

Notes from County Durham Volunteer Co-ordinators Forum

Held on Tuesday 17th April 2018, 10am - 12noon at

Bowburn Community Centre

Present: Wendy Wilshire, Beamish Museum, Liz O'Hern, April Dickens and Susan Abson from Community Peer Mentoring, Gillie Boggon, Breathing Space, Lidia Stuart, Willowburn Hospice, Ian Hunter Smart, Durham County Council, Chris Lee, Old Durham Gardens, Sandra Phipps, Durham NHW & PSU, Helen Morrell, Girls Friendly Society, Julie Lavery, Durham County Council, Fergus Hopper, Durham County Council, Samantha Swinbank, Beamish Museum, Kerryann Stewart, Family Action Bridge Young Carers, Daniel Fletcher, Pioneering Care Partnership, Mike Hall, RNIB, Chris Colley, Alzheimers Society, Trevor Atkinson, DASH, Val Kilner, ASPIRE, Carole MacMurtrie, Alzheimers Society, Karen Graham, Community Peer Mentoring, Susie Blake, Police, Kay Cairns, HM Passport Office, Greg Harvey, The Woodpile, Lynn Walton, Age UK NY & Darlington, Karen Smith, Passport Office, Jack Ball, Supportive, Andrea Emerson, Durham County Carers Support, Fred Robinson, Waddington Street.

Apologies: Steven Gascoign, Jim Cunningham, Claire Cowell, John Wiseman, Samantha Swinbank, Donna Mitchenson, David Beverley, Simone Price, Colin Jackson, Donna Stott, Ann Barmby, Dawn Hickman, Janet Watson, Jill Thorpe, Emma Price, Stacy Porter, Marie Wisson, Susan Garret.

1. Welcome and Information Sharing Session

Abby Thompson from Durham Community Action welcomed everyone to the information sharing session giving the discussion topic: **Tried and Tested Methods Used for Volunteer Recruitment.**

Members paired up and shared experiences and ideas from within their organisations.

Appendix 1 – Summary information from cards

2. Group Session: Volunteer Recruitment and Selection

Appendix 2 – Summary of workshop sessions

3. Civil Service Corporate Volunteering Scheme: Kay Cairns

Civil Servants are entitled to up to 5 days paid special leave per year for volunteering and my role is to increase awareness of this entitlement and promote volunteering opportunities in the local area. Kay explained she is looking for corporate/business volunteering opportunities to promote across all departments – all over the North East, not restricted to Durham City. This could be for either individuals or groups but would be limited in the sense that they could not offer a long-term

commitment from staff. It is hoped that individual staff would continue involvement and volunteer in their own time.

Contact details:

Kay Cairns - PO3 – Surge Support
Volunteer Project Lead
Health Advocate and Mental Health First Aider
HM Passport Office, Team 24, Freemans Reach
Riverside Place, Durham. DH1 1SL
T: 0191 370 7182/8181
E:Kay.Cairns@hmpo.gsi.gov.uk

Fred Robinson encouraged individuals to volunteer rather than groups, e.g. trustee roles. Forum members asked if time could be broken down to hours – Kay confirmed this would be looked at on an individual basis.

4. Volunteer Centre Update

Abby gave an overview of the volunteer centre between January-March.

- 237 new volunteers
- Durham 6th Form Event
- 15-18 age group – high for this period

Volunteer Passport

The Passport course is accredited through NOCN and depending on what the course participants are interested in organisations are invited along to one of the sessions to explain their volunteering opportunities. Abby thanked members who have participated.

Between Jan-Mar 3 Passport courses per week were delivered. 21 learners completed courses. These were funded by ESF/Lottery for Building Better Opportunities participants – long term unemployed group, ESF for Durhamworks participants under 25 years identified as not in education, employment and training and Durham County Council funding for a Community Learning Course.

A further course – Introduction to Volunteer Management was delivered under a Community Learning contract. Further courses are planned in Consett and Teesdale. Further details can be found here - <http://www.durhamcommunityaction.org.uk/community-learning-.html>

Kitemark – DASH and Harbour Support Services have completed the Kitemark Standards in volunteering.

All members to note **Save the Date** information. If organisations would like a stall at the Durham City Market (1st June) a small contribution of approximately £10 will be incurred. Contact julie.bailey@durhamcommunityaction.org.uk to book your place. DurhamBid is also in Durham City on this day within Millennium Square with Summer Picnic Themed Event which they hope to involve local voluntary organisations.

For further information about volunteers' week check out the national website - <https://volunteersweek.org/>

5. News and Updates from Forum Members

Dementia Action Week this year begins 21st May, 2018 – check out the website for further info - <https://www.alzheimers.org.uk/DementiaActionWeek>

Chris Colley from the Alzheimer's Society shared details about the Spring Ball on Friday, 18th May, 2018 at the Radisson Blu Hotel, Durham City – tickets are available from the Chester-le-Street Office – Tel 0191 3890400

Mike Hall from the RNIB encouraged members to refer any volunteers who are visually impaired.

Contact Details:

Michael Hall

Email: Michael.hall@rnib.org.uk

North East Volunteer Facilitator

Tel: 07713302114

Office: 01642-5575246

Ian Hunter Smart highlighted new funding will be available from Durham County Council (DCC) and a new funding portal will be available via the DCC website.

Promotion of new funding will be via the DCA website – open4communities – check out the website for lots of useful information – <http://www.durhamcommunityaction.org.uk/>

The Area Action Partnerships have new funding to support older people – Social Isolation Fund, contact your local AAP for further details – Countywide options are available - <https://www.durham.gov.uk/AAPs>

Training is available from the Community Peer Mentoring team for people who are interested in volunteering – next week training will be in Chester-Le-Street, East Durham in July and later training will be in Consett – for more info see their website - <https://www.durham-pcc.gov.uk/Victims/Community-Peer-Mentor-Project.aspx>

Chris Lee from Old Durham Gardens asked for volunteers on Thursday and Sunday afternoons. If anyone would like further info visit their website - <http://olddurhamgardens.co.uk/>

Rachel Makin from Raby Castle highlighted Mondays and Tuesdays as volunteer information sessions and encouraged volunteers to come along for a scone, tea and chat. Further info - <http://www.rabycastle.com/whats-on/news/article/volunteer-information-mornings>

Abby encouraged all members to share opportunity details and provide a supply of leaflets to share at events and on courses.

6. Date and Time of Next meeting – Tuesday, 17th July, 2018 10-12 Bowburn Community Centre, suggested discussion topic – Training platform for volunteers. If members have topic suggestions, please contact us - Telephone 01388 742058

Appendix 1

Tried and Tested Methods for Recruitment of Volunteers

Advertising

Adverts in local magazines

Application forms

Attending local coffee mornings/community groups

Awards evening

BCV, local organisations, newsletters

Campaign

Checkpoints

College recruitment days

Doctors surgery

Do-it website

Durham Community action and other community groups

Durham County News

Events (promotion at)

Ex-service users

Face to face opportunities

Facebook/Twitter

Free advertisement

Gave experience of our services or have a family connection and want to give something back.

Having connections with the organisations through the activities already

In-house from users/learners/students

Indeed

Job centre

Leaflets

Local newspaper

Local organisations

Meetings – public speaking/selling the project

Networking events

Not so successful – Do it websites etc

Online

Own website

Own website (but probably not very effective)

Personal/Professional networks

PR – in local newspapers – good news stories about volunteers or information about volunteer events

Process – profile – taster days, getting it right from the beginning – two-way process.

Qualifications as an attraction

Recruitment events e.g. fairs

Social Media/Website – limitations i.e. national organisations/corporate restrictions

Speaking engagements

Talking to service users

Taster sessions

Training as an attraction

Tried and tested methods used to recruit

University Students

Visitors

Volunteer profiles

Volunteers week/events

Volunteers are the best advert for vacancies

Volunteers fair

Websites/internet

Word from mouth from current volunteers

Word of mouth

Appendix 2

Why do people Volunteer?

<ul style="list-style-type: none">• Fill in time• Share experiences• Use Skills• Personal connection• Give something back• Part of a placement• Social, physical, mental wellbeing• Interest in area• Skills/CV• Feel forced into it• DofE hours• Identified need	<ul style="list-style-type: none">• Give something back – Users & family members• Routeway into employment• Self worth• Connection to organisation• Wellbeing• Do things don't ordinary do• CV – University• Help people• Confidence• Try it out• New skills• Socialising• Internet• Word of mouth
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Why don't people volunteer?

<ul style="list-style-type: none">• Cost, travel• Worried about benefits• Lack of confidence• Mental illness• Carer/time• Lack of social skills• Lack of time• Principle• Red tape• Application form <p>All can be bad experiences with lack of awareness</p>	<ul style="list-style-type: none">• Judgement• Time commitment• Background/qualification• Unemployment/lack of skills/confidence• Fear of affecting benefits
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Planning

<ul style="list-style-type: none">• Yearly Plan• Specific roles/target• Target areas at different times	<ul style="list-style-type: none">• Leaflets/stalls – freebies• Head office• Timeline• Paperwork• Ongoing process/working with paid staff• Started small• Educate staff
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Skills and Diversity Audit

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| <ul style="list-style-type: none">• Identify where to advertise e.g. social | <ul style="list-style-type: none">• Participant training• All customer service – staff/volunteers |
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Role Descriptions

Clear role description Different for Staff/Volunteers
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Promote the roles

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|---|---|
| <ul style="list-style-type: none">• Social Media• Free Papers• Private sector partnership• Employability fair• DCA – volunteer centre• Offer a course• Word of mouth• Network AAP• SCA Events | <ul style="list-style-type: none">• Events – merchandise• Employee volunteer• Do-it website• Networking• Word of mouth – current volunteers |
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Selection

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| <ul style="list-style-type: none">• References• Convictions | <ul style="list-style-type: none">• Meeting one to one• Ongoing conversation• Forms• Training• DBS |
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Saying No

Another role Signposting Another staff member opinion Observe
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Appointment

Volunteer handbook

Induction

Checklist Buddying/mentoring Introduction – special

Award event

Evaluation

May complete - not at this stage yet