



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 discount cards 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. We are a registered charity.

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

The scheme operates in 16 Boroughs and eligibility for joining the scheme is different dependent on the Borough. The volunteering activity needs to have taken place in one of these 16 Boroughs.

In the following Boroughs volunteers will be eligible to register if they have given 100 hours or more of their time over the last 12 months to a **registered charity** or a **hospital**:

Ealing · Kensington & Chelsea · Westminster · Islington · Lambeth · Hackney · Havering

In the following Boroughs volunteers will be eligible to register if they have given 100 hours or more of their time over the last 12 months to a **registered charity** or a **hospital**, a **school** or a not for profit **library** or **parks service**:

Camden · Hounslow · Wandsworth · Barnet · Croydon · Merton · Redbridge · Hammersmith & Fulham · Kingston

In addition, volunteers from other not for profit community organisations may also be eligible if their host organisation is registered with the local volunteer bureau. For further information about this, email us at contactus@valueyou.org.

Volunteers apply via the borough that they *volunteer* in. It doesn't matter where they live or where your organisation is based. This does not restrict where volunteers can use their card, they can use in all participating businesses across London.

3. Applying to join

Volunteers can complete the application form on our website- <http://www.valueyou.org/getting-card>. If a volunteer requires a paper application form, this can be requested via contactus@valueyou.org. Alternatively, you can request paper forms for volunteers from us.

There is an online application form available for most boroughs , except for **Westminster, Ealing** and **Islington**. Here, it is a Word document. Word forms can be completed on the computer and emailed, or handwritten and scanned/ posted to us. The volunteer fills in the first half of these form and the volunteer manager completes the bottom half.



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*

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 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.

Renewals

The card lasts for two years. At the expiry of the card volunteers can apply for its renewal, however, only if they have done another 100 hours in the past year. The renewal form is available on our website: <http://www.valueyou.org/getting-card>.

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.
- 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 friend's meal.
- The cards do not have the photo of the volunteer on them, so card holders should bring another form of photo ID with them when using the card in a new place.
- If an item being purchased is already subject to a discount/special offer, a further discount cannot be applied. (This is made clear on our website).
- We encourage card holders to make staff serving them aware that they intend to use their card before purchasing. If a customer has to book in advance (for example, at a hairdressers), it is also best to let them know they will be using the discount.



registered charity no. 1161760

5. Gift Vouchers

In addition to their discount card, volunteers will receive one gift voucher. Volunteers are provided with a unique gift voucher code that they can use to redeem the voucher.

Claiming the voucher. Vouchers can be redeemed online. If the volunteer provided us with an email address, a copy of the voucher will be emailed to them. 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 they can email us at contactus@valueyou.org.

T&Cs

Each voucher has the name of the person on it and it must only be redeemed by them unless it says otherwise. The voucher must be used by the expiry date shown on it, which is normally the last day of the month it is chosen (so it's best to claim a voucher at the beginning of the month).

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 business. Furthermore, as the businesses takes part on good will basis, we have no power to require a business to do anything. However, if any issues should arise volunteers can contact us contactus@valueyou.org and we will do our best to resolve 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. Here are a few ways you can do that:

-Embedding sign up into your volunteer management procedure. You can contact those volunteers who have already reached 100hrs about the ValueYou card and continue this process for when they reach this target. If you monitor their hours, this can be easily done and is a good way of making sure that no-one gets left out of your communications. Remember, you can always fill out applications on behalf of your volunteers, if they're happy for you to do so (this way you can sign them up by default).

-Actively promoting the scheme. Mentioning the offer in volunteer briefings/ meetings and any other communications with your volunteers. You can also mention it in inductions, which may help towards volunteer retention rates.

-Providing reassurance. We have found that some volunteers can be sceptical about the scheme, not believing there isn't some charge or catch involved. Reassuring them that we are here simply to say thank you to volunteers can help enormously.



And once they are signed up...

-Practical support for volunteers that may struggle with printing, completing and sending us the application form would also be appreciated. 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 to us.

-Encouraging usage of the card. This is beneficial for both them and the other volunteers as a whole. The more regularly the scheme is used, the more likely businesses will see it as something worthwhile to support. You might choose to put up a list/map of participating business on a notice board – some printable local maps are available on our website at <http://www.valueyou.org/volunteer-manager-guide>.

-Giving them your business! Should you ever visit local cafes with your volunteers or make other purchases where you could use our participating businesses, keep them in mind. They have shown a great amount of good will supporting the scheme and visiting their business gives you a chance to say thanks in return.

7. Any more questions?

Contact us. Please do not hesitate to get in touch with us either through email contactus@valueyou.org / coordinator@valueyou.org or call/text us on 07926 164 827. Or visit www.valueyou.org for more information and the latest information about the scheme.

8. Partners

In each area we work in partnership with a local volunteer bureau. We are grateful for their help and support.

Ealing is run in partnership with Ealing Community and Voluntary Services and Ealing Volunteer Centre (<http://www.ealingcvs.org.uk/>).

Hammersmith & Fulham is run in partnership with Hammersmith & Fulham Volunteer Centre (<http://www.hfvc.org.uk/>).

Westminster is run in partnership with One Westminster (<http://www.onewestminster.org.uk/>).

Kensington & Chelsea is run in partnership with Volunteer Centre Kensington & Chelsea (<http://www.voluntarywork.org.uk/>).

Islington is run in partnership with Islington Volunteer Centre and Voluntary Action Islington (<http://www.vai.org.uk/>).

Camden is run in partnership with Volunteer Centre Camden (<http://volunteercentrecamden.org.uk/>).

Merton is run in partnership with Merton Voluntary Service Council (<http://www.mvsc.co.uk/>).

Croydon is run in partnership with Croydon Voluntary Action (<http://www.cvalive.org.uk/volunteering/>).

Barnet is run in partnership with Volunteering Barnet (<http://www.volunteeringbarnet.org.uk/>).

Hounslow is run in partnership with Volunteering Hounslow (<http://volunteeringhounslow.org.uk/>).

Wandsworth is run in partnership with Volunteering Wandsworth. (<http://www.volunteeringwandsworth.org.uk/>).

Hackney is run in partnership with Volunteer Centre Hackney (<http://www.vchackney.org/website2017>)

Havering is run in partnership with Volunteer Centre Havering (<http://www.haveringvc.org.uk/>)

Kingston is run in partnership with Volunteering Kingston (<https://www.volunteeringkingston.org.uk/>)

