



**Notice of a public meeting of
Decision Session - Executive Member for Culture, Leisure &
Tourism**

To: Councillor Ayre (Executive Member)

Date: Friday, 27 November 2015

Time: 3.30 pm

Venue: The Thornton Room - Ground Floor, West Offices
(G039)

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm on Tuesday 1 December 2015.**

*With the exception of matters that have been subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00 pm on Wednesday 25 November 2015.**

1. Declarations of Interest

At this point in the meeting, the Executive Member is asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which he might have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 2)
To approve and sign the minutes of the Decision Session held on 23 October 2015.

- 3. Public Participation**
At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so.

The deadline for registering is **Thursday 26 November 2015 at 5.00 pm.**

Members of the public may register to speak on :-

- an item on the agenda
- an issue within the Executive Member's remit;

Filming, Recording or Webcasting Meetings

Please note this meeting will be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at: https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf

- 4. Volunteering and the Council** (Pages 3 - 38)
This report outlines steps that the Council will take to promote volunteering and its benefits to staff and residents.

5. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officer:

Name- Judith Betts

Telephone No.- 01904 551078

Email-judith.betts@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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City of York Council

Committee Minutes

Meeting	Decision Session - Executive Member for Culture, Leisure & Tourism
Date	23 October 2015
Present	Councillor Ayre (Executive Member)

9. Declarations of Interest

The Executive Member was asked to declare any personal, prejudicial or disclosable pecuniary interests that he had in the business on the agenda. None were declared.

10. Minutes

Resolved: That the minutes of the Decision Session held on 18 September 2015 be signed and approved by the Executive Member as a correct record.

11. Public Participation

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

12. Registration Service - Service Delivery Plan 2015/17

The Executive Member considered a report which asked him to approve a specific Service Delivery Plan for Registration Services as required by the General Register Office (GRO) under the 'New Governance' system working.

The Executive Member made a few points in regards to the report.

He understood that the Council had to produce a Business Continuity Plan but there was no requirement to show the plan. He asked whether this was available on the Council's website. Officers confirmed that this was not available on the website but that regulations stated that they needed to confirm they had a Business Continuity Plan in place. The Executive Member asked if he could be sent a copy of the plan.

In regards to the customer targets he asked whether the 2016/17 figures were available yet.

Officers responded that they were generally hitting all the targets apart from the percentage of customers seen within 10 minutes of appointment time which was 99%.

Resolved: That the Service Delivery Plan as set out in Annex A be approved.

Reason: So that the Registration Service meets its obligations under the 'New Governance' arrangements.

Councillor Ayre, Executive Member

[The meeting started at 2.05 pm and finished at 2.10 pm].



**Decision Session: Executive Member for
Culture, Leisure and Tourism**

27 November 2015

Report of the Assistant Director (Communities, Culture & Public Realm)

Volunteering and the Council**Summary**

1. This report outlines steps that the Council will take to promote volunteering and its benefits to staff and residents. A number of recommendations are made with a view to developing the Council's approach to volunteering and encouraging its volunteering culture to flourish. This will benefit both volunteering within the authority and more widely within York's communities.

Recommendations

2. The Executive Member is asked to:
 - Adopt the new Volunteering Policy for City of York Council set out in Annex 2
 - Approve the Volunteer Managers' Network workplan set out in paragraph 14.
 - Agree to receive an update report on progress in 12 months' time

Reason: To ensure compliance with the York Charter for Volunteering and to enable the Council to offer and promote a strong volunteering culture for its employees and residents.

Background

3. York's Council for Voluntary Services report on, 'The State of the Sector 2015', tells us that more than 26,000 people regularly volunteer in York, giving up to 76,000 hours a week of support, ideas and inspiration to support hundreds of organisations and thousands of individuals across the city. The report estimated that the contribution of volunteers is worth, at the lower end, £17 million and the higher estimate stands at £40 million to the City of York.

The Council has a long history of engaging with the residents of York to offer volunteering opportunities that benefit both the individual and the corporate aims of the Council. Many departments offer a broad range of experiences from helping to look after green areas, to mentoring young people, from being a school governor to leading health walks. There are many examples of good practice and strong volunteer management in developing a volunteer culture.

Volunteer Managers' Network

4. The Volunteer Managers' Network meets quarterly and brings together officers from across the Council, who involve volunteers in their projects. The network enables volunteer managers to share good practice, address issues and concerns and run problem solving sessions with the aim to further develop council's volunteering programmes. Achievements of the Network include a number of initiatives to promote volunteering:
 - Promotion of the Council's employer supported volunteering scheme – to encourage council staff to volunteer;
 - Holding a number of staff volunteering fairs and displays at West Offices and Hazel Court– to make staff aware of volunteering opportunities across the city;
 - A Community Resilience event – to promote volunteering opportunities including Flood and Snow Wardens to residents;
 - Promoting the volunteer managers' training programme - to date over 30 council officers have accessed this training;
 - Production of a good practice guide on - 'Involving young volunteers' – to promote young people's involvement in volunteering;
 - For the last 2 years organising celebratory events as part of National Volunteers' Week. This year's event included 200 volunteers from 17 volunteer organisations who came together to learn about the different roles and celebrate the vast contribution they make to our city.
 - Evaluating the Council's current Volunteering Policy – to ensure that a strong volunteering culture is embedded in the authority;
 - Developing a webpage on the Council's website dedicated to volunteering – to actively promote volunteer opportunities within the council;
 - Production of a corporate volunteer handbook – to provide a consistent approach to managing volunteers;

- Development of an information bank containing fact sheets related to volunteering – to support volunteer managers in their role;
- A review of the equality profiling exercise – to help identify gaps in particular groups to help positively recruit ;
- Carrying out a Volunteer survey – to gain feedback from existing volunteers to help shape the development of future opportunities and improve current policies and practice.

York Charter for Volunteering

5. One of the Network's key achievements is gaining the York Charter Standard for Volunteering. This is a locally devised set of standards that provides a self assessment framework for developing and improving volunteering programmes. It is administered by York CVS who also provide resources in the form of templates, good practice examples and information from organisations such as Volunteering England in order to help each Charter signatory reach its standards and achieve the Charter Mark.
6. The Council signed up to the Charter in June 2012 to confirm its commitment to deliver effective volunteering programmes, increase volunteering across the city and ensure that its volunteers are properly supported and valued. The Council completed the self assessment between January and September 2014. Information outlining each of the Council's volunteering opportunities plus current practices were collated as part of the assessment and submitted to York CVS for a verdict in January 2015.
7. As a result the Council was awarded the Charter Standard which recognised the work to date. Feedback outlined a number of areas for the authority to work on, to further improve its volunteering experience. These include the need to:
 - Incorporate a section on benefits of volunteering in all volunteer role descriptions;
 - Formally adopt a volunteering policy for the City of York Council;
 - Reflect responsibility for volunteers in employee role descriptions;
 - Implement a consistent approach across teams in relation to the reimbursement of volunteer expenses;
 - Work on consistency in relation to provision of supervision and appraisal for volunteers.

An action plan will be formulated to address the above suggestions which will be delivered by the Volunteer Managers' Network.

Training and Development

8. Since February 2014 the Council's Workforce Development Unit in partnership with York CVS have delivered volunteer manager training for 32 officers from across the authority. The course gives clear guidance on good practice for volunteer management to ensure the experience is a positive one for all involved. Further courses are planned to take place through the corporate training offer.

Employer Supported Volunteering Scheme

9. In November 2012 the Council introduced a scheme to promote and encourage employees to volunteer. The scheme offers a day's leave, which is to be matched by a day of leave, for staff to take up a volunteering role. In the last staff survey carried out in 2013, results indicated that of the 1,428 people who completed the survey, 414 (29%) had been involved in some form of volunteering activity in the last 12 months, an increase of +4% since the previous survey carried out in 2011.

Engaging with Residents

10. The Council currently provides a range of volunteering opportunities for York residents which equates to 52 roles involving 1,780 volunteers. Examples include:

Environment: litter picker, gardener, snow warden, a tree warden - in order to create green, safe and attractive neighbourhoods with a real sense of community.

Children and Young People: Specialist Teaching team offers role model, mentor, befriender and training co-facilitator roles for those who wish help young people with special education needs and/or disabilities to understand who they are, build their self confidence and give them voice and control over support they are receiving. Youth and Community Development offers mentoring and youth club assistant opportunities for those who wish to support young people in York.

Sport and Active Leisure: The team offer volunteer cycle ride leader and health walk leader opportunities to help promote social interaction and improve health outcome.

Annex 1 contains the full list of volunteering opportunities currently offered by the City of York Council.

The Council's Volunteering Policy

11. In January 2011 the Corporate Management Team approved an interim volunteering strategy for the Council. It outlined how the Council could improve its policies in order to manage volunteers more effectively and describes the council's aspiration to encourage staff to volunteer. As outlined above, significant progress has been made since the interim strategy was developed and following consultation with the Council's human resources department and the Volunteer Manager's Network, and in the light of the issues raised in paragraph 7 above, a draft refreshed policy has been drawn up (see Annex 2).
12. The new volunteering policy provides a clear steer to the Council's volunteer managers and a uniform approach to volunteer management. It seeks to embed the York Charter for Volunteering principles in the day to day practice and brings together processes and procedures to support the Council's volunteering programmes. The policy's main features include the removing of barriers to volunteering to improve the understanding of the benefits of volunteering amongst all staff. Having robust systems in place supports not only the volunteers to have a positive experience but clear protocols for staff to follow.
13. By continuously improving our approach to the way the authority is engaging with volunteers the outcomes will be:
 - Explore alternative delivery models for council services utilising the skills of volunteers;
 - Increased volunteering impacts positively on the sense of community;
 - Staff and residents gain the benefits of volunteering from a social, wellbeing and self development perspective;
 - Positive impact on the client group, community, organisations, and environment of York;
 - Staff and residents having sense of achievement and opportunity to contribute to the city / community life;
 - Staff and residents having access to opportunities to develop or learn skills that could lead onto further education or employment.

The Way Forward

14. To ensure the Council continues to further develop its volunteering offer there are a number of work areas that will be developed and implemented by the Volunteer Managers' Network over the next 12 months – these include:
 - Based on the feedback from the Charter's self assessment, will look to implement suggested improvements set out in paragraph 7;
 - Continue to hold the Network meetings to ensure that volunteering is truly embedded within the organisation;
 - Promote the Policy to all staff to ensure standards are embraced;
 - Ensure that volunteering remains a high profile agenda in the city by continuing to support the annual York CVS volunteering conference, work in partnership with York CVS in relation to celebration and recruitment of volunteers, continuing as Board Member of York Cares and support projects such as YorZone website that encourages 11-18 year olds to take up volunteering opportunities;
 - Continue to offer Volunteer Manager Training for CYC staff;
 - Continue to promote the employer supported volunteering scheme;
 - Continue with equality profiling to direct our focus to engage with/promote our volunteering opportunities to those groups that are not participating, or are underrepresented.

Council Plan

15. In embedding the volunteering agenda within the authority and promoting opportunities for our residents, it clearly contributes to all corporate priorities:
 - A prosperous city for all
 - A focus on frontline services
 - A council that listens to residents

Implications

16. **Financial:** Potential financial implications in relation to reasonable out of pocket expenses provision for all Council volunteers.

17. **Human Resources:** HR have reviewed the volunteer policy to ensure that it provides relevant guidance to the council's volunteer managers to make sure that volunteers are supported in their volunteers experience with the council. The policy applies to volunteers and not council staff.
18. **Equalities:** Equality profiling of current council volunteer opportunities indicates that the take up from York's protected characteristics, (e.g. gender, age, minority ethnic, and faith) is under represented. The Council will therefore actively promote volunteering opportunities across York's communities of identity.
19. There are no legal, crime and disorder, information technology, property or other implications arising from this report.

Risk Management

20. There are no known risks associated with this report.

Contact Details

Author:	Chief Officer responsible:		
Michal Czekajlo Volunteer Co-ordinator	Charlie Croft, Assistant Director (Communities and Culture)		
Mary Bailey, Head of Communities and Equalities	Report Approved	✓	Date 18 November 2015
Specialist Implications Officers:			
Wards Affected:			All ✓
For further information please contact the author of the report			

Annexes

Annex 1 - List of current City of York Council volunteering opportunities

Annex 2 - Volunteering Policy for City of York Council

Annex 3- Community Impact Assessment

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Annex 1

List of current City of York Council volunteering opportunities

Service Area	Roles currently on offer
Children's Centres	Various roles across the city
Adult Learning	Adult Learning Support Assistant
Governor Support and Development Service	School Governor
Parents Mentoring	Parent Mentor
Young People's Services	Appropriate Adult
	Independent Visitor
	Community Panel Member
	Mentor for YOT (Youth Offending Team) and PSI (Personal Support and Inclusion) Service
	Youth Club Support
	Springboard Mentor
	Missing from care interviewer
Children's Rights Unit	Volunteer Advocate
Housing Services	Anti-Social Behaviour Panel Member
	Complaints Panel member
	Leaseholder panel member
	Service Inspector
	Tenant Scrutiny Panel member
Mental Health Community Recovery Team	Badminton activity volunteer
	Catering support volunteer
	Reception service volunteer
	Snooker group activity volunteer



	Sycamore House library volunteer
Mental Health Community Recovery Team	Wanderers group volunteer
	Volunteer photographic group support
Willow House	Volunteer for elderly residents
Sport and Active Leisure	Cycle ride leader
	Health walk leader
	Nordic walk leader
	York Ambassador
	HEAL (Health, Exercise, Activity, Lifestyle) Exercise Class Assistant - gym and circuits class suitable for people with a range of conditions
	HEAL Exercise Class Assistant – iCANmove (cancer rehabilitation class)
	HEAL Exercise Class Assistant – Neurological Seated Class
Communities and Equalities team	Friends of group member
	Volunteer snow warden
	Tree warden
	Volunteer litter picker
	Volunteer gardener
	Volunteer locking parks
Governance - Standards Committee	Independent person
Veritau/Internal Audit - Audit and Governance Committee	Independent person
Public Rights of Way	Public Rights of Way Surveyor
Trading Standards	Young test purchaser
SEND Advice, Information and Support Service (SENDIASS)	Advice, Information and Support volunteer



City of York Council

Volunteering Policy

Statement of intent

City of York Council has a long history of engaging with residents of York to offer volunteering opportunities that benefit the individual and the corporate aims of the council. Many departments offer a broad range of opportunities from help with looking after green areas, to stewarding at events, to mentoring.

As a signatory of the York Charter for Volunteering we make every effort to apply its principles and deliver high quality volunteering experience. The Charter is a locally devised set of standards that provides a framework for developing and improving volunteering programmes.

Charter principles:

Contribution	Volunteers are able to contribute to genuine achievements
Quality	The volunteer experience is of a high quality
Safety	Volunteers have a safe experience
Enjoyment	Volunteers are able to enjoy their experience
Value	Volunteers are valued and their contribution is properly recognised
Voice	Volunteers have a voice and all parties listen to one another
Equality	Volunteers are treated fairly, barriers to volunteering are removed and diversity is welcomed
Proportionality	Volunteer paperwork and procedures are kept to the minimum necessary for the role

We aim to increase volunteering to develop community involvement and resident skills. We want to remove barriers that residents and employees may have to volunteering.

Policy and Procedure

Purpose

For reasons of administration, safety and courtesy the council produces this volunteering policy and set of guidance procedures to enable a smooth relationship with volunteers.

This policy covers 'in-bound', i.e. people volunteering for positions within the council. For 'out-bound', i.e. council employees offering their time to other organisations (see the council's Employer Supported Volunteering commitment statement available on the intranet). For the purpose of this policy the Charter definition of volunteering has been adopted.

The definition:

'Volunteering is an act of freewill that involves spending time, unpaid, doing something that benefits both the individual undertaking the act and the people, organisations, or environment of York.'

This policy does not refer to anyone on work experience placement or/and university students undertaking an internship.

City of York council recognises the immense benefits that volunteers bring to the organisation and the links that volunteers can build between the organisation and the local community. In return the council hopes to give volunteers and opportunity to exercise their skills in a different environment and to undertake new experiences.

The council offers a range of volunteering opportunities which are detailed on the council website or appropriate media.

Identification of volunteering opportunities

When identifying volunteering opportunities a, needs assessment, will be carried out prior to establishing the volunteering role with consideration given to costs, resources required to facilitate it along with appropriate risk assessments.

All volunteering experiences will have a clear role description which will outline the expectations in terms of the volunteering experience for both the Council and the volunteer.

A volunteer is not an employee and will not have a contract of employment with the Council. The Council is not under any obligation to provide a volunteering opportunity nor is the volunteer under any obligation to take part in the council's volunteering opportunities.

Council employees managing volunteers will receive the necessary training to support them in their role as volunteer managers to ensure that volunteers have a quality experience.

Recruitment of volunteers

To ensure that the volunteering experience is appropriate for the volunteer, all volunteers are asked to complete a volunteer application form and will have an 'interview' appropriate to the role they propose to undertake.

Volunteer managers will ensure when recruiting volunteers:

- That the council's equal opportunities policies are followed;
- DBS checks (where applicable) are undertaken and references sought prior to the volunteer starting in the volunteering role;
- Where a match is deemed to be not suitable for either the volunteer or the council feedback will be offered and the volunteer will be signposted to other volunteering opportunities that may be more appropriate.

Expectations

Both parties will have expectations around the volunteering experience.

The council may expect volunteers to:

- be reliable and punctual;
- comply with relevant policies and procedures;
- follow the council's health and safety policies and procedures with a duty to take care of themselves and others who might be affected by their actions and not act outside their authorised area or work;
- report any accidents to the volunteer manager;
- be willing to participate in training relevant to the volunteering experience;
- inform their volunteer manager as soon as possible if they are unable to attend their volunteering session;
- inform their volunteer manager if they are unable to continue as a volunteer;
- raise any issues or concerns relating to their volunteer role;
- retain and produce evidence of agreed out of pocket expenses incurred whilst volunteering.

The volunteers may expect:

- to be assigned a named volunteer manager;
- an induction and training appropriate to the role;

- if they wish, supervision and informal appraisal for personal development;
- clarification of what is expected of them when undertaking the volunteering role;
- to be treated with respect and care;
- to be made aware of any policies applicable to the area that they are volunteering in;
- re-imburement of reasonable expenses agreed in advance which are incurred when undertaking the volunteering opportunity;
- to be given a copy of the council's volunteering handbook at the commencement of any volunteering experience. This handbook outlines for the volunteer key policies, procedures, and expectations around their volunteering experiences.

Responsibilities

All volunteer managers will be responsible for providing the volunteer with:

- guidance and training appropriate to the volunteering role including any specific instructions to ensure the health, safety and wellbeing of the volunteer;
- the necessary tools to carry out their role during the induction, or soon after;
- a trial period to allow both parties to assess whether the experience is a suitable opportunity or match.

Volunteer agreement

Where appropriate the volunteer manager may invite the volunteer to enter into a volunteering agreement.

The agreement will identify:

- the volunteer's role;
- the training that the volunteer is expected to undertake;
- the expenses that the council will pay to the volunteer;
- the insurance cover that will be provided for the volunteer; and
- who will supervise the volunteer

It is at the discretion of the volunteer manager to decide whether or not a volunteering agreement is necessary.

Insurance

The council will ensure that volunteers are covered by the appropriate liability insurance, cover for the agreed volunteering role. The volunteer manager will ensure that the insurance section has been notified prior to the volunteer starting in the role.

If driving as a volunteer

Any volunteers who will be transporting equipment or people using a vehicle provided by the council must have a valid driving licence. They will be covered by the council's insurance policy. Where the volunteer will be using his/ her vehicle, he/she must provide a copy of the vehicle's insurance policy. The volunteer must report any accidents through the course of their volunteering work to the volunteering manager. He / she must also report any motoring offences or police cautions to the council. The council will not pay any parking fines acquired by the volunteer.

Expenses

Service areas should set aside budget for reimbursement of reasonable expenses incurred by the volunteer when undertaking the volunteering opportunity.

References

Volunteers may request the council provides an appropriate reference in relation to the volunteering role they undertook with the council.

Complaints

If a volunteer experiences any issues during the course of volunteering, he/she should raise those concerns with the volunteering manager. Should the volunteer wish to raise a formal complaint the council's complaints procedure should be followed.

Equal opportunities statement

The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less favourable treatment on the grounds of a protected characteristic. The council welcomes and values the diversity (of age, disability, ethnicity, religion or belief, sexual orientation etc.) present in York and is committed to making volunteering opportunities accessible and responsive to the people and communities of York. Volunteer managers will endeavour to obtain equality monitoring information from their volunteers in order for the council to establish if people involved in its corporate volunteering projects are representative of York's communities. Knowing the volunteer's equality profile will enable the council to focus efforts on engaging under-represented groups that will lead to a more diverse volunteer pool.

Policy review

This policy will be reviewed on an annual basis by the council's Volunteer Managers Network.

SECTION 1: CIA SUMMARY

Community Impact Assessment: Summary

1. Name of service, policy, function or criteria being assessed:

CYC Volunteering Policy

2. What are the main objectives or aims of the service/policy/function/criteria?Background

In January 2011 the CYC Corporate Management Team approved an interim volunteering strategy for the Council. It outlined how the Council could improve its policies in order to manage volunteers more effectively and describes the council's aspiration to encourage staff to volunteer. Significant progress has been made since the interim strategy was developed and following consultation with the Council's human resources department and the Volunteer Manager's Network, a draft refreshed policy has been drawn up which accompanies this impact assessment.

The new volunteering policy aims to provide a clear steer to the Council's volunteer managers and a uniform approach to volunteer management. It seeks to embed the 'York Charter for Volunteering' principles in the day to day practice and brings together processes and procedures to support the Council's volunteering programmes

Equalities - This draft Policy actively promotes equality of opportunity to volunteering:

- 1)it has adopted the Charter for Volunteering principles ie 'Volunteers are treated fairly, barriers to volunteering are removed and diversity is welcomed'
- 2)It includes the CYC Equal Opportunities statement
- 3)Volunteer Managers are responsible for providing an Equal Opportunities statement in the pack for new volunteers
- 4) Volunteer** Managers will regularly obtain equality monitoring information from their volunteers so that the council can establish if people involved in its corporate volunteering projects are representative of York's communities. Knowing the volunteer's equality profile will enable the council to focus efforts on engaging under-represented groups that will lead to a more diverse volunteer pool.

ANNEX 3

3. Name and Job Title of person completing assessment:

Kay Bailey, Neighbourhood Manager

4. Have any impacts been Identified? (Yes/No)

Yes

Community of Identity affected:

All

Summary of impact:

The policy's main features include the removing of barriers (eg physical, perceived etc) to volunteering to improve the quality of the volunteering experience in all Council-led volunteering schemes. For example by regular equality profiling and incorporating the policy guidelines into everyday volunteer management. The Policy sets out procedures to enable a smooth relationship with volunteers covering the areas of equality, review, management etc All Communities of Identity should therefore be positively impacted as the policy sets out essential guidelines and principles which each service should incorporate into their volunteer management programmes. In order to help mitigate any negative impact the following actions will be incorporated:

- Updating the Council's volunteer managers' training materials to reflect the Policy
- Briefings in Volunteer Managers' Network meetings
- Briefing for the CYC Volunteering Champion
- Volunteer roles can demonstrate that they are accessible to all
- Volunteering is actively promoted across Communities of Equality in York.

5. Date CIA completed: 16 November 2015**6. Signed off by:**

ANNEX 3

7. I am satisfied that this service/policy/function has been successfully impact assessed.

Name: Mary Bailey

Position:

Date:

8. Decision-making body:

Date:

Decision Details:

Send the completed signed off document to ciasubmission@york.gov.uk It will be published on the intranet, as well as on the council website.

Actions arising from the Assessments will be logged on Verto and progress updates will be required

Community Impact Assessment (CIA)

Community Impact Assessment Title:

What evidence is available **to suggest that the proposed service, policy, function or criteria could have a negative (N), positive (P) or no (None) effect** on quality of life outcomes? (Refer to guidance for further details)

Can negative impacts be justified? **For example: improving community cohesion; complying with other legislation or enforcement duties; taking positive action to address imbalances or under-representation; needing to target a particular community or group e.g. older people.** NB. Lack of financial resources alone is NOT justification!

Community of Identity: Age

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>1) Equality Profiling was carried out by service areas in 2014 who take on volunteers across the Council. Equality profiling of current council volunteer opportunities indicates that take up from York's protected characteristics, (e.g gender, age, minority ethnic, and faith) is under represented.</p>	<ul style="list-style-type: none"> •Access to services and employment •Longevity •Health, •Education •Productive and valued activities •Identity, expression and self-respect 	Positive	Positive

ANNEX 3

<p>2) The Council's Equality Advisory Group has made reference in its meetings to the important role that volunteering plays for people from a community of identity and that Council services need to consider how they make their roles accessible to all.</p> <p>The Council's duty under the Equality Act states that the local authority must not discriminate based on a protected characteristic.</p>				
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.</p>	N/A	<p>The council will actively promote volunteering opportunities across York's communities of identity. The approach will be cascaded from the Volunteer Managers Network.</p> <p>By introducing The Policy the volunteer experience will be enhanced, however volunteering by its nature is something that is not enforceable and therefore all</p>		

ANNEX 3

<p>Volunteer roles are not always accessible to young people</p>		<p>residents have the option not to volunteer. The Policy ensures that the volunteer and volunteer manager experience is managed without prejudice and is accessible at the point of entry.</p> <p>The policy has incorporated standards and principles which all volunteer managers must adhere to in the induction of new volunteers.</p> <p>The Volunteer managers network will be a source of information and support to volunteer managers across the authority eg training and advice</p> <p>The Council wants to actively promote volunteering for the under 18s and a guidance document 'Involving young volunteers – good practice guidance' was produced with York CVS to support service areas to develop and adapt roles for young people.</p>		
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ANNEX 3

Community of Identity: Carers of Older or Disabled People

Community of Identity: Carers of Older or Disabled People					
Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)		
<p>As above</p> <p>The Council's duty under the Equality Act states that the local authority must not discriminate based on a protected characteristic.</p>	<ul style="list-style-type: none"> •Access to services and employment •Longevity •Health •Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning. •Productive and valued activities, •Individual, family and social life. •Identity, expression and self-respect, 				
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date	
<p>The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.</p>	<p>N/A</p>	<p>The policy's equality opportunities statement :The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less favourable treatment on the grounds of a protected characteristic.</p>			

ANNEX 3

		Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.		
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Community of Identity: Disability

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>As above</p> <p>The Council's duty under the Equality Act states that the local authority must not discriminate based on a protected characteristic.</p>	<ul style="list-style-type: none"> •Access to services and employment •Longevity •Health, including both well-being •Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning. •Productive and valued activities, such as access to employment, a positive experience in the workplace, work/life balance, and being able to care for others. •Individual, family and social life, including self-development, having 	<p>Positive</p>	<p>Positive</p>

ANNEX 3

		<p>independence and equality in relationships and marriage.</p> <ul style="list-style-type: none"> •Participation, influence and voice, •Identity, expression and self-respect. 		
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.</p> <p>Volunteering roles may not be accessible to disabled volunteers.</p>	N/A	<p>The policy's equality opportunities statement: The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less favourable treatment on the grounds of a protected characteristic.</p>		

ANNEX 3

		Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.		
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Community of Identity: Gender

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Volunteer equality profile 2014-15 does not currently reflect the structure of the York community, as there is significantly higher number of female volunteers (64%) and only (36%) male volunteers. Census statistical information for York shows females at 51.4% and males at 48.6%.</p> <p>The Council's duty under the Equality Act states that the local authority must not discriminate based on a protected characteristic.</p>	<ul style="list-style-type: none"> •Access to services and employment •Health, including both well-being •Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning. •Productive and valued activities. •Individual, family and social life •Participation, influence and voice, including participation in decision-making and democratic life. •Identity, expression and self-respect 	P	P

ANNEX 3

Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.	N/A	<p>The policy's equality opportunities statement: The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less favourable treatment on the grounds of a protected characteristic.</p> <p>Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.</p>		

Community of Identity: Gender Reassignment

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
As above	<ul style="list-style-type: none"> •Access to services and employment •Health, including both well-being •Education, including both being able to be creative, to acquire skills and 	p	p

ANNEX 3

		<p>qualifications and having access to training and life-long learning.</p> <ul style="list-style-type: none"> •Productive and valued activities, •Individual, family and social life, •Participation, influence and voice, including participation in decision-making and democratic life. •Identity, expression and self-respect, 		
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.	N/A	<p>The policy's equality opportunities statement: The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less favourable treatment on the grounds of a protected characteristic.</p> <p>Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.</p>		

ANNEX 3

Community of Identity: Marriage & Civil Partnership

Community of Identity: Marriage & Civil Partnership				
Evidence	Quality of Life Indicators		Customer Impact (N/P/None)	Staff Impact (N/P/None)
As above	<ul style="list-style-type: none"> • Access to services and employment • Health, including both well-being • Education • Productive and valued activities, such as access to employment, a positive experience in the workplace, work/life balance, and being able to care for others. • Individual, family and social life • Participation, influence and voice, including participation in decision-making and democratic life. • Identity, expression and self-respect, 		p	p
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.	N/A	The policy's equality opportunities statement: The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less		

ANNEX 3

	<p>favourable treatment on the grounds of a protected characteristic.</p> <p>Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.</p>		
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Community of Identity: Pregnancy / Maternity

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
	<ul style="list-style-type: none"> •Access to services and employment •Health, including both well-being •Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning. •Productive and valued activities, •Individual, family and social life, including self-development, having independence and equality in relationships and marriage. •Participation, influence and voice, including participation in decision- 	p	p

ANNEX 3

		making and democratic life. •Identity, expression and self-respect,		
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.	N/A	<p>The policy's equality opportunities statement: The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less favourable treatment on the grounds of a protected characteristic.</p> <p>Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.</p>		

ANNEX 3

Community of Identity: Race

Community of Identity: Race				
Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)	
	<ul style="list-style-type: none"> •Access to services and employment •Health, including both well-being •Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning. •Productive and valued activities, such as access to employment, a positive experience in the workplace, work/life balance, and being able to care for others. •Individual, family and social life, •Participation, influence and voice, including participation in decision-making and democratic life. •Identity, expression and self-respect, including freedom of belief and religion. 	p	p	
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

ANNEX 3

<p>The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.</p>	<p>N/A</p>	<p>The policy's equality opportunities statement: The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less favourable treatment on the grounds of a protected characteristic.</p> <p>Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.</p>		
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Community of Identity: Religion / Spirituality / Belief

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
	<ul style="list-style-type: none"> •Access to services and employment •Health, including both well-being •Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning. •Productive and valued activities, such as access to employment, a 	<p>p</p>	<p>p</p>

ANNEX 3

		<p>positive experience in the workplace, work/life balance, and being able to care for others.</p> <ul style="list-style-type: none"> •Individual, family and social life, including self-development, having independence and equality in relationships and marriage. •Participation, influence and voice, including participation in decision-making and democratic life. •Identity, expression and self-respect, including freedom of belief and religion. 		
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.</p>	<p>N/A</p>	<p>The policy's equality opportunities statement: The council is committed to equality and aims to ensure that no volunteer involved in the council's volunteering projects receives less favourable treatment on the grounds of a protected characteristic.</p>		

ANNEX 3

		Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.		
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Community of Identity: Sexual Orientation

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>The national Census has not asked people to define their sexuality so there is no definitive figure available on York's population. The CYC Volunteers equality profile 2014-15 which did ask the question, showed that individuals from a spectrum of sexual orientation are participating in our volunteering programmes.</p>	<ul style="list-style-type: none"> •Access to services and employment •Health, including both well-being and access to high quality healthcare. •Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning. •Productive and valued activities, such as access to employment, a positive experience in the workplace, work/life balance, and being able to care for others. •Individual, family and social life, including self-development, having independence and equality in relationships and marriage. 	<p>p</p>	<p>p</p>

ANNEX 3

		<ul style="list-style-type: none"> •Participation, influence and voice, including participation in decision-making and democratic life. •Identity, expression and self-respect, 		
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
The Policy sets out principles and guidance procedures to enable a positive relationship with volunteers and a safe and meaningful volunteer experience.	N/A	<p>The policy’s equality opportunities statement: The council is committed to equality and aims to ensure that no volunteer involved in the council’s volunteering projects receives less favourable treatment on the grounds of a protected characteristic.</p> <p>Volunteer Managers have been consulted on in the production of the draft policy document and will need to ensure that is put into practice as part of their volunteer manager role.</p>		