



# PORTSMOUTH TOGETHER



## SERVICE PLAN

Portsmouth's plan for inspiring and mobilising volunteers

# Introduction

from the Lord Mayor and the Chief Executive

---



Councillor Steven Wylie, Lord Mayor of Portsmouth

## Introduction from the Lord Mayor

**Portsmouth Together** is the city's high-impact service plan, developed with the support of Cities of Service, an international coalition of cities dedicated to engaging citizens locally to make a difference against pressing city issues. The following pages outline a coordinated strategy focused on matching volunteers and established community partners to some of Portsmouth's areas of greatest local need. The service plan is a blueprint for action in Portsmouth, designed in response to the feedback of our community partners that overwhelmingly agreed our efforts must focus on addressing pressing local challenges: education; community & civic pride; sustainability.

As a result, **Portsmouth Together** will harness the collective talent and energy across our city to accomplish these primary goals:

- Enhance mentoring programmes for our young people in schools
- Recruit volunteers to support people in improving their confidence in using maths
- Encourage local street communities' projects
- Use volunteers in clearing lofts to help improve the insulation of homes
- More generally, increase citizen access to volunteer opportunities in the city

**Portsmouth Together** seeks to create a volunteer support network to accommodate and sustain this passion for service while helping to address the most pressing needs of our great city. I thank the many community partners without whom this effort would not be possible. Well done, keep it up and get involved as together we will make a difference.



David Williams  
Chief Executive,  
Portsmouth City Council

## Introduction from the Chief Executive

As chief executive of Portsmouth City Council, I know how far we have come as a city in the last ten years. But as the recent announcements about shipbuilding in Portsmouth reminded us all, we need to keep looking forward. Local communities are rightly proud of Portsmouth's heritage as the home of the Royal Navy - a tradition that will carry on with the Navy and related sectors continuing to be major employers. That sense of pride and passion that local people continue to display gives me confidence that we can make '**Portsmouth Together**' an exciting part of how we respond to the ever changing environment. Being part of this programme will provide the extra momentum, and the blueprints, to mobilise local volunteers for effective and high impact delivery. Together we can shape an exciting future and leave a real legacy for future generations of Portsmouth citizens.

# Executive Summary

---

The Cities of Service coalition and its member cities aim to find new and innovative ways to harness the power of volunteers to solve strategic city issues. The coalition builds on the work of New York City Mayor Michael Bloomberg, who pioneered the approach, designating New York as a service city and creating opportunities for thousands of citizens to serve.

Portsmouth is one of the first cities in the UK to have the opportunity to use the high impact volunteering model in the UK. Impact volunteer strategies are those that:

1. Identify priorities and use volunteers to target a community's critical needs,
2. Use best practices to maximise results and programme sustainability, and
3. Set clear outcomes and measures to gauge progress.

The Cities of Service UK Programme provides a fantastic opportunity for Portsmouth to work with our communities and create a movement in which people see the impact their volunteering has on their lives, their neighbourhoods and their city. Portsmouth has a strong history of volunteering and social action. However, we need to improve how we can evidence the impact that volunteers have when working with the public services to deal with local challenges. The following Service Plan will provide a framework to address these challenges.

Portsmouth has a long and successful history of stakeholder engagement and volunteering to deliver community empowerment and citizen involvement in the design and delivery of public services. **Portsmouth Together** will bring together a series of initiatives under a single recognisable brand. It is designed to promote strategic volunteerism with the goals of increased civic engagement by residents; and aligning volunteers with existing and new volunteering opportunities that will impact on important community needs.

**The vision of Portsmouth Together is to create a movement in which people see the impact their service has on their lives, their neighbourhood and their city**



Students Union at Age Concern Community Centre



Alan Lihou – Cathedral Innovation Centre

---

## Education

---

The first **Portsmouth Together** priority area is education. Volunteers will engage in two impact service initiatives.

**Activate** is a mentoring and coaching programme that seeks to provide young people with high levels of support to help them achieve their potential. The project brings together adults from the community, including businesses, and matches them with students who the school feel would most benefit from extra support and guidance.

Paulsgrove Counts will recruit and train volunteer mentors known as 'challenge champions' who will support people to improve their everyday maths by accessing online assessment and learning resources. We have focused on Paulsgrove as an area identified as being high need. If successful, we will seek to roll out the initiative to other areas of Portsmouth.

## Community & Civic Pride

---

The second **Portsmouth Together** priority area is community & civic pride with a particular focus on increasing residents' satisfaction with their neighbourhood as a place to live.

**Love Your Street** encourages residents to propose their own local projects that will enhance their environment through volunteer effort. The scheme will operate at the level of the street or very local neighbourhood. Mini grants will be available on a matching basis, to purchase supplies needed for the project, and city services will be coordinated as necessary to provide support.

## Sustainability

---

The third **Portsmouth Together** priority area is sustainability. We all have a responsibility for protecting our environment and making sustainable choices. Sustainability means improving the long-term wellbeing of the area now without storing up problems for the future, ensuring a better quality of life for everyone now, but also for generations to come.

Our service initiative **Love Your Loft** supports trained volunteers to clear the loft of homes, after which our partners will insulate the loft free of charge. The householder will save money on heating costs and the city will see a reduction in its CO<sub>2</sub> foot print.

## Infrastructure initiative

---

**Portsmouth Together** also has an infrastructure initiative to address challenges experienced by both volunteers and organisations. During the development of **Portsmouth Together**, volunteer recruitment, retention, management and outcome measurement were frequently identified as challenges. We have developed, in conjunction with Cities of Service, the **Portsmouth Together** platform, an interactive website that will make volunteer recruitment easy and accessible.

# Cities of Service introduction

---

## About the Cities of Service programme

### History

The Cities of Service coalition and its member cities aim to find new and innovative ways to harness the power of volunteers to solve strategic city issues. The coalition builds on the work of former New York City Mayor Michael Bloomberg, who pioneered the approach, designating New York as a service city and creating opportunities for thousands of citizens to serve.

Many other cities have replicated the approach. Today in the United States, the Cities of Service coalition includes more than 170 mayors, and it is successfully mobilising thousands of volunteers to improve their city one task at a time. Volunteers give their time on high impact initiatives in the service of others and their local city, often coordinated by a Chief Service Officer. Cities in the coalition share successful strategies to ensure the most effective initiatives are copied by others.

Over the past three years, the movement has spread internationally to inspire Team London and “Count on Me” in Madrid.

### Cities of Service UK

Now Portsmouth has the opportunity to join this movement. We are one of seven pioneering local authorities working with the Cabinet Office and Nesta, the UK’s innovation charity, to adapt the Cities of Service model to the UK.

Portsmouth has received funding, tools, training and mentoring support from Nesta and the Cabinet Office as part of the programme. Because this work is part of a wider movement, we have developed relationships with the other UK Cities of Service - Bristol, Kirklees, Plymouth, Barnsley, Swindon and Telford & Wrekin - and have been partnered with a Chief Service Officer in the USA.

### Vision

Cities of Service efforts focus on “impact volunteering”—volunteer strategies that target community needs, use best practices and set clear outcomes and measures to gauge progress.

The key aims of the programme are to:

- Help local government find best ways to mobilise energy, talents and passions of people to make a real difference to local priorities
- Focus on measuring results: rather than measure how many people volunteer, we measure the impact those volunteers have
- Create strong leaders to champion the programme and create support within the city

---

## How does it work?

As part of the programme, we received funding to appoint a dedicated chief service officer to develop and lead the programme within our city. They work closely with the chief executive in Portsmouth, our local councillors, and many other partners to ensure that we are joined up across the city in addressing the key challenges that are important to the community.

We have undergone a staged process to identify local challenges that we can address by mobilising volunteers alongside public services and have worked with partners in the community, the voluntary sector, and with local businesses to develop projects that can have an impact on those challenges. We have developed clear metrics to track our progress and demonstrate the impact our projects are having. We have also made a commitment to communicate our results on a regular basis. There is more detail about our initiatives and intended impact later in this document.

## Service in Portsmouth

The energy and commitment of people giving their time for the public good contributes to a vibrant society here in the city.

---

**“Volunteering in Portsmouth ensures the benefits of corporate responsibility extend to our local Not-for-Profit organisations, by sharing expertise and time to support thriving communities.”**

**Liz Donegan**

*Head of Services – Action Portsmouth*

---

Portsmouth has a long and successful history of stakeholder engagement and volunteering to deliver community empowerment and citizen involvement in the design and delivery of public services. We were a civic pioneer, an empowerment champion in recognition of our pioneering work in active citizenship and community engagement. This was followed by participation as a Take Part Pathfinder through which we sought to narrow the gap in participation of some of the more vulnerable groups in the city. The lessons learned from these and similar programmes shaped the

development of our statement of community engagement which in turn supports the council's 'shaping the future' vision.

The council has an active network of volunteer managers which was set up to bring together officers in services that support the work of volunteers together with key partner agencies – this forum is able to facilitate large scale partnership events and share good practice. This is in addition to the hundreds of voluntary and community organisations in the city that deploy volunteers in a wide range of activities supporting

---

local people. We work with the business leaders group to develop the plans and priorities in the city which already draws on some of the work they have led to mobilise voluntary action to help the city meet its biggest challenges.

We have strong foundations on which to build, and exciting opportunities in the pipeline. Just one example - Portsmouth Football Club is now the largest community owned club in the UK, with the whole community rallying round not just in times of success but also when local pride in our place was mobilised to save the club from financial extinction.

Pompey in the Community harnesses the motivational power of football, and more specifically Portsmouth Football Club, to promote education, healthy living and sporting participation and achievement among people of all ages. Last season, across Portsmouth and the surrounding area, more than 32,000 people directly benefitted from Pompey in the Community programmes. Many clubs talk of being "community-clubs" but this is truly the case with Pompey offering an innovative range of coaching, inclusion, health and disability programmes.

Portsmouth has a number of vibrant and thriving student bodies from the University of Portsmouth, Highbury College and Portsmouth College. There are many examples of where students give up their time to service the community. At the University of Portsmouth voluntary work experience is held in high regard by both students and staff and the number of students recorded as volunteering has more than doubled in the last academic year. Students are starting to see volunteering as a way of meeting their skills gaps, gaining confidence, improving their graduate job prospects and engaging with the local community.

Local communities are rightly proud of Portsmouth's heritage as the home of the Royal Navy, and there has been a long tradition of service personnel working closely with local communities groups. Since March 2013 a number of projects in Portsmouth have received support from the Armed Forces Community Covenant including:

### **Wetwheels**

Received funding to take elderly people from the city and disabled veterans on trips around Portsmouth Harbour and the immediate coast.

### **Company of Makers**

Delivers a programme of workshops that enable veteran and civilian communities to engage with one another through a programme of creative projects.

---

**“Within Portsmouth volunteers fully support the footballing infrastructure; from managers of Junior grassroots teams to the secretaries and administrators of adult Sunday leagues – without volunteers recreational football would come to an end. There is also a wealth of youngsters coming through that volunteer with children’s coaching, refereeing games and supporting football festivals.”**

**Clare Martin**

*Director of Community Projects – Pompey in the Community*

---

---

**“It is vital that today’s graduates enter the labour market with not only good academic results, but also with a strong set of employability skills gained from their part time job, placement year or voluntary work. Our students have taken on all sorts of roles from reading with local school children or working on a sexual violence helpline to designing web sites for social enterprises or marketing an open day for a local theatre. This not only helps our students gain relevant experience for their future careers and grow in confidence, but it also enables the university to strengthen its ties with the local community”**

**Jane Howe**

*Volunteering Coordinator – University of Portsmouth*

---

# Portsmouth as a City of Service

In becoming part of city of service, Portsmouth has the opportunity to demonstrate that impactful volunteering can be part of Portsmouth's strategy for meeting its most pressing local challenges. Being part of the Cities of Service coalition will provide support, momentum and learning from successful places elsewhere to help us in our goal. We recognise that by enabling **Portsmouth Together** to recruit a chief service officer to lead this programme in our local area, coalition city status has strengthened our processes for planning, implementation, outreach and collaboration, as well as providing a focal point for shared learning and peer support that Cities of Service offers.

The council has also secured funding to become a super connected city which affords a range of exciting opportunities to involve local people in new and innovative ways. And we will seek to engage residents by testing crowd-funding platforms to mobilise new volunteers and to gauge likely levels of support for initiatives.

Nesta (<http://www.nesta.or.uk/project/cities-service-uk>) and the Cabinet Office are providing £180,000 to support the delivery of the Portsmouth programme over the next two years. This funding is to fund the post of a chief service officer and the delivery of the **Portsmouth Together** service initiatives.

Through the Cities of Service programme we have the opportunity to learn more about how volunteering impacts on those it involves as volunteers, well as those it reaches using the power of people to address local challenges. A key aim of the Cities of Service programme is in delivering initiatives that have a real impact in the lives of people who need it. We already know in our hearts and minds the power that volunteering brings to our local communities. However, being part of the Cities of Service UK programme provides us with the opportunity to demonstrate the real impact that volunteers can bring to specific initiatives, and then provide the evidence that will enable us to gather the support to roll out the successful initiatives across the city.

**Portsmouth Together** is already working with local organisations and businesses to maximise their involvement and support through engaging their corporate social responsibility programmes. Our service initiative 'Activate' is a good example of this. By working with the education business partnership, 'Activate' uses mentors from local businesses to support students in achieving their potential.



**Portsmouth Together steering group at Fratton Park**

# Priority Area – Education

---

Low educational attainment is a key contributor to poor outcomes in later life, so continued improvement in this area is vital if Portsmouth's young people are to be equipped with the skills and confidence they need to enter the workforce, succeed in their chosen profession and play a full role in their community.

Educational attainment is also important for the regeneration and economic prosperity of the city, as a skilled and educated workforce is essential to attracting inward business investment and enabling local businesses to thrive. Consequently, educational attainment has a wider impact than raising standards at KS2 and GCSE and extends to people who have left school.

Service initiative: Activate

**Ultimate goal: Participants increase their level of attainment in their GCSEs**

## The challenge

Portsmouth has had low attainment at secondary school for many years. Most recent provisional results show that just 47% of Portsmouth pupils achieved 5+ A\* to C GCSEs including English and Maths in 2013. There are good and outstanding schools in the city and many young people go on to achieve fantastic results. However, in some communities there are entrenched issues of low parental literacy and numeracy, low levels of employment, and low attainment at school.

## The initiative

**Activate** is a mentoring and coaching programme that seeks to provide young people with high levels of support to help them achieve their potential.

## Overview

Our service initiative **Activate** is a mentoring and coaching programme. This initiative will be piloted at King Richard School, which was chosen due to its positive experiences of the power of mentoring, together with the extensive business links that the school already has. Working initially with Year 10/11 students, the project, led by Portsmouth & SE Hants Education Business Partnership (EBP), brings together adults from the community, including businesses, and matches them with students who the school feel would most benefit from extra support and guidance.

---

**"King Richard School is delighted to be part of the City of Service programme so that our students can benefit from the rich reserves of talent and experience that exist in the community. Furthermore I want our young people to see the rewards and benefits that can come from volunteering and so think about what they can do for their community in return".**

**Gareth Hughes,**  
*Head teacher at King Richard School*

---

---

**Activate** aims to make sure that these young people get high levels of support to help them achieve their potential. The project will focus on building confidence and tapping into their motivation, helping the students to focus on their GCSEs and what happens when they leave school. By the end of the project we expect the students to be reporting an increased attendance, better than anticipated results in their exams, and increased confidence.

The mentors give their time freely. They are people who care about helping young people reach their potential and who want to make a difference. EBP will recruit, select and train the mentors, who will then meet with the students on a weekly basis from September 2014 to the end of school year. They will provide support and guidance, encouragement and nudges, and importantly, be focussed on the progress of their individual student. Mentors often find their role hugely rewarding and want to know about the progress of their student.

By September 2015, we expect to be reporting that the participating students show increased attendance, better than anticipated results in their exams, and increased confidence. By properly measuring the impact of this initiative, and what is achieved by the students, we will be better placed to inform other schools of the benefits in order that **Activate** can be assessed for introduction into other schools in the city.

### What we will measure

- Numbers of 1-2-1 mentoring sessions attended
- The level of confidence the students have in themselves and their ability to achieve their personal and academic goals
- The change in the students level of self-awareness, and awareness of their rights and responsibilities
- The attainment of students in their GCSEs measured through overall average points scores



Activate mentoring day

---

Our Education priority also includes the needs of adults, and particularly Portsmouth's working age population. Evidence suggests that fewer than 1 in 4 of Portsmouth's resident working age population are numerate to Level 2 and above (equivalent to GCSE Grade A\*–C). While literacy is a vital life skill, it is a lack of numeracy that is a stronger indicator of disadvantage and poorer outcomes than poor literacy. Low levels of numeracy amongst adults contributes to lower educational attainment (where parents do not have the necessary skills to support their children's education) and poorer outcomes more generally, particularly in relation to employment and health.

Raising levels of numeracy will help the city to secure the necessary step change in the wider skills capacity of residents and workers and support parents and schools in further raising pupils' educational attainment. For this reason, improving numeracy and maths is also a key objective of the city's plan for economic growth and improving residents' employability.

Reflecting our commitment to this area of work, the independent charity, National Numeracy, invited Portsmouth to be the launch city for its National Numeracy Challenge, a national initiative that aims to challenge negative attitudes towards maths and reduce the number of adults in the UK with low numeracy.

Central to the National Numeracy Challenge is an interactive website that includes the 'challenge check-up', which assess the participant's numeracy and identifies the areas that need improvement. Recognising that many people will need support to go online and take the challenge check-up, the Paulsgrove Counts initiative builds on a volunteer mentor scheme designed by National Numeracy to make it more impactful in areas of greatest need.

---

**“Our EBP firmly believes in the value of volunteering and its benefits for people from all areas of life. Last year, we recorded more than 53,000 volunteering hours from local businesses who have consistently told us that volunteering benefits not only the young people who come into contact with business people, but also the businesses themselves and their employees. Staff often return to work with renewed enthusiasm and a better understanding of their local community”**

**Cath Longhurst**

*Chief Executive, EBP*

---

## Service initiative: Paulsgrove Counts

**Ultimate goal: Working age people who have worked with a 'challenge coach' show improvement in their numeracy**

### The challenge

Fewer than one in four (23%) of Portsmouth's 16–64 population are working at Level 2 or above in numeracy (roughly equivalent to A\*–C GCSE). This means that an estimated 108,000 working age adults in the city would benefit from improving their everyday maths skills.

Adults with lower levels of numeracy have poorer education, employment and health (including mental health) outcomes and are at greater risk of entering the criminal justice system.

---

Raising levels of numeracy in Portsmouth is a critical factor in up-skilling the resident workforce, raising educational attainment and reducing health and other inequalities such as digital exclusion – all priorities for the city.

### **The initiative**

**Paulsgrove Counts** is a pilot project that will recruit and train volunteer mentors known as 'Challenge Coaches' to support people with online assessment and learning.

### **Overview**

We know that many of our residents who would benefit most from improving their numeracy will need support to engage with the National Numeracy Challenge, take the challenge check-up and access learning resources. Working with the University of Portsmouth, we will train 'challenge coaches' to support people in taking the online challenge.

Portsmouth is the launch city for the National Numeracy Challenge, central to which is an interactive website that includes the challenge check-up. This assesses participants' numeracy and establishes which areas need some improvement. After the assessment, people can learn online using resources appropriate to their particular needs and are then encouraged to re-take the check-up to see how their numeracy has improved.

The challenge coach initiative aims to provide this support by recruiting people who are already working with or engaged in some other way with the local community and providing specialist training that will enable them to:

- Help residents to see maths as part of their everyday lives;
- Share positive views about the benefits of maths;
- Build residents' confidence to overcome a fear of maths or previous negative experiences of learning and develop as confident learners;
- Support residents to sign up for the National Numeracy Challenge and take the challenge check-Up;
- Support residents with their learning and encourage them to re-take the challenge check-up to measure the improvement in numeracy.

Challenge coaches will work with residents in community settings where they already come together e.g. library, local schools, children's centre etc.

### **What we will measure**

- Number of volunteers recruited and trained as 'challenge coaches'
- Number of participants supported by a 'challenge coach'
- Number of participants who take the challenge
- We will measure change in participants numeracy
- We will measure change in participants level of confidence in using numbers

# Priority Area – Community and Civic Pride

---

Portsmouth is the UK's only island city, with Portsea island accounting for two thirds of the city's land mass. Portsmouth is the most densely populated area in the UK outside London, with an estimated 208,900 people residing within its 15.5 square miles – so we think creatively about our neighbourhoods.

We strongly believe in the role that local government has to play in shaping the life of our cities and residents, but we also see that the role is changing. We recognise that we cannot sit back and wait for economic recovery, and nor will we have direct access to the levels of funding from central government that have previously been available. While we are facing the greatest financial challenges in a decade, our residents continue to rely on city services. It is therefore crucial that we find ways to meet modern day customer requirements within current and future financial constraints.

Our Neighbourhood Management Pilot project taught us valuable lessons about how to engage and train up local people in ways that are meaningful and effective in two of our most disadvantaged communities (Landport and Buckland). We will use this learning to raise involvement in our most deprived communities through involvement in the Cities of Service programme.

Through developing a community development model in some of our most challenging localities, the goal is to empower people to make changes in their lives.

## Service initiative: Love your Street

**Ultimate goal: Residents in streets taking part show increased satisfaction with their neighbourhood as a place to live**

### The challenge

At a time of declining public sector budgets, we want to improve resident satisfaction with their neighbourhood as a place to live, through an effective and locally based community development model. We will encourage local people in making improvements to their local area. **Love your Street** projects will focus on targeting the particular and different challenges that different areas face.

### The initiative

**Love Your Street** is a city wide initiative that encourages residents to propose and support their own local projects that will enhance their environment through volunteer effort. The scheme will operate at the level of the street or

---

**“The Fratton Big Local is a Lottery funded project run by and for the people of Fratton. Fratton Big Local depends on the involvement of local volunteers. Volunteers add immense value to our work and without them many of our projects could not run effectively”.**

**Stuart Mills**

*Community Development Worker,  
Fratton Big Local*

---

---

very local neighbourhood. Mini grants will be available on a matching basis, to purchase supplies needed for the project, and city services will be coordinated as necessary to provide support.

## Overview

Our service initiative **Love Your Street** is all about working with local people to help make our communities a great place to live. It's about inspiring everyone to think about where they live and finding ways to transform and make our neighbourhoods a place where we can all take pride in now and in the future. We hope to improve our green and urban spaces in partnership with local people and businesses, keep our environment clean and well cared for and encourage the community to take pride in the environment.

**Love Your Street** will work with people to identify issues in their areas and develop local volunteer-fuelled solutions. Priority will be given to schemes that can show how their project will build local community involvement. **Love Your Street** mini-grants will be available to purchase supplies needed by the projects e.g. the purchase of plants and tools. Examples of projects that would be supported include creation of community gardens, derelict area clean-ups, street clean-ups and tree planting. Portsmouth City Council will support these projects through appropriate service support. This may include loans of tools, providing clean up supplies, helping to make land available and the removal of rubbish and waste.

In addition to the benefits directly delivered through the projects, we believe **Love Your Street** to be an important community development model. It has great potential for involving people in purposeful volunteering in their local area, encouraging greater pride and ownership for maintaining the condition of their local environment. By working on projects within their community, we hope that residents will build stronger bonds with their neighbours. Project champions will be provided with access to training and advice on gaining resident and business 'sign up' for the management of the project, and also on how to measure impact of what has been achieved through the volunteer efforts.

**Love Your Street** grants will be made available across all 14 wards of the city and will seek to be run over the course of the lifespan of the programme. We believe that by providing small grants and coordinating local authority services, volunteers can achieve measurable impact in local communities and strengthen local capital. We will track the number of areas transformed as well as the number of new community groups created and the number of volunteers hours involved.

## What we will measure

- Number of community schemes generated
- Number of residents who engage in more voluntary activities in their neighbourhood
- Number of volunteers hours contributed
- The amount of matched funding obtained
- For each grant made, we will agree specific metrics based on the aims of the individual project
- The residents levels of interaction with their neighbours

# Priority Area – Sustainability

---

Portsmouth City Council has an important role to play in helping to deliver a more sustainable city. It is an employer with responsibility for staff and buildings, provides local services, and leads partnerships with other organisations and local communities.

Sustainability is everyone's responsibility, and can only be achieved if we all as individuals and organisations are prepared to make changes. We all have a responsibility for protecting our environment, and making sustainable choices. Sustainability means improving the long-term wellbeing of the area now, without storing up problems for the future. It means ensuring a better quality of life for everyone now, and for generations to come.

It is vitally important that we support residents to take action now. The Portsmouth private house condition survey commissioned by the City Council (2008) identified that 44% of Portsmouth's private dwellings were potentially hazardous because of excess cold.

The latest figures show in Portsmouth that 10.7% of the population is in fuel poverty, which is higher than the national average. We also have significant problems with ageing residential properties where it is hard to improve the efficiency of their homes. This is exacerbated by the type of properties that are found in Portsmouth – many built before the 1920s – which lead to greater heat loss. Many of these have small loft spaces, making insulation difficult. The recent Health Profile for Portsmouth indicated that the possibility of excess winter deaths due to excess cold is worse than the national average.

Service initiative: Love your Loft

**Ultimate goal: Homes are made more energy efficient**

## **The challenge**

Based on research into our housing, 44% of Portsmouth's private dwellings would benefit from improved energy efficiency which would improve quality of life and potentially help prevent deaths within the city.

## **The initiative**

Volunteers will be trained to clear the lofts of homes and our partners will insulate the loft free of charge. The householder will save money on heating costs and the city will see a reduction in its CO<sub>2</sub> foot print

---

## Overview

Our service Initiative, **Love Your Loft**, will allow residents to have their loft cleared by volunteers, and then, if needed, to have the loft hatch size increased and insulation installed. Volunteers will be trained to clear the loft of homes and our partners will insulate the loft free of charge. The householder will save money on heating costs and the city will see a reduction in its CO<sub>2</sub> foot print. We will also ensure that residents receive help in understanding the tariffs they are using, and help in reducing their own energy consumption through small behaviour changes in the home.

The initiative starts with the council conducting a marketing campaign of residents, starting in the Paulsgrove area, seeking participants who would like to have their lofts cleared in order to be provided with loft insulation. This initiative is being supported as an extension of the city's involvement in the government's green deal programme, which seeks to encourage homeowners into retro-fitting insulation, particularly in older properties.

Participants will have their property inspected by an accredited advisor who will provide an assessment suggesting the most effective means of insulating their home. The assessment will also identify the savings that could be made on heating bills, and possible CO<sub>2</sub> savings.

Volunteers will be recruited from the local area and will be provided with appropriate training and equipment. Love Your Loft volunteer co-ordinators will work to assist householders in ensuring that, wherever possible, items removed from lofts are properly recycled.

## What we will measure

- Number of volunteers recruited and trained
- Number of volunteer hours given to clear lofts
- Number of lofts cleared and insulated
- Amount of carbon saved (tonne per year)
- Householders cost saving after insulation of homes

## Greenhouse Community Garden



# Portsmouth Together volunteering website

---

**Portsmouth Together** also has an infrastructure initiative to address challenges experienced by both volunteers and organisations in Portsmouth.

During the development of **Portsmouth Together**, consultations with the voluntary and community sector and individual volunteers identified a number of ongoing challenges. These included volunteer recruitment, retention, and management. In partnership with cities of service, we have developed an easy and accessible **Portsmouth Together** website ([www.volunteer.portsmouth.gov.uk](http://www.volunteer.portsmouth.gov.uk)). The website provides up-to-date information on volunteer needs in Portsmouth, as well as a user friendly interface to make applying for opportunities easier.

On the website there is information about our service plan, including the goals of our service initiatives, and interested citizens will be able to sign up for volunteering opportunities online. As well as providing information on the voluntary commitment required within each initiative, the website will let participants register for their own **Portsmouth Together** profile. We know employers are giving greater recognition to applicants' volunteering activities as part of recruitment. To support volunteers to enhance their CV, each profile will enable individuals to record their volunteering hours. As an additional support for our volunteers to improve their potential for paid employment, or improving their career opportunities, we will aim to help them create a **Portsmouth Together** volunteering CV.

The new website will increase volunteer awareness of Portsmouth service initiatives. We are aiming to improve our communication with volunteers, and build, strong and lasting relationships with them. We feel this will enable us to channel local volunteering for local need.

## Reward and recognition

We want **Portsmouth Together** volunteers to feel valued and supported while volunteering.

We will encourage all organisations who recruit **Portsmouth Together** volunteers to work within agreed terms and conditions that addresses important area such as reimbursement of volunteer expenses, provision of breaks and refreshments, appropriate training and orientation, and support while volunteering.

We also think it's important that volunteers are recognised for giving their time and energy, so we are currently creating a package of volunteer recognition elements. It is anticipated that the **Portsmouth Together** rewards package will include items to keep, such as clothing and collectable pin badges.



# List of Portsmouth Together Priorities

| Priority Area             | Impact Service Initiative | Description                                                                                                                                                                                                                          | Participation                                                                                                                                                                 |
|---------------------------|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Education                 | Activate                  | 'Activate' is a mentoring and coaching programme. The project brings together adults from the community, including businesses, and matches them with students who the school feel would most benefit from extra support and guidance | Numbers of 1-2-1 mentoring sessions attended                                                                                                                                  |
|                           | Paulsgrove Counts         | Volunteer mentors will help residents to assess and improve their current level of numeracy using an online evaluation tool                                                                                                          | Number of volunteers recruited and trained as 'Challenge Coaches'<br>Number of participants supported by a "Challenge Coach"<br>Number of participants who take the challenge |
| Community and Civic Pride | Love your Street          | Mini grants will be provided to community groups to purchase supplies needed for resident-proposed local projects which involve volunteer effort. City services will be coordinated as needed to support these initiatives           | Number of community schemes generated<br>Number of residents who engage in more voluntary activities in their neighbourhood<br>Amount of matched funding obtained             |
| Sustainability            | Love your Loft            | Volunteers provide information and identify homes with low levels of thermal comfort. Lofts are cleared and insulated, with priority given to those in greatest need, so that their homes are made more energy efficient             | Number of volunteers recruited and trained<br>Number of lofts cleared and insulated                                                                                           |

University of Portsmouth Students' Union beach clean



National Citizens Service participants restoring Stamshaw Community Centre

|  | <b>Outcome metrics</b>                                                                                                                                                                                                                                                      | <b>Goal</b>                                                                                                          | <b>Initiative Partners</b>                                                          | <b>Launch date</b>  |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------|
|  | <p>We will measure the level of confidence the students have in themselves and their ability to achieve their personal and academic goals</p> <p>We will measure the change in the students level of self-awareness, and awareness of their rights and responsibilities</p> | <p>Participants increase their level of attainment in their GCSEs measured through overall average points scores</p> | <p>Education Business Partnership (EBP)</p> <p>King Richard School</p>              | <p>July 2014</p>    |
|  | <p>We will measure change in participants numeracy</p> <p>We will measure change in participants level of confidence in using numbers</p>                                                                                                                                   | <p>Working age People who have worked with a volunteer 'Challenge Coach' show improvement in their numeracy</p>      | <p>University of Portsmouth</p> <p>National Numeracy Challenge</p>                  | <p>October 2014</p> |
|  | <p>For each grant made, we will agree specific metrics based on the aims of the individual project</p> <p>We will measure the residents levels of interaction with their neighbours</p>                                                                                     | <p>Residents in streets taking part show increased satisfaction with their neighbourhood as a place to live</p>      | <p>Local business</p>                                                               | <p>October 2014</p> |
|  | <p>We will measure the amount of carbon saved (tonne per year)</p> <p>We will measure the cost saving after insulated to householders</p>                                                                                                                                   | <p>Homes are made more energy efficient</p>                                                                          | <p>Scottish and Southern Electric</p> <p>Climate Energy</p> <p>Highbury College</p> | <p>October 2014</p> |



University of Portsmouth Students' Union beach clean

---

For more Information, please contact:

Brian Bracher, Chief Service Officer

**Portsmouth Together**

Civic Offices, Floor 3, Core 3,  
Guildhall Square, Portsmouth PO1 2AL

Telephone: 023 9284 1080

Email: [brian.bracher@portsmouthcc.gov.uk](mailto:brian.bracher@portsmouthcc.gov.uk)

Web: [volunteer.portsmouth.gov.uk](http://volunteer.portsmouth.gov.uk)

Twitter: @Pmouth\_Together



## Acknowledgments

---

### Portsmouth Together Partners

A great many people and organisations have been involved in the development of the **Portsmouth Together** initiatives including:

- Action Hampshire and the local Action Portsmouth team
- Portsmouth & South East Hampshire Education Business Partnership
- Shaping Portsmouth
- King Richard School
- University of Portsmouth
- Students Union, University of Portsmouth
- Highbury College
- Cosham Skills Centre
- The Royal Navy
- Portsmouth Football Club
- Pompey in the Community
- Portsmouth Clinical Commissioning Group
- Solent NHS
- National Numeracy Challenge
- Scottish and Southern Electric
- Climate Energy

### Portsmouth City Council

The city council departments have had a huge presence in the development and production of the **Portsmouth Together** initiatives:

- Housing and property services
- Corporate assets, business and standards
- Transport and environment
- Customer, community and democratic services
- Information services
- HR, legal and performance
- City development and cultural services
- Integrated people commissioning unit
- Health, safety and licensing
- Education and strategic commissioning
- Children's social care and safeguarding
- Adult social care
- Revenues and benefits
- Finance