managing / support of volunteers is seen as an important and key role within the organisation, leading to the appropriate support and recognition for those carrying out this function.



Definition

For the purposes of this Vision:

“Volunteering is defined as an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives.

NB It should be seen as distinct from mandated / required or contractual activity.”



What are the benefits of Volunteering?

Benefits of volunteering for individuals

- Development of skills and experience
- Enhanced CV and employment opportunities
- Improved health and mental wellbeing
- A sense of pride and achievement
- Personal development, such as self-confidence
- Making a difference
- Feeling part of a team
- Meeting new people
- Sharing skills and experience
- Respect and responsibility

Benefits for organisations involving volunteers

- Enhance and add value to services and activities
- Motivated and empowered workforce
- Increased flexibility and quality of delivery
- Provision of services which are not funded by the public sector
- More diverse pool of people
- Improved skills and experience
- Enables us to do more
- Increases skills base

Benefits of volunteering for the community

- Developing social capital and actively promoting and enhancing community cohesion (inter-generational, cultural) through joint events and activities, improvements to the physical environment, changing perceptions (e.g. older people's view of young people)
- Leading people into jobs as part of the intermediate labour market
- Volunteers are at the forefront of civic renewal and community leadership
- Building social networks and community cohesion with emerging impact in respect of volunteers showing more appreciation of other cultures
- Improved health and wellbeing, reducing the impact on the NHS
- Reduced crime rates
- Enhanced social responsibility
- Bigger reach into communities through empowerment and community participation
- Increases economic benefit
- Different people bring different benefits



Background to this Volunteering Strategy for Salford

The National Picture

NCVO 2015 Manifesto

“Volunteering can have a transformative impact on communities and individuals themselves”. (Wellbeing and Civil Society: Estimating the value of volunteering using subjective wellbeing data, DWP, 2013)

With 15.2 million people volunteering each month, it is clear that their efforts make a huge contribution to our society and economy. (p.8)

Case Study: Salford CVS – Overcoming Hurdles for Volunteers

Since the economic downturn, Salford CVS identified that some smaller local voluntary and community groups were struggling to meet the cost of their volunteers' out-of-pocket expenses. Salford CVS took an innovative response and launched a Volunteer Expenses Fund for small local organisations. Initial funding was provided by the local Clinical Commissioning Group. Salford CVS is now in the process of growing the pot of funding with the support of their local MP, who is encouraging local businesses to get involved through donations and sponsorship. Salford CVS are also looking for donations from local people who feel they do not have time to volunteer but would like to support voluntary action in their communities.

In January 2013 Volunteering England and NCVO completed a merger and become one organisation. This was driven predominantly by the 50% funding cuts imposed on both organisations in 2011/12 by the Cabinet Office. Today in 2017 NCVO continue to host the old Volunteering England website www.volunteering.org.uk and manage a range of volunteering initiatives, including the Volunteer Centre Quality Assurance (VCQA) mark.

In autumn 2015 NCVO published a new manifesto, entitled: [A Bigger Difference: Realising the Potential of Voluntary Organisations and Volunteers.](http://www.ncvo.org.uk/images/documents/policy_and_research/ncvo-manifesto-2015.pdf) http://www.ncvo.org.uk/images/documents/policy_and_research/ncvo-manifesto-2015.pdf The manifesto clearly made the case for the importance of voluntary action, including formal volunteering, in today's society.

“Given the difference that volunteers make and their potential to play a greater role in key policy areas, such as health and social care, we call on all politicians to commit to supporting the growth of the volunteering movement. Ongoing engagement with voluntary organisations and volunteer centres will identify opportunities to grow volunteering, support good practice in managing volunteers, and ensure that government policy does not stand in the way of volunteering.”

In 2017 this remains a key 'ask' for volunteer-involving organisations - in Salford, across Greater Manchester and nationally.



In May 2017, in response to the calling of a snap general election by the government of the time, NCVO published an additional manifesto, which contains 5 key 'asks':

- Make it easier and more rewarding for people to volunteer
- Support local communities for a generation to come
- Make it easier for charities and volunteers to support our public services
- Make it easier for people to build their skills and get a good job
- Give everybody a stake in post-Brexit Britain

Volunteering in Salford

Salford has a long-established history of community activism, self-help and service provision through volunteering. For example, Salford CVS has been supporting voluntary action in Salford for over 40 years – in its current guise since 1973, but actually harking back to a previous incarnation in the 1920s.

Salford Lads Club

“Since 1903 the club has been staffed and run by volunteers from all walks of life”



Barton Athletic Club

“John and Frank, volunteering for a combined total of 100 years!”



Wikipedia: “Salford has a history of human activity stretching back to the Neolithic age”

Salford's Pride Volunteers





Salford also has a proud history of championing equality and welcoming diversity – and this strategy is designed to ensure that volunteering in Salford is open and welcoming to people from all of our diverse communities, whatever people’s skills, capabilities or backgrounds.

Case studies 3 & 4 – Valuing Diversity in Volunteering

Case study 3

Salford has a large and diverse Jewish community and Salford Healthy Communities’* Jewish volunteer team are a great example of volunteers whose connections, relationships and networks in their area have made real changes in their community.

The team plan different ways of raising awareness of cancer, they promote the importance of early detection and help people identify risk factors of cardiovascular disease.

The strength of the team is in their ability to engage with people in ways that make health change and awareness far more likely, they have local knowledge and expertise that services often do not. They understand and respond to the different needs of the diverse Jewish community within Salford.

The excellent work of the team has been noted at National level by Cancer Research UK and NHS IQ.

They also won the top prize of “Volunteer Team of the Year” at the National Jewish Volunteering Network Awards and were the only volunteers outside of London to receive an award!

** Salford Healthy Communities is commissioned by Salford City Council and managed by Unique Improvements."*





Case study 4

Adewale had been volunteering at Salford City Radio for almost two years when we interviewed him. When he started at the station he did administration tasks, now he is a Volunteer Studio Manager and has his own show!

Adewale is an Asylum Seeker and as such is not permitted to work. However, volunteering enables him to use his skills, be involved in his local community and indulge his passion for music. Adewale also volunteers as a coach for a local children's football team.

Adewale says *"I love volunteering, it has helped me a lot. I have made friends and I learn something new every day that I volunteer."*

Adewale's situation means that he is living in limbo – nevertheless he does feel that volunteering helps. He says *"I don't want to stay at home doing nothing, it is good for me to be busy, volunteering gives me a focus, a routine and gives me self-confidence."*



This strategy builds on this history and recognises that volunteers will remain key community assets in Salford in the years to come; and that volunteering will continue to play an essential role in the future wellbeing, health and happiness of its citizens, making a positive social, economic and environmental difference to the city (social value) and contributing to the ambition for Salford to become a Cooperative City.

Partners also recognise that in addition to those valuable volunteers in the voluntary and community sector, volunteering also takes place in the public sector in Salford - within hospitals, the university, by the police, courts and in schools.

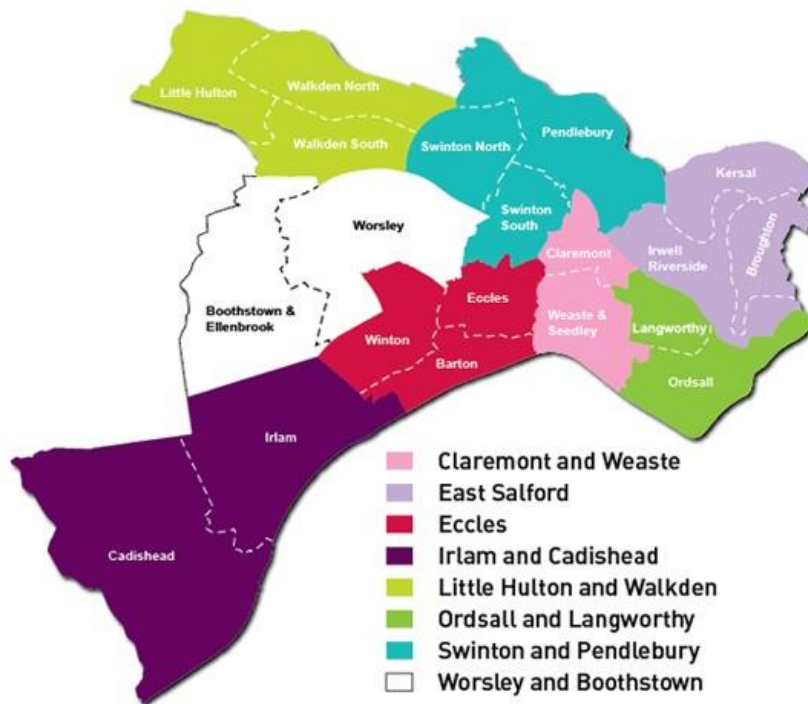


Locally, a wealth of evidence from partnership working in Salford amongst some of the key agencies (including Volunteer Centre Salford, Refugee Action, Salford Foundation, Employment and Health Support Agencies) demonstrates three things:

1. The immense benefits of volunteering as a route back to or into:
 - Improved health and wellbeing
 - Skills re-training
 - Social (re)engagement
 - Paid employment
2. The unique skills, energy and experience that can be contributed to our society by a diverse range of volunteers.
3. The need for investment in infrastructure support for volunteer-involving organisations to improve the accessibility of their volunteering opportunities and to improve levels of support for individual volunteers in order for the above benefits to be fully accessed by organisations and by socially-excluded groups.

The need for a city-wide strategy on volunteering was originally identified by the Salford Volunteering Steering Group in 2008 in order to successfully promote and support the development of opportunities that would be open to more people and to grow the capacity of volunteering across the city.

This remains a stated aim of the current Salford Volunteering Strategy Partnership in 2016, hence the refresh of this **Volunteering Strategy for Salford 2017 - 2022**.





Case study 5 – Health & Wellbeing Benefits of Volunteering

Diana is an activities volunteer at Barton Brook Care Home and has been volunteering for 3 months. In such a relatively short amount of time Diana has come a long way in terms of her health and wellbeing.

After suffering the loss of her father Diana had a breakdown, she was diagnosed with depression and suffered panic attacks to the extent that she became a prisoner in her own home. If Diana did go out she couldn't go out alone and so depended on her partner and friends.

Diana's journey back to health began with Start in Salford where she attends as a member.

After Volunteer Centre Salford did a talk about volunteering Diana decided to find out more. Diana was reassured that she could take things at her own pace and she was fully supported by the Volunteer Centre throughout the application process.

Three months into volunteering Diana says *"I feel much calmer, my panic attacks have reduced and my confidence is building. I feel like a different person, I didn't think I had it in me. I wake up with a smile on my face now, I don't lock myself away and I love talking to the older people and doing craft activities with them. I'm using skills I didn't think I had. Six months ago I never thought I would be doing anything like this, I was in a dark place and I felt helpless but now I might be 4ft 11 but I feel 6ft tall"*.

Barton Brook Care Home have been so impressed with Diana that they invited her to apply for a part time paid position that became available - and the job of Activities Assistant is now hers!





Case study 6 – Volunteering leading to Paid Work

Jeff is employed full-time by a local charity as a Sports Activator; his role involves developing and leading walking football sessions along with other projects to hard-to-reach groups across Greater Manchester. Jeff's volunteering experience directly led to this career.

A few years ago Jeff, who was working in a casino at the time, decided he wanted a career change – but with a mortgage to pay he couldn't afford to go to college or university so thought volunteering would be a way of gaining different skills that could then lead to a more fulfilling career.

Jeff started volunteering at Childline as a counsellor and says the in-house training he received was invaluable. Jeff volunteered for a year at Childline and then decided he would like to do something that was face-to-face with young people so combining this with his passion for sport he started volunteering at a sports club, assisting with various activities. The experience Jeff gained doing this volunteer role led to him applying for his current job.

Jeff says *“for those looking to get into work or change career, volunteering is ideal. It massively increased my skills and definitely gave me an advantage when applying for my current role”*.





Salford Volunteer Charter

One of the actions from the original Volunteering Strategy was to develop a Volunteer Charter.

This Charter was developed by volunteers from the city of Salford with input from volunteer-involving organisations in Salford.

The Charter sets out the commitment of organisations in Salford to acknowledge the rights and responsibilities of volunteers, and to recognise that they are an essential and invaluable part of the work they do. By signing up to the Charter organisations are sending out a clear statement that people volunteering in Salford do so within a positive and supportive environment.

The Charter was launched in February 2011.

Definition of Volunteering

This **Charter** is based on the following definition of volunteering:

“any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment.”

Salford Charter Volunteering Principles

This Charter recognises the following basic principles:

- Volunteering is *mutually* beneficial
- Volunteering is *independently* chosen and *freely* given
- Volunteering is *enabling* and *flexible* wherever possible
- Volunteering is of *community* or *social benefit*
- Volunteering is offered to *not-for-profit activities*

Volunteer Rights

This Charter maintains that volunteers have the following rights:

- Volunteering is open and inclusive to all and every effort should be made by organisations to understand volunteers' needs and try to offer an appropriate opportunity.
- Recruitment procedures should be fair, efficient and consistent
- Volunteers have a clear understanding of their tasks and responsibilities
Volunteers have access to initial and ongoing training and development opportunities
- All volunteers have support from a named supervisor throughout their volunteering



- Volunteers are provided with ongoing support and supervision appropriate to need
- Volunteers are aware of how to raise a concern and how it will be handled
- Volunteers should not be put under any moral pressure to do work which is against their principles, or for which they are not adequately trained
- Volunteers should be given the same protection under health and safety regulations and relevant insurance policies as paid staff
- Volunteers should not be used to replace paid staff
- Travel and other out of pocket expenses are reimbursed wherever possible
- Volunteers have influence in their organisation and are informed about organisational issues
- Volunteers are treated fairly and should not be discriminated against
Volunteers contribution is appreciated, valued and recognised
- Volunteering should be a rewarding and fulfilling experience

Volunteer Responsibilities

This Charter maintains that volunteers have the following responsibilities:

- To speak up if they feel their rights aren't being respected
- To treat information obtained whilst volunteering in a respectful, confidential manner
- To be reliable, carrying out their agreed role and attending on time and to give proper notice of change of circumstances
- To be sensitive to users wants and needs
- To inform their named supervisor of any serious incidents or potential dangers
- To ask questions if they are unsure
- To recognise that they represent the organisation and therefore to act in an appropriate manner at all times
- To attend regular *relevant* training and support sessions
To support other volunteers and staff in their organisation
- To accept the organisations aims and objectives
- To keep activities safe and in-line with policies on legislation
- Seek to be enthusiastic, positive & committed



If your organisation would like to sign up to the Salford Volunteer Charter please contact:

Volunteer Centre Salford
Telephone: 0161 787 7795
Email: volunteer@salfordcvs.co.uk



Conclusion

This strategy aims to do two things.

Firstly, it aims to increase the numbers of people volunteering – by raising awareness of volunteering as an option; and by making the process of getting into volunteering as user-friendly as possible.

Secondly, it aims to improve the volunteering experience to make it as good as possible for those who volunteer.

Volunteers are vital to the life of our city. They shape and deliver local services, build community cohesion and drive social change. Thousands of people volunteer in Salford every year.

However, the phenomenon of people freely giving their time for the good of others and their community does not just happen. It is the result of work by hundreds of local volunteer-involving organisations, supported by the volunteering infrastructure as provided by Salford CVS and Volunteer Centre.

These organisations and the volunteers they support fulfil a vital role in the health of local communities and in encouraging active citizenship.

Our Vision is that Salford is a great place to volunteer – a city where volunteering is properly resourced, good practice is observed, and volunteers are supported and recognised for their valuable contribution.

The Salford Volunteering Strategy Partnership will be re-forming in summer 2017 so partners can come together and plan to turn this vision into reality.

You can keep up-to-date on the progress of this strategy and the associated action plan and find out more about getting involved by visiting:

<https://www.salfordcvs.co.uk/salford-volunteering-strategy-2017-2022>



***The hardest part of volunteering
is realising how easy it is***