

Feedback from the wall

WHAT WORKS

Need to raise awareness about responsibility to community.

- Communication point of the volunteer support they get.
- Time bank concept. Exchange of skills – support – knowledge.
- Bristol – find volunteers easily – tend to be female and white – not very diverse.
WSM and Bath – harder to find volunteers. North Somerset – biggest wealth and health inequality. WSM extremes – Coronation Estate used to be done to
- All volunteering at all stages is good.
- Students who volunteer now often come back and volunteer again.
- Everyone in the family involved.
- Communities running their own services.
- People volunteering as part of their job roles (difficult though as adding on top of current responsibilities).
- Volunteering as part of portfolio career for older workers.
- Encourage school children, DOE etc.
- Community shares.
- Support to groups – same old suspects – professional volunteers. Once it's a community event everyone wants to get involved.
- Volunteer – not a paid person – they want to be there and help – really important e.g., befriending – lots of other people are paid to be there.
- Community should be a focus – supports informal volunteering – too geared up to formal support – about relationships not support. This is two way informal – friendly.
- People want to support local community.
- Volunteers need “rewards” but each person is different, so “rewards” differ too. Need to find a common feature that rewards several people if possible. Maybe change the way volunteering is viewed?
- Senior Citizen Liaison Team/Police – have a waiting list – very defined roles – excellent recognition – recognise and make a fuss of volunteers. Tailor roles for people.
- Clear role profile, expectations, boundaries etc.
- Flexible volunteering offer. Fit in with volunteer where possible.
- Empowerment and ownership – volunteers need this.
- Adequate induction training support appreciation.
- Volunteering as part of CV.
- Need to empower volunteers But recruit the right volunteers.
- Need – good induction – training – support. Recognition, retention, very important.
- Use personal links and network. Use existing service users.
- People want to support their local community.
- Create a community peer support really important.
- Proud to be part of the organisation and so want to work with them.
- Peer support really important for volunteers.



- Terms and language. BME not ideal with those communities.
- Realities of living in different communities.4
- Neighbourliness may not be an option. Some people end up working well into 70's.
- Church and faith groups really important.
- Wellbeing – e.g. I didn't think I had the time but made the effort and it felt good.



BARRIERS TO VOLUNTEERING

- Marketing is key. Coordinated approach to marketing.
- Interesting opportunities.
- Volunteers aging and not being replaced.
- Formal/informal care. Blurred lines?
- Untrained volunteers (especially younger ones).
- A lot of people find their way into, don't go to volunteering agencies. but how do you find local opportunities.
- Fancy language. Public/voluntary sector.
- Collecting feedback from volunteers for funders.
- No-one has asked me what skills or resources I may be able to offer.
- Not knowing in advance what the volunteer role involves, i.e., time commitment, etc.
- The DBS question.
- Unknown/unsure/worried about personal liabilities (particularly trustees – governance accountabilities)
- I don't know what's available in terms of volunteering opportunities that appeal to me.
- I overlook or don't identify the skills and talents I could offer – I need support to help me help others.
- There is no easy system for matching the time I have available with those that need it.
- Unnecessary complexity and bureaucracy.
- Lack of commitment.
- Low self-esteem. Am I good enough to volunteer?
- Excessive demands on performance of “amateurs”. Hence (probable) need for training – have to spend time before can see “results”.
- Move to commissioning – often forces organisations to move from true purpose.
- Rural communities. Transport. Distance.
- Grandchildren's care.
- People staying in work.
- People still working.
- Safeguarding.
- Lack of finance.
- Charity /trustees onerous.
- Funding



- Difficulty in making sure there are funded professionals to support volunteers (still need professionals even if ^ no volunteers).
- Health and safety.
- Polarisation of generation.
- Funding to support groups “under the radar”. Funding!
- Expectations of volunteers. Need to be clear on level of commitment.
- Can be difficult to recruit volunteers in rural communities.
- Drop off in the “pipeline” as the process is too long, e.g., DBS etc.
- Potential drop off in older volunteers How do we combat this?
- Interesting volunteering opportunities for the baby boom generation.
- Language! Use, terms, etc., careful and clear.



IMPACT OF A LACK OF VOLUNTEERS

- Educate people.
- Neighbourhoods and community aren't what they were.
- Small organisations struggle.
- Waiting lists.
- Can't meet demand.
- General struggle.
- Baby boomers want different things from retirement.
- Isolation. Isolation. Isolation.
- Transport.
- Volunteers that have become essential to provide service when group closes. Leads to suffering among service recipients.
- Big organisations do well (big budgets and profile). Small organisations suffer.
- Volunteering for the challenge at local level – they need to take responsibility if they want their services to continue.

WAYS FORWARD

- Digital connectivity. Letting me know what's going on digitally – easier for me to opt in and opt out.
- Volunteering is the new exercise.
- Role definition is really important.
- Risk evaluation assessment. Backed up by.
- Need support DWP.
- Leadership role for parish town councils.
- Lots of overlap. How to differentiate what different charities do.
- Change attitude. Encourage citizenship (and community). At all levels – sectors. But volunteering should be voluntary not forced!
- Possible website that details volunteering in the south west.
- Awareness raising campaign around the benefits of volunteering. (Older people assets)
- Mapping volunteer opportunities across the south west.
- Challenge to charity commission. Trustees – red tape – etc. Make it easier.
- Simplify and update governance models.
- A central source of opportunities to volunteer in the region (so lesser known organisations don't miss out)
- Big Society Mark II.
- Encourage an active “network” of volunteers within each organisation (helps morale and may encourage new volunteers.
- Share information between organisations re volunteers/potential volunteers.
- One stop shop for volunteering ops across the south west would be really useful.
- Raise the profile of volunteering with older people? Based on volunteer Bristol stats.
- Quantify the value/contribution that each volunteer makes (i.e. emphasise worth)
- Talk is people – what prevents them from volunteering? How can we market volunteering to address these issues?
- More transparency with volunteering opportunities with older people and levels of commitment.
- Small simple funding pots.
- Link up services and sources of support and voluntary sector, i.e., We Care and Repair and Fire Service.
- Faith groups and community.
- Respect that every community is very different and there is no “one size fits all”. Overall message those that can help should.
- Accessing baby boom generation. Businesses and what they can offer.



- Older people running lunch clubs – what next – and where volunteers come from.
- Resources and information pack – benefits, health, experience. Trustees’ feedback to Charity Commission?
- Phase out the retirement cliff edge. Could we encourage more people to volunteer while still working hopefully will continue when they retire.
- Try and reduce the competitiveness across our sector. More joined up.
- Involve corporate and academic.
- Support with clear role description.
- Risk assessment and support.
- Language.
- Find out motive – why people volunteer? Specifically for older people?
- Lots of research.
- Focus on motives for working with older people.
- Educate people in the benefits of volunteering at all levels.
- Multiple benefits of volunteers. Better job of communicating this – gains – language – citizenship? Or best to keep different.
- Define the scope of what we want to achieve. Could work with a business that could support us to - analyse – market –drive forward, Define scope in order to plan a way forward. Tap into business CSR – skills – support.
- Publicity – need more – should there be something across south west. Could we encourage more media support? Hard getting stories in the media. How can we engage media? Collective support. Awards? Recognition.
- Shared resource? Share stories – media presence? Celebrate diversity. Profile campaign – reframe what it needs to be a volunteer.
- Shift people’s perception of what it means to be a volunteer and benefits.
- South west identity – leading for ops with older people.
- Marketing is key.
- Coordinated approach.
- Be targeted in what you want to achieve and why.
- Social reciprocation - society take more responsibility - no other solution.
- Take coordinated south west approach.

