

Meeting of:	<b>Homes and Safe Communities Scrutiny Committee</b>
Date of Meeting:	<b>Monday, 07 November 2022</b>
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	<b>The 'Value in the Vale' Volunteering Scheme</b>
Purpose of Report:	To share progress to date regarding the development of the 'Value in the Vale' volunteering scheme
Report Owner:	Miles Punter - Director of Environment and Housing
Responsible Officer:	Farida Aslam, Senior Neighbourhoods Manager
Elected Member and Officer Consultation:	This report will affect all Council tenants and therefore no individual ward member consultation has been undertaken. The report has been reviewed by Officers from the Legal and Finance teams
Policy Framework:	This report is within the Policy Framework and Budget.
Executive Summary:	<ul style="list-style-type: none"> <li>The report updates Members on the development of 'Value in the Vale' volunteering scheme. It highlights the key principles of the scheme and sets out how it operates to benefit local people and support local businesses. The report also highlights some emerging themes and aims and sets out the next steps in terms of developing the scheme.</li> </ul>

## **Recommendation**

1. That Committee considers and notes the report highlighting the progress to date implementing the 'Value in the Vale' volunteering scheme.

## **Reason for Recommendation**

1. To ensure 'Value in the Vale' is implemented effectively and achieves the maximum impact.

### **1. Background**

- 1.1 The previous Timebaking scheme in the Vale delivered positive outcomes for a large number of participants. Typically, the volunteers were those people least likely to take up traditional volunteering opportunities and included people with numerous barriers to taking up more formal work or training.
- 1.2 The scheme was run in partnership with Tempo, a social enterprise which specialised in developing Timebanking schemes across the Country. The funding for the scheme came from the Housing Revenue Account which meant access was restricted to Council Housing tenants. Following discussions with the Public Services Board (PSB) and in acknowledgement of the positive outcomes being achieved, an alternative grant funding scheme was secured to support the further expansion of volunteering amongst 'hard to reach' groups and broadening of access to people beyond Council Housing tenants.
- 1.3 The funding, received via Public Health Wales supported the recruitment of a dedicated member of staff to work with partners and local people to create a Vale based volunteering scheme which would address inequality and achieve positive health and well-being outcomes.
- 1.4 Following consultation the 'Value in the Vale' scheme was created which aimed to build on the legacy of the work of the Timebanking scheme but also supported the development of the increased level of informal volunteering and community support witnessed during the Covid-19 pandemic, where individuals, community groups, businesses, charities, and the Council, collaborated and supported each other to address the challenges the pandemic brought.
- 1.5 The 'Value in the Vale' scheme recognises that by working with the business's charities and the local community, it can offer a solution which incorporates the principles of the circular economy. The scheme is also intended to promote digital inclusion and support people to engage online as well as in person, with an interactive web site able to highlight volunteering opportunities and allow volunteers to track and redeem their rewards.
- 1.6 The Digital Engagement and Volunteering Officer recruited to develop this scheme has been supported by consultants who were tasked with branding, building a webpage, creating merchandise, developing logos and onboarding partners

## **2. Key Issues for Consideration**

- 2.1** The 'Value in the Vale' scheme is a local volunteering scheme which embraces principles of the circular economy model, allowing people to volunteer locally and be rewarded via local incentives which support local businesses.
- 2.2** 'Value in the Vale' operates via a digital model, delivered mainly through a website that offers a platform to recruit, and reward volunteers for the time they give, as well as promoting organisations and partners that choose to support this work as part of their corporate social responsibility, creating a shared sense of ownership and creating added value for the communities, businesses and charities in the Vale.
- 2.3** The scheme also offers free accredited training for volunteers who are using their role as part of a back to work journey. A range of training courses are available and tend to be booked out quickly.
- 2.4** Not all volunteers choose to be rewarded for their time, but for those that do, the rewards benefit them in many ways. The cost-of-living crisis has meant that now, more than ever, people are watching their pennies. For many who are not in employment, the rewards they can earn, mean an increase in their social activities that financially may not be an option to them otherwise.
- 2.5** It is evident that volunteers give their time for varied reasons. For some it is to give something back, whilst for others, their role linked more in reducing their feelings of social isolation, often after the loss of a spouse and to help them stay active both physically and mentally. The COVID pandemic has impacted many people's lives in different ways, so for some, volunteering has been their first gentle step into re-integrating back into society.
- 2.6** The volunteering data is being entered into the web site and future reporting will be generated via an analytics report. There are some organisations yet to be trained in this process, so the reporting is yet to be finalised, however from the information received to date there are currently over 200 individuals volunteering at a range of organisations including the South Wales Aviation Museum, Vale Libraries, the Food Pod, Run4Wales, Palmerston Adult Learning, Craft Hub and Vale Plus.
- 2.7** The Volunteers themselves are also reporting positive outcomes with their wellbeing, physical fitness, self-confidence and community connection with a significant number of people also reporting they feel that volunteering is improving their future employment prospects.
- 2.8** Case studies are a powerful way of highlighting the impact volunteering has made and there are several case studies included in the attached report.
- 2.9** There are benefits to local business too. In offering rewards, a business or partner will receive advertising via our webpage and social media posts. On occasions, partners will be given the opportunities to feature in our blogs which will also be posted across our webpage and social media. In offering rewards, this will increase footfall through their doors and could result in positive 'word of

mouth' resulting in new customer recommendations. People coming to redeem a reward may bring a friend, resulting in extra spend.

- 2.10** The web site includes an up-to-date list of partners along with the rewards they have chosen to give.
- 2.11** In encompassing all themes, Invest, Involve and Listen, Collaborate and Sustainability the future of the project is positive.
  - a. Funding streams are being explored to allow the project to grow and evolve for the future with much positivity around this.
  - b. There are many ideas around expanding the webpage, for example to offer more training, opportunities, a platform for businesses to offer support to one another, signposting to services in particular the Councils very own Cost of Living Support Hub <https://www.valeofglamorgan.gov.uk/en/living/Cost-of-Living-Support.aspx>
  - c. To explore Internal corporate volunteering opportunities so staff may lead by example – Stories such as this have great value and option to appear in blogs or volunteer stories within the webpage and linked to social media.
  - d. There are options for the future to add to the webpage – a menu only accessible to our tenants, offering them exclusive rewards and resources.
  - e. The Value in the Vale update paper in the appendix, provides a more detailed insight into how Value in the Vale works, benefits for all involved and more evidence around the journey the project is on. There are so many opportunities for growth and as a council, showcasing something quite unique and very special indeed.
- 2.12** Sustainability – the current funding continues to the end of the March 2023 and discussions are underway with Public Health Wales about scope for an extension. There may also be opportunities to secure funding from other sources and an expression of interest has already been submitted for the Shared Prosperity Fund. In time, it is intended that the model will be sustainable and led by volunteers without the need for external funding.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

Long term

- 3.1** The approach being taken to the 'Value in the Vale' project maximises the chances of the project continuing to be viable in the long term and ensures that Council tenants and members of the public can continue to take advantage of volunteering opportunities which improve their quality of life.

Prevention

- 3.2** The approach to volunteering helps to improve individual's well-being, enabling them to be more confident, develop better self-esteem and feel more valued. This can lead to health benefits and also has acted as a springboard to some

individuals who have gone onto to access training or employment. Volunteering has also improved community spirit and led to some people taking a more active role in their communities.

#### Integration

- 3.3** Whilst the original Timebanking scheme was been developed within the Housing team, the project expansion has involved working with partners in order to deliver a more integrated service to citizens in the Vale of Glamorgan.

#### Collaboration

- 3.4** The key to success of the project so far has been the partnership approach taken. The staff member has worked closely with a wide range of partners who have been able to encourage people to volunteer and also offer volunteering opportunities. This has increased the number of people who have taken part and provided a varied range of opportunities, including environmental works, befriending, community events etc. A collaborative approach is also being taken to working with Public Service Board partners to look at options for expanding the scheme in future.

#### Involvement

- 3.5** Residents have been involved in the development of the scheme from the beginning. Prior to introducing the project, consultation was carried out with individual residents and soundings taken from tenant groups and this shaped the approach taken. Close links have been formed with the individuals involved and staff continue to provide support, encouragement and assistance to help people derive the maximum benefit from volunteering

## **4. Climate Change and Nature Implications**

- 4.1** The Council understands the importance of decarbonisation to help protect and sustain the environment over the long term and in line with its Climate emergency declaration is working and investing in measures to reduce its CO2 emissions. The Value in the Vale scheme has been developed using the principles of the circular economy, with an emphasis on 'local' which means local people will be able to take advantage of local volunteering opportunities to support local businesses and charities this minimising transport, waste and the production of carbon.

## **5. Resources and Legal Considerations**

### **Financial**

- 5.1** The costs incurred during the development of the project have been funded by Early Years Prevention grant via Public Health Wales. This funding runs through till the end of the current financial year. Alternative funding streams are being researched to continue the scheme beyond that date and the ultimate aim is to make the scheme cost neutral.

## **Employment**

- 5.2** A member of staff has been employed on a fixed term contract via the grant award to develop the Value in the Vale scheme.

## **Legal (Including Equalities)**

- 5.3** There are no direct legal implications arising from this report. The Strategy is however designed to ensure that all tenants and leaseholders have an opportunity to get involved and influence the way services are delivered. This includes people who may not have taken part previously and vulnerable people who may require more assistance. The Strategy also takes account of the need to make communications available in English and Welsh.

### Public Sector Equality Duty

- 5.4** The public sector equality duty (see section 149 of the Equality Act 2010) came into force in April 2011. Public authorities like the Council are required, in carrying out their functions, to have due regard to the equality needs set out under s.149 of the Equality Act 2010 to:
- eliminate discrimination (both direct and indirect), harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
  - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
  - good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 5.5** The Council must also comply with the specific equality duties imposed by the Equality Act 2010 (Statutory Duties)(Wales) Regulations 2011, SI 2011/1064 (“the Regulations”), particularly regulation 8 (imposing specific duties to make arrangements for assessing the impact of its policies/practice and monitoring of the same).

## **6. Background Papers**

Appendix- Value in the Vale report.

2022

# Value in the Vale

Update Paper

*JONES, NICK*



## Update Paper

### Contents

<b>Introduction</b>	Page 2
<b>Value in the Vale</b>	Page 3
<i>What is it?</i>	
<i>How did the idea come about?</i>	
<b>How does the webpage work?</b>	Page 4
<i>Volunteers</i>	Page 4
<i>Partners</i>	Page 5
<i>Organisations/charities</i>	Page 6
<b>Where are we now with the Project?</b>	Page 7
<b>What are our plans for the future of Value in the Vale?</b>	Page 8
<b>Appendix 1</b>	Page 9
<b>Appendix 2</b>	Page 10
<b>Appendix 3</b>	Page 11
<b>Appendix 4</b>	Page 12
<b>Appendix 5</b>	Page 13
<b>Appendix 6</b>	Page 14
<b>Appendix 7</b>	Page 15





## **Introduction**

Since coming into post on June 10<sup>th</sup> there has been a huge amount to report on around Value in the Vale.

Whilst the following document is not a report, it has been written to update on the progress of the project as well as include links and attachments as evidence of the recent work that has been going on behind the scenes. (Whilst attachments are only provided in English, Welsh versions are also available).

It is hoped the document will explain more around how the webpage works and how the project will, and currently is supporting not only organisations/charities and volunteers, but also the partners who have come onboard by offering generous rewards for those volunteers that may like to redeem them.

It is hoped it will provide more of an insight around what has been achieved and how the future of Value in the Vale will look.

A 'soft launch' of the webpage took place on October 3<sup>rd</sup>, so this is a crucial period for gathering data, evidence, and feedback in order to report around figures and statistics linked with the project's success. This will be a crucial part of the next phase to show the project worth.



### **Value in the Vale**

Value in the Vale is an exciting new project funded by Public Health Wales and coordinated by The Vale of Glamorgan Council.

The Value in the Vale scheme aims in principle to build on the legacy of the work that we witnessed during the pandemic where the council, businesses, charities, and the local community collaborated and supported each other to address the challenges the pandemic brought. We witnessed how much untapped volunteer potential there was and how businesses, charities, and the community benefited from this collaboration. Businesses found new customers, charities found new volunteers and the citizens found a sense of purpose by giving something back.

We recognise that we have averted one crisis but, another one looms which is the cost-of-living crisis with families being unable to make ends meet and unable to afford small luxuries such as days out or visits to the local café for a coffee with friends. All this impacts health and wellbeing, can go some way to increasing social isolation and a sense of worthlessness creeps in. The Value in the Vale scheme recognises that by working with the business's charities and the local community it can offer a solution.

Whilst data and statistics are in the process of being gathered, the webpage and social media pages were launched on October 3<sup>rd</sup>, 2022, with feedback to date, incredibly positive.

### **Value in the Vale - What it is...**

The Value in the Vale website offers a platform to recruit, and reward volunteers for the time they give as well as promoting organisations and partners that choose to support this work as part of their corporate social responsibility, creating a shared sense of ownership and creating added value for the communities, businesses and charities in the Vale.

### **How did the idea come about?**

It became evident that many volunteers were giving their time, but not able to take advantage of rewards locally.

Although there are other organisations that advertise volunteering roles, we have been unsuccessful in identifying one organisation that encompasses the needs of volunteers, organisations/charities and partners in one place on one webpage within the Vale of Glamorgan.

[www.valueinthevale.com](http://www.valueinthevale.com) is a platform that encompasses these aspects of volunteering under one 'roof.'



## How does the webpage work?

### **Volunteers**

Volunteers create their own account on the Value in the Vale website (<https://valueinthevale.com/volunteers/>) in which their rewards are uploaded, based on the amount of hours they kindly give volunteering.

In keeping track on their reward balance, they can use the partners side (<https://valueinthevale.com/partners/>) of the page to redeem their rewards against products and services within the Vale of Glamorgan.

People who may not already be volunteering can access the webpage to search volunteering opportunities within The Vale of Glamorgan (<https://valueinthevale.com/charities/>)

The project also offers free accredited training for volunteers who are using their role as part of a back to work journey.

Appendix 1 shows leaflets used to promote training. It is believed the course will be fully attended due to current sign-up numbers.

### *But what about the rewards?*

Not all volunteers choose to be rewarded for their time, but for those that do, the rewards benefit them in many ways.

The officer has had many conversations with volunteers, asking what they would find useful as a reward and the feedback has linked with many of the rewards.

The cost-of-living crisis has meant that now, more than ever, people are watching their pennies. For many who are not in employment, the rewards they can earn mean an increase in their social activities that financially may not be an option to them otherwise.

*A volunteer's journey* - Volunteering journeys differ for many people. For some people, volunteering is something they may do as a result of retirement whilst for others, it forms part of a journey back into employment.

Having spoken with many retirees who actively volunteer, it was evident that they gave their time for varied reasons. For some it was to give something back, whilst for others, their role linked more in reducing their feelings of social isolation, often after the loss of a spouse and to help them stay active both physically and mentally.

As we are all aware, COVID has impacted many people's lives in different ways, so for some, volunteering has been their first gentle step into re-integrating back into society.

Volunteering roles allow a holistic approach in supporting those who may be affected with issues around their well-being.

**Appendix 2** shares Kim's Story. Kim was considered furthest removed from the job market.



The link below updates Kim's journey in her own words which is now featured within Value in the Vale Webpage. <https://valueinthevale.com/volunteers/>

As you can see, Kim's journey was very holistic which was an approach that worked well for her

### **Partners**

In offering rewards, a partner will receive advertising via our webpage and social media posts. On occasions, partners will be given the opportunities to feature in our blogs which will also be posted across our webpage and social media.

In offering rewards, this will increase footfall through their doors and could result in positive 'word of mouth' resulting in new customer recommendations.

People coming to redeem a reward may bring a friend, resulting in extra spend.

<https://valueinthevale.com/partners/> lists the partners onboarded with the project along with the very generous rewards they have agreed to give. Offers may be capped by partners so when the amount allocated for one month has been redeemed, there will be no more until the following month.

It is important the rewards are varied and link as much as they can to different groups of people volunteering within organisations –

The parent and teen coaching session (<https://valueinthevale.com/partners/hannah-pekary/>) may be a desirable option for a parent struggling with a tricky teen. Some parents are unable to work due to commitments with children so paying for a session such as this would not often be possible.

Toiletries goody bag (<https://valueinthevale.com/partners/morrisons-barry/>) can be used by a volunteer to give back if they choose. There is the option for them to donate to the local food bank if they have no need for the items themselves.

Car wash (<https://valueinthevale.com/partners/llantwit-valet-car-wash/>) – for some, washing their own car is not possible and paying for one can't always be justified. Some volunteers use their own cars to transport members of the community to supermarkets.

Reiki and mindfulness session (<https://valueinthevale.com/partners/karma-beauty/>) and beauty products (<https://valueinthevale.com/partners/rhosee-point-remedies/>) – it is hoped that these rewards will enable people to focus more on their own well-being and another option for volunteers who may have food/milk allergies and not able to enjoy the free coffees or food.

Drink and fruit – most people love cake, but it is important to keep the rewards varied and encourage people to think more around their eating habits. Substituting cake for fruit is a good start. (<https://valueinthevale.com/partners/morrisons-barry/>)

The free hire of the quadricycle tandem (<https://valueinthevale.com/partners/black-tab/>) may be a great option for groups of volunteers who might like to redeem their rewards as a group. I know Vale Plus are looking forward to redeeming this reward! What a wonderful way to keep fit!



An Archery session (<https://valueinthevale.com/partners/true-aim-activities/>) is another wonderful opportunity for volunteers to get out into the fresh air and partake in free physical exercise and for those over 60 who may not fancy this option, then how about a Golden Activators pass! (<https://valueinthevale.com/partners/vale-sport-and-play/>)

There are many other rewards listed on the webpage and talks are being held with potential new businesses who have committed to onboarding as partners – watch this space! In short, the importance of offering relevant rewards in supporting people with barriers to life the opportunity in obtaining them is crucial.

Value in the Vale is also conscious of the growing numbers of people linked to obesity and feel it is important to give people the opportunity to make healthier choices. <https://phw.nhs.wales/news/public-health-wales-welcomes-welsh-governments-consultation-on-ways-to-improve-young-peoples-health-and-reduce-obesity>

### **Organisations and Charities**

These are charities, businesses or organisations that would like to recruit volunteers. They will also use the webpage to advertise current volunteering vacancies they may have and will also receive promotion via our webpage and social media.

Some organisations also partner with us to offer rewards, for example, a museum may need volunteers but also offer rewards in the form of reduced entrance for volunteers who may give their time to another organisation.

People may not be actively volunteering upon viewing the page but be looking for that volunteering role. The Organisations tab will take the to many organisations within the vale that are looking for volunteers, thus allowing that person to begin their volunteering journey.

Organisations are invited to submit any volunteer role profiles they may like to use in recruiting of new volunteers. Vale Libraries shows a good example of how this works.

(<https://valueinthevale.com/charities/vale-libraries/>)

To date, all organisations approached have embraced the opportunity of becoming part of the project, with eleven onboarded to date, some of which bring their own pool of volunteers keen to receive rewards as well as taking up the opportunity of advertising for more.

Throughout the month of October and November, volunteers already supporting organisations have been invited to create their own accounts within Value in the Vale, so exact volunteer numbers are not currently known.



### **Where are we now with the Project?**

Web page [www.valueinthevale.com](http://www.valueinthevale.com) has been developed and now live. It also links to value in the Vale Social Media pages.

Facebook – Value in the Vale

Instagram – Value in the Vale

LinkedIn – Value in the Vale

YouTube – Value in the Vale

Merchandise developed, including business cards, pop up, flyers and logos. See examples in Appendix 3. Print version will contain QR codes.

PowerPoints created to be used during meetings to promote Value in the Vale. See Appendix 4 for screenshot

Talks and meetings have been held with local organisations/charities, businesses, and current volunteers.

Partners are keen to support around the cost-of-living crisis by offering rewards. General attitude around reducing social isolation has also been received in a positive manner, with some not having thought around this angle.

Organisations/charities and businesses have signed up to the webpage.

All signed up now feature on the webpage with rewards and volunteer roles added where applicable.

Value in the Vale Officer has been successful in recruiting digital volunteers during attendance at Vale Homes Tenant Participation event.

The Officer will create digital volunteering opportunities which will sit as a menu of options under the heading 'Organisation' on the webpage so these volunteers can register and receive rewards.

Videos and voice clips compiled to be added to YouTube and linking to the webpage and social media.

Events to promote Vale un the Vale have been attended and talks given to some volunteers.

Examples of some flyers can be seen in Appendix 5.

Drop-in sessions at The Information Pod in Penarth are attended fortnightly by the Project Officer. See Appendix 6.

An accredited training course has been devised for volunteers and being delivered by Palmerston Centre for Lifelong Learning at the request of the Value in the Vale Officer.



The first course will run from Friday 14<sup>th</sup> October.

Questionnaires have been devised to track progress and report on. See Appendix 7

Vale of Glamorgan Comms department onboard and offering comms support both with internal and external council webpages and social media

### **What are our plans for the future of Value in the Vale?**

Business owners have come forward offering mentoring support to smaller and recently set up businesses. They see value in the Vale as an opportunity to build a small network in which they can support one another from.

More options to be added to webpage including drop downs to further free training, links signposting to the vale of Glamorgan Website Cost of Living Support Hub and links to articles around healthy living which includes reducing obesity, dealing with addiction, including smoking.

More case studies and blogs to be added to the webpage and then linking to social media

More businesses and organisations to be onboarded and uploaded to webpage.

Data from webpage, questionnaires, and training to be collated and analysed for reporting purposes.

Will link with the corporate volunteering initiative to ensure opportunities available under Value in the Vale are also open to staff members to promote health and wellbeing and a sense of giving back as per our Corporate Objectives.

Comms to link with bro radio and other partner to promote Value in the Vale.

Ensure rewards continue to offer volunteers choice.

Further promote healthy eating and wellbeing through volunteering and Value in the Vale

**It is felt the project and webpage has scope to grow from strength to strength and can remain sustainable. The initial financial investment has ensured the success of an important, valued and respected project.**

## Appendix 1

### Cyflwyniad i Wirfoddoli

**Cwrs Newydd**



**Archebwch Nawr**

**DYDD GWENER**  
9.30-12.30  
3 Wythnos  
Yn dechrau 14 Hydref 2022

- Gwirfoddoli
- Hyder
- Gwasanaeth cwsmer
- Diogelu
- Iechyd a Diogelwch

Aberaeron Hub,  
Aberaeron Close,  
Barry ,CF63 9BT

I archebu cysylltwch  
**01446 733762**

CANOLFAN DYSGU OEDOLION  
PALMERTON  
Cadoc Crescent, Barry CF63 2NT  
PalmerstonCentre@valeofglamorgan.gov.uk

**GBOTFREE.ORG**

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9.30-12.30  
3 Weeks  
Starts 14 October 2022

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Barry ,CF63 9BT

To book contact  
**01446 733762**

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LEARNING CENTRE  
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PalmerstonCentre@valeofglamorgan.gov.uk

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Appendix 2

## Futures, Skills and Finances (FSF)

### When anxiety becomes a day to day barrier

Back in July the FSF coordinator was fortunate enough to meet a lovely lady called Jane.

Jane was very open about her struggles with anxiety and it became clear early on as to the day to day barriers she was faced with as a result.

The intention of the FSF project is to take people on a journey, supporting with finances, skills and ultimately their future which for most people relates to securing employment.

Jane's unique journey has shaped the way the FSF project is able to adapt to individual needs and circumstances.

As a result, it has become clear that application forms, CV's and the extra pressure of interviews are not the only route to securing employment. For some people a gentle 1-2-1 holistic approach is far more successful.

### Breaking down those barriers and building confidence

Both the FSF project and Jane have developed during this journey.

With gentle encouragement and much support, Jane felt confident enough to attend a volunteering session. She could've backed out at any moment, but she wasn't going to let her demons rule her. The relationship that had been built gave Jane strength and provided her with a sense of security.

Previously, Jane would need encouragement to leave the house and believe in herself, but now she has settled into her volunteering role and has grown in so many ways - her self esteem, confidence, motivation, enthusiasm and mostly, her smile!

Jane talks positively about the future and the opportunities her volunteering role may bring. She has made such a positive impact with her fellow colleagues, that conversations around potential future employment have already taken place!

*If you would like to find out more about the FSF project and how it may help you, then please get in touch,  
E-mail [lyoung@valeofglamorgan.gov.uk](mailto:lyoung@valeofglamorgan.gov.uk) or call 07522710254*

## Appendix 3

 <p><b>Businesses</b></p> <p>Becoming a partner with Value in the Vale couldn't be easier. Simply decide what offer you would like to give to volunteers across the Vale and let us set up the system for you. Once the volunteer redeems the rewards you can sit back and wait for your new customer to arrive. No need to worry about overuse of your rewards, we can cap the total amount available each month.</p>  <p><b>How it can benefit you to get involved</b></p> <ul style="list-style-type: none"> <li>• Offering rewards to volunteers through our platform allows you to increase footfall into your business.</li> <li>• We offer our partners free marketing on our website and across our social media channels.</li> <li>• Doing good for the local community is also good for business.</li> <li>• Becoming a reward partner gives you a great case study that you can add to your business to use across your marketing channels.</li> </ul> <p><b>business<sup>x</sup></b> <a href="http://www.valueinthevale.com">www.valueinthevale.com</a></p>	 <p><b>Charities and Organisations</b></p> <p>Whether you are a charity or an organisation in the Vale, volunteers can help you further your mission and vision. By supporting volunteers to get out and about and to develop relationships within your organisation, they get the chance to learn new skills and give back to their community. Simply submit the hours the volunteer gives using our simple form and we will do the rest.</p>  <p><b>How it can benefit you to get involved</b></p> <ul style="list-style-type: none"> <li>• Offering volunteering opportunities gives your charity or organisation access to skills you may otherwise be lacking.</li> <li>• Volunteering helps improve physical and mental wellbeing as well as helping with social isolation.</li> <li>• We offer charities and organisations free marketing on our website and across our social media channels.</li> <li>• Being a part of Value in the Vale gives you a great case study that you can add to your business to use across your marketing channels.</li> </ul> <p><b>charity<sup>x</sup></b> <a href="http://www.valueinthevale.com">www.valueinthevale.com</a></p>
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# Gwerth yn y Fro Value in the Vale

**Gwerth yn y Fro  
Value in the Vale**

**Volunteering**

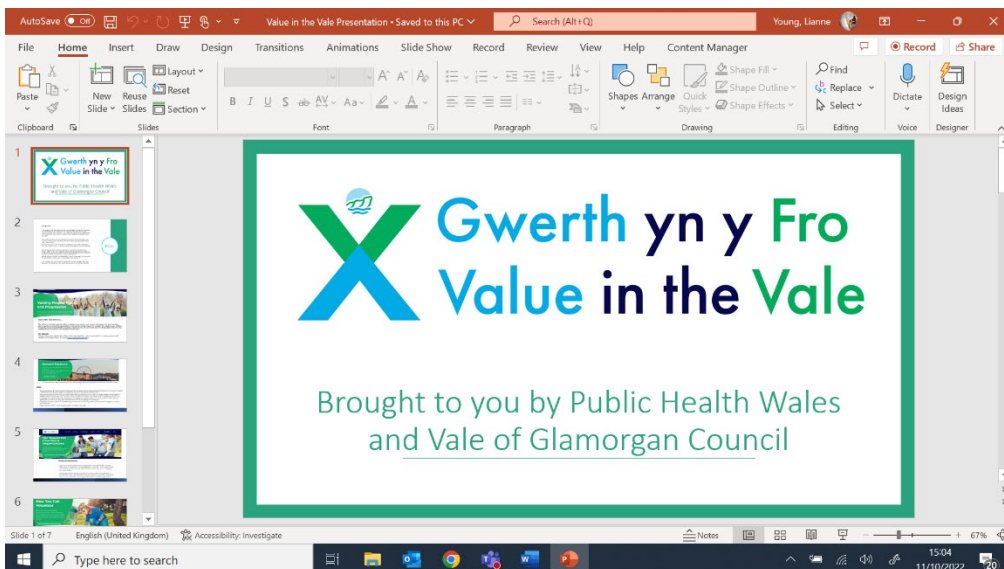
Volunteering benefits many people, including the charities and organisations that receive the support, the local community and the individuals giving their time and skills. We can help you find volunteering opportunities across the Vale. As a thank you for all the hard work our volunteers do we offer various rewards that can be redeemed across the local area.

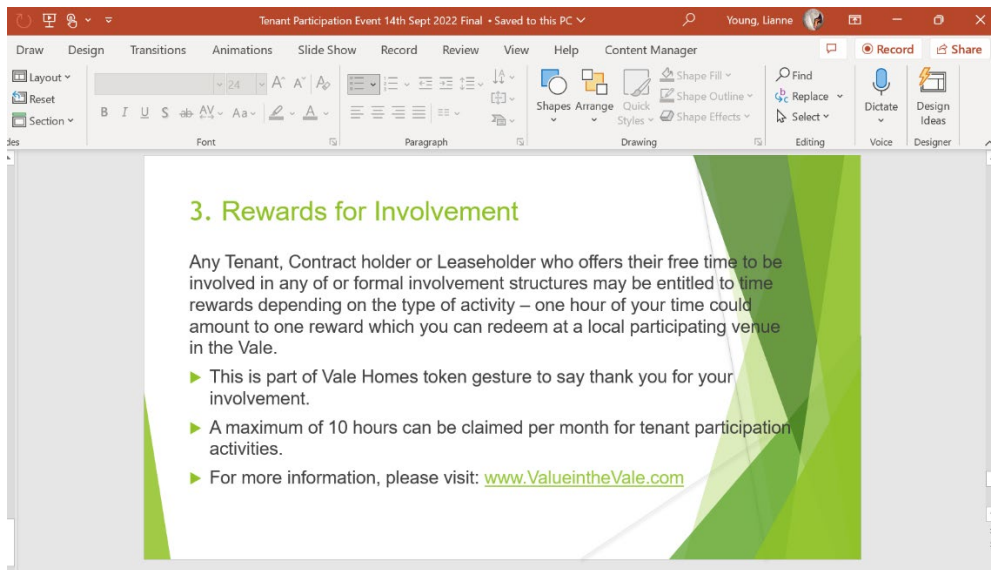
**How it can benefit you to get involved**

- By volunteering in your local area you can build new relationships, gain valuable experience and support organisations in need.
- Volunteering helps improve physical and mental wellbeing as well as helping with social isolation.
- Volunteering can be a great way to meet new people and gain new skills.
- As a thank you for giving your time and skills to local charities and organisations we work with businesses across the Vale of Glamorgan to bring you rewards. These can be redeemed in a number of locations in the local area.

**community** [www.valueinthevale.com](http://www.valueinthevale.com)

## Appendix 4





Appendix 5

# X Gwerth yn y Fro Value in the Vale

Get Involved • Invest Time  
Influence • Feel Listened to  
and Valued

Vale Homes invites you to a  
**FREE EVENT**  
for Vale Homes Tenants  
at The Civic Offices, Holton Road, Barry CF63 4RU  
Wednesday September 14th 2022

First session runs 10am-12; second runs 2-4pm, free refreshments after 12 for both

Why not join our Tenant Participation Programme? Come and find out about how to get involved, what is going on, earning rewards and training. Residents and leaseholders playing an active part in the services received is important to us at Vale Homes.

**Stands include:** Joining a Tenant or Residents Group  
Joining the Working Group  
Become a Mystery Shopper  
or a Service Quality Assessor

(Training and support would be provided plus all expenses)

For more information or to get involved please contact  
[get-involved@valeofglamorgan.gov.uk](mailto:get-involved@valeofglamorgan.gov.uk)

**VOLUNTEERS NEEDED**

Are you digital savvy?  
Could you help support others to get online?

We're looking for volunteers to support residents in Vale Homes properties to improve their digital skills, make use of the technology available to them and improve their quality of life.

Volunteers will get comprehensive training from Digital Communities Wales, support from a member of staff and access to the Vale of Glamorgan volunteer recognition scheme.

We're looking for volunteers in Cowbridge, Dinas Powys, Llantwit Major, Penarth and Western Barry.

**Interested? Email Lianne Young:**  
[lyoung@valeofglamorgan.gov.uk](mailto:lyoung@valeofglamorgan.gov.uk)

Do you like cookies, spam, surfing, phishing, nets or bugs? Then our coffee morning might be just for you!

My name is Lianne and I'm the new digital Officer for the Vale of Glamorgan Council and I would like to know your thoughts on digital workshops – would you like to become more tech savvy, maybe learn how to shop online, bank, order prescriptions or make video calls with friends and family.

We would love to hear your thoughts and ideas on learning that would suit your needs.

Come along to our free coffee morning and taster session in the lounge at Crawshay Court on 4<sup>th</sup> August at 11am  
We will bring the cookies!

For more information contact Lianne Young on 07522710254 or [lyoung@valeofglamorgan.gov.uk](mailto:lyoung@valeofglamorgan.gov.uk)

## Appendix 6

Information \ Food Pod Timetable

### FOOD POD Pay as much as you can afford

Perishable and non-perishable food available as well as toiletries and hygiene products.

**Come and make use of the Food Pod**

The Food Pod operates on a pay as you can afford basis. You decide how much you want to pay for the goods. Penarth Food Pod serving the local Penarth community.

<b>MONDAY:</b>	<b>2 – 4pm</b>	 For more information contact: Any Hilbert: <a href="mailto:ahilbert@valeofglamorgan.gov.uk">ahilbert@valeofglamorgan.gov.uk</a>
<b>TUESDAY:</b>	<b>CLOSED</b>	
<b>WEDNESDAY:</b>	<b>3:30 – 5:30pm</b>	
<b>THURSDAY:</b>	<b>CLOSED</b>	
<b>FRIDAY:</b>	<b>2 – 4pm</b>	

### INFORMATION POD Sessions start 10th September and will run to 16th December

**MONDAY: 2 – 4pm Housing Advice and Support available**

Steph Stoyle, Housing Manager and Housing Assistant, Charlotte Mills will be on hand to answer questions, queries, and concerns anyone has about Council housing.

For more information contact:  
[slstoyle@valeofglamorgan.gov.uk](mailto:slstoyle@valeofglamorgan.gov.uk) | 07980526359 | [chmills@valeofglamorgan.gov.uk](mailto:chmills@valeofglamorgan.gov.uk) | 07071677980

**WEDNESDAY: 2 – 4pm Skills, Involvement Information**

Come and meet Lianne Young our Digital Engagement/Volunteering Officer and Shani Payer a Community Investment and Involvement Officer, offering advice and support on:

- Get online and use computers
- Find your next job
- Advice and information on training and qualifications
- How to get involved in volunteering
- How to set up a tenants and residents group or how to have your say about the services the Council offers.

For more information contact:  
[lyoung@valeofglamorgan.gov.uk](mailto:lyoung@valeofglamorgan.gov.uk) | 07522710254 | [spayer@valeofglamorgan.gov.uk](mailto:spayer@valeofglamorgan.gov.uk) | 07813068324

**FRIDAY: 2 – 4pm Borrowing is Better than Buying**

**On alternate weeks –**  
**Benthyg Borrowing Items**

Meet the Benthyg team who will be available with information/questions on borrowing items such as gardening & DIY tools, camping equipment, bikes and kitchen utensils. You can also donate items.

For more information contact: [info@benthyg-gymru.org](mailto:info@benthyg-gymru.org)  
 or visit the socials @BenthygPenarth on Facebook/Instagram and Twitter.

**Vale Sports: Sports Equipment**

Gareth from Vale Sports will be here with a wheelle bin full of sports equipment, QR codes, forms & information

For more information contact: [geast@valeofglamorgan.gov.uk](mailto:geast@valeofglamorgan.gov.uk)



## Appendix 7 - Questionnaires

We are so pleased you've chosen to volunteer!

In order to make the project a success, we would love to know a little more about you as a participant.

The information on this form will be stored securely and we will only use your contact details to contact you about this project and to follow participant progress. This will allow us to present anonymised data showing the outcomes of the project with our partners and the organisations funding the project.

How long have you been volunteering?

Are you satisfied with your volunteering placement?

Have you noticed an improvement in your wellbeing through volunteering?

Do you feel an increase in your self-confidence through volunteering?

Are you currently employed?

If your volunteering role is part of a back to work journey, do you feel your volunteering role has improved your employment prospects?

### Social Isolation

We want to find out about social isolation in the Vale of Glamorgan. Social isolation occurs when people have little contact with other people, often leading to loneliness.

How connected did you feel to your community before you started volunteering: (Please highlight)

Feeling very isolated with little social contact





Feeling very connected with lots of social contact

Since volunteering, would you say you felt more connected to your local community?

Yes

No

Health and Fitness

Physical fitness is a goal we all wish to achieve, but often life doesn't make achieving this goal straight forward.

Volunteering can help people become more active and in doing so, help in improving health and fitness.

Since volunteering, have you seen an increase in your physical fitness?

If you have answered yes, in what ways have you experienced an increase?

We would welcome feedback around Value in the vale and how it works for you:

And finally, would you recommend Value in the Vale to others?





### **Pupil Questionnaire**

Thank you for volunteering!

It is lovely to see that the hard work has paid off and as a result, a beautiful garden at Crawshay Court has been showing off its colours all summer! I even spotted some pollinators around the flowers.

You should all be so very proud of yourselves.

As volunteers, I was wondering if you might help me by answering a few questions around how volunteering has made you feel?

Firstly, could you tell me how old you are?

Do you enjoy volunteering, and can you explain a little more as to why/why not?

How does volunteering make you feel?

Would you recommend volunteering to other people?

Has volunteering made you feel more energetic?



Has volunteering made you feel more confident?

And just for fun – Would you rather play on a digital device such as a mobile phone, tablet or computer or would you rather volunteer in the garden?

If you have any other comments to make, it would be lovely to hear them, so please share any below

Thank you so much for taking the time to complete this questionnaire for me. I know how busy a school day can be with lots of learning to do, so I appreciate the time you have taken to do this.

Lianne Young

