

Appendix 1



# **Volunteering Update Programme and Resources Committee**

**April 2021**

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# COVID Impact on volunteering



- Impact of COVID- Had to pause volunteering entirely for 14 weeks, then phased return to volunteering. A subsequent lock down paused volunteering for further 2 months
- The changes in government guidelines and subsequent lockdowns have made the management of the volunteer programme extremely difficult.
- Volunteer hours - running at about 25% of normal activity
- New KPI to reflect this downturn in volunteering activity.

*'Rebuild the value of National Park Authority volunteer support-Volunteer support across the National Park Authority is returned to pre-Covid value of £750,000 per annum'*

# Volunteer Numbers

## Actual 19-20

Hours	Hours	Value
Unskilled	20,038	£195,320
Skilled	28,651	£549,856
Professional	1,140	£52,625
<b>Totals</b>	<b>49,829</b>	<b>£797,801</b>

20-21		
Category	Hours	Value
Unskilled	2054	20540
Skilled	9977	194100
Professional	33	1650
<b>Totals</b>	<b>12064</b>	<b>216290</b>

# What has been achieved?



**Investing in our people-**Improved training for volunteers and a relaunched ranger training programme. VOICE group continues to grow and strengthen volunteer representation in decision making. Increased support for Volunteer managers, master classes and difficult situations training.



**Systems and processes-** Volunteer expenses have been processed online. There has been better use of online training (ELMS launched with volunteers) and Better Impact. There is consistency with volunteer processes across the authority. During the pandemic there has been a focus on improved volunteer communications



**Resource and infrastructure-** A reviewed and refreshed website has been launched. Actively working with the Foundation and partners to secure funding for volunteering . A further 5 years funding has been secured from TARMAC for volunteering. Reviewed action plan in line with Diverse Audience Plan



**Volunteering development-** New roles have been created in the Foundation and trails teams. Other roles in development e.g. Visitor Centre volunteers. Our corporate volunteering offer is being developed and we are looking at new ways to engage volunteers through new approaches e.g. INaturalist and family volunteering projects.

# 2020 Volunteer Survey



## Recommendation and enjoyment:

**86.3 %** of our volunteers would recommend volunteering with us

**94%** of our volunteers enjoy volunteering with us



# Funding



- TARMAC- funding secured for the next 5 years
- Focus on Corporate Social Responsibility programmes
- Working in partnership with the Foundation
- Volunteering part of all external funding bids
- NLHF- Brunt's Barn and the Stories of Padley Project
- Consolidating our built resource- Pump Farm replacing Marsh Farm

# Diverse Audience Plan- Volunteering Programme



## Cultural Change

- Training and development
- Welcome to all
- Flexible and accessible volunteering opportunities

## Ways of working

- Recruitment
- Partnership working to create our volunteering Champions/ co create opportunities
- Digital platforms

## Projects

- Guided walks
- Family volunteering
- Learning roles e.g. Generation Green

# Next steps 2021



- Working as part of the People Management team on 'one team' approach to communications, D, I and E, reward and recognition, pathways to employment, staff volunteering days
- Supporting the Engagement team to strengthen and expand their volunteering programme- Volunteer rangers and volunteers to support learning
- Community Volunteering and #PDP Ambassador scheme
- New roles within at Visitor Centres, cycle hire and trails
- Volunteer Manager Capability and Confidence programme
- Remote/ Micro volunteering- INaturalist
- Volunteering programme to support the Diverse Audience Plan e.g. Generation Green