

**Trafford Volunteer Manager's Network Meeting  
Wednesday 5<sup>th</sup> December 2018  
Group Feedback**

**Best Practice Peer Learning for Volunteer Management: Recruitment & Retention**

**What top tips do you have for recruiting volunteers you can share with the group?**

*'Do good stuff'*

*'Make sure they know what is expected of them from the start. (Roles and Responsibilities). Workshops for potential volunteers around what they can expect from an organisation and what is expected from them.'*

*'Use Social Media, website etc.'*

*'Social Media – Facebook, Twitter'*

*'Current volunteers/word of mouth'*

*'Website'*

*'Existing volunteers'*

*'Volunteers treated like staff, this ideology is shared from the 1<sup>st</sup> meeting.'*

*'Software/ Fireserve.'*

*'Have a variety of roles available'*

*'Use of postcode Facebook pages'*

*'GP Surgery texts'*

*'Use of local groups – in our case walking groups.'*

*'Emailing members of Sports Clubs.'*

*'Approach everywhere you can think of – if doesn't hurt to ask!'*

*'Offer them something in return for your volunteers.'*

**What support do you need in recruiting volunteers?**

*'Area wide volunteer directory'*

*'Contacts – colleges/sixth forms/schools'*

*'Would be interested in developing a 'bank' of volunteers.'*

*'None'*

*'Advertising'*

*'Need volunteers who can be trained to pair with other volunteers that are disabled.'*

*'Need an understanding/ patience with multiple disabilities.'*

*'Victim Support recruitment is a long format, lots of support with DBS/ positive vetting.'*

*'Toolkit.'*

*'Training opportunities SV/DV/CYP'*

*'Better ideas.'*

*'Volunteering ideas.'*

*'Finding volunteers.'*

*'Getting access to younger volunteers in colleges etc.'*

*'Having contacts to get in.'*

## **Have you got any good tips for volunteer retention? i.e. reward schemes**

*'Regular work – continuing supervision/support'*

*'Birthday cards to volunteers; volunteer celebrations; awards; Christmas dinner; flexibility; Thank You badges'*

*'Say thank you often; offer training. Regular supervision; Flexibility to allow there to stretch themselves and try new things; send birthday cards etc.'*

*'Christmas cards to all volunteers; Christmas party and Easter event as a Thank You for volunteering.'*

*'Meals out; Duke of Edinburgh for young people; make it fun!'*

*'Making them welcome.'*

*'Making sure they are happy with a role.'*

*'Social Media.'*

*'What is the recruitment process?'*

*'Milestones'*

*'Social media posts'*

*'Hub meetings with other volunteers.'*

*'Good communication across the organisation – weekly mailed out newsletter.'*

*'Good training and support – particularly useful for those hoping to move into paid employment. Most people employed by us started as volunteers – and that knowledge is shared!'*

*'Sharing of good practice.'*

*'Events to recognise group and individual contributions.'*

*'Newsletter – Facebook page with lots of positive recognition visiting and supporting activity is with positive feedback. Emailing thanks.'*

*'Embedding them in the team and culture of the Charity.'*

*'Training and development – internal and external.'*

*'Recently partnered with Derby College to provide free BTEC/NVQ's in Customer Service and Retail to all volunteers.'*

## **Development of Safeguarding learning and training tools for the VCSE Sector**

What do you currently have in place for staff and volunteers?

*'Safeguarding policy; training; certificates'*

*'All volunteers do an online safeguarding course, but we run a ½ day workshop first to encourage discussion and clarification before they do the online'*

*'Volunteer training before they start volunteering; workbook-based learning; Safeguarding – pass onto Charity Coordinator given a volunteer handbook with telephone numbers.'*

*'Given a volunteer handbook with telephone numbers'*

*'Safeguarding procedures of the Council'*

*'Third party checks e.g. no of social workers will check children and young people. Volunteers have access to Council online training.'*

*'Full training on Safeguarding'*

*'Need more training tools'*

*'DBS'*

*'Police vetting'*

*'LWP/Buddy system'*

*'In-house training ½ day safeguarding training and 1 day Cultural Awareness – making it mandatory across all volunteering roles.'*

*'Natural Walking for Health training and procedures.'*

*'Safeguarding policy.'*  
*'Lone working policy.'*  
*'Alarms for lone workers in the community.'*

### **What do you need within your organisation?**

*'Access to further safeguarding training'*  
*'Online training'*  
*'Tailor safeguarding policies to specific roles'*  
*'Face-to-face ½ day training'*  
*'Understanding of who needs DBS training and who doesn't'*  
*'More time, more staff, more funds. Better communication with other organisations to maximise services that could be offered and enhanced.'*  
*'More staff – don't struggle to get volunteers or referrals but we struggle to manage this with current staff team.'*  
*'More able volunteers.'*  
*'More access to volunteer training.'*  
*'More volunteers!'*  
*GM Victim Support has to distribute most of our volunteers and travel far and provide face to face visits, GM is a big grey area, more local volunteers would benefit.'*  
*'Money!'*  
*'More capacity.'*  
*'Trafford scheme for recognising Volunteering.'*  
*'Updates on statutory changes that affect Safeguarding policies – just to help keep us informed where things could be missed.'*