Volunteer Network Banes

Business Plan 2017-2018

Mission Statement

We believe that working together through creative collaboration is the only way health, social, and community groups and services can support and develop volunteers of all types to meet the challenges ahead, and continue to provide people in need with an effective and sustainable level of care and support.

The overarching aims of the Volunteer Network Banes are to:

1. Increase capacity and effectiveness of organisations to utilise and support volunteers

2. Increase capacity and effectiveness of individual volunteers to help and support others

3. Increase opportunities and support for volunteers to progress towards employment or other meaningful activity

4. Increase overall number of volunteers available to help and support others

We will achieve this by facilitating organisations and communities to work together, share existing resources, and forge innovative, cost-effective, and sustainable new tools to better recruit, train, support, develop, and value their volunteers.

Over the coming year this will be accomplished through the following initiatives (see VNB service strand table):

- The Volunteer Training Exchange

- The Volunteer Pass Programme

- Volunteer Group Support Sessions

- Peer Volunteer Progression Pathways

- Communication & Engagement Strategy with organisations across Banes

These and all future VNB initiatives are shaped by the key values of:

Responsiveness: The VNB is driven by, and accountable to the needs of organisations, services, groups, and communities across Banes. So maintaining effective, inclusive two-way communication with all potential stakeholders is essential to our success.

Agility: To secure early buy-in from organisations, staff, and volunteers, all VNB projects will use an agile approach that iteratively delivers as much benefit as possible, as quickly as possible, for minimum commitment of time or money from organisations.

Sustainability: The VNB focuses on making the most of existing resources to empower organisations to help themselves by helping each other. These 'teach a man to fish' solutions are designed to prioritise self-sustainability and require minimal funding or VNB support over the long-term.

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Service Strands and Deliverables

	Volunteer Pass
1	**What is it?** The online Volunteer Pass programme puts volunteers in charge of their own progression by making their initial recruitment checks and core training portable across participating organisations. Benefits will include: - Empowers Peer Volunteers to track and direct their own development beyond a single service - Offers volunteers easier access to a wider range of opportunities across Banes - Creates a pool of checked and trained volunteers ready to step in when and where services need them - Reduces costly admin and training duplication across organisations - Helps organisations manage their volunteers and ensure good practice
1.1	**Volunteer Pass Pilot:** Work with Digital Algorithms to run Volunteer Pass as pilot in June-July 2017 for at least 200 volunteers/peer volunteers from 15-20 organisations across Banes.
1.2	**Volunteer Pass Evaluation:** Assess pilot's impact, explore potential for improvement, expansion, and future funding options.
1.3	**Volunteer Pass Rova Integration:** Work with Digital Algorithms, Virgin Care Wellness Service Stakeholders, and other organisations to develop new ways to integrate the Volunteer Pass website with other Rova applications.
1.4	**Deliverables:** Minimum 15 organisations participating in pilot, minimum 200 volunteers register for pass.

	Volunteer Network Training Exchange
2	**What is it?** The Training Exchange helps organisations offer their volunteers access to a wider range of training opportunities, simply by sharing their own existing in-house resources (trainers, venues, etc) with other volunteers across Banes. Benefits will include: - Increases skills, knowledge, confidence, and value of volunteers - Reduces reliance on expensive external trainers - Efficient and cost-effective use of existing resources and previously unused capacity - Creates capacity to train volunteers from smaller organisations with no resources - Promotes Banes-wide baseline of good practice for training volunteers - Engenders a more joined-up community of volunteers (and services?)
2.1	**Training Programme:** coordinate existing resources to deliver free volunteer training programme that develops skills and awareness across a range of roles and issues (see deliverables)
2.2	**Training Development:** Identify gaps in existing provision and bring together Trainers and Volunteer Coordinators to co-develop and deliver new training sessions to meet need.
2.3	**Online Training:** Identify and develop opportunities for volunteers in Banes to access existing online training resources (ie – Banes Council, Virgin Care, etc)
2.4	**Deliverables**: Training programme will include Core Training x 12, Motivational Interview Skills x 6, Mental Health Awareness Sessions x 6, Managing Challenging Behaviour x 6

		Volunteer Group Support Sessions
3		**What is it?** Participating organisations work together to offer their volunteers access to a range of regular group support sessions where they can address issues and emotions of working with vulnerable client groups in a safe and confidential space. Benefits will include: - Volunteers feel valued and supported - A range of times and locations better accommodates each volunteer's availability - Pooling groups of volunteers is a more effective use of staff's time - Increased volunteer retention by encouraging them to address issues - Organisations can identify areas for improving volunteer experience - Fosters a more joined-up community of volunteers across Banes
3.1		**Timetable of Volunteer Group Support Sessions:** Coordinate organisations to work together to deliver regular Volunteer Support Session Groups at a variety of times and locations across Banes. Each group will: • Be facilitated by a member of staff from a participating organisation • Be open to client-facing volunteers from all participating organisations • Convene every 6-8 weeks • Adhere to an agreed framework for format and feedback
3.2		**Volunteer Group Support Training:** Develop toolkit, training, and progression pathway to enable Volunteers and Peer Volunteers to form and run their own support sessions.
3.3		**Deliverables:** Establish a minimum of five groups, each running at least once every eight weeks. Development and promotion of Group Toolkit

	Peer Volunteer Progression Pathway
4	**What is it?** Organisations often support clients to become Peer Volunteers; building skills and confidence in a safe space whilst helping others. But many of these Peer Volunteers find it difficult to progress beyond their service into employment, study, or wider community volunteering without a clear framework or pathway. The VNB will work with organisations to gather the relevant signposting information, and develop ways to make it more easily accessible and adaptable to support the sustainable progression of Peer Volunteers. Benefits will include: - Peer Volunteers (with staff support) can identify relevant opportunities and assistance to map out SMART-based steps of a personalised progression pathway - Joins up various recovery pathways and reduces duplication of services - Provides route for Peer Volunteers to volunteer and add value to community where appropriate - Identifies where commissioners or services need to fill gaps in provision of support
4.1	**Community Mapping Project:** 1. Consult with various support staff and Peer Volunteers to determine what format and fields of information are most needed when providing signposting support. 2. Collate various signposting resources (online, printed, internal, etc) into a single open access, information resource, listing support and opportunities available across Banes.
4.2	**Progression Pathway App:** Work with Digital Algorithms to develop App that can map out potential progression pathways based on a Peer Volunteer/Client/Volunteers' personal interests and aspirations.
4.3	**Develop Progression Opportunities:** Identify current gaps and obstacles in a Peer Volunteer progression pathway and work with organisations to develop collaborative sustainable solutions.
4.4	**Deliverables:** Open access signposting resource, Map of Progression Pathways Opportunities

	Volunteer Network Communication
5	What is it? A range of communication mechanisms to ensure the VNB is driven by, and accountable to the needs of organisations, services, groups, and communities across Banes.
5.1	**VNB/Volunteer Centre Networking Events:** Open to all volunteer-facing staff in Banes. Designed to consult and capture grassroots information on new issues and opportunities, promote VNB developments, and encourage wider culture of collaboration.
5.2	**VNB Steering Group:** Comprised of representatives from across Banes' health and social care, and community sectors. • Discuss and agree VNB strategy and actions • Direct, support, and assess the work of the VNB Coordinator • Represent the VNB at other groups, events, meetings, and boards in Banes and beyond
5.3	**VNB Action Groups:** VNB Coordinator forms small, short-term teams with staff from relevant organisations to design, launch, and drive the success of individual VNB initiatives (Training Development, Volunteer Pass, Volunteer Group Support Session, Peer Volunteer Progression, etc).
5.4	**Deliverables:** Steering Group meets every two months, VNB/VC Events every three months in a different area of Banes.