



City and County of Swansea

## Minutes of the **Social Care & Tackling Poverty Service Transformation Committee**

**Multi-Location Meeting - Gloucester Room, Guildhall / MS**

**Teams**

**Monday, 11 September 2023 at 4.00 pm**

**Present:** Councillor C R Evans (Chair) Presided

**Councillor(s)**

M Baker  
J E Pritchard

**Councillor(s)**

A J Jeffery  
L V Walton

**Councillor(s)**

H Lawson

**Officer(s)**

Gareth Borsden  
Lee Cambule  
Amy Hawkins  
Simon Jones

Democratic Services Officer  
Tackling Poverty Service Manager  
Head of Adult Services & Tackling Poverty  
Social Services Strategy and Performance Improvement  
Officer

Anthony Richards

Poverty and Prevention Strategy and Development  
Manager

Lisa Thomas

Senior Lawyer

**Also present**

Julia Manser – Swansea Council for Voluntary Services

**Apologies for Absence**

Councillor(s): A J O'Connor

---

**15 Disclosures of Personal & Prejudicial Interests.**

In accordance with the Code of Conduct adopted by the City & County of Swansea, the following interests were declared:

Councillor H Lawson declared a personal interest in Minute No 17 “ Swansea Council Volunteering Policy Development”.

**16 Minutes.**

**Resolved** that the Minutes of the Social Care & Tackling Poverty Service Transformation Committee held on 24 July 2023 be approved and signed as a correct record.

**17 Swansea Council Volunteering Policy Development.**

Anthony Richards presented a ‘for information’ report which detailed the background to the development of a Swansea Council Volunteering Policy which will set out consistent principles and practice by which volunteers are involved across the organisation.

The policy aimed to create a common understanding and definition of volunteering and clarify roles and responsibilities to ensure the highest standards were maintained consistently in relation to the management of volunteers within Swansea Council whilst also recognising the importance of volunteers to Swansea Council.

Julia Manser (SCVS) welcomed the draft policy and outlined and detailed her involvement and input into the ongoing development of the policy and indicated that the policy would be more aimed at formal volunteer roles within the Council such as those in care homes, and less aimed at informal activities like community litter picking etc.

It was proposed that the Swansea Council Volunteering Policy would include the principles of volunteering as defined by WCVA (Wales Council for Voluntary Action):

- Volunteering is undertaken by choice. Individuals have the right to volunteer, or indeed not to volunteer.
- While volunteers should not normally receive or expect financial rewards or incentives, they should be reimbursed for reasonable out of pocket expenses.
- The contribution of volunteers and paid staff should complement one another. Volunteers should not be used to replace paid staff or to undercut their pay and conditions of service. Volunteers should enhance the quality of the Council's activities.
- Effective mechanisms should be in place to support and develop volunteers.
- Volunteers and paid staff should be able to carry out their duties in safe, secure and healthy environments that are free from harassment, intimidation, bullying, violence and discrimination. All should be treated sensitively with regard to their preferred language.
- Volunteers should have access to appropriate opportunities for learning and development.
- There should be a recognised process for the resolution of problems, for both staff and volunteers.
- Volunteers should not be used to undertake the work of paid staff in the case of industrial disputes.
- Volunteering should be open and accessible to all
- Mutual Benefit – both the volunteer and the Council should benefit from the relationship
- The contribution of the volunteer should be recognised

The current draft Swansea Council Volunteering Policy was attached at Appendix A to the report. This draft policy takes account of best practice as identified by third sector Support Wales and as such defines volunteering, sets out standards and commitments to roles and responsibilities, recruitment and selection, induction and training and support and supervision.

Following a meeting of the volunteering development working group during May, the draft Swansea Council Volunteering Policy was taken to the corporate safeguarding operational group during July for initial review and comments.

Work was ongoing in conjunction with human resources and organisational development and Swansea Council for Voluntary Service to both refine the draft policy and inform the development of a Volunteer Management Toolkit and Volunteer

Handbook, incorporating feedback from the corporate safeguarding operational group.

A volunteering policy steering group has also been established comprising of officers from the tackling poverty service, human resources and organisational Development and Swansea Council for Voluntary Service. The steering group is set to meet during September to finalise the draft policy.

Funding had been secured from the shared prosperity fund to provide the resources required to support the completion and implementation of this work during 2023/24. It was anticipated that a volunteering development officer post would be established early in 2024.

This appointment would assist with the likely timescales for the implementation of the policy in 2024 due to the large amount of work needed with the development of the managers toolkit and volunteer handbook. The policy once finalised could be brought back to this committee for approval and sign off.

The volunteering policy steering group would continue working to complete the draft Swansea Council Volunteering Policy and develop a corporate volunteer handbook and tool kit for volunteer management as outlined within the draft policy.

Consistent baseline data for all volunteers hosted across services within Swansea Council was to be established along with engagement with current volunteers to undertake experience mapping and ongoing engagement and coproduction.

Members asked various questions and made comments about the proposals, and officers responded accordingly.

The Chair thanked the officer for the report and updates.

## **18 Work Plan 2023-2024.**

The Chair referred to the circulated Work Plan for 2023-2024 and indicated that following on from the workshop to be arranged shortly on the Levelling Up Grant Process, the item be added to the agenda for the December meeting.

**Resolved** that the revised Work Plan as outlined above be noted,

The meeting ended at 4.37 pm

**Chair**