

VOLUNTEER HUB NEWS

Report for the National Lottery Community Fund

Year 1: May 2022 - April 2023

What we've been up to, what we've learned,
what's next?



2022/2023:

- What we've been up to
- What people have said
- What we've learned
- What's next?

Free Training Day for Volunteers, Trustees and Community Organisations

On 21st March, we ran four free basic skills training courses to help upskill individuals and organisations. Attendees were given the option of two three-hour training courses, certificates, a free lunch and the chance to network with other local community organisations.



Basic First Aid, 23 attendees.

As a result of the training learners said they would -
 "Attempt to give assistance should some of these incidents occur."

"Check locations of local defib. units."
 "Cascade to my team."

Impact on Learning: On a scale of 1 (poor) to 5 (excellent), attendees rated their knowledge of the subject before and after the session (as averages):
 Before 2.9 After 4.5

Safeguarding Adults, 10 attendees.

As a result of the training learners said they would -

"Start looking for signs to satisfy myself that all is ok with colleagues and service users."
 "Become a safeguarding person in my organisation."
 "Ensure our safeguarding policy is updated."

Impact on learning: Before 3 After 4.3

Equalities and Diversity, Health and Safety, 10 attendees.

As a result of the training learners said they would -

"Ensure we act in an inclusive manner to all who join our group."
 "Keep on challenging my unconscious bias."
 "Review our policy and how it is applied"

Impact on Learning:
 Before 3.3 After 4.4

As a result of the training learners said they would -
 "Ensure all staff undertake H&S training."
 Risk assess everything."

Impact on Learning: Before 4 After 4.6

General comments – "Thank you; Fantastic Trainer; Yet another great service from RVA; Great Venue; Very engaging and informative."

RVA was also able to collect further training needs from all attendees which will be used to plan next year's training programme (see page 11).

UNDERSTANDING THE CHALLENGES

During the first year of this five year project, we have been taking some time to understand the challenges faced by different groups when it comes to volunteering and trusteeship. These are a few examples of what we have found:

1. Surveying 100 young people about their attitude to Volunteering:

October 2022 - Surveys conducted at the Bexhill Progression Fair



100 Young People's Attitudes to Volunteering Report

Have you ever done any volunteering?



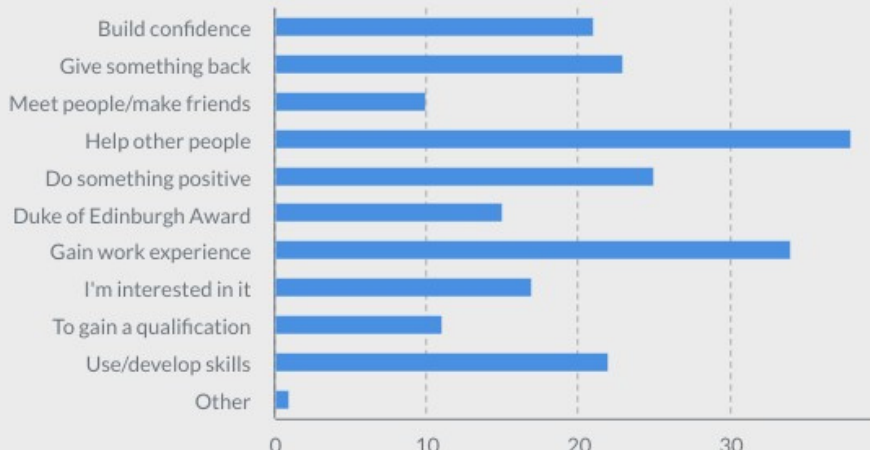
Yes (59%) No (41%)

Would you like to do some volunteering?

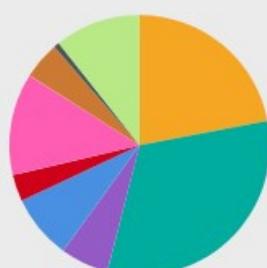


Yes (87%) No (13%)

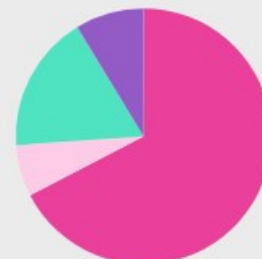
What were your reasons for volunteering?



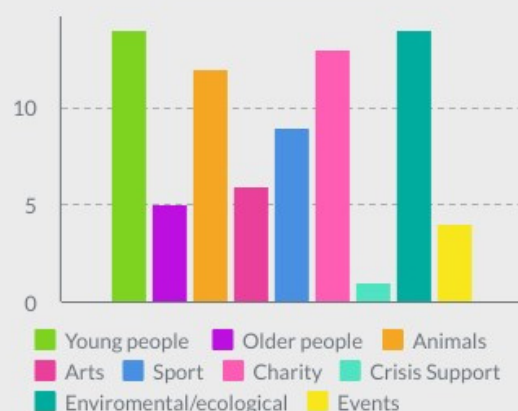
What skills do you have to offer?



What puts you off volunteering?



What sort of Volunteering would you like to do?



Rother Voluntary Action's Volunteer Hub aims to use these insights to develop pathways, training and support to encourage young people into active volunteering.

How do you find out about volunteering opportunities?



RVA surveyed **100 young people**.
89 (15-17 years), 17 (18-20 years) and 2 (21-25 years); 41 males, 58 females and 1 non-binary.

Online 59%	Friends/Family 10%	Word of mouth 4%	Through the College 14%
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In association with HVA and 3VA

Things we learned from the survey:

87% of young people did want to volunteer! As we do not see this represented in our area, at what stage of recruitment and retention are we failing them? How can we break down barriers for younger people.

59% are finding out about opportunities online. Are we advertising in the right places? How do we encourage organisations to market more effectively and use platforms younger people will see?

Young people were motivated by different things, but by combining 1) Building Confidence, 2) Gaining experience, 3) Gaining qualifications and 4) Developing skills—there is a strong opportunity to more formally tie volunteering into a young person's chosen career.

Lots of young people are motivated by environmental issues. Could a young person help an organisation to work in a 'greener' way? (even if their objectives are not overtly environmental).

Young people identified so many gifts and skills they could offer others. Are we embracing all these, or simply asking them to handle Facebook for us? How can we help organisations embrace the wider range of skills young people want to offer?

Things we can action:

(also see page 14 Evaluation Focus group where this theme came up strongly along with recommended actions)

- Ongoing attendance at Job and Apprentice Fairs to promote volunteering as a way into employment.
- Develop sessions for organisations around attracting younger people into volunteering.
- Continue our series on New Forms of Volunteering, to also include micro-volunteering, digital volunteering and remote volunteering.
- Launch our CSR programme in businesses to encourage young employees to consider Trusteeship as a good learning and developmental experience.
- Continue to work with Tribe's digital volunteering platform to bring volunteering opportunities to those who search online (particularly young people).

Learning from Trustees we know...

We asked a local trustee about her experience of joining a trustee board to see what we could learn about a good recruitment process.

'At a recent event, it was suggested to me that I become a trustee. I wasn't actually sure what a trustee did at this point, so I went away and started to find information on Trustees. I was then invited to come to a Board Meeting to meet the current trustees and to learn more about what the charity did, then I was casually asked if I would join the Board.

I didn't actually receive any information from the charity on how to be a trustee or what is involved. I haven't received anything since as far as induction goes, except for the paperwork that I needed to sign. I think things may have been a little more laid back with me as I had already developed some good connections within the team.

However, I was expecting a more formal process, involving the current Trustees asking me some questions and what I might bring to the table. An informal process is not necessarily a bad thing, but I was expecting a few more hurdles and was a little surprised. As there was no real structure or journey to becoming a trustee, it could give the perception that the charity is disorganised and in turn cause someone to question becoming a trustee. On the flip side, I'm quite happy that it was an easy and laid back process for me accompanied by much enthusiasm and encouragement from staff members.'

Things we can learn from this case study:

The good:

- 1) An informal approach at the start was welcomed.
- 2) Staff and other Trustees were friendly.
- 3) An opportunity to join in a few meetings before making a decision was useful.

What could be better:

- 1) Informing the individual about

the journey and process of recruitment.

- 2) Having an induction pack ready to welcome the individual.
- 3) Setting aside time for the other trustees to get to know the individual and find out about their skills.
- 4) Signposting to information online for background reading.

In response, we have arranged an informal New Trustees coffee and cake morning for RVA Trustees in June 2023—to improve our own internal practice and lead by example.

BROKERAGE

Building a system of brokerage and advertising that matches people with opportunities.

Since the beginning of the project year we have advertised **42 volunteering and trustee opportunities** from local organisations.

This is one area we want to improve next year so that more positions are filled quickly. Some vacancies are attractive, but others remain unfilled which causes disappointment for the organisation.

"We have successfully recruited 2 new Trustees."
Bexhill Family Collective

"We've had 4 applications in total. So we're very pleased with the result."
Hastings and Rother Mediation Service

"I just wanted to update you and let you know that I have filled this role now. Thank you for your support, much appreciated."
Royal MENCAP Society

"We had 2 applicants who contacted us. Both were interviewed and both were successful."
Sussex Police

Corporate Social Responsibility

We helped a local company and their young apprentices link up with groups with whom they could share their digital skills. This is what they wrote:

"Factory Internet is dedicated to supporting and giving back to our local community, however, we were unsure how exactly to go about getting involved in volunteering work that played to our strengths of expertise in the digital world that would be of value and use.

With the help of RVA we have been able to get into contact with other volunteer providers and those seeking volunteer help (at monthly meetings). Here we have been able to network and get to know our community better and where we could direct our attention too.

Our primary focus has been at The Hub on Rye Hill, where we have begun to run bi-weekly tech clubs – by appointment – where elderly citizens are able to book a timeslot with myself and Joseph and detail their precise issue so that we are best prepared to provide them the support they need. We have some one-off sessions as well for Southern Housing and are looking at potentially running a fun animation course for Bexhill's Senior Citizens Club.

Thanks to the assistance of RVA this has been a wonderful and stress free experience, with a welcoming and friendly network of volunteers and team members to help us into volunteering work. It has been a great opportunity for us to develop our confidence in communication and public speaking, as well as develop soft skills – like organisation and premeeting preparation."



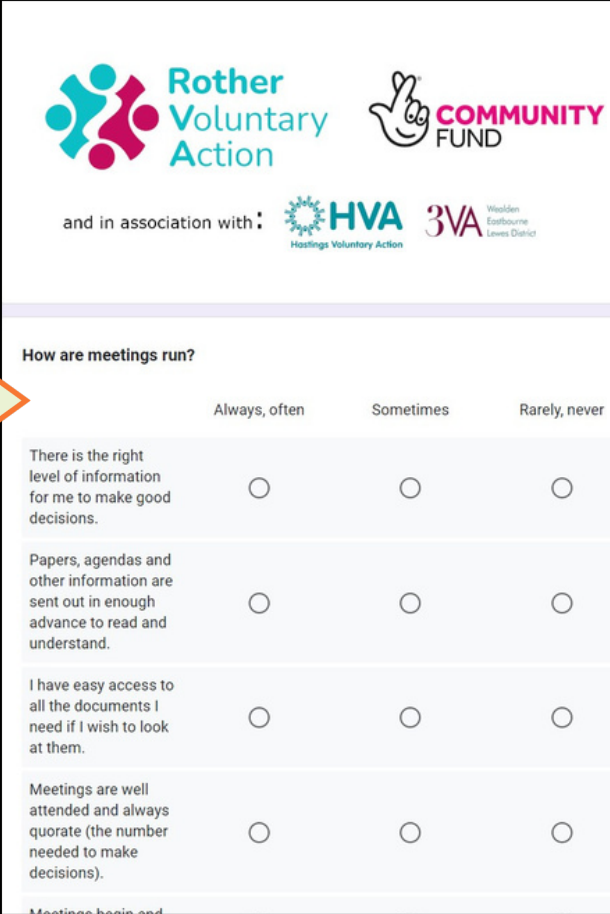
BUILDING RESOURCES

RVA's new Governance Healthcheck is a selfassessment tool for Trustees to reflect on the effectiveness of their board.

We aim to provide a helpful way in which Trustees and Senior Managers working with boards can review their performance. It asks questions about:

- How the board meetings are run
- How the board works together
- The make up of the board in terms of diversity, skills and representation
- What skills the board can access to advise and support them
- What individuals can reflect on about their own role
- And how effective their board is as a whole

Secondly, an anonymised pool of results will enable RVA to plan what training, support and resources would be helpful for local trustees. This will inform what training we plan to deliver in the subsequent years of this project. E.g. if Trustees worry about their financial literacy or understanding of risk management, we would look to put on training around these themes.



How are meetings run?	Always, often	Sometimes	Rarely, never
There is the right level of information for me to make good decisions.	☐	☐	☐
Papers, agendas and other information are sent out in enough advance to read and understand.	☐	☐	☐
I have easy access to all the documents I need if I wish to look at them.	☐	☐	☐
Meetings are well attended and always quorate (the number needed to make decisions).	☐	☐	☐

Website Resources

We have developed a new section of the website dedicated to Volunteers and Trustees, including live opportunities, information about taster days, about us and the Governance Health-Check. It also includes:

RVA's Volunteer Management Templates take an organisation through the entire process of recruiting and managing a volunteer, offering template versions and draft policies. These documents help improve the volunteer's experience of their role.

Our Trustee Management Templates offer a range of template documents from recruitment adverts, handbooks, template policies and terms of reference, thanks to GetonBoard.org.



TEMPLATES

APPLICATION FORM

- Short Generic Application Form
- Detailed Application Form
- Equal Opportunities Form

INTERVIEW

- Values based questions for interviewer
- Values based questions for interviewee

POLICIES

- Complaints
- Equality and Diversity
- Lone Working
- Volunteer Policy

EXIT INTERVIEW

- Questions for Exit Interview

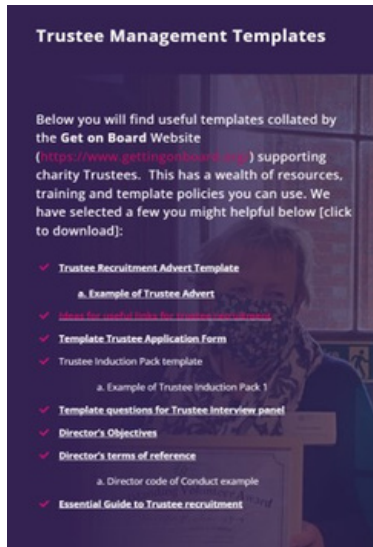
VOLUNTEER DOCUMENTS

- Volunteer Agreement
- Volunteer Code of Conduct
- Volunteer Expenses Form
- Volunteer handbook



Volunteering & Trusteeship

- About RVA's Volunteer Hub
- Volunteer Taster Days
- Volunteer and Trustee Opportunities
- Governance Healthcheck
- Volunteer Management Templates
- Trustee Management Templates



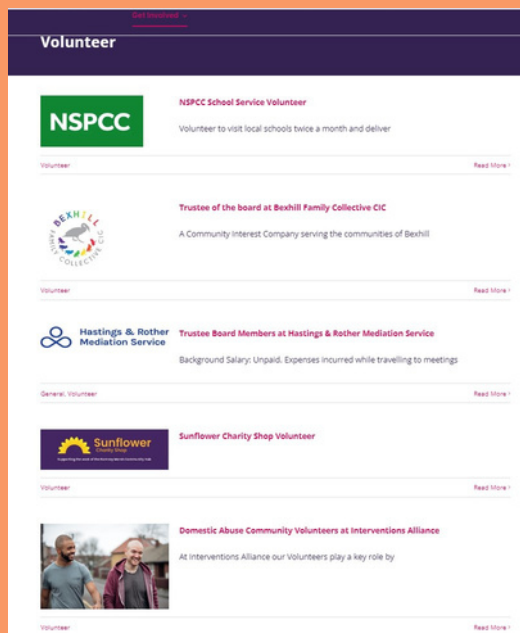
Trustee Management Templates

Below you will find useful templates collated by the **Get on Board Website** (<https://www.getonboard.org.uk/>) supporting charity Trustees. This has a wealth of resources, training and template policies you can use. We have selected a few you might find helpful below (click to download):

- ✓ Trustee Recruitment Advert Template
- ✓ Example of Trustee Advert
- ✓ Ideas for useful links for Trustees to use
- ✓ Template Trustee Application Form
- ✓ Trustee Induction Pack template
- ✓ Example of Trustee Induction Pack 1
- ✓ Template questions for Trustee Interview panel
- ✓ Director's Objectives
- ✓ Director's terms of reference
- ✓ Example of Director's code of Conduct
- ✓ Essential Guide to Trustee recruitment

PROMOTING VOLUNTEERING

Marketing opportunities and raising the profile of volunteering.

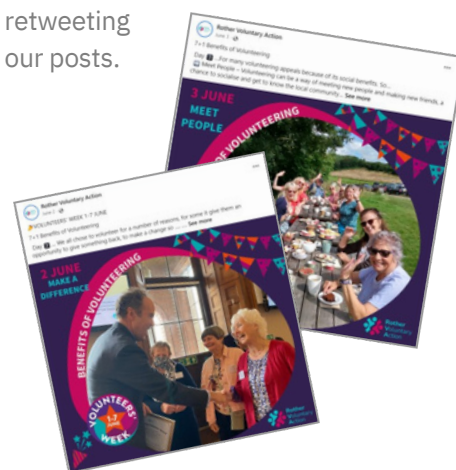


Our website lists all Volunteering and Trustee opportunities.

These are posted out on Facebook, Twitter and Instagram until the positions are filled.

Volunteer Week 2022

993 people saw our daily posts and 57 people engaged with them by either liking, commenting, sharing or retweeting our posts.



Trustee Week 2022

During Trustee Week we promoted Top Tips for Recruiting Trustees and shared these posts collaboratively across the county alongside 3VA and HVA. We also collected quotes to encourage the public consider becoming a Trustee. Lastly, we promoted the all opportunities we had at that moment. 1266 people were reached, the posts received 52 likes, 9 shares and 14 click throughs.

Website: is currently advertising 42 opportunities for organisations/groups, with increasing numbers seeking our help.

292 hits on the Volunteer Opportunities this month.

186 hits on the Volunteering and Trusteeship pages this month.

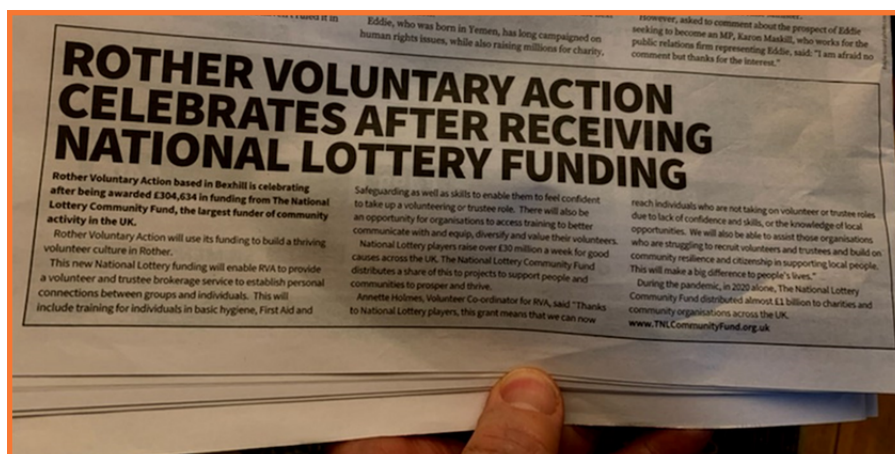
Newsleer: All opportunities advertised – 371 subscribers

Social media:

Facebook 1223 members, Twitter – 1438 followers,

Instagram 492 followers

Press release:



Events



Bexhill College Progression Fair

We spoke to 100 young people about their attitude to volunteering in order to understand the obstacles facing younger people and how organisations can better reach, attract and hold onto young volunteers.



Bexhill Jobs Fair

We promoted Volunteering and Trustee Opportunities at the Bexhill Jobs Fair as a fantastic way into employment. 16 people signed up for more information about specific volunteering opportunities and one enquired about becoming a trustee. We spoke to over 100 people on the day.



Rye Seniors Fair

This was a good opportunity to speak to people about volunteering in older age and find out what motivates and attracts older people into these roles.



RVA's AGM

The Volunteer Hub presented a workshop about Crowdsourcing, helping the 19 people present to understand this new form of volunteering and how they can use volunteers on the internet to add value to their work.

See page 14, as marketing was one of the five main themes to focus on in year two, based in feedback from the evaluation focus group. Attendees emphasised our need for RVA to be synonymous with volunteering, which some thought was not currently the case.

This is something to improve next year.



RVA's Community Networks

These events happen quarterly and attract up to 90 people. We speak to many people face to face and link people together to fill volunteering opportunities.

CHAMPIONING VOLUNTEERING



In December 2022, RVA held their second Volunteering Awards as part of their AGM. Twenty volunteers across Rother were nominated by a range of organisations and invited to attend the AGM where they were presented with their framed certificates by the High Sheriff of East Sussex, Jane King.

The recipients were photographed receiving their awards and this was published in the Bexhill News and across RVA networks via our website, newsletter and social media.

SUPPORTING SUSTAINABILITY

We are currently developing a workshop called 'Building a Fundraising Strategy' for Volunteer-involving organisations. Rather than be an intensive training session that individual's often never have the time to write, we hope to design a workshop where the attendees do the work necessary to go away with a completed Fundraising Strategy by the end of the session(s).

Teaching sessions will include: The purpose of a Fundraising Strategy, aligning fundraising with core aims, an analysis of fundraising capacity, SWOT and PESTLE exercises, a booklet about different fundraising methods, prioritisation and year one actions.

We would also like attendees to be able to 'dragon's den' their work with other attendees. Although this can be a scary process, it is incredibly useful for spotting unrealistic targets, unclear aims or marketing, generating out-of-the-box ideas and real-time feedback.

WHAT'S GOING ON IN ROTHER?

Annette has been travelling the Rother patch to meet volunteer managing organisations



**Change
Grow
Live**



Bexhill 6th Form College



Hands of Hope

Bexhill Neighbour-
hood Gardeners



Robertsbridge

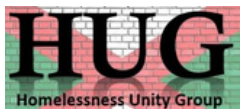
Monday LUNCH CLUB



Northiam
Seniors Club



Bexhill Caring Community



NSPCC



st michael's hospice
HASTINGS AND ROTHER



**Sussex
Community
Foundation**



These logos represent the organisations we have visited to build relationships and a better understanding of the opportunities and challenges local organisations are facing when it comes to their volunteers.

Recruitment

This occurs by various means, word of mouth, social media, websites, posters, community events and much more there does not seem to be any one way which is more successful than others. Some organisations find it easier than others to recruit volunteers, especially if they are well known or work on a popular cause, e.g. the NSPCA's work with animals. Community based organisations do well in attracting people who live locally, while outdoor opportunities, obviously attract more people in the summer!

Training: Most organisations offer basic training such as safeguarding and training specific to what they do. Many discussions with volunteer co-ordinators suggest that 'soft skills' training such as Confidence-Building, Communication, Leadership, Teamwork, Time Management and Conflict Resolution would be welcome and are not so readily available. One organisation suggested a workshop helping volunteers to become Ambassadors for their organisation (we then delivered this in October 2022, page 10).

Support: Larger organisations with more staff are able to support volunteers especially with policies and processes. One organisation suggested that a bank of template resources/policies that could be adapted to suit their needs would be helpful (This is now available at www.rva.uk.com/volunteering).

Barriers to volunteering:

- Digital access – knowing what is available in terms of volunteer opportunities and how to register for opportunities.
- Lack of IT skills – opportunities may require using a computer.
- Transport in the more rural areas (one organisation is in a very remote area not accessible by public transport and another is on a bus route but the buses run infrequently).
- Insurance for younger people—this needs further research.
- DBS check – what checks are available, who needs which check.

Next Steps

- Make contact with other organisations that do Volunteer and Trustee brokerage to find out how they are run.
- Look at types soft skills training that we can provide.
- Look to develop training on marketing that helps organisations recruit (especially younger) volunteers.

TRAINING

The Volunteer Coordinators Forum

On 21st September, Volunteer Co-ordinators were invited from across a wide range of local organisations to explore how to continue to build a thriving volunteering culture in Rother. The purpose was to meet, discuss issues and concerns, share information and best practice.

The main outcomes and action points were:

- During the COVID pandemic there was an increase in volunteering but this has now dropped and many are now finding it difficult to find volunteers again.
- A recurring barrier to volunteering is the understanding of DBS checks required for volunteers. RVA are hosting a training session; 'Understanding the DBS Process' on 9th May. This event will be recorded and uploaded to our website.
- Finding a way to value and reward volunteers was regarded as an important way in which local

organisations can be supported, perhaps through collaborative training from the Voluntary Actions.

- Soft skills, as well as basic skills requirements were also discussed and RVA will take these forward as a training needs analysis.

Reflection

Although the event was appreciated by attendees and the feedback was positive, there was a very small uptake on the invitation. The forum followed on from an RVA Community Network with the intention of catching the organisations that were in attendance. It was also publicised by personal email, the RVA website and monthly newsletter, Eventbrite and RVA social media pages. Hopefully these numbers will pick up as people become more aware of the Volunteer Hub, however, we will review whether this format is what people want, and whether there is a more effective way to support Volunteer Coordinators in the future.

Ambassador Training

During discussions with community groups and Volunteer Co-ordinators, one of the things that came up on several occasions was a workshop that volunteers could access to help them to represent their organisation in the best way possible, by being the 'face' of an organisation.

Together with the training officer at RVA we worked together to design a 'How to be a Volunteer Ambassador for your organisation/group - Top tips for making your organisation/group welcoming, safe and accessible' at Bexhill Town Hall and was advertised on RVA website, monthly newsletters, social media pages and Eventbrite as well as by personal invitation.

"The whole morning has inspired me to get cracking and get the whole volunteer recruitment underway."

"I had no expectations. Excellent conversations/ ideas with other attendees. Thank you for your much needed approach to supporting us in the community."

"I will share the checklist with the rest of the team."

"The best nugget of the day: Notice your volunteers."

"Thank you so much for inspiring me to go forward with my project. This morning has been a blessing."

There were some good conversations between the attendees around what makes a good volunteer?

What needs to be put in place for volunteers? How can we value volunteers, and the like.

Reflection

The workshop was not well attended despite being asked for by a number of organisations, but the feedback showed it was valued by those who did attend it.

Discussions with colleagues suggest it might either be better to develop a day of 'soft skills' training whereby volunteers could come together to attend a range of training with light refreshments. This could be sponsored and supported by their

sending organisations.



Crowdsourcing Training:

At the RVA AGM, we delivered a new inhouse training session to begin our theme of training around 'New Forms of Volunteering'. This is to address the fact that volunteering is changing and that organisations need to be ready and equipped to tap into opportunities such as micro-volunteering, digital volunteering, remote volunteering, crowdsourcing and crowdfunding.



The first topic we covered was Crowdsourcing and delivered this to an audience of 19 people.

“I have been given direction and a path to start on!”

“Confidence to go digital to recruit and network.”

“More workshops like this!”

Training Coming up:

Understanding the DBS process (9th May 2023). Online training with local DBS provider with Q&A session at the end. This training will be recorded, edited and posted on the RVA website to be accessed at any time.

Emergency First Aid at Work Certificate (11th May 2023). This is for those that required a certificated qualification for their places of work.

Planning Training for 2023

During February 2023 we sent out a training survey across East Sussex (with 3VA and HVA) to gather volunteer training needs. We will use this to set our year two programme. These were the top requested courses:



The top most requested basic skills training courses are:

1. Equality and Diversity (14 votes)
2. GDPR (13)
3. Safeguarding adults (12)
4. Safeguarding children (11)
5. Suicide awareness (10)
6. Basic Health and Safety (10)

Top soft skills training requested:

1. Conflict resolution (9 priority)
2. Building personal resilience (11 nice to have)
3. Self-development (10)
4. Stress and overwhelm (10)
5. Public speaking and non-verbal communication (9)

Top organisations training needs requested:

1. GDPR (10)
2. Equalities and Diversity (9)
3. Recruitment and Retention of Volunteers (9)
4. Safeguarding Adults (9)
5. Volunteers and the Law (9)

COLLABORATIONS

Working with HVA and 3VA

As part of the 'Encouraging and Nurturing Volunteers' programme funded by East Sussex County Council, we are now working much more closely to deliver cross-county initiatives with our partners at HVA and 3VA.

This has included:

- A joint training survey to compile the most needed training requirements from across the county (page 11).
- A joint face-to-face survey with young people about their attitudes to volunteering that collectively gained 140 responses in total, giving a detailed and accurate understanding of the challenges and opportunities facing younger people (page 2).
- A self-assessment tool kit that, although developed by RVA, was shared across the county to benefit the maximum number of people.
- Ongoing collaboration about the roll-out of Tribe, a digital volunteering platform sponsored by East Sussex County Council, so that it has maximum impact for the community. This is due to be rolled out in Rother during the summer 2023, we are part of two fortnightly meetings with other stakeholders to help steer the delivery. We recently helped Tribe present the platform to 90 people at the Rother Community Network in March.
- Cross promotion of training opportunities to maximise the number of people taking up these opportunities.
- Sharing best practice around developing brokerage systems in order to learn from each other's skills and experience.
- A joint media storm during Trustees week to bring it to the attention of maximum numbers of people across the county.

Although we want to focus on this more next

the following:



year, we have also attended and been a part of



- The Hastings and Rother Healthy Ageing Network
- The Rother Community Hub
- The Anti-Poverty Steering Group (Rother ES)
- The VCSE Alliance
- Oexhill Dementia Action Alliance

EVALUATING YEAR ONE OF THE PROJECT

On 18th April, we held an Evaluation Focus Group with a range of stakeholders at the Hub @ Quarry Farm, in Bodiam in order to gain their views about our priorities as we move into year two of the project.

We were delighted to attract 26 stakeholders who represented a range of people/organisations who had interacted with the Hub during the first year. This included funders, businesses, those who had asked for our help to seek volunteers or trustees, partner organisations, those involved with volunteer taster days, and those from a local college we have been working with.

We gave a 30 minute presentation on our work to date, summarising the main points outlined in this report and, after lunch, asked them to answer three questions with the help of a facilitator. Their ideas, comments and reflections were then themed using a Community Development technique called Appreciate Inquiry. This enabled us to quickly come up with the main themes that were emerging from the four discussion tables.

These were presented back to the group who then voted on their top priorities. This has given us invaluable feedback on how to build on our original aims and impact measures, but adapt them to the needs of our stakeholders and the current climate. We are thankful to all those that participated.

Representatives from:

East Sussex County Council

Factory Internet

Bexhill Family Collective

Friends across Rother

Sussex Outreach Support

St Michael's Hospice

Ashdown Hurrey

Little Gate Farm

Bexhill Foodbank

Strandliners

Rye Community
Garden

Bexhill College

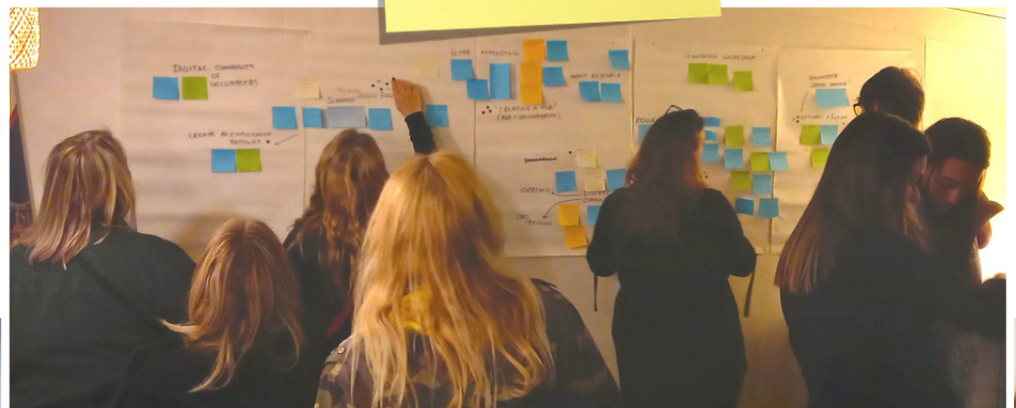
Rother Seniors
Forum

Hastings Voluntary
Action

What should we start doing? Where are the gaps and what have we missed?

What should we stop doing, alter how we do it or collaborate with for more impact?

What should we keep doing? What has impact and we should do more of?



The five most voted for themes were:

(As written by participants, clustered by RVA)



Young People (14 votes)

Start doing:

- Working with schools to attract younger volunteer population.
- Getting into schools to actively promote the voluntary sector.
- Charity and volunteering – change language to – community involvement.
- Arrange for groups to present in schools to recruit volunteers.
- Start workshops for students to gain information about the benefits of volunteering. Ask them to give feedback afterwards.

Stop doing/adapt:

- Language – getting it right for young people.

Skills and Training (13 votes) specifically developing resources (2 votes)

Keep doing:

- Keep on with training—Volunteers and Volunteering organisations.
- Training sessions works well – conflict resolution, GDPR.
- Training sessions to support community: plus St. Michael's could support in stuff.
- Upskilling VIO organisations to work better with volunteers. Good mix of training for volunteers and organisations.
- Templates and training and networking to support organisations to look after their volunteers.
- Training – But ensure awareness of/into key company stakeholders.
- Policies and procedures – Induction programme, GDPR, job/role description.

Start doing:

- Volunteers to offer translation.
- Language skills for a variety of cultures.
- Foundation Volunteers Course
- Accredited training for volunteers to either step into role with VIO or elsewhere.
- Training/education for organisations to recognise where volunteering opportunities exist.
- Basic Skills
- Clarity on organisation – ambassador training.
- You mentioned Trustees skills audit. Audit for general volunteers?
- Marketing and organisational training.
- Social Media aspect of volunteer services to update websites.
- Help VIO's develop a package – ambassadors.
- Managing expenses / Bookkeeping / Accounts / Excel Training.

Stop doing/adapt:

- If hosting online training sessions, try out live webinar as a platform to run sessions.

Networks and Forum (13 votes)

Keep doing:

- Networking Events
- Keep putting on networking events – so that we can see how other charities are doing with volunteers.

Start doing:

- Workshops bringing local organisations and charities together to discuss / action on relevant issues (working parties).
- Volunteers speed dating -opportunity to meet organisations and match with volunteers.

Diverse Communities (11 votes) specifically organisational training (3 votes)

Start doing:

- Voluntary opps for incoming populations.
- Connect asylum seekers to volunteer opportunities.
- Not box ticking on diversity and inclusion. Genuine discussion.
- Training on how organisations can work with more people that they struggle to reach (equality, inclusion etc). Do they need adjustments? Do they know what barrier exist?

Stop doing/adapt:

- Support and develop diversity in volunteers and Trustees.
- Need more capacity to support vulnerable people who want to volunteer.
- Interested in digital methods and how these can be used to recruit diverse and marginalised groups.
- Two-way relationship – Volunteers bring skills to an organisation, and organisations need to be better at offering new forms of opportunities.
- How to move organisations on from being naturally 'risk adverse' to becoming more pro-active and inclusive.
- Diversify true representation.

Better Marketing – creating a hub (both RVA and Volunteering) (11 votes)

Start doing:

- An induction to those that are new to RVA.
- RVA Network Events – Interviewing with video set up on YouTube channel with link on the website.
- Directory of Volunteer Services.
- Increase/higher profile locally for RVA e.g. More social media and local press so that RVA are synonymous with local volunteering.

Stop doing/adapt:

- More awareness of training
- “I ought to know more about RVA but I don't” – how to address this!?
- RVA website *probably* excellent but people don't necessarily know it's there.
- Connect/recruit young IT experts with organisations needing social media website skills.
- Marketing and recruitment of volunteers – what works?
- Communicate ambassadors – training package.
- More visibility – raise profile. Make RVA = Volunteering. Management Awareness / Value validation of volunteers.

Full report, including

other themes is available upon request.



PLANS FOR YEAR 2

We intend to increase our work to meet the aims and impacts outlined in the Reaching Communities Bid, as well as reflecting and adapting to what we have learned this year. Some new areas of focus will therefore include:

Reaching young people:

- Organise better introductions around volunteering to schools and colleges, perhaps through showcases/ marketplace events.
- Research effective language and marketing to younger people.
- Train or write resources to help organisations attract younger people (language, new forms of volunteering, career development and workplacements).

Training:

- Continue to expand the training to be more comprehensive and attract more participants.
- Include more volunteer management specific training – focussing on improving the volunteer experience.
- Network with more organisations to pool training offer and make it available more widely—we don't have to deliver it all!
- Include social media and marketing training, helping to attract new volunteers.
- Create a pathway to volunteering, pulling in wider skills that create a foundational volunteering training programme. E.g. Basic skills, some soft skills and then some specialist options – e.g. bookkeeping. Could use the network for this.

- Networks and Forum:
- Continue with brokerage, showcasing events in schools, Volunteer Taster Days, Tribe, Marketing and other methods to introduce volunteers to organisations.
- Consider more specialist forum of volunteer coordinators or interested organisations to tackle specific volunteering issues – such as reaching younger people, or finding trustees etc.

Diverse Communities:

- Work with partners to work with refugees and migrant communities to promote and introduce people to volunteering.
- Find specific partners to help us train organisations on how best to make volunteering a welcoming space for refugees and migrants, helping them overcome risk adversity.
- See if RVA can reach more diverse communities directly to market volunteering opportunities.
- Supporting highly skilled volunteers who can influence organisations.

Marketing and Promotion

- Formalise networking list from last few years into a simplistic directory and promote on ESCIS, Tribe, CIVI.
- Put more money into promotion and marketing locally so that more people come to RVA for help. Promote the volunteering section of the website.
- Work to enhance a volunteer ambassadors programme.

RESULTS OF THE IMPACT SURVEY

We sent out impact surveys to try and understand what impact we had through brokerage:

“Thanks for this. We've had no one approach us or volunteer as a result of posng on your site sadly. What would help is if we were nofied or copied in when it's promoted so we could push it through our channels as well.”

“Nothing that I can think of—I have been very sasfied with your support.”

“If I need more volunteers in the future, I feel confident to contact you and knowing I'll get the support I need.”

“The way in which we interviewed and selected our trustees came from interacons with RVA and their available resources.”

“These organisaons are invaluable.”

Suggesons for improvement:

- Let groups know when we adverse their advert on social media so that they can boost it and get more tracon.
- Groups that did not fill vacancies could do with further, targeted markeng support. Could we more regularly catch up on how things are going and intervene if posions are not being filled?

THE VOLUNTEER HUB TEAM

Annette began her role as Volunteer Coordinator in June 2022. She comes with a wealth of experience in working with Volunteers from the Healthy Ageing through Innovation in Rural Europe (HAIRE) Project and from managing the Marsham Older People's Project.

Jen joined the team in mid-September as Project Lead, having lead on a number of other projects including RVA's Make it Happen, I Know How and HAIRE projects. She has extensive experience in the voluntary sector, both charities and social enterprises.

Betty has a masters in Marketing and handles all of RVA's publicity, promoting and social media and is key in helping us fill volunteer and trustee positions.

Naomi is an experienced project manager and events organiser, and will be covering Jen's maternity leave from July'23-July'24.



Coming Soon!

- The Good, The Bad and the Funny—Social Media competition asking people to submit a 30 second video about an interesting volunteering experience, with the chance of winning £100 for the organisation they were working with.
- Appreciation Station—a feature of Volunteer's Week asking organisations to submit their thanks for our Thank You Reel, which we will promote widely.
- Volunteer Taster Days—partnering with local organisations to boost volunteering numbers in a roadshow around the Rother patch.

BUDGET REVIEW 2022-2023

	Revenue			Capital		
	Budget	Actual	Difference	Budget	Actual	Difference
Year 1	54166	48352	5814	4040	1026	3014

Reason for underspend:

Jen started in September 2022 leaving a three month salary underspend for the Project Lead post.

Annette started in June 2022 leaving a one month salary underspend for the Volunteer Coordinator.

Capital costs were calculated to cover costs for this full length of the project.