

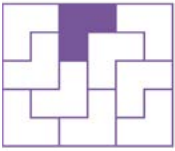
Volunteering

Homes and wellbeing

Homes and Wellbeing promise 2022 - 2027

Date of issue: 24 June 2022





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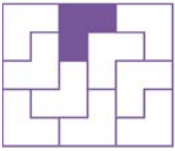
Vision statement

Colleagues, customers and the general public will have opportunities to volunteer their time, talent and knowledge, individually and in groups. NCHA's volunteering programme will enhance and improve the lives of volunteers and customers, while making a difference in our communities, giving something back, and generating social impact.

Culture Statement

Our priority is to be the best we can be for our customers and colleagues by always listening and striving to improve in an environment that is supportive, inclusive and wellbeing focused.

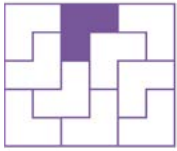
Aligning with the strategic objectives outlined in our three business delivery strategies – the **Environmental Sustainability Strategy**, **Social Impact Strategy** and **Value for Money Strategy** – this plan sets out NCHA's approach to establishing an impactful volunteering service.



Homes and Wellbeing promise 2022-2027

The BIG challenges

- Our previous approach to volunteering was fragmented with no direction, strategy or policy.
- Generating interest and commitment from colleagues will be challenging when Care and Support projects and some NCHA teams are experiencing colleague shortages.
- The project has a budget to fund the Volunteer Coordinator, however there is no current funding for admin support, and activities must be covered by departmental budgets or donations, potentially limiting opportunities.
- The timing of access to technology can be a problem. We need to ensure that volunteers have access to relevant technology, set up in time for their volunteering exercise with the right permissions and guidance.
- Volunteering brings risks around allegations, legal claims, injury and complaints that will need to be managed by the Volunteer Coordinator.



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Where are we now?

- We launched our new volunteering service in 2022.
- Our approach to volunteering has been approved by the Executive Team and the volunteering handbook has been published on igloo and our external website.
- The policy and procedure are in place.
- Projects started small in the first few months after launch as we learned how to implement the processes. The service is now growing from strength to strength as we continue to build positive collaborations and secure funded opportunities, both internally and externally.
- The Senior Leaders Team carried out a team building volunteering event to overhaul the garden of a mental health supported housing project, encouraging other teams to do the same.
- We are gaining strong momentum with external and internal articles/blogs to raise awareness of the positive impact our volunteering activities are having upon the participants, NCHA customers and local community.
- Colleagues' skills within NCHA and beyond have been surveyed and logged in iTrent.
- The Volunteer Coordinator continues to gather insight from teams in Your Housing and Care and Support on the volunteering needs of their customers.

Key objectives

Our aim is to increase colleague engagement with volunteering opportunities that demonstrate impact in the communities we serve. This includes dedicated opportunities to volunteer on environmental improvement/sustainability projects for individuals and groups as per the Environmental Sustainability Strategy.

Colleague volunteering

1. To help people feel more connected to the organisation and improve wellbeing.
2. Review colleague skills, conduct surveys, identify opportunities and gaps. Capture new starters throughout the year.
3. Create an internal volunteering marketplace, including a 'Volunteering Noticeboard' for sharing colleagues' skills/offers/opportunities and a mechanism in iTrent for available volunteering hours and skills to be advertised and booked.
4. Volunteering policy approved and reissued for NCHA.
5. Introduce colleague social prescribing – colleagues could be referred/recommended for volunteering by the Wellbeing Manager and Wellbeing Champions.

Customer and external volunteering

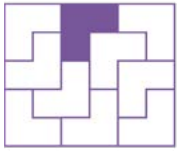
6. Launch our offer for customer and general public (external) volunteering, creating a system for matching and monitoring opportunities, learning from the launch of colleague volunteering and with an engagement plan created with the Communications and Engagement team.
7. Local community involvement – Volunteer Coordinator will create an annual plan in conjunction with the Community Involvement team to engage customers and the local community with volunteering opportunities. This could be supported by community groups, customer committees

and NCHA roadshows, utilising the promotional bus.

8. We will share information and opportunities while engaging and being more visual to our customers and partners. (2024/25)
9. We will create partnerships working with our local colleges and universities to create opportunities for skills sharing and student placements. (2024/25)
10. We will engage with local integrated care systems to offer people in recovery the opportunity to volunteer, share and build skills in a supported trauma informed environment. (2024/25)
11. We will agree with our responsive repairs provider, Fortem, how they will support the volunteering programme in line with their contractual social value commitments, including opportunities they can offer with regards to time, expertise and skills. (2024/25)

Supporting actions

12. We will measure wellbeing impact on colleagues and customers (where applicable), using the wellbeing measurement scale developed through the Social Impact Strategy.
13. We will implement a communications plan with the Communications and Engagement team.
14. We will monitor and share volunteering opportunities and achievements throughout the year, using all available communication tools such as social media, organisational publications, blogs, Team Briefs and good news stories.
15. Celebration of national Volunteering Week (June) will help to elevate this agenda.



Homes and Wellbeing promise 2022-2027

Delivering the plan

Key project leads across the organisation will work as required to facilitate the Volunteer Coordinator to successfully deliver this plan.

Monitoring and reporting

- The Volunteer Coordinator will produce monthly implementation progress reports, which will monitor progress against implementation objectives by the relevant Contracts Manager.
- We'll deliver reviews and celebrations of planned activities during Volunteering Week.
- Wellbeing tool – We will monitor and review wellbeing through the 'WemWbs' tool annually.
- We will create a tracking tool to monitor non-Care and Support customers and wider public involvement.



Glossary

WemWbs -

is a short survey featuring a series of wellbeing questions that help us generate quantitative data and gain feedback on someone's experience of volunteering so we can better understand our wellbeing impact.

Our business delivery strategies

Being the best we can be for our customers and colleagues by always listening and striving to improve, in an environment that is supportive, inclusive and wellbeing focused.

Alongside the Group Corporate Plan sit three new '**Business Delivery Strategies**', which are relevant to all departments. These are:

Environmental Sustainability Strategy

Social Impact Strategy

Value for Money Strategy.

The **Environmental Sustainability Strategy** sets out ambitious targets that will enable NCHA to reach net zero carbon emissions, improve natural environments and reduce fuel poverty for our customers.

The **Social Impact Strategy** commits NCHA to getting better at measuring the positive impact we have on people's lives, and then using what we learn to focus our money and time on the things that have the biggest impact.

The **Value for Money Strategy** is arranged around three key concepts:

- Economy, which means buying things as cheaply as possible, which will mainly be achieved through improved corporate procurement practices and loan agreements.
- Efficiency, which means getting the most out of our resources, and
- Effectiveness, which means providing high quality services that meet people's needs and expectations.

Taken together, these new strategies provide us with the opportunity to pause and reflect on what we've been doing, and then to refocus on the future.

The theme of this plan is Volunteering. The plan describes what we will change over the next 5 years to achieve our vision.