



Engaging with the Voluntary and Community Sector

The DCMS Strategy for Implementation of HM Treasury's Cross Cutting Review, 'The Role of the Voluntary and Community Sector in Service Delivery'

Updated February 2006

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1. Introduction

1.1 This Strategy highlights the Department's engagement with the Voluntary and Community Sector (VCS¹), and volunteering², and sets out the roles and responsibilities of DCMS and its sponsored bodies in implementing the recommendations contained in HM Treasury's Cross Cutting Review. The key things we seek to achieve are set out in paragraphs 3.10 to 3.15. Appendix A sets out the main areas of work with the VCS and Appendix B highlights areas where volunteering is important.

1.2 The VCS has a vital role to play in the areas of life for which the Department for Culture, Media and Sport has some responsibility, whether through direct service delivery, or through contributing to areas of key interest to the Department such as personal development, building strong communities, providing routes to employment, and contributing to a strong economy. London's successful bid to host the 2012 Olympic and Paralympic Games is just one example of the importance of the voluntary sector and volunteers to the Department. Voluntary and community organisations will be engaged in many ways and we estimate that 70,000 volunteers will help support the Games.

1.3 The VCS is strong across DCMS sectors and partnership is vital to achieving our aims. This Strategy seeks to identify ways in which we can work more closely with the sector, to mutual benefit, using its distinctive features and expertise to help achieve the Department's objectives, and in return, using the Department's resources to support and help build capacity in the voluntary sector.

2. Background to the Strategy

2.1 This Strategy was first prepared in response to the publication of HM Treasury's 2002 Cross Cutting Review, 'The Role of the Voluntary and Community Sector in Service Delivery'. This Review reiterated the Government's commitment to working in partnership with the VCS, and acknowledged the central role of the sector in the reform of public services and 'reinvigoration of civic life'. It also made a series of recommendations of how the government and sector should work together to help turn these commitments into a reality, focusing on five subject areas:

- Service delivery
- Social and community enterprise
- Capacity
- The funding relationship
- Development of the Compact

¹ By VCS we mean non-profit making bodies, independent of government and business, including charities, self-help groups, community interest groups, social enterprises and community-based mutual organisations with social objectives.

² By volunteering we refer both to informal and to formal.

2.2 All Government Departments have been charged with contributing to achieving the Home Office PSA target to increase VCS activity, including community participation, by 5% by 2006, and to develop Departmental strategies to implement the recommendations contained in the Cross Cutting Review.

2.3 DCMS is committed to working closely with the Home Office's Active Communities Directorate (ACD) and also to enshrining the principles contained in the Compact into the Department's work. We support the recommendations contained in HM Treasury's Cross Cutting Review, and will work to ensure their implementation within DCMS and across NDPBs.

2.4 The NAO launched a report in June 2005, 'Working with the Third Sector', investigating the implementation of the Cross Cutting Review. It revealed that whilst most specific recommendations had mainly been implemented, this had not yet been sufficient to bring about substantive changes in the Government's approach.

2.5 Since the publication of the Strategy last year, DCMS has made some good progress in raising awareness of the VCS, the Compact and volunteering across the Department; areas of particular note are highlighted in this revised Strategy. DCMS recognises that commitment to the VCS deserves a long-term approach and this Strategy contains five main areas for action. The Strategy is also available on the DCMS website - www.culture.gov.uk

3. a. The way ahead: Progress

3.1 Within the Department, overall responsibility for VCS and volunteering issues rests with the Grade 3 Champion, Alan Davey, Director of Culture, and the VCS Liaison Officer, Kate Rounce. Both Alan and Kate attend meetings across Whitehall with other Government departments to share good practice and report on progress with regard to the VCS and volunteering. Alan Davey also chairs VCS Forum meetings with representatives of the VCS to discuss issues of common interest.

3.2 Given the wide range of issues the Department deals with, there are also other staff who manage day-to-day relations with the VCS. Some examples of the support for the VCS and volunteering within specific sectors are given at Appendices A and B.

3.3 In spring 2005, the Department produced a discussion document, 'A Giving Culture: getting the best out of the relationship between the VCS and DCMS'. The report was designed to provide a detailed strategic overview of VCS engagement with DCMS, to provide an in-depth picture of current knowledge and to highlight a variety of ways in which the relationship could be strengthened. Findings from this work and the responses to the discussion document have fed into the action plan in this updated Strategy.

3.4 In particular, the Department will be investigating opportunities to follow-up suggestions to bring the sector's funding streams together in one place at www.governmentfunding.org making them more accessible for voluntary and community sector bodies. The Department will also be following-up on calls to better involve the voluntary and community sector in the high-level delivery of the Department's Public Service Agreement targets, particularly those relating to cultural and sporting opportunities for people from priority groups.

3.5 The Institute for Public Policy Research (ippr) recently conducted research exploring the role of cultural and heritage policy in generating social capital. ippr has also worked on a project linked to this for DCMS on sport and civil renewal. Draft findings indicate that sport and culture can play an important role in generating civil renewal and more should be done to extend the benefits of cultural participation to priority groups.

Russell Commission

3.6 In March 2005, Sir Ian Russell published the new “National Framework for Youth Action and Engagement” and made a series of recommendations which aim to deliver a ‘step change’ in youth volunteering, enhancing the diversity, quality and quantity of volunteering opportunities for young people aged 16 to 25 in the UK.

3.7 Sport will play a significant role in supporting the delivery of these recommendations, as 47% of all young people’s volunteering takes place through sport. Sport England, and Heritage Lottery Fund, will be taking an important role in implementing the recommendations, which include a dedicated implementation body, youth led and independent of Government, and a high profile national programme of full-time youth volunteering. The March 2005 Budget announced funding for the framework of some £150 million, consisting of private finance matching public. The 2005 Pre-Budget Report announced the establishment of an implementation body to take forward the Russell Commission recommendations with £3.5 million already committed by seven corporate Founding partners.

Year of the Volunteer 2005

3.8 Year of the Volunteer 2005 aimed to celebrate the valuable work that volunteers do and to get more people into volunteering. DCMS actively promoted the Year, by putting information on the themed months on its intranet site, and, with help from one of the Year’s partners, CSV, DCMS promoted employee volunteering in the form of team challenges and school partnerships.

3.9 August was the theme month for sport. DCMS organised a lunchtime talk about Sport Month and Year of the Volunteer where a paralympian spoke about the important role volunteers had played in his career. Sport Month has a dedicated website providing information on volunteering opportunities in sport - www.sportmonth.org

b. The Way ahead: Action

The Strategy has five main points for action, which are:

Reform of delivery

3.10 We are reforming and improving the delivery of Lottery grants. The Community Fund and New Opportunities Fund underwent an administrative merger in June 2004 to create the Big Lottery Fund. The National Lottery Bill is currently before Parliament. The Big Lottery Fund has given an undertaking that 60-70% of its funding will go to the voluntary and community sector. It will also be easier to apply for Lottery funding with standardised application forms and a single front door policy.

3.11 Implementing the Treasury and NAO recommendations, for Lottery awards the Big Lottery Fund has agreed to adopt the principle of full cost recovery by allowing all legitimate overhead costs to be recovered by voluntary and community organisations. Ensuring full cost recovery is understood and implemented by our other NDPBs is a priority. More help will be available for applicants with good ideas but without the means to develop them. It is not our intention, however, that Lottery distributors should necessarily meet application costs or the costs of failed applications at all. We will consider carefully the NAO recommendations in relation to the nature of the relationship between NDPB and grant recipient, but it is unlikely that Lottery grants, in particular, can be recast as purchaser/provider contracts.

Building Capacity

3.12 Our main contribution will be through the work of the Big Lottery Fund. The Big Lottery Fund will lead on developing a network for building capacity in communities across the UK and advising potential applicants. In addition, the Big Lottery Fund will be investing £155m in organisations that provide support and advice to voluntary and community bodies (so-called VCS infrastructure bodies). This work will be closely coordinated with that of the ACD to ensure truly additional benefit from Lottery funds. One focus for this will be support for active participation in Local Area Agreements. We will work with our VCS Forum colleagues to encourage full take up and participation in this initiative making joint working a priority.

Developing the Compact

3.13 In 1998 the Government agreed a *Compact on Relations between Government and the Voluntary and Community Sector* in England as a framework for guiding the relationship between the two. The Cross Cutting Review identified widespread shortcomings in implementing the Compact and its various codes. It recommended that Departments take action to mainstream the Compact into their normal business. Mainstreaming will be a priority for joint working with our NDPBs. The Home Office reported on their recent consultation on *Compact Plus* in November 2005.

Encouraging volunteering in DCMS

3.14 DCMS strongly supports staff volunteering not only as a means of self-development but also as a tool to help us achieve departmental objectives. Staff are allowed five days' paid special leave per year to become involved in voluntary activity. The DCMS intranet contains a page on volunteering, with a Frequently Asked Questions section to answer any immediate queries staff might have about volunteering, coupled with a number of links to volunteering organisations. Through joint team-working, we strive to continue to actively promote volunteering across the Department, and monitor take-up amongst staff members.

Better Communication

3.15 DCMS will continue to improve communication with the VCS through meetings with the VCS forum and ministerial face-to-face communication. It also aims to make funding streams more transparent by linking to the website www.governmentfunding.org in line with the main recommendations of *A Giving Culture* which had unanimous backing.

Appendix A: Snapshot of how DCMS and its bodies work with the Voluntary and Community Sector

DCMS invests a larger proportion of its budget in the VCS than any other Government department and has extensive experience of partnership engagement with the sector. The labour value of formal voluntary activity in DCMS sectors in 2000 was approximately £12.7 billion. In financial terms (figures for 2000/01), our NDPBs funded voluntary organisations to the tune of over £301m – most of this was via Arts Council England (£233m). Other major funders of voluntary bodies are Sport England (£15m) and English Heritage (£19m). These figures do not include the financial support given to the VCS by funding from the National Lottery – in 2003/4 the Community Fund gave out grants worth £234m to charities and community groups.

a) Sport

Charitable Status

Following revised Charity Commission guidance in April 2002 community amateur sports clubs are now eligible to apply for registered charity status. To qualify, clubs must demonstrate that they promote healthy recreation and have open membership policies. The main benefits to sports clubs of becoming a charity are: 80% mandatory rate relief, which can be topped up to 100% at the local authority's discretion; tax exemption for fundraising income (both trading and rental); payroll giving; Gift Aid and other tax relief for individual and corporate donations.

Community Amateur Sports Clubs (CASCs)

Since April 2002 a package of tax reliefs has been available to clubs that register with the Inland Revenue as CASCs. The main benefits are: exemptions from tax on profits from trading where turnover is less than £15,000; income from interest exempt from tax; rental income up to £10,000 exempt from tax; disposals exempt from capital gains tax; Gift Aid on individual donations; inheritance tax relief on gifts; gifts of assets on no-gain, no-loss basis for capital gains; and business relief on gifts of trading stock.

Community Club Development programme

The Community Club Development Programme (CCDP) will receive £100 million of Government funding over the period 2003-08. Funding is channeled via Sport England (SE) which also provides the strategic overview and project manages the programme.

CCDP focuses on areas of sporting and social deprivation and is particularly concerned with increasing participation in sport by under represented groups such as young people, people with disabilities, ethnic minorities and women.

In the period to March 2006, 16 eligible sports National Governing Bodies (NGBs) have been working in partnership with community sports clubs to develop capital bids for CCDP within an overall investment strategy. Eligible NGBs under this programme are: Football, Cricket, Lawn Tennis, Rugby Union & RFUW, Rowing, Hockey, Canoeing, Netball, Table Tennis, Judo, Basketball, Cycling, Gymnastics, Badminton, Rugby League and Swimming.

In April 2006, an additional three NGBs – Boxing, Golf and Squash – will be eligible to receive CCDP funding.

Tax Relief & Sport

Amateur sports clubs make a valuable contribution to the community and play a key role in delivering the government's agenda on health and social cohesion. In order better to recognise this contribution, and to assist clubs in fulfilling this role, DCMS has worked towards the introduction of a number of measures aimed at improving the financial situation of these clubs.

b) Arts

Through its regional offices, Arts Council England (ACE) provided approximately £5.5 million in 2002/3 to community and voluntary arts groups. In 2004/5 ACE provided approximately £770,000 of revenue funding across of number of organisations that support voluntary and community groups (for example, Voluntary Arts Network, Foundation for Community Dance, National Disability Arts Forum). ACE's New Audience Programme has provided funding of over £3 million for community based or voluntary arts activity over four years.

c) National Lottery

In June 2004 the New Opportunities Fund and the Community Fund underwent an administrative merger to form the Big Lottery Fund. The National Lottery Bill is currently before Parliament, and will establish the Big Lottery Fund formally as a new body.

The National Lottery is a substantial funder of voluntary and community groups. The Big Lottery Fund will be responsible for distributing 50% of the proceeds for good causes, which they anticipate to be between £600m and £700m a year until 2009. The Big Lottery Fund has made a commitment that 60-70% of this will go to the voluntary and community sector.

d) Broadcasting

In 2004, using the powers set out in the Communication Act 2003, DCMS established the framework for a new form of very local radio. Community Radio is not-for-profit, community-based radio that can help to increase active community involvement, local education, and promote social inclusion. The stations can provide a training environment for a new generation of broadcasters, and can tailor themselves easily to the needs of their immediate community.

The Government has made £0.5 p.a. million available to support community radio costs.

e) Positive Activities

PAYP is a three-year cross-governmental programme targeted at 8-19 year olds at risk of social exclusion and/or committing crime. It was launched in 2003, drawing together the Summer Plus, Splash and Splash Extra schemes. The programme is led by DfES with participation from DCMS; Big Lottery Fund; ODPM; the Home Office and the Youth Justice Board.

DCMS sectors provide the wide range of activities around which this programme is focussed. The engagement of the voluntary and community sector is vital to the successful running of the programme.

f) Play

A significant proportion of play opportunities is provided by the VCS through Local Authority contracts or Service Level Agreements. In addition, many voluntary organisations provide play facilities independent of local authorities.

The play sector has traditionally proved very attractive to volunteers many of whom go on to acquire the skills and interests that will lead them to a formal career as playworkers. In 2004 around 13% of the playwork sector was made up of volunteer playworkers while nearly 40% said that they worked as volunteers in addition to having paid roles in playwork; without them the provision offered to children and young people would be greatly diminished. In addition, most play associations are based in the voluntary sector. Play associations typically provide the training and advice that underpin good playwork and in some instances also offer direct play provision.

The announcement earlier this year by the Big Lottery Fund of a £155 million programme for play in England means that the opportunities available for good quality play provision will increase over the years. This, in turn, means that there will be an increased need for volunteers and greater chances for them to develop a wide range of crucial skills upon which they can build in, progressing their formal careers.

Appendix B: Volunteering in DCMS Sectors

Many of DCMS' sectors are heavily dependent on the work of volunteers, from guides at historic properties to coaches and referees at sporting events.

Our sectors' contribution to formal voluntary activity is higher than any other Government Department. Many DCMS sponsored bodies, for example, and many of the organisations which those bodies fund, provide volunteering opportunities in the form of Board membership. There are approximately 450 Board Members providing support to DCMS sponsored bodies on a pro-bono basis.

Volunteering not only helps towards achieving the Department's objective of increasing participation in cultural and leisure activities, but it can also play an important role in promoting social inclusion, developing talent, and providing work experience as a route into employment. In most areas of volunteering, however, much of the information is anecdotal, as very few organisations take comprehensive records of their volunteers.

Some examples of the role of volunteering in our sectors are given below:

a) Sport

Sport in England could not function, as we know it, without the contribution of over 5.8 million volunteers. Research published by the Institute for Volunteer Research states that sport and exercise, at 26%, is the largest single sector for voluntary activity. This represents some 14% of the adult population contributing over 1 billion hours that is equivalent to nearly three quarters of a million full-time, paid staff with a value estimated at £14 billion. Volunteer roles in sports clubs include coaching, administration, refereeing, management and a range of general support roles such as ground maintenance and driving.

The Olympic Games

London's successful bid of hosting the 2012 Olympic and Paralympic Games means that some 70,000 volunteers are needed to help support these Games. London 2012 has produced a draft volunteer strategy that aims to create a strong, diverse, and trained volunteer workforce. The draft strategy sets out a range of volunteer initiatives, such as the London Olympic and Paralympic Young Volunteers, and Newham's Volunteers (for the Games' main host borough). The London Organising Committee for the London Games (LOCOG) will publish more detail on how people can become involved in their volunteering programme in early 2006. Expressions of interest can be registered on the 'Volunteer to Win' website, www.volunteer2012.com

Commonwealth Games

The legacy of the 2002 Manchester Games remains. The spectacular success of the hosting of the Games focused interest in volunteering in Manchester and across the region. About 22,000 people applied to volunteer at the Games, of which 10,000 were successful. In October 2002, the Post Games Volunteer Project (PGVP) contacted all of those who lived in the North West and asked if they were interested in continuing to volunteer for other events. There was a positive response and the project developed to harness the energy and commitment of Games volunteers and others to become involved in new volunteering opportunities.

Since the Games, the PGVP has registered over 2100 people onto its database and this resource is growing. The project has worked with a number of event organisers on a huge range of events including: UEFA Cup Final Old Trafford 2003, Stand Up Comedy Festival 2003, Manchester Pride 2004, World Paralympics 2005, London Triathlon 2005. In August 2005, the project evolved into Manchester Event Volunteers, part of Manchester City Council's Economic Development Unit. A monthly newsletter is distributed to over 2000 volunteers outlining current volunteering opportunities and reports on recent volunteering events. More information can be found at www.mev.org.uk

Sport England and Volunteering

- Sport England (SE) has supported governing bodies of sport to develop volunteering strategies and provided funding for 'Volunteer Managers' at a national level, raising the profile of volunteering and encouraging a greater diversity of volunteers into sport. SE is funding the provision of a post within 'Volunteering England' to develop the links between sport and mainstream volunteering infrastructure at national and regional levels.
- SE has developed the Sport's Strategic Partnership for Volunteering, which embraces partners across sport and mainstream volunteering infrastructures, facilitating strategic planning for sports volunteering and greater cooperation amongst key stakeholders.
- SE is creating a "Framework for Sports Volunteers". Consulting with organisations in sport and volunteering, it will be a united, long term strategy, building on the many diverse policies that already exist in the sector, with the aim of developing sports volunteering through to 2020.
- Sport England is responsible for delivering the Government's sporting objectives and its Running Sport programme is its education and training programme for volunteers - www.sportengland.org/iyf_london-running_sport

Volunteering initiatives

- **Step into Sport** is a leadership and volunteering programme managed by Sport England, and partnering the Youth Sports Trust and Sports Leaders UK. It aims to increase the percentage of young people aged 14-19 from school sport partnership areas engaged in sports leadership and volunteering to 14% by 2006, and 18% by 2008. It is doing this by creating a pathway for young people from school-based to community-based sports leadership and volunteering. Community sports clubs are being supported to receive, effectively deploy, manage and recognise young volunteers. In total the Government has allocated £23m to Step into Sport in the years from 2002/2003 to 2007/08. Step into Sport is being rolled out by a consortium of Sport England, the Youth Sport Trust, and the British Sports Trust. The central remit is about developing leadership capacity in young people via volunteering. Young people who experience high-quality leadership and volunteering opportunities while at school are more likely to continue volunteering in later life: Step into Sport in the long term will provide a growing, diverse, well-trained and committed volunteer workforce.
- **Sports Leaders UK** works to provide two generic leadership awards for young people that are gained in sports volunteering – the Junior Sports Leadership Award for the 14 – 16 year old age range and the Community Sports Leadership Award for young people aged 16+.

b) Built Heritage

Nearly 43,000 people undertake 2.6 million hours of voluntary work for the National Trust each year - around 45% of the Trust's total work. The economic value of volunteering to the Trust is £16.3 million per annum (equivalent to 1,300 extra full time staff). Indeed the historic

environment as a whole has always attracted a high level of voluntary commitment. Volunteers are active in the work of both national and local heritage societies and contribute to the process of historic building restoration through building preservation trusts.

The National Trust recently conducted a survey amongst 2,000 of its volunteers and staff at 280 of its properties to better understand the diversity of people who volunteer, the roles they perform and their levels of satisfaction with their volunteering experience. The survey revealed that volunteering support makes a major contribution to the Trust and is vital to its success, but also there are real dangers for the future as the survey shows that only 4% of volunteers are under 35. The Trust recognizes the challenge of reaching younger audiences and is addressing the issue. A snapshot of the findings were published in June 2005, in "Vital Volunteers: Celebrating the benefits of volunteering" www.nationaltrust.org.uk/main/w-trust/w-volunteering/w-volunteering-vital_volunteers.htm

Volunteering initiatives

- Heritage Open Days is England's biggest and most popular voluntary cultural event, attracting some 800,000 people every year. The Civic Trust gives central co-ordination and a national voice to the event, which is made possible by funding and support from English Heritage. Heritage Open Days celebrates England's fantastic architecture and culture by offering free access to properties that are usually closed to the public or normally charge for admission. The DCMS Cockspur Street office opens for London Open House and members of staff volunteer to show the ministerial offices to the public.
- The Untold Story challenges the traditional way of telling the stories of National Trust historic homes and countryside. The three-year project, funded by the Heritage Lottery Fund (HLF), enables the Trust to work in partnership with youth and community groups to reach new audiences. That is, people you would not normally find drinking tea in a National Trust café.
- Through contemporary performing arts and creative arts, the groups explore the National Trust's places of built and natural heritage to produce their own interpretations of the stories that make these places significant or special - in a way that they find appealing and meaningful. Giant puppets, video installations, photography, creative writing workshops and theatre shows have all been created to push the creative boundaries of interpretation of National Trust sites.
- Young Roots: HLF offers grants to schemes to involve 13-20 year-olds (up to 25 for those with special needs) in finding out about their heritage, developing skills, building confidence and promoting community involvement. Young Roots projects stem directly from young peoples' interests and ideas, harnessing their creativity and energy and helping them work with others in their local community.

c) Arts

The 2001 Home Office Citizenship Survey found that the arts are one of the most popular ways to engage in volunteering (both formal and informal) and community activity. *An Economic Impact Study of UK Theatre*, conducted by Dominic Shellard, University of Sheffield (2004) estimated that there are at least 16,000 volunteers working in the UK theatre sector.

The Voluntary Arts Network (VAN), the UK development agency for the voluntary arts revenue funded by ACE, supports over 300 national and regional umbrella bodies, has estimated that there could be more than a million volunteers supporting arts and crafts activities. Volunteers run most arts groups, with roles ranging from administration to fundraising to directing. ACE also indirectly provides opportunities for volunteering through their regularly funded organisations. In addition, DCMS and ACE also support Arts & Business, which operates a

number of schemes to encourage business support of the arts, including voluntary involvement in the arts.

Volunteering initiatives

- ACE piloted the Arts Award with 1,000 young people in 150 arts, schools and youth settings between September 2003 and March 2005. The scheme operates only in England and approx 70 people took part including the voluntary sector, young people 14–19 yrs, arts organisations and Government.
- While 26% of all volunteering takes place through sport, 12% takes place through cultural activity (and this does not include informal volunteering).
- Through Grants for the Arts Lottery funding, ACE provided over £3m in 2004/5 to voluntary and community organisations, the figure for 2005/6 so far is £1.8m.
- ACE provided approximately £770,000 of annual revenue funding to a number of organisations that support voluntary and community groups.
- ACE's New Audience Programme has provided funding of over £3 million for community based or voluntary arts activity over four years.
- The British Arts Festival Association (BAFA) Report, *Festivals Mean Business*, reported that in 1998/9 54% of the festivals used volunteers year round, and 74% during the festival. ACE research in the East Midlands indicated that there was an estimated 33,000 hours of help by volunteers, equivalent to 375 days work for each of the festivals surveyed.

d) Museums and Galleries

Experience through volunteering is often in practice a prerequisite for those seeking future employment in museums and galleries. Volunteers are an important component of the workforce in the sector, in both small and larger museums, and many museums could not operate without them. Volunteers take on tasks ranging from behind the scenes conservation and cataloguing to front of house help for visitors.

In 2002 the Museums, Libraries and Archives Council (MLA) commissioned research which estimated that there are around 30,000 volunteers in the sector, but found that younger volunteers are underrepresented, as are those from Black and minority ethnic groups. MLA will be revisiting this research shortly as the second stage in developing a profile of volunteering involvement. In the meantime, a number of museums, including Imperial War Museum North in Manchester, the National Railway Museum and the Renaissance Hub University museums at Oxford and Cambridge have set up active volunteer recruitment programmes. These aim to diversify the volunteer base and offer skills development in community work, team working and event organisation whilst benefiting from existing skills such as IT and design.

e) Libraries

In 2003 DCMS published its strategy for public libraries, *Framework for the Future*, with a vision for the future built on meeting community needs. The Action Plan published by the MLA (then Resource) in autumn 2003 demonstrated how this vision would be implemented. It included looking at how voluntary and community activity can work in libraries.

DCMS and the Home Office jointly funded a three-year project delivered by CSV with funding of £800,000 over 3 years which ended in March 2004. The project explored different ways in which volunteers can be involved in adding value to library services. The evaluation of this project fed into a community engagement project funded through *Framework for the Future*

action plan which will be completed in March 2006. This engagement project aims to map existing activity across libraries, and on completion, every library authority in England should have a community engagement plan. It is looking at community engagement in quite a broad sense which includes volunteering.

Libraries carry out a great deal of voluntary activity. Most library services have a housebound library service delivering books to people who cannot for whatever reason leave their home. This is largely carried out by volunteers. Other activities include supporting homework clubs for children, or in some cases managing particular collections.

Volunteering initiatives

- In partnership with Surestart Lowestoft and Lowestoft College, the ASK Lowestoft Project (Access to Skills and Learning) undertook a complete revamp of the building and the services provided in the library. Young people were the key partners in designing the layout and design of the library and acted as tour guides and hosts when it reopened. The library service now intends to set up a Young People's Panel for every service point.
- In St. Johns Wood library in Westminster, Japanese volunteers help manage the Japanese collection of books.
- In Richmond as part of Moving On, the Library Service aimed to work with partners to engage disaffected youth by widening their reading and supporting reading skills in innovative ways that would appeal to young people. It focused on three groups of young people – a group on an isolated estate with a history of anti-social behaviour, a Pupil Referral Unit attached to the Young Offenders Team and young People attending the Vocational Integrated Programme, an alternative Yr.11 programme for young people with behavioural and non-attendance issues.

f) Royal Parks

The Royal Parks Agency provides a variety of opportunities for volunteers to help. These range from helping out at Hyde Park's 'Lookout' environmental education centre, providing national curriculum courses for children; getting involved in wildlife conservation programmes, organising visits to Richmond and Bushy Parks for disadvantaged children and people with learning difficulties and providing guided walks for parties of visitors.

g) Broadcasting

Community Radio stations are run by local people, mostly volunteers and they enable communities throughout the UK to use the medium of radio to create new opportunities for regeneration, employment, learning, social cohesion and inclusion as well as cultural and creative expression. Community media organisations have been particularly successful in involving individuals from groups which are traditionally hard to reach, such as ethnic minority groups, those without qualifications, young people and people with disabilities. Stations generally have up to 150 volunteers at a time (this is usually maximum capacity). With 48 Community Radio stations across the UK, and more to come, volunteering in Community Media is one of the fastest growing areas of volunteering.