

The importance of support and the volunteer lifecycle

Katy Penman
Volunteer Scotland

CTA Presentation
September 2022

Some Context...

Research

- 91% of recent Scottish volunteers feel that it is easy and straightforward to start volunteering.
- 85% of recent Scottish volunteers feel well supported.
- 24% of recent Scottish volunteers feel there is too much bureaucracy
- 15% of recent Scottish volunteers feel that their volunteering is becoming too much like paid work.

Volunteer Scotland analysis of 'Time Well Spent', 2019, NCVO

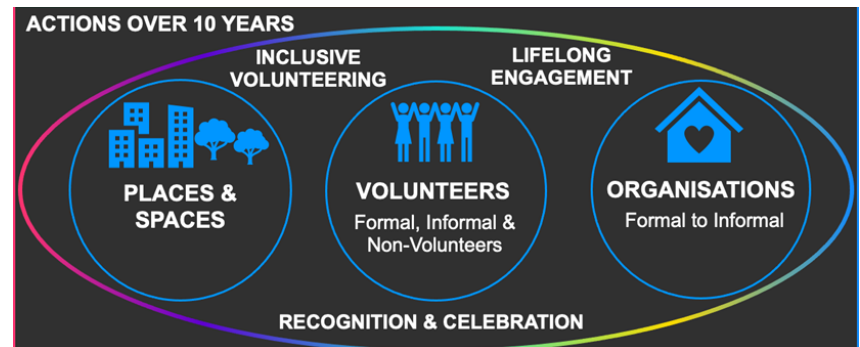


Some Context...

Policy

2022 – Volunteering Action Plan launched by the Scottish Government and Volunteer Scotland, with these end goals:

- Increase volunteering participation by focusing on non-volunteers and lapsed volunteers, and especially those who will gain most benefit.
- Widen access to volunteering by understanding and reducing the barriers to participation and supporting community-based, 'place-making' activities.
- Listen to volunteers by ensuring that the volunteer 'voice' is heard and that volunteers help make the decisions that affect them.
- Provide great experiences whereby volunteers feel supported, valued, and recognised for their contribution.



Scotland's Volunteer
Quality Pipeline (Pick n
Mix) Current Products

The Volunteer
Charter

Investing in
Volunteers

Volunteer
Friendly

Volunteer
Scotland





**Thinking about
volunteering**



**Building
on success**



**Getting
started**



**Making a
difference**



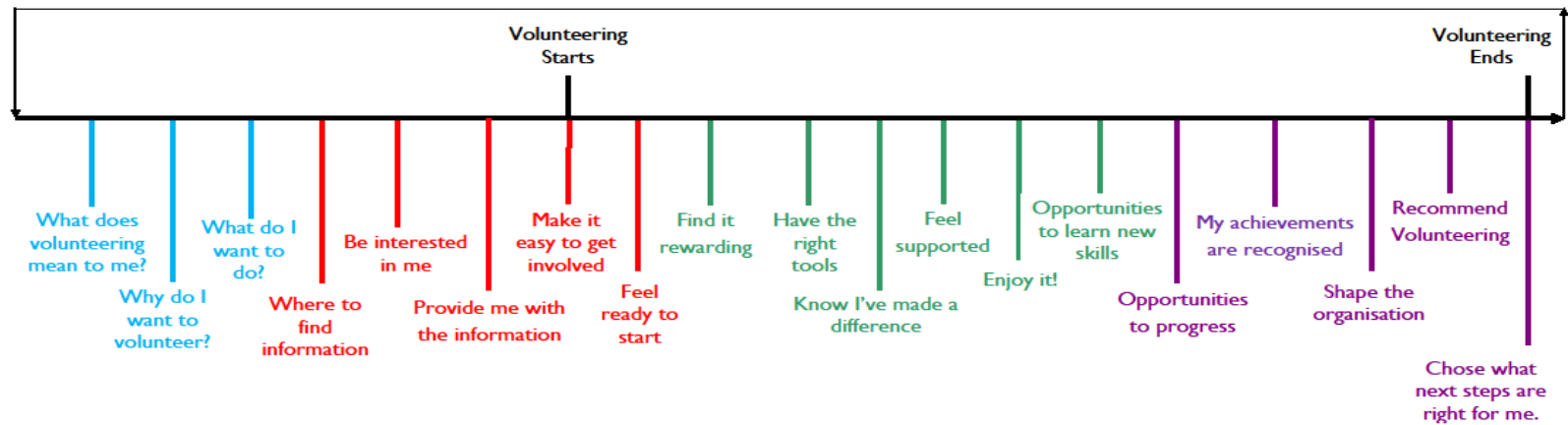


The importance
of support
throughout the
volunteer
lifecycle

Volunteer Life Cycle

Colour code:

- Thinking about volunteering
- Getting started
- Making a difference
- Building on success





Why support is important throughout the volunteer lifecycle

It stops volunteers from feeling isolated, or even exploited, in their role.

It creates a good relationship between the volunteer and the organisation.

It keeps volunteers safe and helps the volunteer to carry out their role to the best of their ability.

Why inductions are important for the volunteer lifecycle

- ▶ To make the volunteers feel welcome and valued.
- ▶ It helps volunteers understand the culture and ethos of organisation.
- ▶ Volunteers will feel confident and ready to start their role.
- ▶ Helps ensure volunteers have a great experience.
- ▶ It helps to start a positive relationship and for you to get to know the volunteer better.



Thank you

Any questions?