

# Voluntary Action

Chiltern & South Bucks

A partner in

**VOLUNTARY IMPACT**  
BUCKS



## EMPLOYEE VOLUNTEERING POLICY & PROCEDURES

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endorsed by VA Board

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# **VOLUNTARY ACTION**

## **EMPLOYEE VOLUNTEERING PROCEDURES**

### **1. Policy Statement**

Voluntary Action wants to encourage its staff to undertake volunteering; recognising that each individual has the right to volunteer.

### **2. Purpose and Background**

A key part of Voluntary Action (VA) work is to promote good practice around volunteering. It is an essential part of this process that the organisation is, and is seen to be, a good role model of employer supported volunteering. It should also be noted that all our work is based on supporting local voluntary organisations and community groups.

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

This policy is in line with Voluntary Action's 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.<sup>1</sup>

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 decorating, painting, or gardening.

- Individual volunteering:

Employees who 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.

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<sup>1</sup> Taken from National Volunteering Compact Code of Good Practice 2005

### **3. Types of Volunteering cont.**

- Skills based volunteering:

A wide range of skills is 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.

- 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.

- 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 ESV**

Employer-supported volunteering is a three way partnership between employee, employer (Voluntary Action) and the organisation receiving the volunteer.

Benefits to Voluntary Action include:

- Improved reputation and credibility underlining the Volunteer Workout Project.
- 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.

#### **4. Benefits of ESV cont.**

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.
- Where time off with pay is approved, the amount payable per day will be the amount normally payable when an employee is taking annual leave.
- It is the responsibility of the receiving volunteer-involving organisation to obtain Criminal Records Bureau (CRB) checks where they are 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.
- To protect volunteers, the volunteer involving organisation must have an acceptable Volunteering Policy to ensure a positive volunteering experience.

This should include:

- 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. Receive appreciation for their efforts e.g. being welcomed at the start and thanked when finishing.
- IV. Have safe working conditions including being insured for the activities that they are being carried out.
- V. Be briefed and informed of their rights and responsibilities if something goes wrong.
- VI. Receive relevant out of pocket expenses.
- VII. Receive appropriate briefing and training.
- VIII. Be offered the opportunity for personal development.
- IX. 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 the employer, Voluntary Action**

- 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 is tracked it is also possible to track volunteering.

The form included is one of the suggested methods of tracking; it is also possible with some Human Resource Management (HRM) systems.

## 7. Record Keeping

Records will be kept as a means of tracking uptake, monitoring impact and include:

- Monetary value of volunteering guidelines
- **See Appendix 1**
- Monetary value of volunteering tracking form  
**See Appendix 2**
- Monetary value of in kind support record  
**See Appendix 3**
- Individual employee volunteering record  
**See Appendix 4**
- Employee volunteering feedback form  
**See Appendix 5**
- Receiving organisation feedback form  
**See Appendix 6**



## Appendix 1

### Monetary value of volunteering guideline

#### 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	£6.67	7	£75.04
e.g. marketing advice	Marketing professional	£18.86	10	£188.60
e.g. gardening	Agricultural worker	£8.00	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 the Office for National Statistics' Annual New Earnings Survey 2008.

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
Total value of project				£411.29		£1,957.55

## Appendix 3

### Monetary value of in-kind support

<b>Cost category</b>	<b>Details</b>	<b>Value</b>
Staff time	Pro rata salary	
Advertising	Cost of producing and placing paid-for adverts	£200.00
Recruitment	Printing leaflets, briefings, proposals etc	
Induction and training	Materials, refreshments, fees for external training	
Expenses	Travel and subsistence expenses (if applicable), refreshments provided on the day	
Supplies and equipment	Any materials, resources, equipment used solely for project	
Overheads	Rent and utility costs where buildings are maintained solely for volunteers, volunteer insurance etc	£1,000.00
Total for the year or project		£1,200.00



## Appendix 5

### Employee Volunteering Feedback Form

(With grateful thanks to The Midcounties Co-operative for the use of this 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.



Contact Name			
Community Group Name			
Telephone number		Mobile	
Email address			
Name of main contact			

### 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, who?	

**Employee Volunteering Feedback Form Cont.**



How did you hear about community/ employer supported volunteering?											
How satisfied were you with the Team Leader?	<table style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>☹</td> <td></td> <td></td> <td></td> <td>☺</td> </tr> </table>	1	2	3	4	5	☹				☺
1	2	3	4	5							
☹				☺							
How satisfied were you with the group of volunteers on the day?	<table style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>☹</td> <td></td> <td></td> <td></td> <td>☺</td> </tr> </table>	1	2	3	4	5	☹				☺
1	2	3	4	5							
☹				☺							
How satisfied were you with the final outcome?	<table style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>☹</td> <td></td> <td></td> <td></td> <td>☺</td> </tr> </table>	1	2	3	4	5	☹				☺
1	2	3	4	5							
☹				☺							
Are you likely to continue volunteering in some capacity and how will you do this?											
Did you 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?											

## Appendix 6

### Volunteering Feedback Form for Organisation receiving the support

(With grateful thanks to The Midcounties Co-operative for the use of this 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.



Contact Name			
Company Name			
Telephone number		Mobile	
Email address			
Name of main contact			

### Did the employer supported volunteers make a difference to your Organisation

How many people helped with the activity?	<ul style="list-style-type: none"> <li>• 1 – 5</li> <li>• 5 – 10</li> <li>• 10 – 15</li> <li>• 15+</li> </ul>				
Did the end result match the aim of the volunteering activity					
Did it improve community relationships and has it made a difference?					
Were the volunteers involved in the decision as to the activity that they were going to take part in?					
How did you hear about community/ employer supported volunteering?					
How satisfied were you with the Team Leader?	1	2	3	4	5
	☹				☺
How satisfied were you with the group of volunteers on the day?	1	2	3	4	5
	☹				☺
How satisfied were you with the final outcome?	1	2	3	4	5
	☹				☺

**Volunteering Feedback Form for Organisation receiving the support cont.**

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?	

