

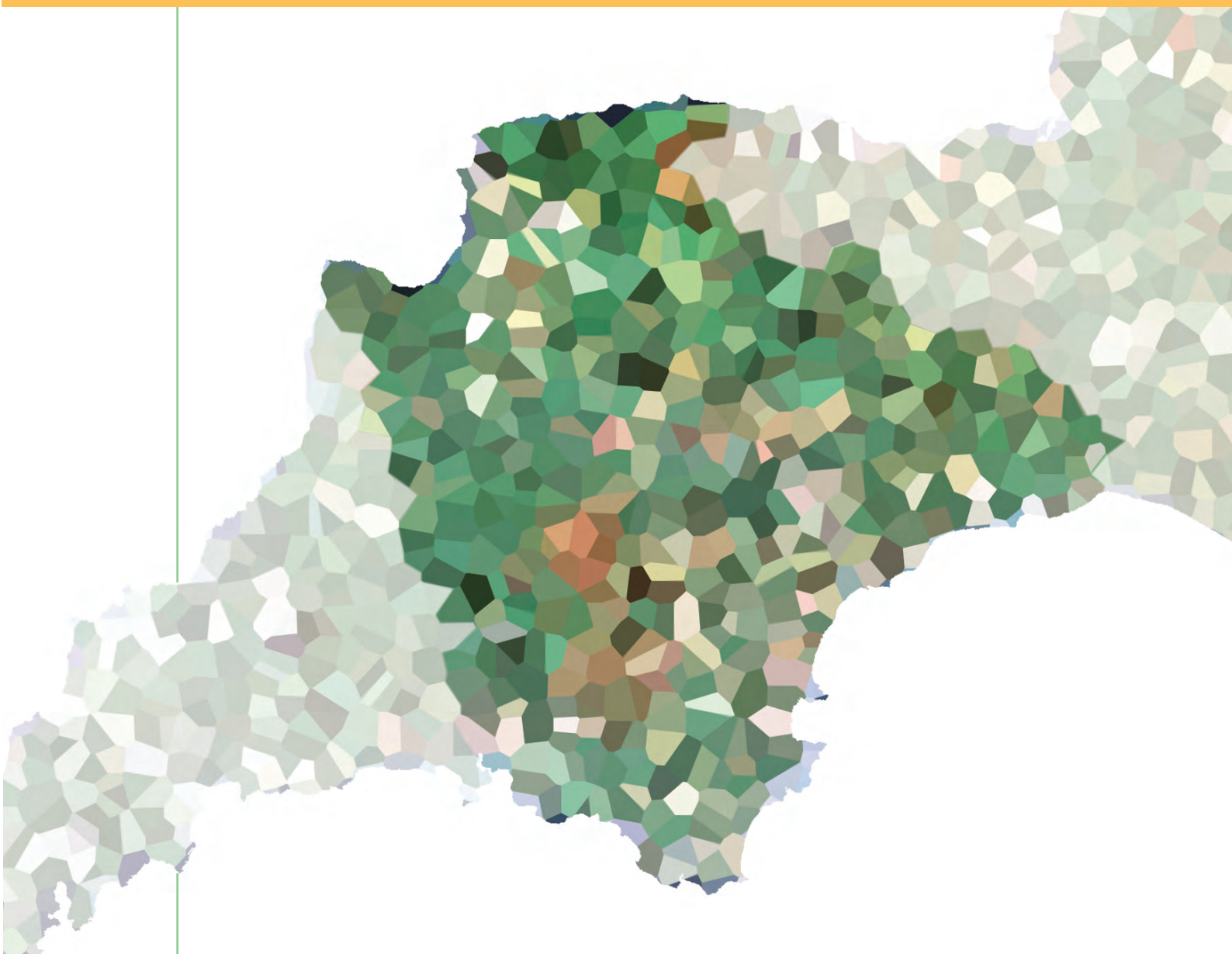


# A Compact for Devon

## Volunteering

*Code of Good Practice*

November 2006



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*A selection of quotes taken from working group members is included throughout this document.*





## Compact for Devon

The Compact is the agreement between the Statutory Sector (including Devon County Council, District Councils, Primary Care Trusts, now the Devon Primary Care Trust, other Healthcare Trusts, Connexions, Police, etc.) and the Voluntary and Community Sector, to improve and develop their relationship for the benefit of each other and the communities they serve. It was revised in 2005. For further details contact [www.dacvs.org.uk](http://www.dacvs.org.uk).

### The Compact sets out:

- A shared vision and principles.
- Actions from both sides.
- The Statutory Sectors' commitment to respect the independence of the Voluntary and Community Sector, and
- Systems to help make sure that the agreement works.

### The Compact is to be supported by six codes of good practice covering:

- Funding and Procurement
- Volunteering
- Equality and Diversity
- Consultation and Involvement
- Community Groups
- Partnership

The Funding and Procurement Code, the Volunteering Code and the Equality and Diversity Code were published in November 2006. The other three Codes are planned for 2007. The Compact is informed by the Codes of Practice and together form Devon's agreed approach to Partnership working. None of the documents should be taken in isolation.

Local Compacts have been agreed in most areas to cover relations between local councils, other local public bodies and the voluntary and community sector. The Compact for Devon and this Code of Practice are informed by the national Compact on Relations between Government and the Voluntary and Community Sector in England, (Home Office, 1998), a national code of good practice and numerous Codes from other places. For more information go to [www.thecompact.org.uk](http://www.thecompact.org.uk) or [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk). The Volunteering Code is also informed by the Working Together for Devon Code of Practice on Volunteering and Community Action.

The Compact for Devon and its Codes of Good Practice have been developed by the Devon Compact Hub, whose representation stretches across the diverse range of organisations (both voluntary & community and statutory) in the County. Individuals from organisations across the spectrum of the sectors took part in the consultation on the draft documents in a variety of ways including:

- Working groups
- Voluntary sector forums
- Postal/email questionnaires
- Local Strategic Partnership meetings
- Internal organisation meetings

Implementation of the Compact and its Codes of Practice is the responsibility of each organisation. The Compact Hub sees the Compact and its codes as living documents that will be used as the basis of continued partnership working between the two sectors.

The Devon Compact Hub is responsible for carrying out regular monitoring and an annual review of the Compact for Devon and its Codes of Good Practice. For a list of Compact Champions and their contact details please go to [www.dacvs.org.uk](http://www.dacvs.org.uk) or telephone 01392 202057.

## Rurality

The Compact for Devon recognises the issue of rurality and the impact that this has on providing services in rural areas.



## Good Practice checklist

### Statutory and Voluntary & Community Sector organisations together will:

- work together to improve the profile, status and range of volunteering activity and community activity
- consider involving volunteers in policy and service development, where appropriate, in the same way as service users and carers are
- adopt clear policies regarding the payment of 'out of pocket' volunteer expenses ensuring that volunteers are entitled to prompt reimbursement of all reasonable expenses and are encouraged to claim. Examples of appropriate expenses would include travel, caring expenses (if the volunteer is a carer), cost of safety clothing, etc.
- work to tackle discrimination to ensure that volunteering is open to all
- recognise that costs which actively enable greater access to volunteering are appropriate in relevant applications for funding
- recognise that good practice in volunteering involves extra capacity and cost
- recognise the expertise of volunteer infrastructure organisations and use their support to promote volunteering
- celebrate volunteering (e.g. in volunteers' week) and recognise that high levels of volunteering indicate healthy and active communities
- keep appropriate data on volunteering and be able to demonstrate how volunteering has added value to public services (see appendix for information on the value of volunteering)
- ensure that within all agencies responsibility is taken for volunteering policy, good practice, and volunteer management including appropriate monitoring and reporting, e.g. by identifying a staff member, elected member or Trustee to take on this role

*“ Volunteering has restored my confidence in the power of people to change the world ”*

# 1 Introduction

## What is the Volunteering Code of Good Practice?

1.1 This Code of Good Practice sets out issues and actions for both the Statutory sector and the Voluntary and Community sector in Devon on how to work together to support and promote volunteering and voluntary action. The Code also contains actions for volunteer-involving organisations (who may be from either the voluntary & community or statutory sector) and volunteer infrastructure organisations – see section 7 and the Appendix for more information.

1.2 It includes actions to influence behaviour to tackle barriers to volunteering so that more people are able to volunteer and so that volunteering benefits both the individual and the organisation or cause where that volunteering takes place.

1.3 This Code offers good practice guidance, but in itself is not a best practice guide for the management of volunteers (see Appendix for information on Good Practice in volunteer management and signposting for further broad guidance on volunteering).

1.4 Each section in this Code outlines a key topic that covers volunteering, and provides actions for the Statutory sector and Voluntary and Community organisations, volunteer-involving and volunteer infrastructure organisations to help improve volunteering and resolve potential problems.

## Who is the Code of Good Practice for?

1.5 The Code applies to all statutory sector agencies and voluntary and community organisations in Devon which are signatories to the Compact. It is designed to promote partnership between sectors to value and support volunteers and their contribution.

1.6 It is recognised that a good deal of volunteering is ‘informal’ – i.e. those who do it don’t necessarily recognise themselves as volunteers (e.g. helping a neighbour with shopping). This code is for organisations which practice and promote formal volunteering, however, where community organisations are very small the boundaries between informal and formal volunteering are often blurred. Community organisations, especially when run by volunteers, may lack capacity to implement the Good Practice in this Code. The Code is designed to be inclusive and to signpost organisations to support and information about how to develop good practice appropriate to their own organisation. The Code of Practice for Community Groups is intended to clarify how the Compact for Devon relates to them.

## How does the Code of Good Practice complement the Compact?

1.7 This Code of Good Practice is one of six codes which complement the Compact. The others will cover Funding and Procurement, Consultation, Equality, Community Groups and Partnership working. This Code should inform and support the development and implementation the Compact for Devon.

*“I have done so many new things as a volunteer and met so many interesting people. If you don't already volunteer, get involved”*

## 2

## Understanding Volunteering

2.1 Volunteering is an important expression of citizenship and fundamental to democracy. It is the commitment of time and energy for the benefit of society and the community, and can take many forms. It is freely undertaken and not for financial gain. The principle of non-payment of salaries to volunteers is central to this Code and to the wider understanding of volunteering. The principle of paying expenses is also central.

2.2 User and Carer involvement is a specific and different area of volunteering. Some organisations may need to consider the developing good practice in this area including payments for the time of those involved (see Appendix for further information).

2.3 In this Code the term volunteering is understood to include activity undertaken through public, private and voluntary organisations as well as community participation and campaigning. For the purpose of this Code, volunteering is defined as an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives.

2.4 People volunteer for many different reasons. For example, they may choose to volunteer to develop skills or gain experience, to socialise or to give something back to society. They may also volunteer because they feel a moral duty or compelling reasons to take part in voluntary action or support a particular cause. The key element is that it is freely undertaken.

2.5 Just as the Voluntary and Community Sector in Devon is diverse so is the range of volunteering opportunities and therefore also the level of support which volunteers need. The implementation of this code requires signatory organisations to make their own response to the Codes' requirements at the level which they deem to be appropriate for their organisation.

“*Volunteering is really cool*”

## Principles of Volunteering

The Compact recognises four principles fundamental to volunteering. These are Choice, Diversity, Mutual Benefit and Recognition. These inform every aspect of this Code.

### Choice

Volunteering must be a choice freely made by each individual. Any encouragement to become involved in volunteering should not result in any form of coercion or compulsion. Freedom to volunteer implies freedom not to become involved – Government initiatives which require compulsory community participation, e.g. the Welfare to Work Agenda, are not about volunteering.

### Diversity

Volunteering should be open to all, no matter what their background, race, colour, nationality, religion, ethnic or national origins, age, gender, marital status, sexual orientation or disability.

### Mutual Benefit

Volunteers offer their contribution and skills unwaged but should benefit in other ways in return for their contribution. Giving time voluntarily must be recognised as establishing a reciprocal relationship in which the volunteer also benefits and feels that his or her contribution is personally fulfilling.

### Recognition

Explicit recognition that valuing the contribution of volunteers is fundamental to a fair relationship between volunteers, Voluntary and Community organisations and the Statutory sector. This includes recognising the contribution to the organisation, the community, the social economy and wider social objectives.

From 'Volunteering Compact Code of Good Practice' (National Compact) for more information contact The Compact Working Group at [www.thecompact.org.uk](http://www.thecompact.org.uk) or 020 7520 2454.

## 3

## The Importance and Scope of Volunteering

### ISSUES

3.1 Because volunteers are active in all areas of life, all decision-makers need to be aware of ways that their actions and decisions may affect volunteering and voluntary activity. The voluntary and community sector and the statutory sector together in Devon, should play a vital strategic role by supporting and enabling volunteering and community activity.

3.2 Volunteering is a powerful force for change and development, both for those who volunteer and for the wider community. It can also have a major impact on Social Inclusion. Volunteers offer support, expertise and innovation to any organisation, enhancing impact and adding value.

3.3 Though not an exhaustive list, volunteering can include:

- Helping provide a service as a volunteer within a voluntary or community organisation, or the statutory sector;
- Community activism, campaigning and action to change society or identify and tackle unmet needs;
- Befriending and mentoring;
- Organising sports and physical recreation;
- Taking part in running a voluntary or community organisation as a trustee or member of a board or committee;
- Serving as a non-executive member of a public body or participating in civic governance, for instance serving as a school governor or a community representative;
- Leading a voluntary initiative, usually as part of a voluntary organisation or community group, to improve the quality of life for people in a neighbourhood or community of interest;
- Group activity, within a neighbourhood or community of interest, providing a community service, or campaigning for a public cause;
- Helping develop public policy through involvement in consultation processes and campaigning;
- Volunteering overseas;
- Helping raise funds for an organisation.

## ACTIONS

### 3.4 Statutory and voluntary and community sector organisations agree:

- to acknowledge and support volunteering by having specific policies which value volunteering and actively consider ways to promote and develop it
- to work together to improve the profile, status and range of volunteering activity and community activity
- to actively consider supporting employee volunteering schemes
- to consider involving volunteers in policy and service development, where appropriate, in the same way as service users and carers are

### 3.5 Volunteer involving organisations will:

- offer high quality and a diverse range of opportunities to volunteer.

### 3.6 Volunteer Infrastructure organisations will:

- support volunteer involving organisations to achieve these actions
- offer support to statutory agencies in policy making or good practice which relates to volunteering and generally promote the benefits of volunteering
- support volunteer involving organisations to offer high quality and a diverse range of volunteering opportunities
- identify gaps and encourage new volunteering opportunities

“  
*I was stuck in a job I hated until I started volunteering.  
It has opened up a new world of opportunity to me*  
”

## 4

## Overcoming Barriers to Volunteering

### ISSUES

4.1 There can be significant barriers that stop people from volunteering. The Statutory sector and the voluntary and community sector will challenge barriers to volunteering through their policy and practice.

4.2 Barriers to volunteering can be due to a variety of causes. They may include physical barriers, attitudes and behaviour by individuals, or access to opportunities in society. Examples include opportunities to volunteer being located far from where potential volunteers live or where transport is poor, the cost to the individual of volunteering or the institutional behaviour and culture of organisations themselves.

### ACTIONS

4.3 Statutory and voluntary and community organisations together will:

- adopt clear policies regarding the payment of 'out of pocket' volunteer expenses ensuring that volunteers are entitled to prompt reimbursement of all reasonable expenses and are encouraged to claim. Examples of appropriate expenses would include travel, caring expenses (if the volunteer is a carer), cost of safety clothing, etc.
- give clear information to volunteers about the impact that expenses can have on benefits etc. (see Appendix for more information)
- ensure that where appropriate cash reimbursement should be available on the day
- recognise the full costs in recruiting and maintaining volunteers, the payment of expenses, training and support
- work to tackle discrimination to ensure that volunteering is open to all (see Equality & Diversity Code of Practice)
- emphasise the benefits of volunteering as a way to overcome barriers
- regularly review volunteering policies to see that they are in line with current best practice
- ensure that proper systems for consultation exist (see proposed Consultation and Involvement Code of Practice)

“ *Volunteers are the glue that holds communities together* ”

## 4.4 Statutory organisations will:

- work with Volunteer infrastructure organisations to ensure joint approaches to volunteering across statutory agencies in Devon
- consult appropriately within the voluntary sector so that proposed policies or service provision take account of ways in which it may affect volunteers and volunteering (see forthcoming Consultation Code of Practice)
- actively work to reduce barriers to volunteering by reviewing current policies and practice, e.g. simplifying paperwork where appropriate
- recognise that costs which actively enable greater access to volunteering are legitimate in relevant applications for funding
- recognise that good practice in volunteering involves extra capacity and cost
- recognise the expertise of volunteer infrastructure organisations and use their support to promote volunteering

## 4.5 Volunteer Involving organisations will work with Volunteer Infrastructure Organisations to:

- regularly review volunteering opportunities to ensure these are diverse and inclusive
- regularly review volunteering recruitment practices and target projects to ensure equal opportunities to volunteer
- include reasonable costs for reducing barriers to volunteering in relevant funding bids
- ensure funding bids reflect the full cost of good practice in volunteering management
- recognise the value of appropriate and effective volunteer management

## 4.6 Volunteer Infrastructure Organisations will:

- support volunteer involving organisations to achieve these actions
- offer advice to statutory agencies in policy making or good practice which relates to volunteering
- advertise volunteering opportunities widely and to a diverse range of potential volunteers

- actively promote good practice and support organisations to improve policy and practice
- be proactive in promoting the recruitment of volunteers from groups which have not traditionally volunteered and develop funding strategies to support such initiatives where possible
- work closely with specialist diversity organisations to ensure best practice

## 5

## Valuing Volunteer Contributions

### ISSUES

5.1 The contribution of volunteers and voluntary activity can often go unacknowledged. Volunteers make significant contributions to society. Volunteering is more than performing a service. Volunteers can spot and articulate unmet needs and emerging issues, and some campaign as activists. Their contribution can be measured, and should be recognised and celebrated.

5.2 The Statutory sector and the voluntary and community sector in Devon will develop policies that ensure that the significant contribution and value of volunteering is recognised. Volunteers contribute to the economic output of a country. They also bring added value through diversity, increase local accountability and help to build strong cohesive communities.

### ACTIONS

#### 5.3 In supporting the Code, Statutory and the Voluntary and Community organisations will:

- celebrate volunteering (e.g. in volunteers' week) and recognise that high levels of volunteering indicate healthy and active communities
- keep appropriate data on volunteering and be able to demonstrate how volunteering has added value to public services (see Appendix for information on the value of volunteering)
- acknowledge how volunteering can help promote social inclusion
- make visible the value of volunteers' contributions, e.g. in publications such as Annual Reports (see Appendix for more information)
- feedback to volunteers the value of their contribution
- involve volunteers and paid staff when developing new policies and ideas and in reviewing current practice
- ensure that all contracts and Service Level Agreements recognise the full cost of involving volunteers and value volunteer contributions
- recognise that effective volunteering requires support, management, training and other resources and that these are appropriate costs in applications for funding (for an example of how to value volunteering contributions see Appendix)

*“ The fact that I choose to be there, that I'm not paid, makes the relationship a really special one ”*

## 5.4 Volunteer involving organisations will:

- work with Volunteer infrastructure organisations to ensure that appropriate, best practice, volunteering policies are in place
- include appropriate volunteer support, management and training costs in relevant funding bids
- ensure that all volunteers who choose to, can gain access or be signposted to relevant training, support, management, supervision and advice and, where appropriate, accreditation for their skills
- recognise the support of Volunteer Infrastructure Organisations to ensure that volunteering opportunities and access to support mechanisms do not exclude particular groups from volunteering (e.g. by timing or accessibility of activities)

## Volunteer Infrastructure Organisations will:

- support volunteer involving organisations to achieve these actions
- offer support to statutory agencies in policy making or good practice which relates to volunteering
- particularly support smaller volunteer involving organisations to achieve these aims
- celebrate and publicise volunteering in the media
- support volunteer involving organisations to value volunteers by providing information and ideas

*“ I love the fact that I can make a difference while I’m learning new things ”*

## 6

# The Volunteering Experience

## ISSUES

6.1 The relationship volunteers have with a volunteer-involving organisation is distinct from that of an employee. The Statutory sector and the Voluntary and Community sector will work together to promote policies which recognise differences in volunteers' motivation and contribution from paid staff. These differences will be reflected in the way volunteers are managed. Volunteering should never be a substitute for paid work.

6.2 Volunteers are not paid staff and should be treated differently. They may, however, expect many of the same entitlements as employees including clarity about their roles and responsibilities, induction, managerial supervision and support, and relevant training and development opportunities. They are also subject to the same obligation to abide by, and be subject to, the organisation's agreements, policies and procedures.

## ACTIONS

6.3 Statutory and the voluntary and community sector organisations in Devon will work together to encourage clarity, consensus and consistency about the appropriate roles for volunteers. They will:

- ensure that boundaries between the work of paid staff and the role of volunteers are clearly defined and recognise that volunteering should never be a substitute for paid work
- ensure that within all agencies responsibility is taken for volunteering policy, good practice, and volunteer management including appropriate monitoring and reporting, e.g. by identifying a staff member, elected member or Trustee to take on this role

### 6.4 The Statutory sector will:

- recognise that volunteering is a valuable experience and that costs required to ensure this are appropriate in relevant funding applications

### Volunteer involving organisations will:

- where appropriate, provide opportunities for volunteers to develop skills and knowledge and recognise that it is appropriate to add these costs into relevant funding applications
- ensure that paid staff who are responsible for volunteer involvement have this work recognised as part of their job descriptions and receive appropriate training and support

## Volunteer infrastructure organisations will:

- support volunteer involving organisations to achieve these actions
- offer support to statutory agencies in policy making or good practice which relates to volunteering
- challenge and support volunteer-involving organisations to examine how involving volunteers will contribute to the achievement of their aims and objectives

*“Just being able to make someone smile brightens up my day”*

## 7

## The Volunteering Infrastructure

### ISSUES

7.1 Volunteering infrastructure organisations support front-line organisations to help them to deliver their aims more effectively (see Appendix for more details).

7.2 The volunteering infrastructure has a unique role to recruit and support volunteers (and to equip the organisations where they volunteer to support them better), as well as to deliver volunteering initiatives and programmes.

7.3 Both the Statutory and the Voluntary and Community sector in Devon agree that public funding should be invested to create and maintain a modern, dynamic volunteering infrastructure.

### ACTIONS

#### 7.4 Statutory and the Voluntary and Community Sector organisations together will:

- recognise and support existing infrastructure organisations

#### 7.5 The Statutory sector will:

- adopt policies to help ensure that specialist volunteering infrastructure can develop sustainably with particular reference to long term funding
- recognise that Volunteer infrastructure organisations need adequate resources to carry out their functions

#### 7.6 Volunteering Infrastructure Organisations will:

- ensure that best practice guidance is always made available for volunteer-involving organisations
- review policies and continually seek ways to enable and support volunteering organisations (particularly small community organisations) to meet the actions in this Code of Practice and best practice in volunteering appropriately
- organise volunteer managers' forums and training to address local volunteering issues
- provide information in national, regional and local initiatives which impact on volunteering

## Volunteering Infrastructure

At national and regional level, a range of umbrella organisations deliver different aspects of the volunteer development function. At a local level there should be at least one specialist volunteer development agency (Infrastructure organisation) delivering the volunteer development functions. That agency should work with other agencies locally to develop volunteering. The volunteer development functions will be delivered from different perspectives at a local, regional and national level but in complementary ways to include:

### Brokerage

The volunteering infrastructure will hold information on volunteering opportunities. It will offer potential volunteers accessible support and advice in matching their motivations to volunteer with appropriate volunteering opportunities.

### Marketing Volunteering

The volunteering infrastructure will aim to stimulate and encourage interest in voluntary and community activity. It will market and promote volunteering through local, regional and national events and campaigns.

### Good Practice Development

The volunteering infrastructure will have a commitment to promoting good practice in working with volunteers to all volunteer-involving organisations, and will actively support and maintain this.

### Developing Volunteer Opportunities

The volunteering infrastructure will work in close partnership with other statutory, voluntary and private sector agencies, as well as with community and faith groups, to develop imaginative opportunities (both formal and informal) for potential volunteers. It will work to ensure that volunteering opportunities are available for all.

### Policy Response and Campaigning

The volunteering infrastructure will devise and lead on policy development which serves to influence a policy environment in England (and by extension the UK and Europe) which takes account of the ways this may affect volunteers and volunteering activities. It will challenge received wisdom about the capacity of existing service provision and about the ways in which people can or cannot get involved in volunteering and its development.

### Strategic Development of Volunteering

The national volunteering infrastructure will take strategic responsibility for the support and development of local and regional infrastructure, good practice development and networks, and support for the development of social policy that facilitates volunteering.

## 8

## Taking the Code forward

To sign up to the Compact for Devon and its Codes of Good Practice please go to [www.dacvs.org.uk](http://www.dacvs.org.uk) or ask for a signatory form from [compact@dacvs.org.uk](mailto:compact@dacvs.org.uk) or telephone 01392 202057.

*“ We do what we can, when we can, with what we’ve got. It makes all the difference to so many people ”*



## Appendix

### Volunteering Infrastructure in Devon

Volunteering Infrastructure organisations are voluntary sector organisations who have a role in supporting organisations, from both sectors, who involve volunteers. They provide information about best practice as well as information about funding and training. Some volunteering infrastructure organisations offer support to any volunteer involving organisation, e.g. quality accredited volunteer centre. Others provide support to specialist organisations, e.g. national bodies with local agencies such as Age Concern and CAB.

In Devon there is now a quality accredited volunteer centre in every district. Included below are the contact details of the main volunteering infrastructure organisations in Devon.

Barnstaple Volunteer Centre  
[ndvs@btconnect.com](mailto:ndvs@btconnect.com) or 01271 326700

Volunteer Centre East Devon  
[rachel@edvsa.org.uk](mailto:rachel@edvsa.org.uk) or 01404 549045

Exeter Volunteer Centre  
[volunteercentre@exetercvcs.org.uk](mailto:volunteercentre@exetercvcs.org.uk) or 01392 202055

North Devon Volunteering Development Agency (Ilfracombe)  
[volunteer-centre@tiscali.co.uk](mailto:volunteer-centre@tiscali.co.uk) or 01271 866300

Okehampton & District CVS & Volunteer Centre  
[vcentre@okehamptoncvcs.org.uk](mailto:vcentre@okehamptoncvcs.org.uk) or 01837 55047

Tavistock & District Volunteer Centre  
[info@tavistockvc.org.uk](mailto:info@tavistockvc.org.uk) or 01822 618224

Teignbridge Volunteer Centre  
[volunteercentre@teigncvcs.org.uk](mailto:volunteercentre@teigncvcs.org.uk) or 01626 203050

Tiverton & Cullompton Volunteer Centre  
[julie.baker@involve-middevon.org.uk](mailto:julie.baker@involve-middevon.org.uk) or 01884 255734

Torrige Volunteer Centre (Bideford Branch)  
[torridgevb@care4free.net](mailto:torridgevb@care4free.net) or 01237 421580

Torrige Volunteer Centre (Holsworthy Branch)  
[holvols@care4free.net](mailto:holvols@care4free.net) or 01409 254484

Torrige Volunteer Centre (Torrington Branch)  
[torridgevb@care4free.net](mailto:torridgevb@care4free.net) or 01805 626123

South Hams CVS  
[volunteering@southhamscvcs.org.uk](mailto:volunteering@southhamscvcs.org.uk) or 01803 862266

The kind of support offered by each infrastructure organisation will differ but may include:

- examples of appropriate policies
- advice on legal requirements and health and safety requirements
- access or signposting for training for volunteer managers and for volunteers
- volunteer forums – opportunities for volunteer involving organisations to meet together to discuss issues and share good practice
- information about the effect of expenses on benefits and tax
- celebrating volunteering, e.g. activities in Volunteers Week (June each year)

### User and Carer Involvement

This is a particular kind of volunteering where people who use services (provided either by statutory or voluntary agencies) support those agencies to evaluate and plan services to meet needs better. Good practice in this area is moving towards payments for time as well as expenses for users and carers involved. For further guidance see *Reward and recognition: The principles and practice of service user payment and reimbursement in health and social care: A guide for service providers, service users and carers*, (Department of Health, Jan 2006) or contact your local volunteering infrastructure organisation (see proposed Code of Practice on consultation and involvement).

### Celebrating Volunteering and Valuing Volunteers

Your local Volunteer Centre or volunteering infrastructure organisation will have many ideas about celebrating volunteering and valuing volunteers.

### Calculating the Value of Volunteering

*The economics of hospice volunteering*, Katharine Gaskin, Institute for Volunteering Research, 2003. Available from Hospice information [www.hospiceinformation.info](http://www.hospiceinformation.info) or 0870 903 3903

Other support for voluntary organisations  
[www.volresource.org.uk](http://www.volresource.org.uk)

*A Guide to Sources of Support for small Voluntary & Community Organisations in Devon*, available from Exeter Community Initiatives, tel: 01392 205800 or email [info@eci.org.uk](mailto:info@eci.org.uk).

[www.wobbleproject.org](http://www.wobbleproject.org) has a Full Cost Recovery tool for VCS organisations as well as other resources.

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This Code of Practice can be made available in alternative formats.

Please contact: [compact@dacvs.org.uk](mailto:compact@dacvs.org.uk) or 01392 202057 for further information



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