

City Commons - Volunteer Strategy & Improvement Plan 2013

Criteria	What do we do?	How do we do it?	When do we do it?	Who is involved? (Staff)	Examples of best practice	Room to Improve
Involving volunteers in the management of our sites, as a two way process, which benefits both the open spaces and local communities.	Practical vols, wildlife vols, livestock checkers, consultative committee members	Task days. Meetings x2 year. Livestock rota, wildlife programmes / surveys.	Weekly / monthly, moving to 6 committee meeting, daily summer, weekly summer.	Rangers Management team Project team	Volunteer leadership training. Participation in local decision making. Livestock – room to expand across the Division. Grassland ID course.	<ul style="list-style-type: none"> • Roll out more volunteer leader training. ✓ • Increase number of consultative committee meetings that volunteer reps can attend. ✓
Dedicating appropriate resources for working with all volunteers, such as staff, money, tools, equipment and materials.	Appropriate hand tools and equipment	Issue PPE personally. Borrow tools and equipment for the activity.	On joining. Task basis for tools and equipment.	Rangers, support staff, management team	PPE issue and record keeping. We need to shift our culture to embrace volunteers as part of our team rather than an extra activity.	<ul style="list-style-type: none"> • Balanced Scorecard priorities reflected in PDR objectives and divisional KPI's. ✓
Developing roles for our volunteers in line with our aims and objectives, which are of value to both our volunteers and staff.	Volunteer job profiles on the website and volunteer centre. More staff involvement required.	Individual motivated, members of staff achieve this.	Ad hoc	Small core through the hierarchy of City Commons	Embed the balanced scorecard approach. Cultural change project.	<ul style="list-style-type: none"> • Maintain existing volunteer opportunities such as surveying and livestock checking. ✓ • Introduce Volunteer Tree Warden scheme. ✓
Seeking to recruit volunteers who reflect the diversity of our local communities using fair, transparent and consistent procedures.	Volunteer job profiles. No other specific recruitment activities.	Job profile sent to volunteer centres. Reception staff.	Reactive	Reception staff	Job profiles. Not proactive and committed. Remain responsive to demands and requests.	<ul style="list-style-type: none"> • Fund and support local volunteer projects and initiatives who are best placed to access a wider audience. ✓
Using clear procedures to induct new volunteers into their role, the organisation, its work, policies, procedures and relevant personnel.	Induction packs. Toolbox talks.	Given out on first point of contact.	First task – reactive thereafter	Rangers	We need to audit how effective our induction arrangements are.	<ul style="list-style-type: none"> • Check with new starters when conducting on-site visits.
Providing appropriate training, guidance and support necessary for volunteers to fulfil their role and carry out work effectively.	Toolbox talks, some H&S Leadership training, ID skills / coaching	Supervised activities by trained staff.	Task by task	Rangers	Leadership training, ID skills, coaching and support, engaging with the wildlife volunteers.	<ul style="list-style-type: none"> • Roll out more volunteer leader training. ✓
Planning systems of work that reduce the risk of any physical, financial and emotional harm arising from volunteering.	PPE recording Project planning Risk Assess activities	Complete forms, generic risk assessments. Safe systems of work, dynamic RA's	Task by task	Rangers Project team	Planning for the Big Challenge.	<ul style="list-style-type: none"> • Maintain programme of on-site visits and spot checks to assess safety systems. ✓
Supervising volunteers as appropriate to their experience, need and ability.	Developed a format for supervising practical volunteers. Wildlife vols more independent.	Base ratio of supervision to volunteers. RA – lone working system	Task by task	Rangers, Project team	Learning from the Big Challenge involving assistant leaders. Audit the quality of supervision.	<ul style="list-style-type: none"> • Roll out more volunteer leader training. ✓
Showing that we appreciate our volunteers and seeking innovative ways to demonstrate our thanks.	Newsletter e-news. Report to committee. Feedback members appreciation, social events e.g. trips and Christmas refreshments. Green Flag celebrations.	OK – room to improve.	Throughout the year	Key individuals	Freedom of the City. Team London Awards, Letter from the Chair of OSC. Social events. Staff v. volunteers sports challenge.	<ul style="list-style-type: none"> • On site visits used to assess individual volunteers aspirations

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Monitoring our performance with regard to working with volunteers and reviewing our policy, procedures and guidance where necessary.	Performance Tracker for monitoring hours. Questionnaires. Departmental VIG	Ad hoc	Summer – Green Flag, Christmas BBQ	Key individuals	Review the divisions working group arrangements.	<ul style="list-style-type: none"> Replace VWG with a structured programme of on site visits to engage with volunteers
Recording the impact of volunteering and publicising their successes.	Performance Tracker, newsletters, presentations, committee reports, committee meetings	Reports, interpretation, annual reports	Monthly, annually	Chairman, Director, Supt/ PA/ Management team.	Annual Report, annual committee report. E news.	<ul style="list-style-type: none"> Tweet volunteer successes
Adopting policies and procedures to reflect local needs and diversity.	Vols policy and procedures. H&S policy and procedures. We don't gear up to provide volunteering to target specific needs.	Reactive.	Reactive	Key individuals.	Kingfisher group, West Hill School, Big Challenge 42 Teenagers, GreenCorridors, Riddlesdown Collegiate, inconsistent across the division.	<ul style="list-style-type: none"> On site visits to ensure policies and procedures are being followed. ✓

City Commons Local Volunteer Improvement Plan

Based on the Volunteer Health check carried out in December 2012 (above), the following actions have been identified for the City Commons Team and its local volunteer working processes and procedures, in line with the eight themes of the Open Spaces Departmental Volunteer Policy.

Involving volunteers in the management of our sites, as a two way process, which benefits both the open spaces and local communities.	Target	Lead Officer	Delivered
Roll out more volunteer leader training.	1 Training session for the WW&CC	AT	18.05.2013
Increase number of consultative committee meetings that volunteer reps can attend	2 extra annual meetings from April 2013 onwards	AT	Completed
Dedicating appropriate resources for working with all volunteers, such as staff, money, tools, equipment and materials.	Target	Lead Officer	Delivered
Balanced Scorecard priorities reflected in PDR objectives and divisional KPI's	In place from April 2013	Head Rangers	Completed
Developing roles for our volunteers in line with our aims and objectives, which are of value to both our volunteers and staff.	Target	Lead Officer	Delivered
Maintain existing volunteer opportunities such as surveying and livestock checking	April 2013 onwards	All	Achieved to date
Introduce a Volunteer Tree Warden scheme	Summer 2013	LB	Completed
Seeking to recruit volunteers who reflect the diversity of our local communities using fair, transparent and consistent procedures.	Target	Lead Officer	Delivered
Fund and support local volunteer projects and initiatives who are best placed to access a wider audience	April 2013	PR	Completed
Using clear procedures to induct new volunteers into their role, the organisation, its work, policies, procedures and relevant personnel.	Target	Lead Officer	Delivered
Check with new starters when conducting on-site visits	6 visits during 13-14	Head Rangers	

City Commons - Volunteer Strategy & Improvement Plan 2013

Providing appropriate training, guidance and support necessary for volunteers to fulfil their role and carry out work effectively.	Target	Lead Officer	Delivered
Roll out more volunteer leader training	1 Training session for the WW&CC	AT	18.05.2013
Planning systems of work that reduce the risk of any physical, financial and emotional harm arising from volunteering.	Target	Lead Officer	Delivered
Maintain programme of on-site visits and spot checks to assess safety systems	6 visits during 2013-14	Head Rangers	Achieved to date
Supervising volunteers as appropriate to their experience, need and ability.	Target	Lead Officer	Delivered
Roll out more volunteer leader training	1 Training session for the WW&CC	AT	18.05.2013
Showing that we appreciate our volunteers and seeking innovative ways to demonstrate our thanks.	Target	Lead Officer	Delivered
On site visits used to assess individual volunteers aspirations	6 visits during 2013-14	Head Rangers	
Monitoring our performance with regard to working with volunteers and reviewing our policy, procedures and guidance where necessary.	Target	Lead Officer	Delivered
Replace Volunteer Working Group with a structured programme of on site visits to engage with volunteers	6 visits during 2013-14	AT	
Recording the impact of volunteering and publicising their successes.	Target	Lead Officer	Delivered
Tweet volunteer successes	April 2013 onwards	SB	
Adopting policies and procedures to reflect local needs and diversity.	Target	Lead Officer	Delivered
On site visits to ensure policies and procedures are being followed	6 visits during 2013-14	Head Rangers	Achieved to date