

# Hubbub

The newsletter  
from the

**Volunteering Hub**



Issue 02 **Spring 2006**

Since the **Volunteering Hub** was born in June 2005, we've already seen many successes. Tripping down the red carpet we have **82 rebranded Volunteer Centres**, the **doubled open hours of the freephone information line**, and a brand new **Good Practice Bank**.

And there's lots more too. It's fair to say that much of this early work was easy to identify. We started on the quick wins. But they're no less valuable for taking less time. The rest of the programme will take longer as we develop and roll out major programmes and policy.

This newsletter would be fifty pages long if we described every project the Hub is involved in. Instead we've picked a selection to show the range of activities we've undertaken. **The Hub is well and truly rolling.**

**Chris Penberthy**

Director of Strategy and Planning, Volunteering England  
Head of Volunteering Hub



We've recruited a part-time librarian, who has been updating our library database by removing out-of-date stock and adding new publications.

If anyone has any suggestions for recommended publications, please contact the Information Team on **0800 028 3304**, or email us at: **[information@volunteeringengland.org](mailto:information@volunteeringengland.org)**

# Put it in the Bank

We all want to follow best practice but it's often difficult to find decent guidance. No longer! **The Good Practice Bank** hands it to you on a plate – or at least, online.

The Bank helps you find information about managing volunteers. Themes include recruitment, induction and training, support and supervision, retention, expenses, creating volunteer roles, health and safety, protection of vulnerable clients, volunteer policies, equal opportunities and diversity, and dealing with problems.

What's in the Good Practice Bank? First there's an overview of each theme. Then there are information sheets, examples of good practice, relevant articles, and links to related websites. And all of it is downloadable.

By using the bank you benefit from the hard work others have done before you. You can refer to sample documents such as volunteer policies, and adapt them to suit your own particular needs. You no longer have to re-invent the wheel.

We're still working on the Bank. Next we'll look in more depth at good practice in volunteering in specific settings, such as sport, health and social care and employee volunteering. And we hope organisations will submit their own examples of good practice to the bank. [www.volunteering.org.uk/managingvolunteers/goodpracticebank/](http://www.volunteering.org.uk/managingvolunteers/goodpracticebank/)



England Volunteering  
Development Council

## The long view

The Hub's work on the ground is making an immediate difference to the volunteering infrastructure. But we've taken a long view too. **Building on Success** is our strategy to develop better volunteering for years to come. Developing and monitoring this strategy is the role of the **England Volunteering Development Council (EVDC)**, which works at the highest levels, lobbying government and opposition parties, and steering policy.

In 2006 the EVDC will consult on detailed targets for the **Building on Success** strategy for 2007-2009. And it will develop regional bodies to enable it to work more effectively. The first of these bodies meet in March 2006.

Find more information about the EVDC at [www.volunteering.org.uk/evdc](http://www.volunteering.org.uk/evdc) or email [evdc@volunteeringengland.org](mailto:evdc@volunteeringengland.org).



# Volunteer Centres United



If you're new to volunteering, where do you go for help? A galaxy of volunteer development agencies had grown up over the years, each with its own identity. No surprise that many people were confused.

But now agencies have come together under one banner as Volunteer Centres. Their single identity is much easier for us to promote. Before long everyone will know what Volunteer Centres are.

Rebranding the Volunteer Centres has been hugely successful. Over 95 per cent of eligible agencies and branches have signed the brand licence agreement, which is way beyond our original expectations. It's largely thanks to funding from the Hub that we've been able to meet this huge demand. We'll be running a major marketing campaign to promote public awareness of Volunteer Centres in the second half of 2006.

The Volunteer Centres are of course part of a wider family of organisations promoting volunteering, so to create the biggest impact possible we're uniting them under one over-arching brand. The link between Volunteering England, the Volunteer Centres, Volunteer Points, the Volunteering Hub, and the England Volunteering Development Council will be absolutely clear to see.

On Tuesday 4 April, we're organising a major one-day conference, **Lessons in Leadership**. We've been stirred into action by realising that though we all know that volunteering organisations need good leadership, we don't always know what that means:

'If we're serious about volunteering as a powerful force for change, then we need to examine leadership more thoroughly. What is its essential role and function? What is the difference between 'good' and 'bad' leadership? What are the characteristics of really effective leadership?' asked Christopher Spence, Volunteering England's Chief Executive.

We will be exploring these thorny questions and more, with the leading thinkers in leadership and volunteering. We have a packed programme to challenge your perceptions of leading volunteering, with lots of ideas and tools to take back to the workplace.

Jackie Ballard, Director General of the RSPCA, kicks off the conference by talking about volunteering both from the personal perspective of being a volunteer, and also from being a leader of over 7,500 RSPCA volunteers.

Simon Hebditch, Chief Executive of Capacity Builders, will give the closing address, looking at the important leadership role that infrastructure plays in volunteering.

In between, there are eight interactive learning sessions to choose from, and the premieres of two short films on leaders of volunteering. We will also be sharing our latest research on leadership in volunteering and a new development model.

**Lessons in Leadership, The Inspirations and Challenges** is run by Volunteering England in partnership with the Centre for Charity Effectiveness, and part-funded by the Hub. It will be held at the Cass Business School, City University, London EC1. If you would like a conference brochure, contact Susie Curran at **Volunteering England** on **020 7520 8952** or [susie.curran@volunteeringengland.org](mailto:susie.curran@volunteeringengland.org).

**4<sup>th</sup> April**  
**Lessons in Leadership**  
**conference**

# Feel the Fear

# The Commission on the Future of Volunteering

# Find out more

Are you overwhelmed by risk? You should be, according to the media, which seem obsessed with our compensation culture. But is our perception based on reality? And what should we be doing about risk in volunteering?

Between May 2005 and May 2006, we're investigating risk, one of the hot topics of the moment. Sponsored by the Hub, the Volunteering and Risk Management initiative is looking at the nature of risk in volunteering, how it is perceived, and best practice.

The programme of work has six linked strands:

- We're mapping the extent that risk and insurance are a problem for the volunteering sector
- We're holding a dialogue with key stakeholders about risk
- We're consulting widely with the volunteering sector
- We're enhancing good practice
- We're contributing to wider debates on risk and insurance
- We're making sure that what we learn during the initiative is applied once it is completed

To find out more about the Volunteering and Risk Management initiative, go to [www.volunteering.org.uk/aboutus/volunteeringandriskmanagement/](http://www.volunteering.org.uk/aboutus/volunteeringandriskmanagement/)

The Commission on the Future of Volunteering launches on 29 March 2006. The EVDC has set it up to develop a ten year vision for the future of volunteering in England, running from 2007 to 2017.

The Commission will look at all kinds of volunteering, in all sectors – not just the voluntary and community sector – and will include both formal and informal volunteering.

Particular issues it will look at include volunteering by hard-to-reach groups, by and within faith groups and black and minority communities, and in rural communities.

The Commission is an initiative of the EVDC: for more details of its work, go to the EVDC's website at [www.volunteering.org.uk/evdc](http://www.volunteering.org.uk/evdc) or email [evdc@volunteeringengland.org](mailto:evdc@volunteeringengland.org).

You can email us at [volunteeringhub@volunteeringengland.org](mailto:volunteeringhub@volunteeringengland.org)

Information about the work of the Volunteering Hub will regularly be posted on the web at [www.volunteering.org.uk/changeup](http://www.volunteering.org.uk/changeup). On this site you can sign up for e-bulletins about the Hub, and will find links to all Hub and ChangeUp activities. You can also read a copy of the full business plan for the Hub here, as well as monitoring and evaluation reports as they come through.

The Volunteering Hub Advisory Group will publish its reports and papers on [www.volunteering.org.uk/evdc](http://www.volunteering.org.uk/evdc)

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