

Appendix A: Summary of Recommendations

RECOMMENDATION	SUMMARY
<p>Recommendation 1: To refer to the ‘Big Society’ initiative in Bromley as ‘Active Citizen’</p>	<p>Due to the over politicising of the Big Society, it would be important to rebrand the initiative within Bromley as ‘Active Citizen’, so that a broad range of Bromley residents can engage in the positive volunteering opportunities without potential political hang-ups holding them back.</p>
<p>Recommendation 2: Create a ‘Volunteer For It’ icon alongside the Report It – Pay For It – Apply For It icons, to be used to promote various community based volunteering roles including:</p> <p style="padding-left: 40px;">(a) To create a ‘What Needs to be Done Map’ so that the street friends and the wider community can be allowed to become more proactive to:</p> <p style="padding-left: 80px;">(i) Implement a trial scheme to allow residents to cut their own grass verge, using the interactive map.</p> <p style="padding-left: 80px;">(ii) Allow the report of litter to be included, and the provision of online tools to allow residents to be more proactive and less reliant on officer time.</p> <p style="padding-left: 80px;">(iii) Facilitate and support residents’ ideas for new schemes.</p> <p style="padding-left: 40px;">(b) To create a ‘Community Map’ to identify local volunteering roles, and facility for participants to sign up and apply of their own accord.</p> <p style="padding-left: 40px;">(c) To link in social media (Twitter/Facebook etc) to encourage discussion and participation across the borough. Including links to independent</p>	<p>The Report It – Pay For It – Apply For It - icons on the Bromley homepage have made it easier for residents to access common local authority function in a more convenient and cost effective way. This should be expanded further by adding a Volunteer for it icon. This page should display opportunities being advertised directly by the Council, and to signpost where further opportunities can be sought, e.g. Beckenhamtown.us or Community Links Bromley. It should also display a ‘What Needs to be Done Map’ so that the friends groups, and Bromley residents, can be gifted with the tools to be more proactive.</p> <p>A trial scheme should be set up in an identified area of the borough for residents to cut the grass verges in their street. With the Council’s grass cutting contract still ongoing, it will not save money at this stage, but will promote a wider acceptance, and appreciation, from Bromley residents about the need for the Council to shift away from being a service provider, to being a service facilitator.</p> <p>For CLB to set up a Community Map, will allow the 2190 voluntary organisation within the borough to be easily pinpointed to allow further enquiry by the interested person.</p> <p>Relevant sign posting is also important to the numerous independent community websites and social media sites, who encourage and advertise local, resident based, voluntary opportunities.</p>

community based websites and social feeds.	
<p>Recommendation 3: Fund an e-community of residents' email addresses, so that a scheduled volunteering news letter can be emailed encouraging public participation, by highlighting the work of others.</p>	<p>Bromley already have a collection of various residents' email address via the friends' forum, and the various residents' associations. However, the e-community concept will be a central log of email addresses in order to communicate with residents about a whole range of issues.</p> <p>Transferring the 'Environment Matters' leaflet over to electronic form, should encourage residents to offer up their email addresses willingly. This will also result in a marginal saving through the withdrawal of printing and delivery costs.</p>
<p>Recommendation 4: Promote volunteering advertisement and role creation on independent community based websites, such as those for Beckenham, Bromley, and Orpington, and provide them with support and contacts with local charities and CLB.</p>	<p>Working with Community Links Bromley to keep independent community based websites up-to-date on various voluntary positions, creates a wider advertisement avenue.</p> <p>The independent nature of community websites, allows the advertisement of voluntary positions and 'Active Citizen' to be less about a political emotive, and more about helping fellow residents.</p>
<p>Recommendation 5: Identify and offer support to organisations wishing to start up a rewards evening in the Orpington and Bromley & Chislehurst parliamentary constituencies, to follow on the success of Beckenham's Night of Honour.</p>	<p>The independent community awards evening, known as Beckenham's Night of Honour awards Beckenham residents and business employees for various achievements throughout a particular year. The local media coverage has allowed the ceremony to expand and become wider acknowledged.</p> <p>CLB should identify similar organisations in the other two main constituencies in the borough to run similar awards ceremonies. Such awards will acknowledge the work that volunteers have already been engaged in, and will encourage the volunteering ethos across the borough.</p>
<p>Recommendation 6: The Leader to write to local MPs to encourage the costs of CRB checks to be reduced.</p>	<p>The Freedoms Act 2012 allowed CRB checks to be portable between roles, however, costs have risen, and presents a new challenge to voluntary organisations.</p>

	<p>Further clarity is also needed about when CRB checks are needed i.e. it is not needed for school governors - this is wrongly explained on the LBB website.</p>
<p>Recommendation 7: LBB to consult the Cabinet Office to tailor NCS scheme to focus more on volunteering, and allow the scheme to be locally tailored.</p>	<p>Many of the borough's schools have their own social enterprise initiatives, which is why there is such a poor uptake of the NCS scheme. The generic approach of the scheme does not appeal to everyone.</p> <p>LBB should urge the Government to re-think how the scheme can be adapted locally to fit needs of school children as well as the community where young people are helping.</p>
<p>Recommendation 8: Young people should be used more as witnesses in working groups, and where relevant, participate in Council Committees when an issue affecting young people is identified by a PDS Chairman; and develop YC working parties to submit recommendations to the Council regarding specific issues.</p>	<p>Whilst YC members have been recently placed on many of the PDS committees, it is important that their attendance should be tailored to contribute on an item within the agenda that would interest them, otherwise YC members could become disengaged with the process.</p> <p>The YC should also be aided in forming their own working parties to submit recommendations for the Council's consideration. Particularly, developing ways in which the Council or other partner organisations can foster ways in developing a voluntary ethos amongst young people.</p> <p>Young people are frequently using volunteering as a route to employment, or to add on their UCAS form for University - this should be used to promote volunteering for young people.</p>
<p>Recommendation 9: Assess the feasibility in setting up a Bromley Circle with CLB as the service provider. Conduct a financial review on the cost to reward ratio over time of the initial pump prime of Council funds.</p>	<p>The Circle initiative provides a platform in which simple, one-off, voluntary activities can be advertised by individuals, and where potential volunteers can be matched together.</p> <p>The cost benefit to the Council could be significant over time, and the</p>

	<p>£1million pump prime of funds over 3 years could be deemed to be an invest to save initiative, as the scheme would become self funding after that period, and the types of volunteering on offer my place less strain on existing Council services.</p> <p>Southwark Council's Circle scheme is still receiving funds after its initial start up, and it will be important to observe how successful the scheme is seen to be after the next year.</p> <p>Bromley Circle could be seen to overlap with the Age UK timebank, as well as organisations such as Veneratio which acted as an activity and events centre for older people.</p> <p>CLB should look at how work of CLB, Friends, Timebanks and Mytime could all be better coordinated to target older people who don't access formal orgnsiations/care.</p>
<p>Recommendation 10: Bromley Mytime should be encouraged to:</p> <p>(a) Create an online forum, friends, or user group, to capture users' feedback effectively.</p> <p>(b) Study the cost benefits of forming a reciprocal arrangement with volunteers. Whereby, their time earns credits that can be used towards a free swim or a round of golf.</p>	<p>If Bromley Mytime create an environment where volunteers receive 'payment' for their time, a different section of local residents are captured into a volunteering ethos. Reciprocal schemes allow volunteers to give up there time in exchange for credits that can be used to one of the activities that are on offer by Bromley Mytime.</p>
<p>Recommendation 11: To implement a wider understanding of various volunteering opportunities amongst LBB staff and partner agencies. In order to inform members of the public of services that they could benefit from when in contact with</p>	<p>Much of the task in promoting wider public participation is effectively signposting existing arrangements in a more efficient way, along with equipping the Council's and partner's staff with a full breadth of opportunities.</p>

<p>an LBB/CLB or partner official.</p>	<p>District nurses, who see a patient list, should use their knowledge of their patient's needs and direct them to appropriate voluntary activity that they could benefit from.</p>
<p>Recommendation 12: To formally acknowledge members of staff who volunteer in their spare time by creating an award, and introducing a competitive element through competitions and highlighting individual employee achievements within the voluntary sector.</p>	<p>Staff volunteering should be encouraged and acknowledged. A special award within the Mayors awards will provide appropriate recognition, and will ensure that the Council is seen to lead by example.</p>
<p>Recommendation 13: CLB should assemble a comprehensive database of voluntary and commercial organisations.</p>	<p>A comprehensive database will aid signposting of various voluntary roles.</p>