

**ANGUS COUNCIL**

**SOCIAL WORK AND HEALTH COMMITTEE – 11 AUGUST 2015**

**PROGRESS REPORT ON THE ANGUS COUNCIL VOLUNTEERING SERVICE**

**1. BACKGROUND**

This schedule provides information to members with regard to volunteer services in the People Directorate. The report highlights the content of the Voluntary Services Annual Report. It identifies the valuable role played by volunteers and reinforces the promotion of community engagement, empowerment and social responsibility within Angus.

**2. SIGNIFICANT INFORMATION**

The People Directorate continues to recognise the valuable role played by volunteers across Angus. At present, eighty-two 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 service delivery of the People Directorate Voluntary Service. In particular, it strives to 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.

The recruitment of volunteers is commissioned via Voluntary Action Angus. (The cost to the Council to recruit and train volunteers for social work services in 2015-16 is £12738.) This partnership ensures we provide standardised induction for those who desire a volunteering opportunity and it helps provide an opportunity to reinforce the fundamental 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.

In addition, the volunteer driver service continues to provide an excellent service with a dedicated group of 36 volunteers who, during 2014-15, have covered over 562,000 miles, transporting service users across Angus and beyond.

The People Directorate is committed to an investment in volunteering and continues to demonstrate a high regard for volunteers. The service has introduced 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 promoting 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.

**3. REPORT AUTHOR**

This report and associated schedules have been compiled by George Bowie, Head of Adult Services, who can be contacted by emailing [People@angus.gov.uk](mailto:People@angus.gov.uk).