



A guide for volunteer managers

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1. Introduction

ValueYou is a volunteer recognition scheme that works in partnership with businesses to provide a discount card and gift vouchers to volunteers. We believe that communities should find ways to say thank you to people who help out. Our scheme is one way of saying thank you to volunteers.

Our scheme currently operates in the London Boroughs of Ealing, Hammersmith & Fulham, Westminster and Kensington & Chelsea.

This guide explains in detail how volunteers can register with the scheme, how it works and how you as a volunteer manager may be able to support volunteers to use the scheme. We decided to produce this guide in response to demand from volunteer managers who support the aims of our scheme and want to better enable their volunteers to take benefit from it.

2. Eligibility

We recognise individuals that have given 100 hours or more of their time over the last 12 months to a registered charity. The volunteering activity needs to have taken place in one of the four aforementioned Boroughs:

- Ealing
- Hammersmith & Fulham
- Kensington & Chelsea
- Westminster

It does not matter where the volunteer lives or where the office/you are based. It is purely based on where the volunteering activity has taken place. Businesses take part on the understanding that we are able to assure them that we control access to the scheme appropriately. We also need to do this in a way that doesn't create lots of work researching individuals and organisations eligibility. As such we only accept volunteers for registered charities as we are able to check organisations charity status on the Charity Commission website.

3. Applying to join

To join the scheme a volunteer must complete the application form available from our website or from the website of their local volunteer centre in participating Boroughs.

It is possible for the form to be completed entirely on a computer and then email it in. This is our preferred method as it easier for us to process the forms. However hand written application forms are also accepted.

At present all of the forms also serve as an application for a 100 hour certificate of volunteering achievement provided separately by the volunteer centre. The first part of the form requires the volunteer to enter their details, the organisation they volunteer for, when they started and how many hours they have done over the previous 12 months.

The volunteer manager then completes the rest of the form, providing us with the reassurance that the volunteering activity described is accurate. In addition, the volunteer manager completing the application form must provide an organisational email address for us to confirm that they work for the charity. For example

nameofvolunteermanager@organisation.org

COMMON MISTAKES MADE ON THE FORM

NOT WRITING THE NUMBER OF HOURS COMPLETED

NOT TICKING THE BOX TO CONFIRM YOU WANT TO JOIN THE DISCOUNT SCHEME

We contact a sample of applications via email to confirm authentic completion of forms.

The application form allows for the volunteer to indicate that they DO NOT want the 100 certificate of volunteering achievement and we encourage volunteers to only ask for a certificate if they really want one. This helps reduce the workload for the Volunteer Centre that has to make and post out the certificate.

Once the form has been processed we will post out the card and introductory pack to the volunteer. On occasions when we receive multiple applications from volunteers volunteering at the same organisation we may contact you and if you agree, post the packs to you to distribute to save on our posting costs.

The card lasts for two years. The process for renewal is yet to be determined at this stage.

4. Discount Card

We provide card holders with a full explanation of how their cards work, and whilst we do encourage card holders to contact us with any queries it may be helpful for you to have an overview.

The discount card enables the card holder to receive a discount of **10% or more** at participating businesses. We have a wide variety of businesses taking part including cafés, restaurants, dry cleaners, florists, butchers, gift shops, hair salons, beauty parlours, fishmongers, deli's, key cutters and shoe repairs, bakeries and more.

There is **no minimum spend required** to use the card, but the card is for their personal use only.

So for example if visiting a restaurant with a friend who doesn't have a card, even if the card holder pays the entire bill, they should **not** expect a discount off the cost of their friends meal.

On a related note, the cards do not have the photo of the volunteer on them. Card holders should bring **another form of photo ID** with them when using the card as they may be asked to produce it alongside their card. We would recommend this particularly the first time they use their card in a business. It is unlikely to be necessary on further visits.

If an item being purchased is already subject to a discount/special offer, the card holder should **not** expect a further discount on top when using their card.

We encourage card holders to make business staff serving them aware that they intend to use their card **before** making use of products/services paid for afterward (for example in restaurant or beauty parlour). This avoids any problems arising that might leave the volunteer out of pocket.

If a customer would normally be expected to book in advance at a business this **will** also be expected of the card holder.

5. Gift Vouchers

In addition to their discount card volunteers will receive at least one gift voucher.

The gifts are provided by businesses and volunteers are provided with a unique gift voucher code that they can use to claim a voucher.

The gift vouchers are varied but include breakfasts and lunches for one or two people, hot drink and cakes for one or two people, monetary restaurant vouchers and vouchers for dry cleaning, shoe repairs, key cutting, flowers, cakes, meat, fish and more.

The most important thing to remind volunteers is that they **must use the voucher during the month in which they claim it** off the website. This is because the businesses have agreed to provide vouchers on a monthly basis which expire and renew. This enables them to manage use of their vouchers so that they are able to be more generous in how many they give away.

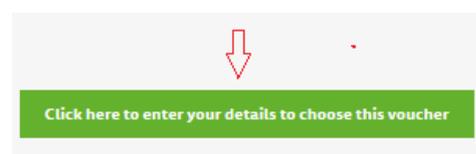
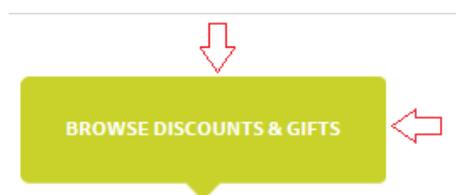
There is a three step process for choosing a voucher.

1. Browse the available vouchers displayed on the 'Browse Gifts & Discounts'. The vouchers can be seen on the list pages and also on the individual business page.
2. After deciding which voucher they would like, click on the 'Choose this voucher' button.

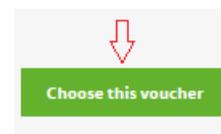


3. This takes you to a more detailed voucher page that describes the voucher and terms and conditions.

4. Click on 'Enter your details to choose this voucher' button.



5. Enter name and voucher code.
6. The voucher page then **reloads** and you must click on 'Choose this voucher' again.
7. A confirmation page appears-click to confirm you would like this voucher.



The voucher is then produced for the volunteer to print and take into the business. If the volunteer provided us with an email address when they applied, a copy of the voucher will be emailed to them after they have chosen it to enable them to print it at a later date. If not, the voucher **must** be printed at the time it appears. If a volunteer has lost their voucher after printing and did not receive an email copy please email us at contactus@valueyou.org as in exceptional circumstances we are able to access vouchers.

Each voucher has the name of the person on it and it must only be redeemed by them unless it says otherwise in the terms and conditions. When the voucher gives a gift to be used by more than one person the additional people do not need to be members of the discount scheme as long as they are with the person who is named on the voucher.

The voucher must be used by the expiry date shown on it-which is nearly always the last day in the month in which it is chosen for the reasons described before. The voucher will be taken off the volunteer by the business when it is redeemed.

Due to the small size of our team, ValueYou is not under any obligation to assist if any dispute should arise between a volunteer and a businesses. Furthermore, as the businesses take part on good will basis we have no power to require a businesses to do anything. However, if any issues should arise volunteers can contact us contactus@valueyou.org and time permitting we will attempt to assist in resolving the matter.

6. How you can help

We would welcome your help in supporting your volunteers to access and make the best use of the scheme. We have found that some volunteers can be sceptical about the scheme, not necessarily believing there isn't some charge or catch involved. Providing reassurance to them that this scheme is simply designed to say thank you to them can help enormously. Promoting the availability of the scheme to your volunteers will also encourage them to sign up.

Practical support for volunteers that may struggle with printing, completing and sending us the application form would also be appreciated. The forms do not need to be printed in coloured ink.

If you yourself are unable to print application forms, please contact us and we will be able to post application forms to you.

Similarly, volunteers may not have access to the internet to choose and print a voucher. Our welcome pack does advise volunteers that they can call us to choose a voucher if that is the case, but we have a very small team and so if you are able to use a computer and printer at your location that would be very helpful.

Sometimes volunteers might be unsure of which businesses are taking part. Again, we provide them a list of those in their Borough and a full list can be found on our website. But if you were able to familiarise yourself with those businesses taking part nearby we have found that helps as you can describe them in relation to local landmarks/other businesses.

Finally, generally encouraging volunteers to use the scheme is beneficial for both them and the others volunteers as a whole. The more regularly the scheme is used, the more likely businesses will be to see it as something worthwhile continuing to support.

You might choose to put up a list of participating business on a display/notice board.

Keep this in mind should you ever visit local cafes/restaurants with your volunteers or make other purchases where you could do this in businesses supporting the scheme. They have shown a great amount of good will supporting the scheme and visiting their business as a customer gives you a chance to say thanks in return as well as spending money in the business.

7. Any more questions? Contact us.

Please do not hesitate to get in touch with us either through email contactus@valueyou.org or call/text us on 07926 164 827. Or visit www.valueyou.org for more information and the latest about the scheme. If you have a query about the 100 hour certificate please contact your local volunteer centre:

Hammersmith & Fulham Volunteer Centre: Catherine Perez Phillips, catherine@hfvc.org.uk, 020 8741 9876

One Westminster: Nigel Barber, n.barber@onewestminster.org.uk, 0207 266 1992

Kensington & Chelsea Volunteer Centre: Andrew Croxford,
Andrew.Croxford@voluntarywork.org, 020 8960 3722

Ealing Volunteer Centre: Wendy Sender, wendy@ealingcvs.org.uk, 020 8280 2242