DLLT Volunteer Vision 2020

The purpose of this report is to provide a clear action plan showing how we believe in volunteers and staff collaborating across the organisation and in every area of our work. Over previous years the recruitment and retention of volunteers has been a success but as the charity grew so did the increased requirements and various levels of support that a wider type of volunteer needed. It is therefore important that an action plan is established for the charity to continue to grow and that our volunteers continually feel supported and recognised whilst at the same time we attract new volunteers and continue to develop current ones.

Volunteers give their time, passion and energy to achieve change. Every day, the enormous range of skills, experience and expertise they bring makes us stronger as an organisation, enabling us to reach more people, establish wider networks and champion the rights of young people in more communities across Aberdeen City and Shire than ever before.

Working together, we can develop and learn from one another to shape the future of the Trust's work. We want to encourage enthusiasm and ambition so that together, we can create something truly exceptional and have a lasting difference for our participants. Therefore, we would now like to implement principles, a vision and a new volunteer action plan that helps us meet the above statement. As such we have developed the following 4-stage plan.

1. **R**ecruitment – Introduce new volunteers
2. **R**etention – Maintain volunteer levels
3. **R**aise – Upskill and develop our volunteer team
4. **R**ecognise – Celebrate volunteers contributions

OUR Vision

Our vision is to develop and nurture a supportive, collaborative environment, where every volunteer is empowered to share their expertise and be inspired to develop their skills to help improve young people's lives.

Our Principles – 1 TEAM

- **1 :** We are one team. Staff and volunteers work, collaborate, learn and develop together.

- **T**rust: We trust volunteers to use their skills, experience and expertise to inform and develop what we do and to develop, organise and deliver activities that further our aims.

- **E**mpowerment: We empower volunteers to have ambition and to lead and deliver on current projects, to develop innovative ideas and successfully implement new ways of working.

- **A**chievement**:** We respect and admire the vital contribution volunteers make in every area of our work. We could not accomplish what we do without them.

- **M**otivation**:** We champion transparency, honesty and good communication in everything we do, ensuring volunteers see the difference we make together to young people's lives.

By believing in our principles, it makes our volunteer priorities usable, visible, impactful and also gives us the ability to revisit and evaluate dependant on needs and best practice.

1. RECRUITMENT

PRIORITIES	OBJECTIVES	CURRENT PRACTICE/ACTIVITY	DESIRED FUTURE PRACTICE	KPIS
To raise the profile of the organisation at a local and national level in order to attract new volunteers.	Enhance the visibility of DLLT at local events	Stalls at multiple fayres across 3 different campuses Improved marketing visuals to accompany a standard stall set up	Identify new opportunities for recruitment via attending variety of events outside of HE/FE institutes. Create a variety of engaging marketing materials/visuals for stalls that adapt to varying prospective groups Record where volunteers heard about DLLT	Number of applications refer to fayres etc.
	Increase the public knowledge/awareness of the Trust and its work	Maintaining promotion of accreditations/achievements to make the Trust appealing.	Continue to obtain/maintain accreditations/quality marks for volunteer work/support Ensure flexibility of volunteering is communicated i.e. bite size	Increase DLLTs portfolio of accreditations Increased variety of media coverage
	Maximize social media and online presence	Project Assistant provides consistent media presence and network Call to actions online	Upgrade Volunteer page on website Circulate DLLT content to network etc.	Increased website/social media traffic
Implement organisational adaptations that can better aid recruitment	Enhance student recruitment	Improved presentation aimed at students Courses linked to situated learning Target specific courses	Consider targeted student recruitment for specific activities Focused marketing hot spots (Halls, Uni street, etc) PDF for RGU/AU/NES computer screens	Increase in variety of student volunteers
	Improve recruitment of professional volunteers.	Currently on 3 platforms for professional volunteering Volunteering included in potential sponsor presentations Presence of sponsors on Steering group	Further tailor/increase communication with current and potential sponsors – identify POC Implementation of 'ambassadors' Physical presence in sponsor organisations	Increase in variety of professional volunteers
Strengthen participant to volunteer pathway	Sessions are inclusive and increase affiliation of young people to DLLT	Sessions are youth led and free to access Sessions are in the right locations No limit on numbers Adequate staffing numbers Activities are tailored towards groups	Additional creative and sporting opportunities are offered to attract more young people and increase engagement with programme Growth of reputation of DLLT in target areas	Increase in annual participations
	Coaches can build meaningful relationship's with young people and offer opportunities for participant development	Coaches made aware of volunteer process at recent training Enhanced coach training based on self-determination theory	Coaches encouraged to provide participants with opportunities to take on responsibilities out with being a participant Increase use of StreetWise to update K&U Behaviour Management and proactive strategies implemented into Core Streetsport Training	Increase in coaches identifying YP as potential YV Improved coach confidence
	Greater emphasis placed on young people's health & wellbeing	StreetWise area of website and realted educational events at sessions Individuals are listened to and if required signposted to professional support Continual review of local services and update policy accordingly	Relevant topics are to be identified and relevant method of communicating messages are applied	Level of engagement with campaigns/event

2. RETENTION

PRIORITIES	OBJECTIVE	CURRENT PRACTICE/ACTIVITY	DESIRED FUTURE PRACTICE	KPIS
Volunteer engagement is meaningful, and their views inform practise	Maintain and improve communication to volunteers within the organisation	New group chat to engage new volunteers New volunteer rota to advertise all sessions Annual survey undertaken and acted upon Updated database of current volunteers	Measure change to ensure steps taken are effective Maintain surveys and highlight importance Successfully implementation of youth forum	Increased response and satisfaction from volunteer surveys and youth forum base line data.
	When appropriate provide organisational feedback to volunteers	Sporadic feedback given at times during the year	Inform current volunteers of aims and feedback more regularly for example %increase in participations When appropriate conduct exit interview	The needs of volunteers are prioritised
Volunteer potential and talent is identified and optimised	Ensure opportunities are presented to current volunteers to engage with multiple programmes of the trust	Events advertised well in advance and on volunteer rota Opportunities advertised via group chats e.g. Cruyff court opening All volunteers guaranteed an internal job interview	Utilise volunteers from the earliest opportunity Involve current volunteers in potential recruitment and induction processes Use current method of tracking ad hoc volunteering out with sessions/events	Increased occasions volunteers engage out with traditional sessions Formalise tracking method
	Identifying and developing potential in young volunteers	Individuals targeted for specific tasks Specific internal training held Promote belonginess consistently with suitable participants	Increase use of positive psychology (PDP's/Self-awareness) to better understand young volunteers in order to create tailored opportunities Emphasise the importance of continual support for young volunteers through staff training	Improvement in wellbeing indicators
Volunteers are adequately supported in their roles	Maintain strong working relationships between staff and volunteers	Adequate staffing numbers at sessions All staff are supported and trained to effectively manage volunteers	Monthly update video from Coo/Trustee Identify if additional training is required for individual staff members who require more support in supervising volunteers	Maintain positive responses regarding support in volunteer survey
	Volunteers are able to access guidance	Streetsport assistant with dedicated volunteer support hours Volunteer policy is reviewed and updated Current/new good practice is always considered and implemented where appropriate	Development of the online volunteer area Ensure volunteers are included and aware of any update to practice	Measure number of volunteers accessing materials

3. RAISE				
PRIORITIES	OBJECTIVE	CURRENT PRACTICE/ACTIVITY	DESIRED FUTURE PRACTICE	KPIS
Volunteers are provided opportunities develop	Provide a number of internal opportunities	Core Streetsport Training- informed by volunteer and staff gaps Expertise sessions from partners Formal workshops- first aid/CP Feedback questionnaires after training to ensure we capture impact of support and interventions.	Core Training to include in depth behaviour management training Deliver additional Expertise sessions from partners Formal Workshop- identify suitable MH workshop	Increase in attendance across all training opportunities Additional Expertise sessions/workshops
	Consider external opportunities that develop both the organisation and the individual	Volunteers representing DLLT in various environments	Identify potential areas of interest and determine if viable	Have volunteers representing DLLT
	Utilise online content that is readily available to volunteers	StreetWise content created	Signposting to StreetWise Create content that can be professionally published	Gather feedback on usability
Enhance the development of Young Volunteers	Young volunteers are given support to fulfil their role as well as develop social and emotional skills	Training events held internally by relevant team Unconditional positive regard given by all staff Feedback obtained on extra/external courses we could offer	Action feedback and provide relevant learning Adopt practises that include positive psychology Continued enhancement of staff training to better support YP Creation of Youth Forum	Measure knowledge of staff
	Identify external opportunities to raise aspiration and provide career guidance	SPARKS DofE RYLA	More onus on seeking realistic opportunities Realistic better tailor to individuals and groups Network development to seek further opportunities	Provide SPARKS

4. RECOGNITION

PRIORITIES	OBJECTIVE	CURRENT PRACTICE/ACTIVITY	DESIRED FUTURE PRACTICE	KPIS
The work and achievements of volunteers are formally recognised and celebrated	Develop internal structures used to celebrate the work of individuals and groups	Hours being tracked as of 2020 Certificates being handed out as appropriate Volunteer Quarterlies	Introduce a letter/personalised from mark/trustees (different every time) along with certificate for specific achievements. Further structure to social opportunities	Number of certificates attained recorded Increased number of volunteers achieving awards
	Make use of locally and nationally recognised fora	Local and National recognised awards Aberdeen Sport Awards, SPOTY etc Support and promote external Volunteer awards (Saltire, young scot, vol. week)	Creative writing course for staff making applications Larger focus and improve content for volunteer week	Volunteers short listed/winning awards
	Utilise online platforms to celebrate achievements	Case studies available on website	Inclusion of volunteers in DLLT content	Increase engagement of related posts