

Broads Volunteer Services
Report by Volunteer Co-ordinator

Summary: This report provides members with an update on the Broads Authority Volunteer Service.

1 Background

- 1.1 The Broads Authority has always involved volunteers in its activities since its inception, with volunteer numbers and the types of roles undertaken varying over the years in response to changes in need, focus and finance.
- 1.2 In May 2011 the major re-structure of the organisation resulted in a full time volunteer coordinator being employed following the absence of a coordinator of more than 18 months. The significant changes to the operational structure of the Broads Authority led to changes in all areas of the management and supervision of Broads Authority volunteers. Consolidation of volunteer administration, recruitment, training and record keeping under one officer has been key to realising a fair and reasonable volunteer service that is effective and beneficial to the Broads Authority.
- 1.3 The importance of maintaining a balanced and effective partnership is essential and the Broads Authority makes every effort to ensure that a volunteer's experience with is happy and productive whilst being mutually beneficial. The Authority's continuing commitment to working with volunteers is reflected in its Volunteer Strategy and Policy, which is available on the Broads authority website for further information.
- 1.4 Our relationship with volunteers is an important but informal one not constituting an employment contract. Although volunteers offer time freely and without obligation there is a presumption of mutual support and reliability. Reciprocal expectations are raised and recognised.

2 The Value of Volunteers

- 2.1 As stated, volunteer numbers have varied over the years with exact numbers and hours contributed being hard to establish due to the silo nature of previous volunteer management. Following the amalgamation of all volunteer related administration, recruitment, training, record keeping and paper work it is now possible to have a high confidence in the number of volunteers assisting the Broads Authority at any given time, what they are doing and how many hours they are contributing.

- 2.2. There are currently 173 **registered volunteers** with 108 **active** in the last 6 months, volunteering at least 7 hours (one day). Typically there are 85 volunteers out per month with an average of 10 hours given per volunteer. Volunteers have assisted with over 50 different types of activities and tasks since January 2014.
- 2.3 Median gross hourly earnings of full-time employees in England were £13.03 per hour in April 2013 (Office for National Statistics, Annual Survey of Hours and Earnings, 2013 Provisional Results). The easiest or simplest way to calculate the economic value of volunteers' contribution is to use the national hourly wage using the formula:

The number of volunteers x average number of hours x average hourly wage
85 volunteers x 10 hours x £13.03/h = £11,075/month

Key Performance Indicators		2012/13	2013/14		3-year target (Business Plan)
PI ref	Description	Actual	Target	Actual	(2016/17)
RM3 (a)	Total No. of volunteer days organised or supported by the NPA	2500	2800	1931	3000
RM3(b)	No. of those days attended by 'under represented' groups	120	150	69	200

The main factor causing the variances between targets and actuals for RM3(a) is the delay in the engagement of other stakeholders in the Broads. This has resulted in significantly less organising/running of volunteer days in partnership and financial/BA staff support for the organising/running of specific volunteer days by other bodies. The short fall in RM3 (b) is due to the poor attendance of two work experience placement students.

- 2.4 The **average volunteer age** is 56 with ages ranging from 18 to 81 years. Work experience students accounting for nearly 100% of those under the age of 25 years.

Current Volunteer roles:

- Education Volunteer
- Events Volunteer
- Practical Volunteer (includes the Beavers, Friday group, Broadsword)
- Ranger Volunteer (including site specific Ranger volunteers)
- Yare House - Administration, climate change, database management and communication volunteers
- Volunteer Leader
- Work Experience Placement
- Work Experience Placement (Easton)
- Typical tasks as listed in Appendix 1

3 Volunteering in the Broads

- 3.1 Alongside the Broads Authority's volunteers there are significant numbers of volunteer hours contributed to the maintenance and management of the Broads via other organisations such as Norfolk and Suffolk Wildlife Trusts, RSPB, Natural England, Norwich Fridge Project, YMCA, Green Gyms, Forest Schools and other education partnerships.

4 Next steps

- 4.1 From the BA Volunteer Action Plan Update 2013 the key foci in the near future are
- engaging with communities and facilitating community led volunteering,
 - establish collaborative partnerships with stakeholders
 - develop corporate volunteering
 - working with the Education Officer to identify methods of encouraging school children to volunteer once they have left formal education
 - Developing an ad hoc programme of volunteering will further increase volunteer assistance, with a view of encouraging younger individuals to participate.

Background papers: Volunteer Strategy & Policy

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Broads Plan Objectives: 3.1, PE3, PE3.4

Appendices: APPENDIX 1 – Broads Authority Volunteer Activities

Enclosure: [BA Volunteer Action Plan Update 2013](#)

Broads Authority volunteer activities

Admin (general)
Admin (Yare House)
Assisting the public
Boardwalk - construction, cleaning, repair
Boats Survey
Broadleaf (newsletter)
Channel marker works
Climate Change - Community
Climate Change - Office
Data entry (survey results)
Database Development
Dredging associated activities e.g. water sampling, fish monitoring
Dyke Clearance
Education - Primary School
Education - Secondary School
Education - Youth Group
Equipment - maintenance, repair, storage
Escorting other vessels
Event - BA
Event - non BA
Fen - clearance
Fen - mowing
Fen Harvester
Footpath - maintenance/construction
Footpath - vegetation clearance/mowing
Furniture construction and repair e.g. fences, gates, benches
Hedging
Lake Restoration
Laying/lifting buoys and/or markers
Litter picking
Mooring checks
Moorings - maintenance and repair
Navigation furniture - construction, repair, maintenance
Navigation offences and tolls
Non-native and/or invasive species control - animal
Non-native and/or invasive species control - plant
Obstruction removal
Patrolling (by boat)
Patrolling (by foot)
Patrolling (by vehicle)
Planning - survey
Pony (Admin)
Pony checking/moving
Premises/building maintenance
Publicity - leaflets, newsletters, publications
Relocation of vessel/vehicles

Scrub Removal
Signs and boards maintenance
Site checks
Site Specific - Barton
Site Specific - St Benets
Survey - vegetation
Survey - wildlife
Training
Tree clearance
Tree coppicing including osier beds
Vessel/Vehicle checks and cleaning
Visitor centre - Hoveton
Visitor Centre - How Hill
Visitor Centre - Whitlingham
Volunteer Leader
WeBS
Weedharvester
Yacht Station - Norwich
Yacht Station - Yarmouth