

ANGUS COUNCIL

SOCIAL WORK AND HEALTH COMMITTEE – 13 JANUARY 2015

ANNUAL REPORT ON VOLUNTEERING WITHIN PEOPLE DIRECTORATE

1. BACKGROUND

The People Directorate continues to recognise the valuable role played by volunteers across Angus. One hundred and three active volunteers are significantly involved in the lives of an increasing number of service users and they offer a level of support which complements the varied professional roles provided by social workers and care managers. The support they offer ranges from providing transport and visiting day centres to personal befriending for service users living at home within the community.

The principles of the Angus Volunteering Strategy are firmly embedded within the People Directorate voluntary service. This helps ensure that volunteering enhances the lives of service users whilst simultaneously providing benefits to the volunteers themselves, many of whom frequently express a sense of fulfilment in their role. Many volunteers have developed additional skills and feel that their role within the People Directorate has assisted their own personal development.

2. SIGNIFICANT INFORMATION

Volunteers are recruited in partnership with Volunteer Centre Angus. This ensures we provide standardised induction for those who desire a volunteering opportunity and it helps to reinforce the principles of volunteering. Whilst it has been encouraging to note the increased level of interest in volunteering, it has been equally important to balance the volume of enquiries with the ability to match volunteers with service users and to ensure the quality of the service is not compromised.

The volunteer driver service continues to expand and there is a large group of 40 dedicated volunteers who have, during 2012-13, collectively covered over 606,000 miles transporting service users across Angus and beyond.

The People Directorate is committed to the investment in volunteering and continues to demonstrate a high regard for volunteers. The service has clear objectives which focus on good customer care. It is fully recognised that it is vital to offer appropriate support to volunteers who are directly involved in enhancing the lives of service users, many of whom are at a high risk of disadvantage or exclusion. The provision of clear guidance on volunteer roles and responsibilities, in addition to the provision of individual support, has been welcomed by both volunteers and staff. The People Directorate volunteers continue to make a significant contribution to the social inclusion of some of the most vulnerable people in Angus.

The People Directorate Voluntary Service Annual Report is appended to this report. A copy has also been placed in the Information Hub.

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List of Appendices: Voluntary Services Annual Report 2013-14