



**PEOPLE DIRECTORATE
VOLUNTARY SERVICES**

**ANNUAL REPORT
2013 - 2014**

CONTENTS

PAGE NO

1.	Introduction	3
2.	Description of Service Area	3
3.	Key Achievements	3
4.	Recommendations	4
5.	Performance Information	5
6.	Compliments & Complaints	5
7.	Customer Engagement	5
8.	Conclusion	5

Appendices

Statistics 2008-2013	7-12
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1. Introduction

The People Directorate Voluntary Service provides, co-ordinates and supports volunteers to assist social workers and care managers in delivering a high quality service across Angus. The service employs two full-time members of staff, the Voluntary Services Co-ordinator and Voluntary Services Assistant and is based at St Margaret's House, Orchardbank Business Park, Forfar.

New volunteers are recruited via Voluntary Action Angus and they also provide the mandatory induction training covering topics such as confidentiality, personal safety and protecting people. Volunteers are then interviewed by the Voluntary Services Co-ordinator and receive guidance on their role and an outline of expected practices within Angus Council. Once registered and approved, the volunteer is matched to a suitable placement. The service currently manages 40 volunteer drivers and 63 dedicated befrienders.

2. Description of Service Area

Support for the 40 volunteer drivers is managed directly by Voluntary Services. Over 400 journeys are carried out each week by the drivers who take children to school each day and transport protected adults to day care or other community activities. This committed group of volunteers are available 7 days a week with 38% of journeys taking place out of office hours.

The other group of 63 volunteer befrienders are dedicated individuals who offer assistance at residential and daycare units and offer support within the community. Within a variety of residential and day care establishments they help staff to serve tea, play board games and chat to service users. Other volunteers provide quality time and companionship to those who may have limited family support and they often help service users get out into the community and participate in local activities. These volunteers are supervised and supported by mainstream staff and Voluntary Services provide advice and support to staff who work with these volunteers.

Volunteering has many positive benefits. Not only does it enhance the life quality of the service user but we recognise that it also provides the volunteer with a sense of satisfaction and fulfilment.

3. Key achievements 2013/14

- Improved communication and networking with staff through attendance at team meetings and visits to units within the People Directorate Social Work service.
- Informed new staff about the service of volunteers at the graduate induction programme in September 2013. This input will be replicated in future years and assists new graduates in their understanding of the volunteer's role.
- Enhanced performance information; key standard information has been gathered to assist service improvement.

- Successful pilot of focus groups in summer of 2013, providing support and guidance to volunteer drivers and identifying areas for improvement, (for example, updated list of volunteers provided for Out of Hours Service and guidelines provided for social workers to improve the quality of the hand-over of children being transported at end of 'contact' meetings.
- Protecting People training offered to all volunteers in 2013 –44% attended.
- Regular volunteer newsletter and news updates issued to volunteers and staff.
- Recognition of volunteers' commitment at the annual volunteer event in June attended by Provost and Convener.
- Good partnership working with Voluntary Action Angus - quarterly meetings and regular liaison.
- More volunteers matched into placements, with 22 made during the year.
- Volunteer forms updated.
- Service user survey completed in September 2013 [see section 7. Customer Engagement/Feedback].
- Three young volunteers recruited to plan and facilitate a drama group based on 'Bullying' for children with learning disabilities - target completion date was June 2014.
- More young volunteers recruited in Forfar area to work with children with disabilities.

4. Recommendations for Action in 2014/15

- More young volunteers to be recruited to work with children with disabilities in areas outwith Forfar.
- Voluntary Services staff to shadow volunteer drivers to improve understanding of their role and monitor effectiveness.
- Review and update service standards for Voluntary Services.
- Retention of volunteers - monitor new recruits, ensuring support is provided with regular contact and reviews.
- Pilot study to follow-up a group of new volunteers to assess their journey and experience.
- Befriending training to be offered to volunteers.
- Update volunteer handbook and staff guidelines.

5. Performance Information

Throughout 2013/14, 103 volunteers were supported by the service.

An average of 270 children and 46 adults are transported every week with 425 journeys undertaken by volunteers per week. Volunteer driver expenses amounted to £272,900, which is a reduction of 4% from the previous year despite requests having increased by 10% over the year.

80% of all transport is for Children Services.

73% of volunteers (other than drivers) are supporting Adult Services.

67% drivers carried out over 10,000 miles/year and 28% over 20,000 miles/year.

45% of volunteers have 6 years' service or more. 16% have 11 years'+ service.

Three Protecting People training sessions were held during the year attended by 52 volunteers.

6. Complaints and Compliments

One complaint was raised by a Team Manager in Children's Services at the end of 2013 relating to the service. On investigation, human error was to blame and an apology extended and accepted.

Voluntary Services regularly receives compliments from service users and staff who use the resource. During 2013/14, six compliments were recorded, four regarding the conduct of individual volunteers and two regarding the delivery of the service.

7. Customer Engagement/Feedback

A service user survey was carried out to monitor the effectiveness of volunteers. A focus group took place with adults with learning disabilities to gather opinions on their use of the service. Additional responses were received from other social work services.

The responses confirmed that 100% of service users were aware they get valuable help from volunteers and 81% were happy with the help they receive. Of the respondents, 73% have had help from volunteers for over six months. In general, the respondents said volunteers have helped them to trust other people, increased their self confidence and helped them to take part in local activities.

8. Conclusion

The annual report on volunteering outlines the strength and development of the role of volunteers within People Directorate.

Volunteers are significantly involved in enhancing the lives of a number of service users within Angus. The annual report analyses the key elements of the service and is underpinned by the principles of the Angus Volunteering Strategy. This contributes to meeting targets of our Single Outcome Agreement. The report notes the importance of continued investment in volunteering to assist in the provision of support to the citizens of Angus.

PEOPLE DIRECTORATE

VOLUNTARY SERVICES

as at 31 March 2014



Table A Number of Volunteers 2008 - 2014

	2008/09			2009/10			2010/11			2011/12		
	Drivers	Other	Total	Drivers	Other	Total	Drivers	Other	Total	Drivers	Other	Total
Active Volunteers	45	64	109	48	72	120	47	59	106	46	69	115
On hold/Not placed	7	9	16	6	27	33	3	22	25	2	14	16
Totals	52	73	125	54	99	153	50	81	131	48	83	131
New volunteers	9	21	30	8	40	48	2	32	34	3	30	33
Volunteers ceased	9	31	40	6	14	20	6	50	56	5	28	33

*estimate

	2012/13			2013/14		
	Drivers	Other	Total	Drivers	Other	Total
Active Volunteers	43	58	101	39	54	93
On hold/Not placed	0	17	17	1	9	10
Totals	43	75	118	40	63	103
New volunteers	1	26	27	2	19	21
Volunteers ceased	6	34	40	5	31	36

Table B Requests for Volunteers

	08/09 Driver	Vols	09/10 Driver	Vols	10/11 Driver	Vols	11/12 Driver	Vols	12/13 Driver	Vols	13/14 Driver	Vols
No of Requests	1686	20	1629	18	1557	24	1521	9	1444	30	1587	35
Unmet Requests	20	13	7	6	0	6	1	7	3	6	3	14

Table C Number of Requests for Transport each month

Month	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
April	134	162	155	110	130	124
May	123	125	149	117	117	131
June	138	165	141	111	112	123
July	143	97	94	127	73	132
August	188	124	150	150	140	153
September	129	137	126	150	96	138
October	141	162	137	109	111	149
November	114	139	91	111	134	144
December	148	146	149	125	124	124
January	140	123	111	130	135	137
February	133	118	113	120	132	132
March	155	131	141	161	140	100
TOTAL	1686	1629	1557	1521	1444	1587

Table D Transport Costs

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
COSTS	£326,553	£312,343	£270,088	£299,267	£284,409	£272,900
Mileage	816,382	780,857	675,220	665,037	632,020	606,446

Table E Breakdown of Transport Costs 2008-2014

	Childcare	OP/MH	LD	Total
2008/2009	£276,657 84.7%	£26,857 8.2%	£23,039 7.1%	£326,553
2009/2010	£263,237 84.3%	£26,318 8.4%	£22,788 7.3%	£312,343
2010/2011	£225,362 83.4%	£26,436 9.8%	£18,290 6.8%	£270,088
2011/2012	£248,286 83%	£27,168 9%	£23,813 8%	£299,267
2012/2013	£223,327 78.5%	£34,886 12.25%	£26,196 9.25%	£284,409
2013/2014	£218,447 80%	£33,097 12%	£21,356 8%	£272,900

Table F Non Transport Volunteering Expenses

Year	Childcare	OP/MH	LD	Total
2008/2009	£1085.08	£176.00	£700.73	£1961.81
2009/2010	£453.85	£220.12	£413.74	£1087.71
2010/2011	£398.32	£435.60	£375.75	£1209.67
2011/2012	£198.73	£27.00	£187.10	£412.83
2012/2013	£73.33	£273.30	£162.00	£508.63
2013/2014	-	£753.35	£297.90	£1,051.25

Table G Reasons volunteers stopped volunteering

	Drivers	Others
Did not start/didn't enjoy it	1	4
Full time employment	1	4
University/College	-	3
Family commitments	2	2
No longer available/Stopped/No Response	-	11
Moved away	-	3
Death	-	2
Retired	1	1
No support from staff	-	1
Total	5	31

Mileage carried out by drivers

Mileage	No of Drivers
Over 25,000	4
20,000 - 25,000	8
15,000 – 20,000	10
10,000 – 15,000	7
5,000 – 10,000	5
Under 5,000	9
Total	43

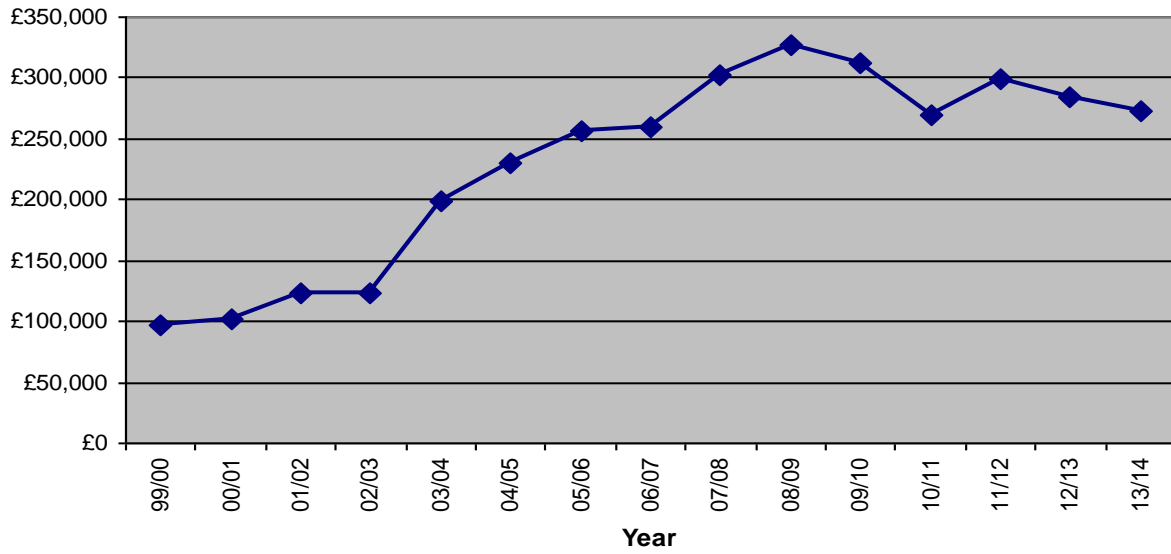
Volunteer by Activity

Type of Placement	No of Volunteers
Drivers	39
Adult Resource Centre Support	14
Residential Support	13
Daycare Support	1
Befrienders (Adult)	14
Befriender (Young Person)	8
Group Activity	4
On Hold/Not Placed	10
TOTAL	103

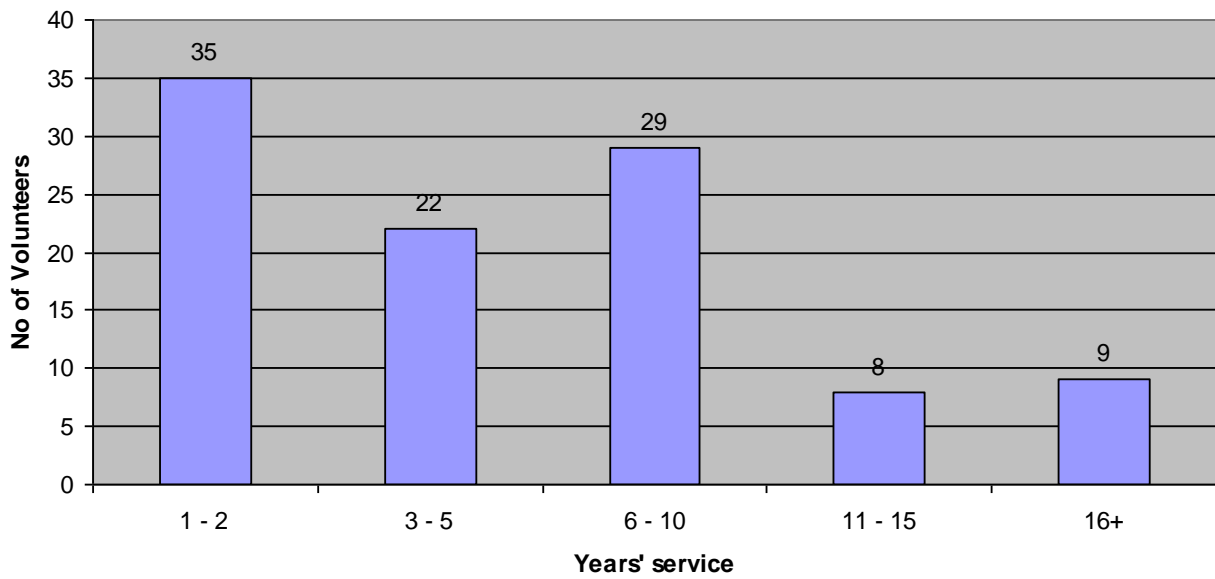
Volunteers by Area

Area	Drivers	Other Volunteers	Total
Arbroath	6	20	26
Brechin	5	2	7
Carnoustie	5	6	11
Forfar	7	17	24
Kirriemuir	9	6	15
Luthermuir	2	-	2
Monifieth/Dundee	2	2	4
Montrose	4	10	14
TOTALS	40	63	103

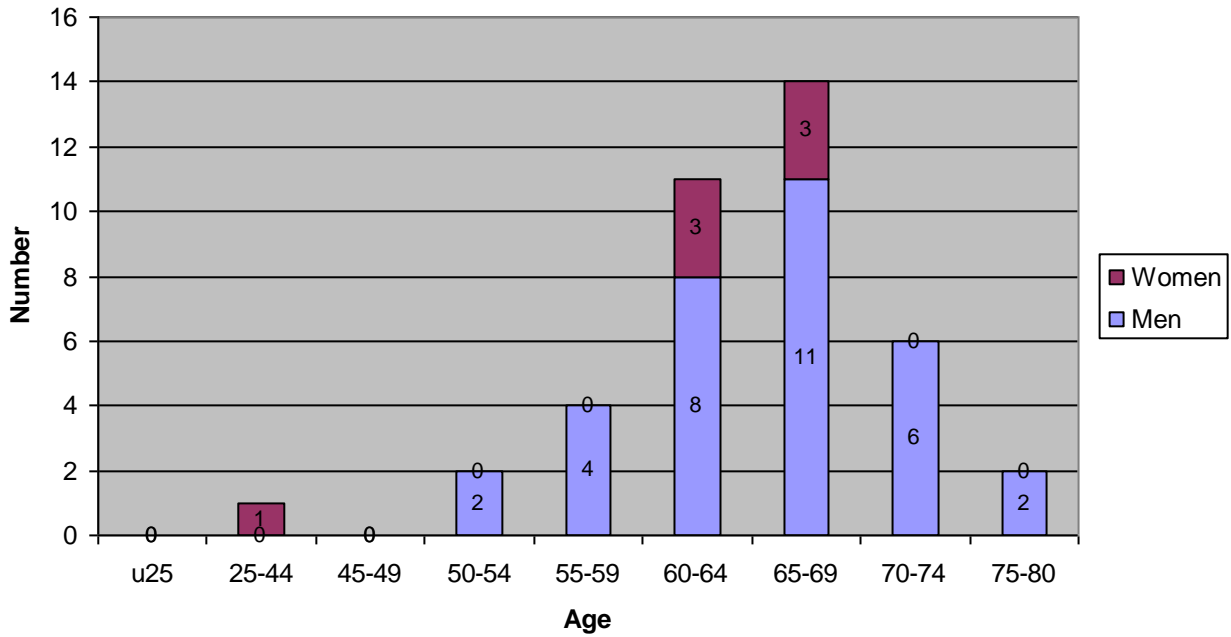
VOLUNTEER DRIVER COSTS



Volunteers' Length of Service as at 31 March 2014



AGE AND GENDER
Volunteer Drivers as at March 2014



AGE AND GENDER
Volunteers as at March 2014

