Voluntary Sector Infrastructure and Capacity Building Consultation

Results Summary

Background

The Council, in partnership with the CCG, is seeking to commission new infrastructure and capacity building services for the voluntary and community sector from January 2016, and has consulted with a wide range of voluntary and statutory stakeholders during May and June 2015 on future priorities. This document provides a summary of the areas that were consulted upon and the responses from stakeholders. The first part of the document relates to infrastructure support for organisations or "second-tier" services, the second part relates to volunteers.

Methodology

This document is a summary of the consultation responses obtained during May and June 2015 via:

- The Council's on-line consultation survey which targeted voluntary organisations, individual volunteers and other stakeholders.
- One-to-one meetings with voluntary organisations and Council officers
- Consultation meetings targeting medium to large voluntary organisations, and smaller voluntary organisations
- Consultation meetings with the current service providers of infrastructure and capacity building services.

Response Summary:

Overall respondents were in agreement with the proposed priorities, outcomes and objectives and made some useful recommendations for how the service specification could be adapted to work better for the local community. The key elements of the new service are as follows:

- A single point of contact and referral to specialist infrastructure and capacity building services
- New focus on small voluntary organisations
- Support for Trustees and Trustee Boards

- Helping people to simply "be involved" in their community in different informal settings
- Increasing capacity amongst voluntary organisations to manage and retain volunteers
- "Horizon scanning" of key opportunities and challenges and influencing and supporting the sector to respond; and presenting a strong voice to partners
- A new Advisory and Review Panel of local voluntary sector representatives, which will form part of the contract management and development, reviewing the service impact and identifying new priorities.
- Built in flexibility for the provider(s) to deliver target services to where they are needed most

Priorities for supporting the voluntary and community sector: 2016 – 2018

Priorities

1. A sustainable and independent voluntary sector, which is able to fundraise effectively to meet its priorities
2. Greater transparency and strategic brokerage between the voluntary and statutory sector, including with health partners
3. Strong leadership of the voluntary sector to enable it to exercise greater influence and be supported to respond to new challenges and opportunities
4. Targeted capacity building and growth of the local voluntary sector to build resilience and responsiveness
5. A new focus on building capacity amongst smaller voluntary organisations
6. Support for voluntary organisations to attract new Trustees to help organisations maintain strong governance
7. Increased capacity within the voluntary sector to recruit and retain volunteers through both creating appropriate volunteering roles and organisations having the management capacity to support and guide volunteers.
8. More creative volunteering opportunities within non-voluntary sector settings that meet the needs of a new generation of volunteers

Consultation Response	Council Response
Respondents were mainly in agreement with the priorities described above and added the following comments:	The priorities outlined above and in the responses have been reflected in the service specification. These include the following priorities and deliverables:

- The Compact is in an important tool by which to support effective working relationships
- Under Priority 8 traditional volunteering models are still important for organisations and individuals wishing to volunteer, and volunteers should not be at risk of being used as a substitute for paid staff.
- The role of critical friend to the council is vital to recognise.
- There is a need for strong leadership in the sector.
- Market shaping is an important function for infrastructure and capacity building organisations; including support for new organisations working in the Borough
- Support in relation to tendering and procurement.
- A voluntary sector that has a good understanding of the need to embed service user and carer influence and involvement at all levels.
- The sector has different needs depending on e.g. size; and new services need to meet these requirements in different ways. For example training that is offered to smaller, less experienced organisations is not appropriate for larger established charities.
- Support is needed around governance, and Trustee Boards, for example succession planning and skills checks
- The new service needs to engender trust and good working relationships with a range of organisations; be the "go to" organisation for the local sector. The service needs to "tease out" the issues faced by the local sector so that it can represent them effectively and support them.
- Engaging with technology and marketing
- Develop a buddying service/ peer support between organisations
- Sustainability becoming more vital but is more than just raising funds
- Property is integral to planning for future voluntary sector services. Offer a hosting facility / registered office for organisations so that they can access funding opportunities.
- What is the Council doing about permitted development and allowing offices to be converted to residential.

- Promoting the Compact principles and putting it into practice, including respecting the independence of the sector.
- Support for organisations to develop the capacity to manage and retain volunteers
- Promoting collaboration and partnerships and supporting organisations to respond to commissioning and other funding opportunities
- A nuanced approach to service delivery which is targeted where the need is greatest; for example on smaller organisations
- Develop good relationships with the voluntary sector and other stakeholders; engender trust and positive working
- Support for Trustee Boards and Trustees
- Supporting the sector in meeting their accommodation requirements and responding to opportunities
- Leading and influencing the sector through market shaping

In relation to the query raised about permitted development the Council remains concerned about the borough's office stock and in particular the Government's permitted development right to change offices to residential without the need for planning permission. As of end of April 2015, the borough's potential loss of office floorspace as a result of this permitted development right is 71,363 square metres, yielding 856 residential units. This amounts to an estimated 24% of total office floorspace in the borough.

The Council has already implemented an Article 4 Direction to restrict this permitted development right in 12 areas across the borough in November 2014. In addition, we have carried out further research and analysed the location and quality of office stock in the borough. This new evidence will be used to identify additional areas with important office stock that could benefit from a further Article 4 Direction. It is anticipated that a further Article 4 Direction will be taken forward later this summer/early autumn 2015.

• Maintain a database of meeting rooms and expand this to include organisations willing to 'let' premises out when it is not being used. The provider could do more to help facilitate and promote this function. • There could be a piece of work examining existing community buildings; better co-ordination of what is available in the borough. • Future provider should look for accommodation and match organisations up.	In addition, the Council will be reviewing its existing adopted plans (i.e. the Core Strategy and Development Management Plan) to take account of national and regional policy changes, whereby the main aim is to strengthen the protection of employment land and premises. At the same time, work will continue on the Site Allocations Plan and site-specific proposals will be developed to protect key office sites in the borough

Services that help your organisation succeed and achieve its charitable purpose

Proposed Service Outcomes

1) An independent, sustainable and mutually supportive voluntary and community sector which:
   a) understands local need, can respond flexibly to new demands, and is able to appropriately share this information to support planning for other services
   b) is diverse and covers a wide range of sectors
   c) is inclusive
   d) is financially sustainable and able to attract and secure new resources into the borough and,
   e) has robust governance and operational infrastructure
2) Richmond upon Thames is an environment where new ideas for meeting local priorities from individuals and voluntary organisations can flourish
3) Fledgling organisations and grassroots community organisations have a clear voice and access to specialist support and advice to help them thrive
4) Avenues of communication between the whole sector and statutory partners are clear and well understood

Consultation Response	Council Response
Larger organisations are already doing much of the above themselves; it is suggested that the service focus on smaller charities	The service specification seeks to deliver services that meet the outcomes outlined above including the following deliverables
Recognise best practice and champion it – many organisations are not aware	Mutual support refers to organisations working together in partnership and

of areas of work being delivered by other organisations. This should be carried out in an effective face-to-face way; using personal contact. Email bulletins are not sufficient to have the appropriate level of impact.	peer support initiatives which build on organisations skills and strengths. The Compact will help to provide a framework for these partnerships.
It is important that role of the voluntary sector at a strategic level is recognised here in particular in relation to service improvement.	Providers will be required to carry out an independent survey of the impact of their service to help evaluate the qualitative outcomes of the service.
Terminology around 'financially sustainable' – this seems like a much longer-term aim than the life of the contract.	
Mutually supportive – what does this mean in practice? Is this not another reference point for the Compact?	
These outcomes can be difficult to measure in quantitative terms. Many of these outcomes have a more qualitative feel that can be captured in surveys	

Proposed Service Objectives

1. A pro-active training, advice and development programme to improve individual organisations capacity, infrastructure and sustainability, covering areas such as:
    o Fundraising and sustainability
    o Quality assurance
    o Governance
    o Business planning
    o Service user involvement and engagement
    o Recruitment practices and workforce development
    o Safeguarding
    o Marketing and Promotion
2. Specialist capacity building support for small voluntary organisations
3. Facilitate the development of voluntary sector initiatives that meet local priorities

4. Facilitate effective communication between voluntary and community sector and statutory partners
5. Facilitate effective support and advice for members of the community to take forward new ideas in partnership with the Council's Community Links team
6. Effective dissemination of information to voluntary and community sector providers on local and national priorities and key agendas
7. An up-to-date and publicly accessible database on voluntary and community organisations

Consultation Response	Council Response

Respondents are broadly in agreement with the objectives outlined above, and added the following comments:
 	
• Current training is often aimed at a more introductory level, and not always suitable for larger organisations.
• The main priorities for the sector are:
   o I.T Governance / Training / Volunteers / Specific advice
   o Fundraising and chargeable services
   o Play a role in enabling organisations prepare to charge for services
   o Outcome based commissioning
   o Help organisations construct bids and gather evidence (give time and support) to implement
 	
• Organisations stated they would benefit from 1-2-1 training, consultancy opportunities that they can "buy", mentoring and group mentoring.
• The provider should negotiate for the sector e.g. using egress secure email system.
• It is important that any training offered does not duplicate what is offered elsewhere.
• Add facilitating the development of partnerships and consortiums to increase opportunities for joint bids, and maximise the use of resources efficiently.
• The inclusion of service user involvement and engagement in relation to
	These additional comments are reflected in the service specification.
	
	In terms of service user involvement, this is a key skill for organisations to demonstrate that they are achieving their charitable objects, and ensure a strong user focus. Tailored support in this area remains a priority and the provider will also be expected to work in partnership with other community involvement services.
	
	However the Community Involvement service, which specifically supports users and carers will be subject to a separate commissioning exercise.

training for voluntary and community organisations is problematic. The composition and nature of organisations varies so this would not be a relevant form of training for some organisations. • Bullet Point 3: it is important that the service provider's role is focussed on development of voluntary sector initiatives that meet local priorities– i.e. where the sector's own agenda has been properly considered and initiatives are not to the detriment of the sector.	

Volunteering

Proposed Service Outcomes

1. People know how they can volunteer and be involved in their local community
2. Volunteers have access to meaningful volunteer placements that meet their own requirements such as improving access to work, increasing confidence or making a positive difference to their community
3. Volunteer involving organisations have the capacity to manage a wide range of volunteers and offer a variety of volunteer opportunities
4. People are able to be involved in delivery of services, including through the provision of referral pathways into Council volunteer settings e.g. Libraries

Consultation Response	Council Response
• A volunteering service should proactively look for volunteers e.g. local businesses; promote the service and work with volunteers before they are referred to an organisation to ensure they are matched appropriately. • The service needs to have a good knowledge of and working relationship with organisations; what they do and what kind of volunteering is available. • There needs to be a focus on young people as well as other sectors such as people of retirement age • A strong geographical presences and/ or visibility is needed for the	The new service will look to build capacity amongst voluntary organisations to help them manage and retain volunteers. There will also be an emphasis on appropriately matching volunteers to placements, through knowledge of organisations and effective working relationships. Supported volunteering for young people and vulnerable adults is out of scope for this service, but the provider will be required to collaborate with other services that support these client groups, to improve the range of opportunities and volunteering best practice.

service. • Not all voluntary organisations will have the capacity to manage a wide range of volunteers etc. as some organisations are very small. • There is a gap around support for volunteers with additional needs – can this service meet that gap? • The wording of the final outcome sounds very open in terms of the delivery of services which may lead to concerns about the expansion of volunteering into roles that should be paid work. • There needs to be support for volunteer organisations understanding and implementing good practice around volunteer involvement including training opportunities for volunteers. • There is a lack of targeted support for young people developing skills for the work place through volunteering. An additional focus needs to be placed on supporting young people with disabilities into volunteering reflecting the councils statutory obligations under the SEND reforms, and increasing the capacity of services to meet the needs of young people in transition. The SEND reforms now place a duty on councils to offer information advice and guidance and support options in relation to further and higher education, employment and volunteering. The implications on delivery of this may fall out of the requirements of this contract but there does need to be connectivity. • Where will organisations receive advice and guidance on DBS checks and organisations' safeguarding responsibilities in relation to recruiting and training and managing volunteers working with children, young people or vulnerable adults?	These comments have also been fed back to other service departments within the Council's services.

Proposed Service Objectives

1. Develop a Volunteer for Richmond brokerage service that complements other volunteering initiatives in the Borough such as that provided by the Library Service and Police.

2. Provide capacity building support to voluntary organisations so that they are able to develop and support appropriate volunteer placements that meet both the organisations and individual volunteers needs.
3. Provide a co-ordination function to recruit and place volunteers in a range of service settings
4. Identify placements and opportunities for volunteers to develop their own skills as well as to help others
5. Work with other stakeholders such as businesses, colleges, public sector etc., to develop new volunteering initiatives

Consultation Response	Council Response
• Developing, delivering and co-ordinating volunteer accredited training to develop the skills of local people and to support the objectives of the community links programme. • Capacity building support must be effective, delivered in using a range of different approaches including training and advice, development programme.	The new service will look to build capacity amongst voluntary organisations to help them manage and retain volunteers. There will also be an emphasis on appropriately matching volunteers to placements, through knowledge of organisations and effective working relationships.

Having your say and influencing local priorities

Proposed Service Outcomes

1. Voluntary organisations, service users, carers and patients have a clear role in helping to identify priorities
2. Voluntary organisations, service users, carers and patients help to shape local services
3. Voluntary and community sector is engaged and represented within strategic partnerships

Consultation Response	Council Response
• There is scope to develop and grow this function, and also to consider how users and carers can have a voice in a way that suits them. • It is important that this area be considered separately, with a particular	The Council will be considering the commissioning priorities for Community Involvement separately, and incorporate these comments into that programme.

focus in engaging with service users and carers. It should also be looked at in the context of Healthwatch. • It is recommended that there be a budget available e.g. for respite to enable users and carers to engage. • The service could be independently audited as part of quality assurance • Service user involvement should be encouraged amongst voluntary organisations • Co-ordinate surveys so that organisations can feed them into their performance monitoring and evaluation processes – service users get annoyed having to do lots of surveys. • Community Involvement and Engagement – Co-ordinate with voluntary organisations to get information from all the different user groups. They all meet regularly and could provide useful intelligence • It is important that there is separation between voluntary organisations and individual service users and carers and that their voices remain distinct. The 'independence' of service users and other individuals is particularly important with the increasing competition between voluntary organisations which are delivering services. Outcomes for voluntary organisations should be separate from those for individuals. • Community engagement should include children and young people, and the voice of young carers, and parent carers.	However, promoting good practice for organisations on how to involve their own service users will still be included within the service deliverables for these contracts.

Proposed Service Proposed Objectives

1) Users, carers and patients are supported to have involvement in shaping public, private and voluntary sector services
2) Support and training to voluntary organisations on developing and evidencing a strong user voice within their own organisation, as well as identifying potential service users who can become effective representatives for their wider community of interest
3) Support and advice to stimulate the marketplace and develop services that individuals, managing their own care, want to buy
4) Support and advice for voluntary and community organisations (providers and non-providers) to be represented within strategic partnerships
5) Voluntary and community sector is supported and advised on their involvement in local consultations

Consultation Response	Council Response
• The third objective regarding stimulating the marketplace seems out of place in this section • There can be limited interest amongst the VCS to be involved in consultations unless it directly affects them or is connected to funding but it is important that the VCS is aware of consultations that are happening. The Compact has a role here. • Support and advice for service users and carers to be represented within strategic partnerships and consultations should be included.	The Council will be considering the commissioning priorities for Community Involvement separately and incorporate these comments into that programme.

Being able to provide services to the local community

Proposed Service Outcomes

1) A diverse range of voluntary and community organisations are able to access new commissioning opportunities (offered by statutory services, private sector, voluntary sector and individuals)
2) Increased collaboration within the voluntary sector in delivery of services
3) People who are self-funders or are in receipt of a personalised budget can buy services from the voluntary sector that help to meet their needs
4) A diverse marketplace that is fit for purpose including social enterprises and community led services
5) A financially independent and sustainable voluntary and community sector

Consultation Response	Council Response
• The introduction of the idea of being more involved in the delivery of services blurs the role of infrastructure – it is second tier and its role would be diluted by involvement in operational delivery.	The aim of the new service is to provide leadership to support organisations to deliver services that meet local needs and their own charitable objects, rather than the provider delivering those services itself.

• These outcomes and objectives need to recognise the limitations of infrastructure support, and the sector's freedom to decide the extent to which they want to engage in commissioning, trading (personal budgets). An organisation may be able to engage with either, but choose to engage with neither. • It is the role of infrastructure organisations to inform the sector of potential opportunities, encourage and support them in becoming sustainable in a way that respects their choices. • Point 4 – is very broad; what does it mean • Point 5 - is very broad; what does it mean. • Some value needs to be placed on the sector's ability to bring funding to the borough to support and enhance services for residents that statutory services cannot attract – good local knowledge and an understanding of local need can help shape bids to local regional and national funders and is a function the infrastructure organisation can support.	The independence of the sector is paramount, and organisations can self-determine their own strategic direction. However the feedback that has been received is that the role of these second tier services is to be the voice of the sector, based on a visible and trusted relationship that leads the sector through encouraging and advising organisations to take on new opportunities and challenges. It is the role of this service to proactively support organisations in understanding their future direction, options available to them, and give them the tools to do this well and respond to new opportunities. Feedback has been that organisations would benefit from "horizon scanning"; thinking through what this means for organisations and helping them to respond. This requires a proactive service which will involve outreach to organisations and raising issues with statutory partners. Under Point 4, although the outcome is broad, it is the intention that the service will have oversight of the range of services available locally and focus on particular areas of need/ or themed areas of activity to develop the market as determined throughout the lifetime of the contract. Under point 5 it is the role of this service to provide tailored one-to-one funding and sustainability advice to organisations, focusing on particular areas of need as determined throughout the lifetime of the contract. The Council recognises that one of the key impacts of the local voluntary sector is its ability to attract external funding and add value to local services. This will be a priority in the new service.

Proposed Service Objectives

1. Proactive leadership and development of the voluntary sector to respond to new market opportunities and exercise influence over local priorities
2. Development work with voluntary and community sector to establish new service delivery models
3. Training, advice and development for commissioners on commissioning from the voluntary sector

4. A one-to-one funding advice service

Consultation Response	Council Response
• Infrastructure has a role in stimulating discussion, suggesting models, making recommendations and supporting development, but groups must at some point take the lead for new models to be sustainable and meet their own ways of working. • There is a need for the statutory sector to have a more in-depth understanding of the voluntary sector; how it operates and importantly its impact. • Training, advice and development for commissioners is perhaps too specific; would suggest 'collaborate with commissioners to improve understanding and practices on commissioning from the voluntary sector'.	These comments are reflected in the service specification.

Being able to successfully bid for contracts

Proposed Service Outcomes

1. A diverse range of not for profit providers that can compete in the marketplace and offer best value and so add benefit

Consultation Response	Council Response
Some respondents were unclear on what market share meant, or whether this was related to voluntary organisations being seen as businesses. Local VCS organisations should be in a position to compete in the marketplace should they wish to do so. Though not all VCS organisations wish to compete and this positon has to be respected. The emphasis	The Council recognises that some voluntary organisations will not want to provide services under a contract. However, it also recognises that there are a number of voluntary organisations that do wish to grow their services, bid for funding, as well as provide services to individuals who have their own personal budget. This service will provide specialist support to smaller organisations, whilst also providing guidance and leadership to larger

therefore has to be on 'can' compete.	organisations so that they are in a strong position to meet the needs of local people.

Proposed Service Objectives

1. Training and support for the voluntary and community sector on the procurement process:
   - o tendering and contracts
   - o bringing added value and a competitive edge to contracts e.g. demonstrating social impact for voluntary and community sector
   - o business and contingency planning for voluntary and community sector
   - o financial management
2. Facilitate the development of voluntary and community sector consortia to bid for contracts

Consultation Response	Council Response
• What is the scope of training and support around 'financial management'? • With regards to objective number 2 it is important to note that Richmond is a small borough and that the development of consortia may be very limited.	The new service will be focussing on offering tailored support based on the need of the organisation and other priorities as specified, which will include one-to-one support, some training, and appropriate referral to other agencies. The Council acknowledges that the Borough is fairly small, however this service will be supporting organisations to identify new opportunities for example, cross-Borough services, where appropriate.

Knowing where your services have made a difference and improving how you do things

Proposed Service Outcomes

1. A high performing voluntary and community sector that increases its market share of current service provision
2. Quality assured voluntary and community sector services (both commissioned by the Council and by individuals) which meet local priorities and contractual requirements
3. User focused providers that can use the experiences of their customers to improve services
4. Accurate and relevant performance monitoring data to measure service impact

Consultation Response	Council Response
• With regards to bullet point no.2, what is the definition of quality assured? Would this be a new requirement meaning more costs to organisations or is it an umbrella term for current practices? Could they also be commissioned by the CCG?	For the purposes of this service the definition of quality assured is broad. The provider will help refer organisations to appropriate quality marks where relevant as well provide guidance on how organisations can measure their impact and the key attributes of a good quality service. Organisations could equally be commissioned by the CCG.

Proposed Service Objectives

1. Training and support for the voluntary and community sector on
    o quality assurance
    o performance management
    o demonstrating impact

Consultation Response	Council Response
• What is meant by Quality Assurance in the context of this specification? There is a wide difference between providing generalist advice on quality assurance in the context of a training event for example and	For the purposes of this service the definition of quality assured is broad. The provider will help refer organisations to appropriate quality marks where relevant as well provide guidance on how organisations can measure

providing intensive, step by step support for VCS organisations undergoing a quality assurance review. • There is another local service (provided by RCVS) which helps organisations demonstrate impact for VCS organisations.	their impact and the key attributes of a good quality service. Organisations will also be referred to other agencies where appropriate.

6.8   Demonstrating the extra value your service can bring through Social Value

The following outcomes were identified that could be achieved through this commissioning process.

Social Value Outcome
Initiatives which retain/promote the character of the local area
Promote environmentally sustainable outcomes
Promote the health, wellbeing and independence of people and communities
Provide opportunities for the most vulnerable to make a valuable contribution – in particular those who are furthest from the labour market who might find it difficult to work formally, including where this is due to a physical or learning disability
Promote the active involvement of retired people in the borough
Enable local people to develop, agree and deliver their own solutions to local issues using their skills and talents
Operate as or work with, social enterprises via contracting or subcontracting of services
Support local people to maximise their skills and employment opportunities, including people with learning disabilities, physical disabilities and mental health problems

Consultation Response	Council Response
• Most of these were seen as important to fairly important and added the following:	The Social Value outcomes identified will be integral to all three service categories and will therefore form part of the evaluation.

o Added value through environmental improvements e.g. safety and crime reduction; looking after the environment (nature), tourism etc.	

What are the important characteristics of a service that would meet your organisation's needs?

Consultation Response	Council Response
• A number of respondents stated tailored services which meet the needs of organisations depending on their size or other defining characteristic such as beneficiaries, needs of the local community etc. There was a preference for a range of specialist services than a single service, as "everyone is different and will access different kinds of services in different ways." • A service which can demonstrate a local presence and knowledge of the area and the sector. • An accessible, staffed office with direct contact to access services and information. • Distinct and separate services can face more challenges in working cohesively if led by different organisations which have varying approaches and where there may be little or no local knowledge or presence. • A single access point would be helpful so there is no confusion about who should be contacted when and you don't get passed from organisation to organisation because no one is able to answer your question. • Personal, direct contact with someone who knows about and is involved with the service.	The core structure of the new service is to have a Single Point of Contact delivered by the provider of strategic leadership and voice, and two further contracts delivering specialist services of capacity building and volunteering support. Providers need to demonstrate effective joint working with other infrastructure service providers, and good local knowledge of the voluntary sector. With regards to volunteering there is an increased emphasis on support for voluntary organisations in recruiting, managing and retaining volunteers. An advisory group of voluntary sector representatives will be established to form part of the contract management process, review monitoring reports and inform the ongoing service planning.

- Flexible delivery model, including clear marketing and communication, and effective out-of-hours face-to-face, and email/ web /phone / ail handling of queries and communications.   For example conference calling and screen meets, as well as shared online polling.
- A one-stop shop where people looking to volunteer can go as well organisations looking to promote their opportunities. Also support around good practice for volunteering for organisations.
- Distinct and separate services which include strategic leadership and representation, capacity building and volunteering.
- Include voluntary sector customers in the contract management and development, through setting up a steering/ advisory group to meet with the provider.
- Help to broker expertise/ consultants for larger providers requiring a higher level of support.
- Seed funding activities – small amount of money to get specific pieces of work done.
- Combine all 3 contracts into 1 – greater flexibility and more cost effective.

VOLUNTEERING SURVEY

How useful would you find the following when looking for volunteering opportunities?
- Online registration and search facility of different volunteering opportunities
- Face to face contact with someone who can advise on different volunteering roles
- A drop-in facility, local to you, where you can speak to an independent advisor
- A telephone helpline
- Direct contact with organisations seeking volunteers

Consultation Response	Council Response
Of the methods listed above, the most useful were: • Online registration and search facility • Face to face contact with someone who can advise on different volunteering roles • Direct contact with organisations seeking volunteers	The new service will be required to provide more face to face contact with volunteers and an effective matching service between organisations and individuals.

Have you volunteered in the last in the last 12 months? Where?

Consultation Response	Council Response
Many respondents held more than one volunteering position, supporting mainly local charities and voluntary groups, with some out of borough activities.	The consultation results have demonstrated that there is an active volunteer workforce in the Borough that the new service will look to maintain and grow with appropriate levels of support and access to new opportunities.

What have been the benefits of your volunteering experience?

Consultation Response	Council Response
Respondents identified the following benefits: • Helping others • Feeling valued • Being part of the community • Being in contact with other people, making new friends and overcoming social isolation • Learning new skills	The consultation results have demonstrated that there are wider benefits to volunteering, for example to health and well-being, which will be shared with other stakeholders such as health partners, as well as voluntary organisations so that they understand some of the motivations for individual volunteers.

• Physical activity • Improved mental health	

Have there been any challenges in carrying out your volunteering role?

Consultation Response	Council Response
A significant number of respondents commented that there had been no challenges. However, the challenges that were identified are summarised below: • Level of hours and commitment needed from organisations, and balancing this with work and family life • Organisations not responding to enquiries about volunteering	The service will work with organisations on building capacity to develop different volunteer roles that are mutually beneficial and rewarding.

12 August 2015