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| Meeting of: | Voluntary Sector Joint Liaison Committee |
| Date of Meeting: | Thursday, 29 April 2021 |
| Relevant Scrutiny Committee: | All Scrutiny Committees |
| Report Title: | CORONAVIRUS RECOVERY GRANT FOR VOLUNTEERING – 2020/21 |
| Purpose of Report: | To report to the Committee on the research undertaken by Glamorgan Voluntary Services (GVS) learn from the experiences of those who volunteered during the pandemic |
| Report Owner: | Rachel Connor |
| Responsible Officer: | Rachel Connor |
| Elected Member and Officer Consultation: | N/A |
| Policy Framework: | GVS represents the Third Sector on a range of VOGC Partnerships, Board and Joint Working Groups |
| <p>Executive Summary:</p> <ul style="list-style-type: none"> • Glamorgan Voluntary Services (GVS) is the umbrella organisation for the third sector in the Vale of Glamorgan. We provide information, advice and support to the sector as well as ensuring the views of the sector are represented to government and policy makers. GVS also directly deliver projects that aim to improve the lives of people living in the Vale of Glamorgan. • Glamorgan Voluntary Services (GVS) received £30,000 from the total allocation of £180,000 (Coronavirus Recovery Grant for Volunteering) awarded across Cardiff and the Vale of Glamorgan. • As part of the regional project, in partnership with the Vale of Glamorgan Council, Cardiff Third Sector Council (C3SC) and Cardiff City Council, GVS undertook a short, but comprehensive research exercise in the Vale of Glamorgan that aimed to scope and review existing volunteering provision, learn from the experiences of those who volunteered during the pandemic and work with the informal community-based groups that emerged as the pandemic unfolded to explore their future direction. | |

Recommendation

1. That the Committee receive the report for information.

Reason for Recommendation

2. To inform the Committee of work undertaken by GVS as a result of the Welsh Government Grant.

1. Background

- 1.1 Glamorgan Voluntary Services (GVS) received £30,000 from the total allocation of £180,000 (Coronavirus Recovery Grant for Volunteering) awarded across Cardiff and the Vale of Glamorgan.
- 1.2 As part of the regional project, in partnership with the Vale of Glamorgan Council, Cardiff Third Sector Council (C3SC) and Cardiff City Council, GVS undertook a short, but comprehensive research exercise in the Vale of Glamorgan that aimed to scope and review existing volunteering provision, learn from the experiences of those who volunteered during the pandemic and work with the informal community-based groups that emerged as the pandemic unfolded to explore their future direction.
- 1.3 The work undertaken in the Vale of Glamorgan came under three headings: -
 1. Volunteering
 2. Working with informal community-based groups
 3. Volunteer Training

2. Key Issues for Consideration

1. VOLUNTEERING
- 2.1 In February 2021, GVS carried out a Volunteer Survey.
- 2.2 The survey was only open to people who volunteered during the COVID-19 pandemic in the Vale of Glamorgan. This was in order to only capture the views of those who supported their communities during lockdowns.
- 2.3 This particular volunteering has been heightened during the COVID-19 crisis with GVS dealing with over 1,000 volunteering enquiries. The community response to this crisis in the Vale of Glamorgan, has been exceptional. As part of the response to the pandemic Vale Heroes was established which brought together the Council, voluntary groups and the business sector and we wanted to build on this energy and activity.
<https://www.valeofglamorgan.gov.uk/en/working/Volunteering/Vale-Heroes/Vale-Heroes.aspx>
- 2.4 We did not want to lose the enthusiasm of volunteers and wanted to ensure that those who have given their time to their community during the COVID-19 crisis

are given the opportunities to do so again. Additionally, we want the Vale to have the correct infrastructure in place to react quickly to emergencies in the future.

- 2.5** 145 responses were received. The headline findings were:
- Over 82% of respondents found a volunteering opportunity easy to find. Of those who did not find it easy to find, the main issue was lack of opportunities locally.
 - For 48% of respondents, this was their first time volunteering in any capacity.
 - The majority of respondents found out about opportunities through social media (primarily local Facebook Groups), with Friends/Family and using the Volunteering Wales Website joint second.
 - Over 82% of respondents had a positive volunteering experience. One respondent reported poor communication on their volunteering placement.
 - For reasons given by respondents to volunteer during the Covid-19 crises, 42% stated they were retired and wanted to help, whilst 21% were furloughed and wanted to help.
 - 85% of respondents would be interested in continuing to volunteer in the future.
- 2.6** The full questions and responses can be found in Appendix 2.

2. WORKING WITH INFORMAL COMMUNITY BASED GROUPS

- 2.7** At the start of the pandemic, 19 informal volunteer-led community-based groups emerged across Wales including the Vale of Glamorgan. These groups provided mutual support for residents within the local community. The majority of these groups used social media as their preferred method of engagement with the local communities.
- 2.8** To help ensure these emerging groups operated within the parameters of guidance and legislation and that those volunteering had access to information, GVS produced a publication entitled “COVID-19 GUIDANCE FOR SUPPORT GROUPS IN THE VALE OF GLAMORGAN” - Appendix 1 to this report.
- 2.9** As the pandemic became more intense, the demands for support provided by these groups grew. However, being informal these groups had no mechanisms for drawing down funding in order to sustain their operations in the longer term. It was also noted that although enthusiastic to provide support locally there was little or no appetite to formalise.
- 2.10** GVS explored with each of the groups their views on their future, how they would like to develop or whether or not they would cease operations once the pandemic ended. Given the short space of time allocated to this piece of work, this is a piece of work that will continue. 1 group has decided to work towards formalisation (i.e., become constituted with clear aims, open a bank account, and apply for funding). Another group has joined together with a formally constituted group in the same locality. GVS is currently working with the remainder of the groups to develop a support network (initially facilitated by GVS) so that the groups are in touch with each other and can learn from each other. The benefits of formalisation will continue to be promoted to these groups.

3. VOLUNTEER TRAINING

- 2.11** GVS worked with Yolk Creative to develop a learning tool for people who may be considering volunteering. An animation was created and can be accessed here <https://www.dropbox.com/sh/3t8rjcsnsqjw8er/AADdVF43I4givbuiHq1wg6Dla?dl=0> where both English and Welsh versions of the animation are available.
- 2.12** We envisage this animation can be used by organisations and our partners in the public sector as an awareness raising tool to encourage more people to volunteer in the Vale of Glamorgan.
- 2.13** A scoping exercise was undertaken on the training available to volunteers both local and nationally. GVS' own training relating to volunteers and volunteering has been shaped to suit online delivery. This has proven to be popular. All courses held up to and including 31st March 2021 have been full to capacity. As such, courses are scheduled to run every other month for the remainder of the year.

4. BUDGET

| Recovery Fund | |
|----------------------|---------------|
| <i>Income</i> | £ |
| Covid Recovery Grant | 30,000 |
| | |
| <i>Expenditure</i> | |
| Staffing Cost | 22,098 |
| Office Overheads | 2,500 |
| Publicity/Marketing | 2,402 |
| Management Fees | 3,000 |
| | |
| TOTAL | 30,000 |
| | |
| Balance | - 0 |

5. CONCLUSION

- 2.14** As a result of this exercise, based on our experience, information gained from volunteers and Third Sector organisations and recognising the agility of the Third Sector being able to respond quickly in times of national crisis, in order to sustain volunteering and sustainability of the Third Sector, it is recommended that statutory partners should:-
- Direct any available resources, including funding and other capacity, towards the third sector to ensure that it can remain resilient in the short, medium, and long term (including COVID-19 related resources).
 - Work with GVS to identify strategically important Third Sector organisations in the Vale of Glamorgan and discuss their current situation, future sustainability challenges around volunteering and service delivery and identify support they need to survive.

- Support organisations to work to full cost recovery; this may involve co-designing services with Third Sector organisations recognising that service delivery has been modified and some of the changes need to be reflected in new service specifications.
 - Grant funders and public sector funders to join up investment frameworks and have some common fields and phrasing for funding applications.
- 2.15** GVS is a member of the Vale Public Services Board and will be presenting this report to the PSB meeting in April. This will enable partners to consider the findings and how they can work together to support and encourage volunteering and increase resilience within the sector. This is in line with the PSB's Well-being Objective 'To enable people to get involved, participate in their local communities and shape local services'.
- 2.16** The project has helped to strengthen working relationships between all those involved and identified opportunities for shared learning, support and hopefully future joint projects will arise from this project.
- 2.17** As we analyse the data and research findings further, we will look for common themes but also where we can learn from different approaches e.g., around support for volunteers, use of social media and how to attract interest from underrepresented groups.
- 2.18** The findings from this work will also be incorporated into the PSB's Well-being Assessment.
- 2.19** The Vale Council has recently refreshed its Covid Community Impact Assessment, and this will also be used to inform future work in the Vale as we strengthen our evidence base to shape future activity.
- 2.20** <https://sway.office.com/sP1hfUEFoZD8jC8w?ref=Link>

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

- 3.1** GVS aligns its work to the objectives of the Vale of Glamorgan Council.

4. Resources and Legal Considerations

Financial

- 4.1** None

Employment

- 4.2** None

Legal (Including Equalities)

4.3 None

5. Background Papers

Appendices 1 and 2 are attached



COVID-19 GUIDANCE FOR SUPPORT GROUPS IN THE VALE OF GLAMORGAN

Glamorgan Voluntary Services has been working to provide guidance for communities who want to come together during this time. This pack offers examples of resources that can be used by voluntary and community groups should they wish to do so.

Example letter:

Dear Friend,

As you will be aware the world is currently suffering a healthcare pandemic. We are here to help you if you require. As a great many local residents are either elderly and / or vulnerable, we wish to put into action a plan to keep everybody in communication, everybody supplied with food and other necessities or just at the end of the phone for a friendly chat.

If you are showing any signs or symptoms of the publicised condition, please remember to follow current Government advice for self-isolating you and your immediate family and go to www.nhsdirect.wales.nhs.uk/COVID19/ and follow the specialist medical advice.

Below is a list of names and telephone numbers and the areas that particular individual or individuals will be covering as volunteers.

If you are in need of any shopping or any kind of supplies please feel free to call the relevant person. Please bear in mind that if you do not get in touch first time, that person is probably dealing with another individual. Therefore please leave your name and number and we will get back you as soon as we can.

Disclaimer:

This is also a support network for people organising in their communities. This local support group is not directly affiliated with COVID-19 Mutual Aid UK.

PLEASE NOTE: This group is run entirely by volunteers and not medical professionals. We're all community members and groups wanting to support the most vulnerable with errands, information distribution and emotional comfort.

Below is a template you may want to use

| NAME OF VOLUNTEER | TELEPHONE NUMBER | AREAS |
|---|---|-----------------------------------|
| NUMBERS OF VOLUNTEERS INCLUDED FOR EACH AREA | NUMBERS OF VOLUNTEERS INCLUDED FOR EACH AREA | AREAS VOLUNTEER WILL COVER |

HELO! HELLO! Os yn hunan-ynysu, rwyf yn gallu helpu.
If you are self-isolating, I can help.

Fy enw yw
My name is

Rwyf yn byw yn
I live locally at

Fy rhif ffôn yw
My phone number is

Os yn hunan-ynysu oherwydd COVID-19, rwyf yn gallu helpu gyda:
If you are self-isolating due to COVID-19 I can help with:

| | |
|--|--|
| <input type="checkbox"/> Nôl eich siopa Picking up the shopping | <input type="checkbox"/> Postio Posting mail |
| <input type="checkbox"/> Sgwrs ar y ffôn A friendly phone call | <input type="checkbox"/> Cyflenwadau brys Urgent supplies |

Ffoniwch/anfonwch neges destun ataf a byddaf yn gwneud fy ngorau i'ch helpu (am ddim!)
Just call or text me and I'll do my best to help you (for free!)

Mae coronafeirws yn heintus. Cymerwch bob gofal i sicrhau mai dim ond caredigrwydd rydych yn lleadaenu. Dylid osgoi cyswllt corfforol (pellter 2m). Golchwch eich dwylo yn rheolaidd. Dylid gadael eitemau ar garreg eich drws.
Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.

HELO! HELLO! Os yn hunan-ynysu, rwyf yn gallu helpu.
If you are self-isolating, I can help.

Fy enw yw
My name is

Rwyf yn byw yn
I live locally at

Fy rhif ffôn yw
My phone number is

Os yn hunan-ynysu oherwydd COVID-19, rwyf yn gallu helpu gyda:
If you are self-isolating due to COVID-19 I can help with:

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| <input type="checkbox"/> Nôl eich siopa Picking up the shopping | <input type="checkbox"/> Postio Posting mail |
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Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.

We have found these simple postcards (*above*) to be of great use.

You can deliver one of these cards through a neighbour / friend's door to offer your support. Please follow the instructions that are given on the bottom of the postcard. This has been reinforced below:

'Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.'

COVID-19 - Guidance Notes for volunteers and volunteer co-ordinators

Your Safety - Please observe the current health guidelines. Be aware that many of the people you help will be infected and there are real risks. Do not enter a client's property. Always maintain physical separation and if you handle anything touched by the client sterilise or wash your hands before touching anything else. Leave deliveries on the doorstep and place anything you are given, including money, in a clean plastic bag.

Transport - Please check that your car insurance is in order and that you are covered for voluntary work. No additional cover has been arranged and policies do vary.

Scope of Work - Beyond the obvious errands and dog walking we cannot predict what volunteers are likely to be asked for. Please use your discretion and remember the limitations imposed by the safety measures. If it seems unreasonable, unsafe, or just too much, feel free to refuse.

Care with money - Please take care to avoid any misunderstanding with client's money. If you don't know the client well you should offer some form of ID and leave your name and number with them. Clients should be advised to ask for this in order to protect them from opportunist thieves.

Good practice suggests that those who undertake shopping for a person should document the handling of money clearly, ensure receipts for goods purchased are provided. It is important to report any accusation or disagreement over shopping money / change or goods to the Volunteer Co-ordinator immediately. In addition, the volunteers should tactfully refuse any personal gift offered to them by anyone they're shopping for.

Safeguarding – It is recommended that groups follow safeguarding advice, information and procedures to protect vulnerable members of the community and volunteers.

Example of Risk Assessment you may want to consider

| Tasg/ ardal i'w asesu/ Task/area to be assessed: | | | | | | | | | | | |
|--|---|--|---|---------------------|----------------------------|---|--|---------------------|----------------------------|--------------------------------------|--------------------------|
| Swyddog Asesu/ Assessing Officer | | Dyddiad/Date: | Dyddiad Adolygu/Review Date: | | | Lleoliad/ Location | VARIOUS LOCATIONS | | | | |
| Peryglon Sylweddol/ Significant Hazards | Pwy sy'n gallu cael eu brifo a sut? Who might be harmed & how? | Sut mae'r risg yn cael ei reoli ar hyn o bryd? How is the risk currently controlled? | Lefel Risg Dechreuol/ Initial Risk Level | | | Pa gweithrediad sydd angen i lleihau y risg ymhellach? What action is required to further reduce the risk? | Lefelau risg gweddilliol ar ôl systemau rheolaeth? Residual risk level after controls? | | | Gweithrediad gan Bwy/ Action By Whom | Dyddiad Terfyn/ Deadline |
| | | | Tebygolrwydd Likelihood | Llymder Severity | Lefel o Risg Risk Level | | Tebygolrwydd Likelihood | Llymder Severity | Lefel o Risg Risk Level | | |
| <p>Coronavirus is a viral disease that can cause coughing, fever and difficulty breathing. It can be more severe in older people, those with weakened immune systems and some long-term conditions like diabetes or cancer.</p> <p>Community response teams will be delivering essential items to those who are in self isolation.</p> | Older people and those with underlying health conditions who will be in self isolation. | All volunteers have been given clear instruction to <ul style="list-style-type: none"> Avoid any physical contact with anyone who is in self isolation. | 2 | 3 | 6 | | | | | | |

| | | | | | | | | | | |
|------------------------------------|--|---|--|--|---|--|--|--|--|--|
| <p><u>Contamination</u></p> | | <p>All supplies delivered will be left on the doorstep</p> <p>Gloves will be worn when knocking on the door or ringing door bell to alert person of arrival</p> <p>Please be mindful that some people may not hear door knocking.</p> <p>Gloves need to be disposed of after each visit when knocking doors or ringing door bells.</p> <p>Carry plastic bag in the vehicle to dispose of any used gloves</p> <p>Money transactions will be made either through bank transfers or cash, preferred method</p> | | | <p>If persons open the door whilst you are delivering you must ask them to kindly close the door till you have left and in safe distance away from them.</p> <p>Volunteers to visually check that persons have taken the supplies to the house.</p> | | | | | |
|------------------------------------|--|---|--|--|---|--|--|--|--|--|

| | | | | | | | | | | |
|---|---|---|--|--|--|--|--|--|--|--|
| <p><u>LONE WORKING</u></p> <p>Volunteers will be lone working when delivering emergency supplies to those in self isolation.</p> | <p>Risk of ill health in isolated areas.</p> <p>Road traffic Incidents.</p> <p>Vehicle breakdown.</p> | <p>All volunteers have use of own mobile Phone.</p> <p>Introduce lone working buddy system between the volunteers. They should buddy in pairs contacting each other frequently.</p> | | | <p>Advise volunteers to confirm attendance at beginning of shift and confirm when they are finished for the day via text to coordinator</p> <p>Ensure coordinator has access to all mobile phone numbers.</p> <p>Coordinator to adopt volunteer attendance register, to sign in and out.</p> | | | | | |
| <p><u>PERSONAL PROTECTIVE EQUIPMENT</u></p> | | <p>Disposable gloves.</p> | | | <p>Hand sanitizer or wipes if available.</p> <p>Personal First Aid kits if available.</p> | | | | | |

For up to date information on COVID 19, please visit the Public Health Wales website: <https://phw.nhs.wales/>

Glamorgan Voluntary Services (GVS)
Barry Community Enterprise Centre
Skomer Road, Barry
CF62 9DA

Email: enquiries@gvs.wales
Website: www.gvs.wales
Social media: @GVolServices

Registered Charity No. / Elusen Gofrestredig Rhif 1163193



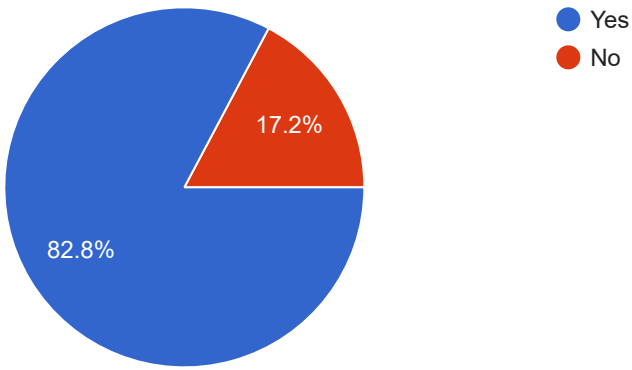
Vale of Glamorgan Volunteers Survey

145 responses

[Publish analytics](#)

1. During the COVID-19 crisis, did you find a volunteering opportunity and was it easy to find?

145 responses



If you answered "No" to the question above, please tell us why?

31 responses

Nothing in my area

Normally there wasnt anything for my age (14)

I found one but it wasn't that easy, having volunteers through website and being passed around a variety of agencies.

I wanted to help sew scrubs but it was ages before I found anyone who organized it in the area

No oppourtunities were ever offered locally despite my registering

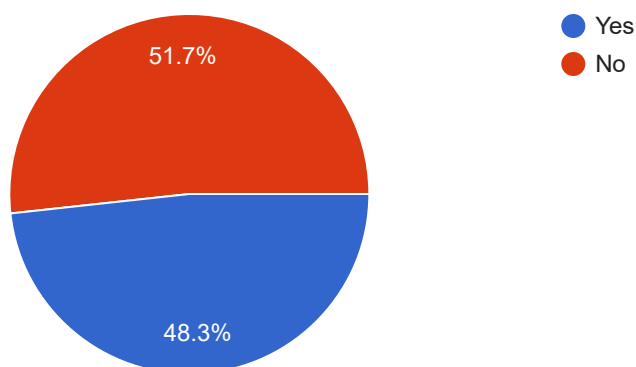
Agencies closed

Yes and no. I signed up with DPVC but have only done one shopping trip, months ago.

I have volunteered for so many roles with the only success being when I applied to help out in a kitchen for the homeless and was offered a position posting leaflets door to door

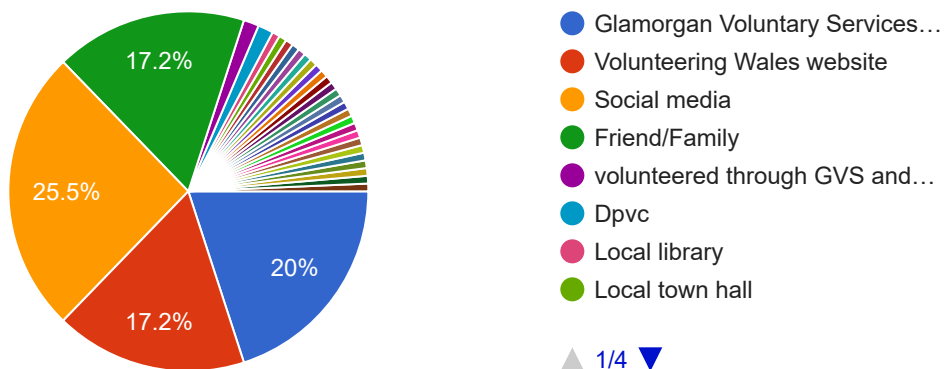
2. Was this the first time you had volunteered?

145 responses



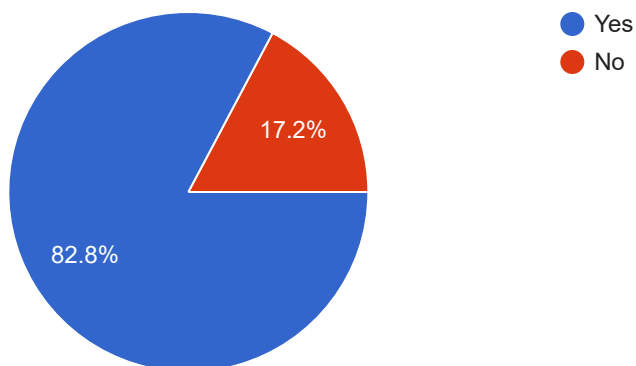
3. How did you find out about the opportunity?

145 responses



4. Tell us about your volunteering experience. Did you have a positive volunteering experience?

145 responses



Please tell us your reason for your answer above

129 responses

Communication was very poor between the charity, me and the person I was helping, which led to confusion about what I could buy (i.e. that I was unable to do a large weekly shop as I was on a bicycle). Additionally, I was asked to pay for the persons shopping (over £30) but was no re-paid for several weeks. And it was assumed that the person I was shopping for and I would make our own arrangements to continue (or not) without anyone checking we were both ok and happy with the arrangements.

Group was focused and well organised

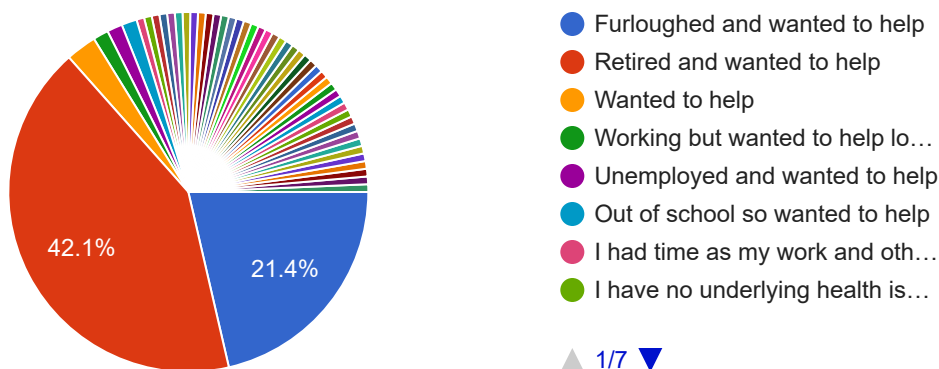
Telephone befriending was a delight and made me feel useful. Coordinating the scrubs project was extremely labour intensive, fun and very much needed at the time. We made over 1000 sets of scrubs for front line use. I made new friends, SD and it kept me very busy.

I've just done shopping for people who've been shielding

I was very grateful to have the opportunity to help out in the pandemic and to be of use by making scrubs.

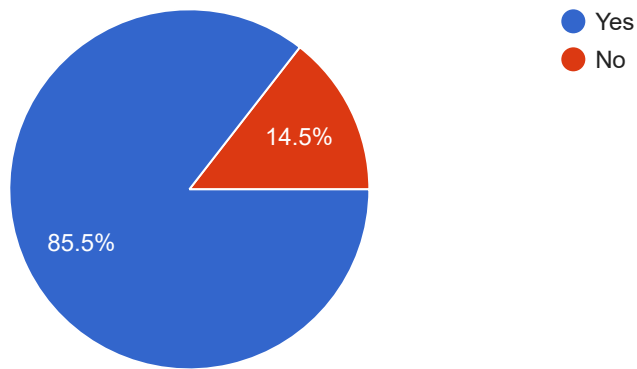
5. Why did you volunteer during the COVID-19 crisis?

145 responses



6. Would you be interested in continuing to volunteer in the future?

145 responses



If you've answered "No" to the above question, please could you tell us why?

21 responses

I already volunteer as a trainer with the macular society.

I am afraid I don't have the spare time now as I had then as I am looking after my husband and have more work on the farm.

I have other volunteering commitments

I've got enough going on. I would love to help children with reading / writing . I lack contact with young people/ children. But I don't hear of many opportunities.

I look after 2 grandchildren full time while their parents work.

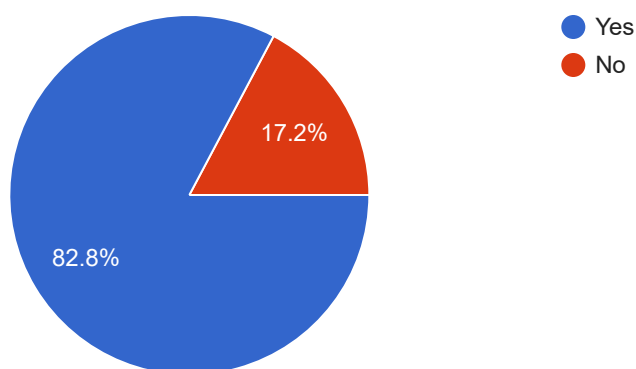
I will later but not right now

Very back communication

Have young children so informal is best

7. If we provided you with further information about volunteering, would you continue to volunteer?

145 responses



8. From your experience of volunteering during this pandemic, was there anything else that could have been put in place to enable you to help others, volunteer or make access to volunteering opportunities and the process easier?

92 responses

No

unsure

Clear communication and safeguarding are vital for volunteers and the people they're helping.

Nothing in particular it's been an unusual experience in many ways

No.

No

Yes, I couldn't agree more

no

A dedicated site for retired health professionals.

If you agree for GVS to store your contact details to enable us to let you know about future volunteering opportunities that become available, and if you would like to be entered into our prize draw, please provide your contact details below.

