

Funding stream: Infrastructure support

Name of grant: Support for volunteering and social action

Grant Award: £53,000 for each financial year for the period 2019/20 to 2022/23 subject to annual budget approval.

Section 1 – Service Overview

The council and CCG want to commission the local voluntary sector to provide a volunteer development service for Ealing residents. This grant will provide a contribution to the overall costs of the service.

Supporting social action and volunteering enables organisations to be more efficient and also supports residents to develop their resourcefulness and wellbeing as a result. This will

- make a significant contribution to the local economy
- enhance connections between residents, communities, the voluntary sector and other local organisations & employers
- help build a more cohesive, safer, stronger community and increase the social network between communities and neighbourhoods
- promote people to be more active in civic engagement
- have positive effects on people as individuals, increasing self-esteem, enhancing skills and capacities, expanding career paths and improving physical and mental health

We want to enable organisations to support different forms of social action amongst their local residents, service users, staff and neighbourhoods. We also want to support residents and communities to self-organise to take action to improve their local area or tackle an issue. As there are different forms of social action and as people have different motivations and capabilities to participate, we want to ensure that any support is co-designed with communities and residents.

Section 2 – Service Outcomes

Applicants will need to demonstrate how the provision of the services will assist in meeting the following outcomes:

- Residents are given more opportunities to use their skills and time
- Residents are able to develop and enhance their skills and talents
- Residents have improved opportunities to find work through involvement in volunteering and social action
- Residents have increased emotional, mental, physical and social wellbeing through improved social contact
- Better quality services that effectively meet the diverse needs of Ealing residents
- VCS organisations have increased and improved access to resources and capacity to recruit, support and train their volunteers
- VCS organisations better utilise existing resources
- VCS organisations have enhanced the services they deliver to better meet the needs of the communities they operate within
- Residents are involved in the design and delivery of the volunteering & social action

To contribute to achieving these outcomes we would expect to see the following each year over the duration of the grant:

- Increase in number of volunteering and social action hours delivered
- Increase in the numbers of residents involved in helping each other and peer to peer support
- Increase in residents who use digital technology to get involved in social action
- The creation of new volunteering projects, or extensions to existing projects, with additional volunteers that will increase the number and diversity of volunteers, in particular those who experience disadvantage or who need additional support

Note that while the service can have an indirect impact on the above outcomes for all residents, we will be measuring the direct impact of the service on those residents and organisations the successful applicant works with.

The successful provider will articulate how their approach to the delivery of the service will secure these outcomes and, as detailed within this specification, work with the council to ensure both qualitative and quantitative measures are in place to demonstrate this.

Section 3 – Service Delivery/Activities Sought

Council funding will specifically support the following activities:

Increase the number, diversity and impact of volunteering & social impact across the borough

- Support Ealing's residents into local volunteering opportunities across the borough that help improve people's wellbeing
- Provide advice and support for residents to access opportunities to help others and their community based on their needs and motivations.
- Support disadvantaged groups to get involved in volunteering and social action to improve their economic, mental and social wellbeing

Improve the ability of local organisations to access and make the best use of volunteering to improve their impact

- Support VCS organisations to access high quality volunteers to increase the effectiveness and capacity of their service.
- Work with VCS organisations to develop different types of volunteering support based on the needs and motivations of people
- Work with the council and businesses to improve the quantity and impact of employee volunteering
- Provide an information, training and support role for organisations on managing and supervising volunteers including best practice guidelines and toolkits – e.g. DBS checks, out of pocket expenses, etc.

Improve collaboration between organisations to develop a culture of giving across the borough

- Work with the council's Active Citizen Programme to encourage and develop social action across the borough, with a particular focus on digitally-enabled social action and peer to peer support
- Celebrate and raise the profile of informal and formal volunteering, including supporting campaigns and innovative approaches

Note: Organisations are also encouraged to propose additional activities which will meet the outcomes required

Section 4 – Specific Criteria

The Council will assess:

- Number of residents actively volunteering after direct engagement with the service per annum
- Number of unemployed residents volunteering after direct engagement with the service.
- Number of people with disabilities volunteering after direct engagement with the service
- Number of young people volunteering after direct engagement with the service
- Number of enquiries from residents interested in volunteering
- Number of available volunteering opportunities
- Number of organisations offering volunteering roles through the service.
- Number of organisations supported to develop new roles or improve best practice
- Diversity of volunteering roles and opportunities offered through the service (including skills required, location, time commitment and area of interest)

In addition, the applicant will be required to submit with their application the following:

- A service delivery plan based on the criteria covering the period 2019/20 - 2022/23 using the template provided.
- Details of how information will be communicated effectively and take into account the needs of people (and organisations) accessing the service including needs arising from age, disability, gender, ethnicity, religion and belief, pregnancy and maternity, marriage and civil partnership, sexual orientation, and gender reassignment.
- Details of how they will obtain customer feedback and consult users on improving community and voluntary services covered by this commission.

Section 5 – Monitoring and provision of information

The grant recipient will provide six monthly updates to the Council based on sections 1 - 4 above.

As well as reporting on the performance indicators. The successful organisation will also provide information annually on the following:

- Summary of an annual volunteer satisfaction survey – both of individual volunteers and the organisations for which they are volunteering
- Summary of volunteer placements/activity and profile of service users, including details of ethnicity, age, gender, disability and location within the borough
- Summary of outcomes delivered for each group accessing support from the service
- Evidence of fundraising/income generation to ensure sustainability and add value to the service
- Review of demographics within the borough, needs of residents and profile of service users to ensure the service is responsive to needs of the community.

Continuation of the grant will be dependent upon meeting the outcomes and delivering the service activities set out above.