

Staffordshire Volunteering Strategy

1. Introduction

A key message from participants at the Staffordshire Volunteering Visioning Event 2010 was that we needed to develop a coordinated and consistent approach to volunteering across Staffordshire to increase volunteering and ensure a quality experience for volunteers across the county. The Volunteering Strategy Working Group was established to develop a strategy to set a consistent approach to volunteering across Staffordshire and ensure that everyone when accessing volunteering opportunities across the county gets the same quality experience.¹ This strategy provides a framework for partners to work together to build a strong and sustainable volunteering culture in Staffordshire.

2. Policy Context

The Staffordshire Strategic Partnership has identified two outcomes, which it has agreed are important for Staffordshire people and place, with a particular focus on those issues where we can have the biggest impact through partnership working.² These are:

Outcome 1: Staffordshire will have a thriving economy

Outcome 2: Staffordshire will be a safe, healthy and aspirational place to live

Volunteering can make a direct contribution to achieving both of these outcomes. In relation to Outcome 1, researchers have demonstrated that: 'social capital in terms of active group membership is positively related to economic growth. Where volunteering activities are present, there is a higher percentage of growth.'³ In relation to Outcome 2, several studies emphasise the health benefits associated with volunteering which can: 'promote both physical and mental wellbeing. [...] It can also strengthen local connections and intergenerational bonds and enhance trust and community resilience.'⁴

The Staffordshire Compact is a commitment between third sector⁵ and public organisations in Staffordshire and aims to help them work better together by setting out a shared vision, aims, values and principles as well as commitments by each party. The Volunteering Code of Practice describes how the Compact will work in practice in relation to volunteering and provides a basis for good practice across public and third sector organisations. This strategy adheres to, and has been informed by, the principles set out in the Volunteering Code of Practice.

Volunteering is also on the national agenda, several Government policies emphasise the importance of community involvement in delivering successful outcomes in localities. These include, Big Society policies (that aim to transform the giving landscape by

¹ More information about membership of the working group can be found in Appendix 1.

² Further information on the outcomes, and the priorities that support them, as well as the progress that is being made to achieve the outcomes can be found on the Partnership website:

www.staffordshirepartnership.org.uk/strategicboard

³ Flanagan and Sadowski (2011) *The Value of Volunteering* Volonteurope: London

⁴ Department of Health (2011) *Social Action for Health and Well-being: Building Co-operative Communities* DH: London; The Lancet (2011) Policy Summary: Volunteering

⁵ The Third Sector comprises non-governmental organisations that are value driven and which principally reinvest their surpluses to further social, environmental or cultural objectives. The sector comprises voluntary and community organisations, charities, social enterprises, faith groups, housing associations and co-operatives and mutual's (Staffordshire Third Sector Commissioning Standards)

empowering communities and opening up public services), including the Giving White Paper and the Localism Act.

- The **Giving White Paper** sets out three core strands of activity where the Government wants to work with partners to make giving as easy and as compelling as possible. It also wants to give better support to those that provide and manage opportunities to give be they charities, community groups or others.
- The **Localism Act** passes new rights direct to communities and individuals, including the Community Rights to Challenge and Bid that will come into effect in October 2012. This could also stimulate both a desire to volunteer and the creation of volunteering opportunities.

However, there are challenges to achieving this vision in the current climate; for example, the Citizenship Survey has highlighted a decline in the national levels of both formal and informal volunteering.⁶ Research by the London Voluntary Service Council found that, although 81% of voluntary group respondents reported an increase in demand for their services during 2010-11, 51% reported having to close services during this period.⁷ While we recognise that these are challenging times, we have a genuine desire to improve the volunteering experience through providing quality volunteering opportunities and promoting good practice in involving volunteers, as we recognise the value of volunteering for both local people and the local community.

3. What is volunteering?

For the purpose of this strategy we have adopted a widely used definition of volunteering, viewing it as:

An activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives (Volunteering England)

While this definition is short and concise, it is flexible enough to incorporate different forms of volunteering and different levels of involvement. We have outlined a number of related terms in Appendix 2 that differentiate between the role of interns, work experience and volunteers.

There are two types of volunteering, formal and informal. **Formal volunteering** means giving unpaid help through groups, clubs or organisations (e.g. this could be leading a group or committee, organising or helping to run an activity or event, etc.). **Informal volunteering** means giving unpaid help as an individual that has not been organised by a group, club or organisation (e.g. collecting a neighbour's shopping, helping them get from A to B, etc.).

⁶ The 2010-11 survey found: 'Twenty-five per cent of people reported that they volunteered **formally** at least once a month in 2010-11, a lower rate than at any point between 2001 and 2007-08 (when it ranged between 27 per cent and 29 per cent), but unchanged on 2008-09 and 2009-10 levels' www.communities.gov.uk/publications/corporate/statistics/citizenshipsurveyq4201011; The 2009-10 survey found levels of **informal** volunteering have fallen from 35 per cent in 2008-09 to 29% in 2009-10. www.communities.gov.uk/documents/statistics/pdf/2056233.pdf.

⁷ Cited in The Lancet (2011) Policy Summary: Volunteering

People also give their time at different frequencies. **Regular** volunteers – give their time at least once a month over a year. **Occasional** volunteers give their time less frequently than once a month during a year. **Seasonal** volunteers give their time during particular months, for example during the summer holidays. **Episodic** volunteers give their time on a one-off basis.

There is also a broad distinction between **youth** volunteering and **adult** volunteering. Youth volunteering is considered distinct as it is more likely to involve a developmental element, (such as developing skills, personal qualities and receiving accreditation or incentives).⁸

No matter what type of volunteering people undertake or how frequently they volunteer, the Staffordshire Compact Volunteering Code of Practice sets out four fundamental principles to volunteering,⁹ these are:

Choice	Volunteering must be a choice freely made by each individual. Any encouragement to become involved in volunteering should not result in any form of coercion or compulsion. Freedom to volunteer implies freedom not to become involved.
Diversity	The people of Staffordshire bring varying qualities and experience to the third sector. Diversity is recognised, respected and valued. Volunteering should be open to all, no matter what their background, age, ethnicity, sexual orientation, religion or belief, gender or disability. It is recognised that social exclusion barriers can be overcome by skills, experience, confidence and contacts gained whilst helping others. Ensuring a diverse volunteering base also makes our services more accessible and relevant to our diverse communities.
Mutual Benefit	Volunteering should be a reciprocal, mutual relationship. Although a person is not paid for their efforts, they should feel a sense of worthwhile achievement. Volunteers gain useful skills, experience and contacts, sociability and fun, and are included in the organisation and the wider community. Volunteers should be complementary to and not a replacement for paid staff.
Recognition	The value of volunteers to the organisation, community, the social economy and wider social objectives is fundamental to a fair relationship between the volunteers, public organisations and the third sector.

⁸ CASE (2011) Understanding the drivers of volunteering in culture and sport: analysis of the Taking Part Survey

⁹ The full code of practice is available here: www.staffordshirepartnership.org.uk/thirdsector/compact

4. Vision, Aims and Objectives

Our vision is:

By 2017 Staffordshire will be a place with a strong and sustainable volunteering culture that benefits both local people and the local community, where: people have the opportunity to volunteer and obtain personal enrichment; every volunteer's contribution is recognised and valued, and; organisations are enabled to deliver a quality volunteering experience.

To realise this vision we have identified four aims that reflect four distinct areas of activity that we feel contribute to building a strong and sustainable volunteering culture (around the individual, community, organisations and support services). Our aims are:

1. To enable every individual, no matter what their background, to have the opportunity to volunteer and contribute to their community
2. To make volunteering more recognised, visible and valued in the community
3. To ensure that organisations, across all sectors, are able to deliver a quality volunteering experience and benefit from volunteering activity
4. To ensure an effective support service, where individuals are able to undertake quality volunteering opportunities and organisations are able to provide them

We have set a series of objectives that will enable us to achieve these aims. These are set out in more detail over the following pages. The actions that we have identified to deliver these aims are set out in the Action Plan (see Appendix 2).

Individuals

Aim: To enable every individual, no matter what their background, to have the opportunity to volunteer and contribute to their community

Objectives:

- Ensure that there is clear and accessible information on what volunteering is, what opportunities are available and how to get involved
- Ensure opportunities are tailored to the interest and needs of the individual
- Ensure that appropriate support is provided for volunteers (e.g. induction)
- Ensure that individuals are able to develop themselves through volunteering
- Enable individuals in public organisations across the county to utilise their professional skills in a volunteering role
- Increase the number and range of opportunities for volunteering

Part of our vision for volunteering in Staffordshire is that people have the opportunity to volunteer. There are numerous benefits of volunteering for individuals, including: improving physical and mental health and wellbeing,¹⁰ and; enhancing personal development, skills and increasing employability.

In Staffordshire, 32% of residents participated in formal volunteering at least once a month.¹¹ People's motivations for volunteering are diverse and complex. The two most popular reasons for volunteering clearly show that people get involved because they want to make a difference and feel strongly towards the cause they choose to support.

The top five things that volunteers in Staffordshire felt they gained from volunteering are:

- Satisfaction of helping others (77%)
- Enjoyment (76%)
- Made friends (65%)
- Gained experience (57%)
- Increased confidence (55%)¹²

There is evidence nationally that levels of involvement differ among different demographic groups and different types of opportunities appeal to different people.

For example, women are more likely than men to volunteer in education (37% and 23% respectively) and with organisations concerned with health and disability (26% and 17% respectively). Men were more likely than women to volunteer in sports and exercise (30% and 16% respectively). Women were also more likely than men to be involved in organisations concerned with overseas aid and disaster relief (14% and 7%) respectively.¹³ There are also gender differences in the activities that volunteers undertake, in particular: 'leading a group' (42% for men compared with 31% for women), 'representing people' (24% for men compared with 12% for women) and 'providing practical help' (27% for men compared with 45% for women).¹⁴

¹⁰ Cited in The Lancet (2011) Policy Summary: Volunteering

¹¹ Staffordshire People's Panel (Spring 2011) with 371 responses

¹² Volunteer Centre Survey 2011, 371 responses

¹³ Office of the Third Sector (2007) Helping Out – A national survey of volunteering and charitable giving (Cabinet Office: London)

¹⁴ NCVO (2011) Participation: trends, facts and figures

Barriers and Facilitators

There are a number of barriers that prevent people from volunteering, a lack of awareness of opportunities and a lack of time are commonly stated as reasons for not getting involved. Local engagement suggests that the key things that would encourage people in Staffordshire to volunteer are:

Staffordshire Residents ¹⁵	SCC Employees ¹⁶
Having clear information (45%)	Knowing what opportunities are available (60%)
Knowing what opportunities are available (44%)	Paid leave from work (53%)*
Benefits local community (35%)*	Having clear information (46%)

**Please note: these options were not included on both surveys, as such, the ranking cannot be compared across residents and employees*

A key facilitator for volunteers is that they are able to meet their expectations and motivations in a setting that is of interest to them or is in a context that they are familiar with.¹⁷

Martin has been with the Countryside Volunteer Programme since it began and has recently found employment with a grounds maintenance company working for a housing association. During his voluntary work, Martin carried out a range of different tasks including installing stiles, foot bridges, way markers, public information signs, kissing gates, fence repair, clearance work, woodland management and tree planting. Martin also completed a first aid course and an ASDAN qualification which recognises his volunteering efforts.

Martin said: "Volunteering has really improved my self confidence and general social skills as well as equipping me with a new set of transferable skills."

Perceptions of volunteering can also be a barrier. The stereotype of volunteering as being helping in a charity shop or at a local church function, overlooks the rich and diverse range of volunteering activities available. In addition, stereotypes about the type of person that volunteers (e.g. 'do gooders') or those with exceptional skills, can prevent a wider pool of 'ordinary' individuals coming forward.¹⁸ This general perception of volunteering can also mean that those who meet the definition of a volunteer may not themselves define themselves using the term, perhaps viewing their time-giving as 'just helping out'. This can impact upon the numbers of people who are picked up in surveys as volunteers, thereby underestimating the amount of volunteering taking place. To address this, there needs to be general awareness raising about what volunteering is and the range of volunteering opportunities that people undertake.

Individuals at particular risk of social exclusion (including black and minority ethnic groups, those with no qualifications and those who have a disability or limiting, long-term illness, here termed groups at risk of social exclusion) had lower levels of formal volunteering than those not at risk.¹⁹ These individuals are more likely to be attracted to

¹⁵ Staffordshire People's Panel (Spring 2011) with 371 responses

¹⁶ Survey of Staffordshire County Council Employees (2011) with 542 responses

¹⁷ CASE (2011) Understanding the drivers of volunteering in culture and sport: analysis of the Taking Part Survey

¹⁸ DFE (2012) *Engaging adults in youth volunteering*

¹⁹ Office of the Third Sector (2007) *Helping Out – A national survey of volunteering and charitable giving* (Cabinet Office: London)

volunteer if they are supported, therefore we will work with them to understand their needs. They may also benefit from additional support, enabling them to overcome the additional barriers that they may face.

Enabling local people to give their time

There have been several innovations that have the potential to transform how people can give their time, and open up volunteering opportunities to a wider range of people. These include Slivers-of-Time and Time Banking. As part of implementing this strategy we will explore these innovative methods of giving, to ensure we are making best use of all the different ways we can enable individuals to give their time.

Slivers-of-Time is a social business, set up to pioneer technology that can co-ordinate the instant booking of local people interested in giving their time and resource. A user would be able to log their preferences and record their availability, and the technology would identify opportunities to give time that match their profile.

Time banking is a form of exchange based on time. Each hour of voluntary help a person contributes within their local community, equals to one time credit. Everyone's time is valued equally, so one hour always earns one time-credit, whatever the skills involved.²⁰ For example, Spice in South Wales offers a time credit, for helping out in the community. For every hour of time given, people can earn one time credit (e.g. for helping with a social event) which can be used to access a range of activities (e.g. off peak swimming, spare theatre seats).²¹

Evidence shows that time banks are successful at attracting people from socially excluded groups including people on benefits, from low income households, older people, those with a disability or a long-term illness, women and ethnic minority groups. They are also successful at attracting people who would not normally volunteer. For instance, nearly double the number of time bank members are not in formal employment (72%) compared to traditional volunteers (40%).²²

²⁰ NCVO (2011) Participation: trends, facts and figures

²¹ NESTA (2011) More Than Money: Platforms for exchange and reciprocity in public services

²² NCVO (2011) Participation: trends, facts and figures

Community

Aim: To make volunteering more recognised, visible and valued in the community

Objectives:

- Promote positive images of volunteering capturing the breadth of opportunities
- Recognise and celebrate volunteers in the community
- Target activity at areas that display a low take-up of volunteering to strengthen local connections and community resilience

Volunteering brings numerous benefits to local communities. Volunteering can strengthen local connections and intergenerational bonds and enhance trust and community resilience. There is national evidence that levels of volunteering are significantly lower in more deprived communities and Staffordshire data from the Place Survey 2008 supports this, with levels of volunteering largely correlating to relative levels of affluence/deprivation.

However, analysis of Volunteer Centre data shows a 'reverse picture' to this general pattern of volunteering. Volunteer Centres in Staffordshire often support comparatively more people from deprived communities and fewer from more affluent communities. Part of our vision is that we want all communities in Staffordshire to be able to prosper from the benefits of volunteering. This concentration of support and take up in the most deprived areas further highlights the vital importance of the volunteer infrastructure services in increasing access to volunteering in the areas most in need.²³

Case Study: (e.g. Penkside Community Champions)

Recognition and Celebration

National research presents a mixed picture on the importance of recognition to volunteers, with half stating it was important and half not. However, volunteers from groups at risk of social exclusion were significantly more likely to say that recognition was very important than those not at risk.²⁴ One of the key messages from the Staffordshire Volunteering Visioning Event 2010 was that we needed to do more to recognise volunteers across Staffordshire.

There are a number of different ways we can recognise voluntary service, these include: a verbal thank you, entry on a roll of honour, certificates, accreditation, and awards ceremonies. As part of implementing this strategy we will explore how we can recognise volunteers and develop best practice guidance to set the Staffordshire Standard.

However, we already have some of these formal recognition structures in place. Building on the success of several local awards ceremonies (in East Staffordshire, Newcastle and Tamworth) the first county-wide Volunteer Staffordshire Awards were held in 2011 and again in 2012. In the first year the Awards received 304 nominations by the second year this more than doubled to over 700 nominations. We will continue to build on the success of the Volunteer Staffordshire Awards as a way of publicly recognising the contribution that volunteers make to the local community.

²³ SCIO (2011) *A comparison of take up of volunteering via Staffordshire Volunteer Centres with socio-economic factors*

²⁴ Office of the Third Sector (2007) *Helping Out – A national survey of volunteering and charitable giving* (Cabinet Office: London)

We will also ensure that voluntary service in Staffordshire is recognised nationally. For example, through supporting nominations for the Queens Award for Voluntary Service. Volunteers in Staffordshire have been recognised several times, recent winners include Douglas Macmillan Hospice Volunteers and the National Memorial Arboretum. We will continue to support national recognition for volunteering in Staffordshire.

Elected Members

Elected members have a key role to play in championing volunteering in the local community. They are well placed to encourage volunteering (through the Local Community Fund) and ensure that local voluntary projects get wider recognition (for example, through nominations for the Volunteer Staffordshire Awards).

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Organisations

Aim: To ensure that organisations, across all sectors, are able to deliver a quality volunteering experience and benefit from volunteering activity

Objectives:

- Establish and promote opportunities to volunteer within organisations
- Ensure volunteers are involved appropriately
- Embed best practice in relation to volunteer support and management
- Recognise the contribution of individual volunteers and their value to the organisation
- Ensure sufficient resources to support volunteer management and development costs
- Encourage Employer Supported Volunteering (ESV) practices
- Develop the relationship with the private sector and corporate social responsibility opportunities
- Develop the evidence base to capture the value of volunteering to the individual, community and economy

Volunteering takes place in a range of organisations across sectors. Volunteers are the lifeblood of the voluntary sector, many simply could not exist without their ongoing support: A 2009 survey of VIOs asked about the impact on their work of involving volunteers – 93.5% of respondents agreed, or strongly agreed, that involving volunteers in their work was essential to their ability to deliver services.²⁵ In addition to the crucial role volunteers play in third sector organisations, they also add value to organisations across sectors specifically in relation to workforce development and employee well-being.

There are two key ways in which organisations can contribute to a strong and sustainable volunteering culture, they can involve volunteers in the work of the organisation and/or they can support their staff to volunteer in the local community. As part of our vision for volunteering in Staffordshire organisations will be enabled to deliver a quality volunteering experience.

To ensure a quality volunteering experience organisations must be committed to working to best practice standards, for example, the National Occupational Standards in the Management of Volunteers. As part of implementing this Strategy we will encourage organisations to meet these Standards in the provision of formal volunteering opportunities, and ensure support is available to enable them to do so.

Research demonstrates that membership of a volunteer managers' network can bring benefits to individuals such as support, advice and access to information about training. People who manage volunteers (whether paid or unpaid) should be strongly encouraged to form or join such groups and be supported in doing so. National research suggests that local volunteer centres may be best placed to facilitate such networks and to encourage individuals in unpaid positions and those based in very small organisations to form support groups. It is important to recognise that membership of such a network is not a substitute for adequate support within an individual's own organisation.²⁶

²⁵ SCIO (2009) Survey of Volunteering Involving Organisations

²⁶ Skills Third Sector (2010) Valuing Volunteer Management Skills

Employer Supported Volunteering (ESV)

Employers can support their staff to volunteer through setting up employer-supported volunteering schemes (ESV).

In 2007 36% of employees (across all sectors) had ESV available to them.²⁷ However, there are differences depending on the type of organisation. In the private sector ESV is more likely in larger organisations, 70% of FTSE 100 companies have some kind of employer supported volunteering programme compared to 14% of small businesses.²⁸ Overall, employees working in the public sector are more likely to say that their employer had a volunteering or giving scheme (45%) than those in the private sector (30%).²⁹

There has been a growing trend for ESV in the civil service, and most recently the Giving White Paper committed to Ministers volunteering for a One Day Challenge and encouraging more civil servants to give time.

A number of organisations across Staffordshire already have an ESV scheme including Staffordshire County Council (we are currently identifying the schemes that partners have).

There is a strong business case for an organisation establishing an ESV:

- Outreach and community engagement enables organisations to enhance their image and reputation, in addition it enables public sector organisations to be more responsive to local needs
- Volunteering is in itself a way of enabling practical learning and development
- It boosts staff morale and builds teams³⁰

A Cabinet Office review to identify barriers to giving suggested that middle managers would benefit from some exposure to the challenges of civil society organisations through volunteering.³¹

Nationally, the key factors which would encourage people to take part in these schemes were identified as paid time off; being able to choose the activity; and gaining skills from taking part.

Case Study (e.g. Molson Coors / Argos / Siemens / Tesco / Sainsbury)

We also aim to improve the coordination of data capture to evidence the value that volunteering adds to organisations. A number of different models have been developed to capture the value of volunteering to the individual, community, organisation and economy. As part of the implementation of the strategy we will review what data we need to capture and how it can be utilised to build a picture of volunteering in Staffordshire.

²⁷ Office of the Third Sector (2007) *Helping Out – A national survey of volunteering and charitable giving* (Cabinet Office: London)

²⁸ Neuberger (2009) *Employer-supported volunteering in the civil service*

²⁹ Office of the Third Sector (2007) *Helping Out – A national survey of volunteering and charitable giving* (Cabinet Office: London)

³⁰ Neuberger (2009) *Employer-supported volunteering in the civil service*

³¹ Cabinet Office (2011) *Unshackling Good Neighbours*

www.cabinetoffice.gov.uk/sites/default/files/resources/unshackling-good-neighbours.pdf

Support Services

Aim: To ensure an effective support service, where individuals are able to undertake quality volunteering opportunities and organisations are able to provide them

Objectives:

- Ensure the availability of a wide range of quality volunteering opportunities
- Provide an effective brokerage service that meets the needs of both volunteers and organisations
- Improve the capacity of organisations in Staffordshire to involve volunteers

Volunteer Centres are local development agencies providing support and expertise within the local community, to potential volunteers, existing volunteers and organisations that involve volunteers. As such, they have a key role to play in building strong local volunteering. There are 8 Volunteer Centres in Staffordshire - one per district (the service for South Staffordshire is delivered by Cannock Chase Volunteer Centre). They are all quality accredited with Volunteering England and deliver six core functions:

- Brokerage
- Marketing volunteering
- Good practice development
- Developing volunteering opportunities
- Policy response and campaigning
- Strategic development of volunteering

In addition to these core functions, the Volunteer Centres also deliver a range of specialist work, including projects achieving employment-related and health outcomes, and providing additional support to people with barriers to volunteering.

In 2010-11 the Volunteer Centres worked with more than 7,000 new and existing volunteers. They are currently promoting (and brokering into) more than 2000 different volunteering opportunities in over 1200 volunteer-involving organisations (VIOs). The Volunteer Centres regularly circulate good practice information to these VIOs and also work one-to-one with VIOs to build their capacity to involve volunteers - in 2010/11 more than 200 VIOs received one to one support from their Volunteer Centre.

Community Together CIC is a Community Interest Company. It runs two intergenerational after school community cafés. The group is volunteer-led and needed help to set up their volunteer programme. The director attended several sessions of the Volunteer Management training programme delivered by Tamworth Volunteer Centre. He used the information to produce a volunteer induction pack and the supporting documents such as a volunteer policy. The documents were checked through by the Volunteering Officer to make sure that they contained all the appropriate information. The Volunteering Officer also assisted in creating role descriptions. Several volunteers have now been referred and have started as volunteers in the café. They have also been able to support volunteers with severe learning disabilities from the Volunteering for All supported volunteering programme.

In 2010, 83% of people placed into opportunities resulted from the volunteer meeting face to face with a Volunteer Centre worker and receiving appropriate information and support. This underlines the fundamental importance of face to face volunteering brokerage services in increasing the number of people entering volunteering.³²

The work of volunteering infrastructure services underpins every area of this strategy, and successful implementation of the strategy will be reliant on the continued provision of volunteering infrastructure services in Staffordshire.

5. Measuring Success

To be developed.

6. Action Plan

To be developed.

Appendix 1: Staffordshire Volunteering Strategy Working Group

The Staffordshire Volunteering Strategy has been developed by the Strategy Working Group who met on a monthly basis.

Karen Adderley	Tamworth Borough Council
Steven Archer	Community Volunteer Project Manager, Staffordshire County Council
Sharon Avill	Staffordshire Fire and Rescue Service
Carol Barrs	Staffordshire Police
Lisa Blairs	Staffordshire Young People's Service, Staffordshire County Council
Nicky Burns	Tamworth CVS
Nicola Edmonds	Third Sector Relations Manager, Staffordshire County Council
Sian Goodchild	Staffordshire Observatory
Ben Hollands	Sport Across Staffordshire and Stoke on Trent (SASSOT)
David Matthews	Newcastle College
Jo Phillips	Staffordshire Moorlands Community & Voluntary Services
Phil Pusey	Staffordshire Council of Voluntary Youth Services
Debbie Reynolds	Staffordshire Public Health
Chloe Taylor	Policy Officer (Partnerships), Staffordshire County Council

³² From the Communities Scrutiny Committee – April 2011 – Volunteer Staffordshire Update Report

Appendix 2: Glossary

This glossary is based on guidance published by Volunteering England (2011).

Employee – According to the Employment Rights Act 1996, an employee is someone who works under a contract of employment. All employees are ‘workers’, but have a wider range of employment rights and responsibilities, for example, the right to maternity leave, and the responsibility to give a minimum notice period if wishing to leave the job.

Internship – an internship is a time-limited work placement that allows a person to gain on-the-job experience. Internships occur within the private, public and voluntary sectors, and include an element of training or skills development. They offer an introduction to a particular field of work. Depending on the nature of the work the internship entails, the person may or may not be a ‘worker’.

Voluntary worker - full-time volunteers may fit into this category, or those volunteers deemed to operate under a contract (written or implied), for example a full-time residential volunteer working on a social care project. They may consider themselves ‘volunteers’ but are in fact workers due to the arrangements under which they work. Voluntary workers are defined as a type of unpaid worker that can only be employed by charities, voluntary organisations, associated fund-raising bodies and statutory bodies.

Volunteer - A volunteer is someone who undertakes an activity that involves spending time, unpaid, doing something that aims to benefit the environment, individuals or groups other than (or in addition to) close relatives. They are not in a contractual position (written or implied) with the organisation. Volunteers should be reimbursed for any expenses they incur in volunteering, for example travel and lunch expenses.

Worker – A worker is someone who works under a contract. The contract does not need to be written – it may be an implied or oral contract. Examples include temporary agency workers and freelancers. Although workers are not entitled to the full range of employee rights, they must be paid the national minimum wage plus holidays.

Work experience – work experience placements are typically not paid, not contracted, and are short-term. Often used to give young people or others a taster of a particular job, individuals are given the chance to try various tasks or shadow a member of staff. This may be undertaken as part of an educational course. Crucially any placement should provide a supported learning environment.