Volunteer Framework
September 2014
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1. INTRODUCTION
It is widely recognised that volunteering opportunities have a positive impact on individuals, organisations and the wider community. Volunteering can be a powerful driver of personal, social, economic, cultural and environmental change. It can empower people to fulfil their potential and acquire new skills and knowledge, to connect with others in a positive way but also build their capacity and creativity to contribute to the vibrancy of their own communities.

2. CONTEXT
The definition of a volunteer currently used by the Scottish Government is:

‘the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups or organisations, communities, environment and society at large. It is a choice undertaken by one’s own free will, and is not motivated primarily for financial gain or for a wage or salary.’

There is a well established history of volunteering within Scotland. The latest findings from the Scottish Household Survey (2012) highlight that 29% of adults, an estimated 1.3 million people, volunteered formally through an organisation or group in the previous year. This figure has remained relatively stable for the past 7 years. The survey also highlights that formal volunteers living in Scotland have contributed 162 million hours of help, which represents £2.6 billion to the local economy. The latest statistics from the East Ayrshire Residents Survey estimates that within East Ayrshire 8% of those interviewed volunteered in the previous 12 months.

Within East Ayrshire there is currently an active volunteering culture, including volunteering which supports the key themes of the Community Plan:

Well-being: Involvement in volunteering has been shown to have a positive impact on an individual’s mental health and well-being. In addition volunteers can contribute to improving the health of the most disadvantaged communities by developing an asset based approach to community development and supporting the delivery of key health themes.
Community Safety: Improving community safety is fundamental to promoting social inclusion and improving the quality of life for all. To be effective, any approach must involve communities both in identifying the issues of concern and in developing the solutions. Volunteers make a significant contribution to both these functions and can also help improve the opportunities available to those affected by issues of crime and community safety.

Economy & Skills: Promoting economic and community regeneration, and protecting and sustaining the environment are key to ensuring that communities are attractive and vibrant places to live, work and visit. There are a number of opportunities for volunteers to contribute to the sustainability of town centres and villages as well as helping to improve the local economy.

Education and lifelong learning are recognised as key mechanisms for empowering people to pursue ambitions in their personal, family, community and working lives. Within schools, volunteering forms a structured part of the Curriculum for Excellence and on leaving school a volunteer placement may provide an alternative positive destination. Volunteers can provide a range of support for the learning process, for example as literacy tutors, however, employees also have a reciprocal role to play in supporting people to develop the skills and confidence they require to play an active role in their local community. In relation to work, it is recognised that many individuals continue to experience a range of barriers to employment. Volunteering can provide a first step back to employment for many by providing opportunities for individuals to develop new skills, knowledge and experiences and provide an increased sense of self confidence.

East Ayrshire Council is committed to volunteering and acknowledges the vital contribution which volunteers make to the organisation and the wider community, as well as the benefits to the volunteers themselves. Although there is already an active volunteering culture within East Ayrshire Council, to date it has been managed by a range of different policies and guidelines and there is a need to develop an effective, efficient and consistent approach to volunteering across the organisation. This piece of work is being led by the Council’s Vibrant Communities team.

Taking a different approach to the challenge of changing times, the Vibrant Communities team, which was established in April 2013, delivers a range of services focused on developing sustainable communities and empowering local people. The team is working with communities to unlock the knowledge, skills
and experiences of individuals and harnessing the enthusiasm and talents that exist across East Ayrshire to make communities truly vibrant. A key aspect of this new service is to work with and support communities through volunteering opportunities whilst embracing diversity and promoting equality and inclusiveness.

Officers from the Vibrant Communities Service and the Community Planning and Partnership Unit regularly meet with East Ayrshire’s Third Sector Interface; Council for Voluntary Organisations East Ayrshire (CVOEA) and Volunteer Centre East Ayrshire. CVOEA’s focus is on supporting and developing a strong third sector while the Volunteer Centre’s focus is on promoting and developing volunteering by providing information and advice to individuals wishing to volunteer and by supporting a wide range of organisations wishing to engage volunteers.

Regular strategic meetings allow the Third Sector to:

- Operate at a more strategic level, ensuring appropriate representation in Community Planning and other strategic agendas
- Effectively inform policy making and decision making across the Partner agencies, in addition to the planning and delivery of local services
- Articulate what is needed by the voluntary sector and the communities it serves
- Monthly operational meetings facilitate discussions on progress to SOA outcomes and associated issues.

Specifically in relation to this Framework the Volunteer Centre provides ongoing training and support to council officers and refers volunteers to the Council; and CVOEA provides ongoing capacity building training to voluntary organisations.

3. PURPOSE OF THE FRAMEWORK
The purpose of this Volunteer Framework is to:

- set out a commitment to involving and supporting volunteers across Council departments
- acknowledge the vital contribution which volunteers make to the Council and the wider community, as well as the benefits to the volunteers themselves
• enhance the quality of the experience for existing volunteers
• develop a range of volunteering opportunities across Council services
• define the role of volunteering within the Council with regards to responsibilities, expectations and support
• act as a point of reference for all individuals concerned with the coordination of volunteer activity within the Council to help ensure consistency of processes and procedures
• ensure that volunteering opportunities within the Council embrace diversity and promote equality and inclusiveness
• ensure that anyone who wants to volunteer can do so readily and is provided with support and guidance where barriers to volunteering exist
• clarify the boundaries between paid employees and volunteers
• ensure that everyone within the Council, including Elected Members and leaders at all levels, know how and why individuals are involved, what kind of roles they play and what they can expect from the Council
• inspire departments and services within the Council who do not currently involve volunteers to consider doing so
• enable increased monitoring and governance to help demonstrate best practice
• encourage Elected Members and Council employees to volunteer within East Ayrshire

4. PRINCIPLES OF THE FRAMEWORK
This Volunteer Framework is underpinned by the following principles:

• **Choice:** Volunteering should be a choice made freely by an individual. In addition, volunteers need to be provided with a range of opportunities and roles that can accommodate differing needs, aspirations and lifestyles
• **Diversity and Inclusion:** Volunteering should be open to all no matter what their disability, gender, ethnic origin, sexual orientation, age, religion, background or economic circumstances. It is recognised that everyone has something to offer but that some individuals may require additional support to realise their full potential. The barriers that prevent some individuals from volunteering must also be addressed
• **Recognition:** Volunteers offer their time and skills without pay but can be rewarded in other ways for their contribution. The invaluable contribution made by volunteers should be formally or informally recognised
• **Quality:** Structures will be created that support a positive and high quality volunteering experience for all involved

• **Partnership:** East Ayrshire Council is committed to working in partnership with a range of stakeholders in order to share the knowledge, understanding and resources which will allow volunteering to realise its full potential

• **Appropriate Resourcing:** Volunteers offer their time and skills without pay however it is essential that the costs associated with the recruitment and appropriate support of volunteers is highlighted and adequate resources are identified.

5. DEFINITION OF A VOLUNTEER

The definition of a volunteer currently used by the Scottish Government is:

‘the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups or organisations, communities, environment and society at large. It is a choice undertaken by one’s own free will, and is not motivated primarily for financial gain or for a wage or salary.’

This definition encompasses both formal and informal volunteering. Formal volunteering refers to activities where unpaid help is undertaken through a group, club, charity or other organisation, to help others or to help a cause (e.g. within Local Authorities, NHS Boards, Community Councils, Local Sports Clubs or Uniformed Organisations). In contrast, informal volunteering refers to unpaid help given as an individual directly to people who are not relatives (e.g. checking on the welfare of an elderly neighbour), or as part of a wider community activity in response to an identified issue or need (e.g. care and maintenance of the local environment).

For the purpose of this framework, volunteers can be divided into two distinct categories: managed and non-managed volunteers.

The term managed volunteers refers to individuals who are recruited, supervised and supported by a named East Ayrshire Council employee and have been issued with a task description outlining the specific roles and responsibilities of the volunteer activity. Examples of Council services where there are currently managed volunteers include Vibrant Communities, Onsite Services and Road Safety.
The term non-managed volunteers refers to individuals who are currently active within East Ayrshire, either in a formal or informal capacity but are not recruited or supervised by a named East Ayrshire Council employee. Some non-managed volunteers may however receive support from a named East Ayrshire Council employee. Examples of services where there are currently non-managed volunteers include the Council’s ‘Pick a Park’ programme, local Sports Clubs, Community Councils, Church Groups and Charitable Organisations.

This framework applies specifically to Council managed volunteers however there is an expectation that where the Council is procuring services from, funding or promoting organisations involving volunteers there will be a commitment from those organisations to adhere to the principles outlined in this framework.

In addition to volunteering opportunities, the Council provides a range of employability opportunities including work experience placements, internships and modern apprenticeships.

6. RELATIONSHIP WITH EAST AYRSHIRE COUNCIL EMPLOYEES

East Ayrshire Council is committed to ensuring that:

- where volunteers are asked to work alongside paid employees, complementing and adding value to the work done by Council employees, there will be a clear distinction between the roles of volunteers and those of paid employees, to ensure that volunteering does not result in job substitution
- clear boundaries between employees and volunteers will be defined by providing task descriptions for volunteers that differ from job outlines/descriptions for paid employees
- volunteers will not be asked to take on tasks undertaken by employees or to work in ways which facilitate a decrease in paid employment
- volunteers will not be asked to do the work of paid employees during periods of industrial action; however at such times may choose to continue with their regular duties
- employees at all levels are clear about the role of volunteers within the organisation and good working relationships will be fostered between Council employees and volunteers
• training and support will be provided for Council employees working alongside and supervising volunteers
• volunteering opportunities will not impact on the recruitment of Modern Apprentices, interns or other employability opportunities

7. ORGANISATIONAL EXPECTATIONS OF VOLUNTEERS

Volunteers are expected to:

• carry out their volunteering role in accordance with the core values of East Ayrshire Council
• demonstrate a range of personal qualities including motivation, enthusiasm, honesty, reliability and commitment
• represent East Ayrshire Council in a professional manner as outlined in the Volunteer Code of Conduct
• comply with all Volunteer Policies and Procedures particularly in relation to Confidentiality, Data Protection, Incident Reporting, Use of Social Media, Health & Safety, Smoking in the Workplace, Customer Care and Equality & Diversity
• participate in induction sessions and training relevant to their volunteering role
• undertake their volunteering role at agreed times and when necessary, inform their named contact as soon as possible if they are unable to attend
• give adequate notice if they are unable to continue with their volunteering role
• raise any issues of concern relating to their volunteering role with their named contact
• where appropriate, commit to a minimum of 50 hours volunteering per year

East Ayrshire Council understands that volunteers may have other responsibilities, commitments or interests and as such will require flexibility in their volunteering role. Examples may include paid employment, caring for others or time off to pursue other activities. As far as is reasonably practical, employees will work with individuals to build flexibility into volunteering roles where required.
8. RECRUITMENT AND SELECTION

East Ayrshire Council’s Volunteer Handbook for Employees contains robust procedures to ensure an efficient, effective and consistent approach to the recruitment and selection of volunteers across all Council departments. It is committed to providing the best possible volunteer recruitment service and is working to remove any barriers to equality of opportunity at all stages of the process. This is done by incorporating the principles of the Council’s existing policies and procedures in relation to recruitment and selection and equal opportunities into equivalent Volunteer Policies, developed in conjunction with the Volunteer Centre East Ayrshire.

In order to widen participation in volunteering, recruitment and selection procedures are underpinned by a commitment to equality of opportunity, social justice and social inclusion. As such, volunteering opportunities will be open to all regardless of disability, gender, ethnic origin, sexual orientation, age, religion, background or economic circumstances. In addition there is a commitment to simplifying the recruitment process and seeking to address barriers which may prevent some individuals from applying such as low levels of literacy, concern about how a volunteering role could affect benefits claims, a criminal record, issues with providing appropriate referees or forms of identification for a PVG check, a drug or alcohol addiction or a mental health illness.

All volunteer opportunities will be advertised on www.myjobscotland.com as well as on the East Ayrshire Council website and via East Ayrshire’s Volunteer Centre. A number of other methods will be used to advertise volunteer opportunities to ensure that information is accessible to a wide range of individuals. Volunteer task descriptions will be completed which clearly define the roles and responsibilities associated with each individual volunteering opportunity. Volunteer Information Sessions will be held on a monthly basis to allow individuals to find out more about the volunteering opportunities available and where appropriate, shadowing sessions will be set up to allow potential volunteers to decide if the opportunity available is right for them. Where individuals are offered shadowing sessions they will be required to complete a Criminal Convictions Form prior to attending a session.

The process for applying for a volunteering role within East Ayrshire Council is as follows:

- complete an application form
• attend an informal interview
• whenever possible provide names and contact details for two reference requests, however in certain circumstances one reference request will be acceptable
• where required, become a PVG Scheme member, or if the individual is already a Scheme member complete a PVG Scheme Record Update (all costs associated with PVG checks for volunteers will be met by the Council)
• be subject to a Basic Disclosure check under the Baseline Personnel Security Standard (Public Sector Network Compliance) if using Council computer systems (all costs associated with these checks will be met by the Council)

Individuals applying for a volunteering role will have their applications dealt with as quickly as possible. If the Council is unable to accept an individual for a volunteering role, a full explanation will be provided.

9. INDUCTION AND TRAINING
Due to the diverse range of volunteering opportunities available across the Council, the induction and training provided for volunteers will vary depending on the nature of the role.

East Ayrshire Council will commit to providing all volunteers with:

• an induction programme which will be completed prior to an individual commencing with their volunteering role
• an ID Badge, and where appropriate a volunteer uniform, that they should wear when undertaking their volunteering role
• information regarding the storage of their personal information and clarification that this will only be accessed in a way that complies with data protection legislation
• a volunteer agreement which outlines what they can expect from the organisation and what the organisation expects from the volunteer. The volunteer agreement which will be signed by both parties is an agreement in honour only and is not intended to be a legally binding contract of employment. It can therefore be cancelled at any time at the discretion of either party
• relevant mandatory training and associated refresher courses as and when required (some mandatory training courses will require to be completed
prior to an individual commencing with their volunteering role). Volunteers will be paid out of pocket expenses when attending mandatory training courses.

- access to optional learning and development opportunities
- access to LearnPro, an e-learning platform which provides more accessible training and can be accessed from work, home, libraries, internet cafes and learning centres. E-learning minimises time away from front line delivery.

10. SUPPORT AND SUPERVISION
East Ayrshire Council is committed to providing ongoing support to volunteers. This ensures that:

- communication between the Council and volunteers takes place on a regular basis
- volunteers have the opportunity to express their views and ideas about their volunteering experience and contribute to decision making processes
- training and development needs are identified
- issues are dealt with efficiently and effectively
- service provision is enhanced

All volunteers will be provided with a named contact who will act as their supervisor for the duration of their volunteering experience. Individuals will require different levels of support depending on their experience and the nature of their volunteering role. As such, support and supervision may be provided in a number of ways including telephone, email and regular meetings. All employees who provide supervision to volunteers will hold an annual support and development review meeting to allow volunteers to identify any specific training or development needs they have and agree how these will be met.

Regular support and supervision ensures that any issues, areas of conflict or complaints by or about volunteers can be dealt with appropriately. This will be done by using Volunteer Policies and Procedures in relation to discipline, grievance, harassment & bullying and sickness absence management. Volunteers will also be made aware of the Volunteer Policy on whistleblowing should they wish to voice their concerns about circumstances or incidents they have come across during their work.
Support and supervision may highlight personal issues which volunteers are experiencing e.g. stress, anxiety, depression, bereavement or substance misuse. Where appropriate, volunteers will be signposted to relevant support services.

11. HEALTH AND SAFETY
East Ayrshire Council is committed to its responsibilities to ensure, so far as is reasonably practicable, the health, safety and welfare of volunteers and other persons who may be affected by the activities, operations or undertakings of volunteers.

The Council’s Corporate Health & Safety Policy outlines the responsibilities of both supervisors and volunteers in relation to their duty of care for their own safety and for that of others who may be affected by their acts or omissions. This includes information on the need for up to date risk assessments to be completed and communicated for all volunteering roles, the requirement for volunteers to undertake mandatory and refresher training and the procedures for reporting and recording incidents, accidents and near misses. All volunteers will be made aware of the content of this policy as part of their induction programme.

Whilst undertaking a volunteering role, individuals who are suitably and sufficiently trained are covered under East Ayrshire Council’s Public Liability Insurance.

12. RECOGNISING AND VALUING VOLUNTEERS CONTRIBUTIONS
East Ayrshire Council acknowledges the vital contribution which volunteers make and the positive impact that they have on both the organisation and the wider community.

Although no financial reward is given, there are a number of other ways in which East Ayrshire Council is able to demonstrate both formally and informally that volunteers input is appreciated and valued including:

- saying ‘thank you’ and providing positive feedback
- ensuring volunteers have the opportunity to express their views and ideas about their volunteering experience and contribute to decision making processes
• celebrating volunteer achievements at recognition events, in the local press, on the Council website and through social media
• nominating volunteers to become a Vibrant Communities Champion – a champion of their local community
• planning social events
• organising activities to mark National Volunteer Week
• nominating volunteers for local and national awards
• providing all volunteers with the opportunity to access the range of discounts already offered to paid employees
• ensuring that individuals are aware of the various award schemes which their volunteer hours may count towards
• introducing an East Ayrshire ‘Time Bank’, in partnership with the Council for Voluntary Organisations (CVO) which will provide a credit system for recording voluntary time offered and voluntary time received

13. WITHDRAWING FROM A VOLUNTEERING ROLE
East Ayrshire Council will respect an individual’s decision to withdraw from a volunteering role at any point in time. Volunteers leaving a role will be dealt with professionally by their named supervisor who will conduct a volunteer exit interview. This will provide the opportunity to discuss:

• the positive and negative aspects of the volunteering experience
• the reasons why the individual has chosen to withdraw from the volunteering role
• any help and support that the Council could provide for the future e.g. references or advice on how to move into another volunteering role, training or employment
• any areas within the power of the Council which would encourage the individual to continue volunteering e.g. more flexibility within the volunteering role, advice on childcare issues or volunteering whilst on benefits, additional training, more regular support and supervision or support with a personal issue
• ways in which the Council could improve the way in which they engage with volunteers and any ideas on how volunteering within the service could be improved

At the end of the volunteer exit interview the volunteer should be thanked for their input however if they have been with the service for a long period of time
and had a particularly valuable input it may be appropriate to mark their leaving in a more formal way.

Written confirmation will be sent to both the volunteer and any groups they have been involved with to make it clear that the relationship between the individual and the Council has ended. This is essential to ensure that groups know that the individual is no longer undertaking a volunteering role with East Ayrshire Council and to ensure that the individual is aware that they are no longer entitled to benefits such as out of pocket expenses and discounts. Individuals should also be asked to return their ID badge and uniform. Volunteer files should be updated accordingly.

Where a volunteer does not inform their named supervisor of their intention to withdraw from a volunteering role but simply stops attending, contact should be made either by telephone or by posting out an exit questionnaire.

East Ayrshire Council may withdraw a specific volunteering role at any time and volunteers should be made aware of this. In this situation, the Council will endeavour to provide individuals with as much notice as possible and where appropriate support them to find an alternative volunteering role.

Where an issue arises regarding inefficiency or negative behaviour by a volunteer or if a complaint is received regarding a volunteer’s conduct this will be dealt with following the principles of the volunteer policies and procedures in relation to discipline, grievance, harassment & bullying and sickness absence management.

14. INVESTMENT IN VOLUNTEERS

The development of volunteers is an investment for East Ayrshire Council and as such appropriate resources have been identified to develop capacity and enable volunteers to play a greater role within their community. Resources will be made available from individual operational budgets for recruitment, PVG checks, administration support, training, supervision, ID badges and where appropriate provision of volunteer uniforms. All volunteers who are suitably and sufficiently trained will also be adequately covered by East Ayrshire Council’s Public Liability Insurance whilst undertaking their volunteering role both within Council premises and in the community.

East Ayrshire Council values its volunteers and aims to ensure that there are no barriers to volunteer involvement. There will be a clear, consistent, accessible
and equitable process for volunteers to claim out of pocket expenses. Volunteers will be provided with clear information in advance regarding what expenses can be claimed and the process for making a claim. Advice and guidance will be provided to any volunteers who have concerns about how claiming volunteer expenses could affect their benefits claims.

15. CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility can be defined as: ‘corporate initiative to assess and take responsibility for an organisation’s effects on the environment and impact on social welfare’. It is a commitment made by an organisation to building a better society and may involve incurring short-term costs that do not provide an immediate financial benefit but instead promote social and environmental change. Corporate Social Responsibility can be achieved through existing practice within an organisation or through activities such as charitable donations or employer supported volunteering projects.

As part of the Council’s commitment to Corporate Social Responsibility, East Ayrshire Council is committed to promoting, supporting and encouraging the involvement of Elected Members and Council Employees in volunteering. This activity will be referred to as Employer Supported Volunteering.

Volunteering by Elected Members and Council Employees can:

- demonstrate active community involvement
- enhance the reputation of the Council through positive action and associated publicity
- help build stronger, more vibrant communities
- provide excellent opportunities for personal development and
- improve motivation and employee engagement

To facilitate involvement in volunteering by Elected Members and Council employees, volunteering will be embedded in the Elected Members Learning & Development Strategy and The Council’s Employee Review and Development (EAGER) and PRD processes.

In particular, volunteering will link to the key themes of Leadership Development and Community Leadership and Engagement in the Elected Members Learning & Development Strategy and the Leadership and Development themes of the Organisational Development Strategy.
By participating in volunteering our Members will help embed a culture of volunteering within the Council and our communities and demonstrate community leadership.

Within EAGER review meetings, managers assist employees to identify the knowledge, skills and experience they have gained through their job and their strengths and how best to utilise them in the workplace. Employees will be encouraged to either utilise, and thereby further strengthen, their knowledge, skills and experience to assist community or voluntary organisations (based in, or delivering services which contribute to the outcomes of the Single Outcome Agreement and Community Plan in, East Ayrshire) to achieve their outcomes; or undertake voluntary work which will enable them to gain and develop new knowledge and skills for their own personal development whilst, at the same time, contributing to the community through involvement in volunteering.

Addressing personal development through volunteering will be considered as a learning method during annual reviews and, where appropriate, will be recorded as the Development Activity selected in Elected Member and employee Personal Development Plans.

On request, and subject to the exigencies of the service, employees may be granted one day’s paid special leave per year where they may be released from their normal duties to volunteer within a community or voluntary organisation based within East Ayrshire or a national voluntary organisation delivering services within East Ayrshire.

Vibrant Communities will identify volunteering opportunities suitable for Employer Supported Volunteering from community and voluntary organisations and circulate these to Services with details of the knowledge, skills and experience required and the development opportunities to enable employees who volunteer to maximise their contribution and learning opportunity. The information will also be made available to Elected Members on the Councillors’ Portal.

Vibrant Communities will carry out the necessary checks to ensure that community and voluntary organisations have appropriate insurance cover in place to protect the organisation against claims made by volunteers in the event of injury due to the negligence of the organisation; and to protect the organisation and volunteers against liability claims due to alleged negligence on the part of the volunteers in carrying out their voluntary work.
Employees will also be made aware of other general volunteering opportunities which are available to them through a variety of methods including ewords, social media, pre-retirement courses and as part of the re-deployment process to enable employees to gain new skills and experience.

16. PARTNERSHIP WORKING
East Ayrshire Council is committed to working in partnership with key stakeholders to ensure an integrated approach to volunteer development that promotes joint working and the sharing of best practice. Stakeholders include, but are not limited to employees, volunteers, community groups, Community Planning Partners and Third Sector organisations.

In relation to the Third Sector, the Council will work closely with the Volunteer Centre and the Council for Voluntary Organisations (CVO) within East Ayrshire to ensure there is an effective, efficient and consistent approach to volunteer development across the authority. Specifically, the Council recognises the Volunteer Centre as the key co-ordinating and development body for volunteering within East Ayrshire and will support the work of this organisation in providing leadership in this area.

17. APPLICATION OF THE FRAMEWORK
The Vibrant Communities team will oversee the application of this Volunteer Framework and will provide practical support to the development of volunteering across East Ayrshire Council.

The Vibrant Communities team has achieved the Volunteer Friendly Award (www.volunteerfriendly.org.uk). This simple, user-friendly quality standard which supports, recognises and rewards groups who are good at involving and managing volunteers involves working through a checklist and demonstrating evidence of best practice. Employees from within the Vibrant Communities team will work to support other Council departments to achieve this award in the future.

A Handbook for Employees, a Handbook for Volunteers and Volunteer Policies, developed in conjunction with the Volunteer Centre East Ayrshire, will support the application of this framework in practice. Both handbooks will be available on East Ayrshire Council’s website.
18. MONITORING AND REVIEW

The Vibrant Communities team will undertake appropriate monitoring and evaluation of East Ayrshire Council’s Volunteer Framework. All volunteer activity will be captured in the Vibrant Communities Action Plan as high level performance indicators and will be recorded on the Council’s electronic performance management system (EPMS).

The Volunteer Framework and associated documentation will be reviewed in line with any changes in relevant legislation or organisational requirements.
FURTHER INFORMATION

For further information regarding volunteering within East Ayrshire Council please contact Vibrant Communities on 01563 576720 or email vibrantcommunities@east-ayrshire.gov.uk

This document is also available, on request, in braille, large print or recorded on to tape, and can be translated into Chinese, Punjabi, Urdu, Gaelic and Polish.

Ma tha sibh airson fiosrachadh fhaighinn ann an cànan sam bith eile, cuiribh brath thugainnaig an t-seòladh a leanas.

閩下如需要這份資料的其他語言版本，請透過以下的地址與我們聯絡。

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To request a copy in an alternative format please contact Vibrant Communities on 01563 578105 or email vibrantcommunities@east-ayrshire.gov.uk