

PDNPA Volunteering Action Plan 2021-24

Key deliverable	Activity	Success measures	Who should be involved RACI	Timescales/ Funding
<p>All PDNPA volunteers are well informed, feel appreciated and understand their role in the organisation</p>	<ul style="list-style-type: none"> • Create volunteer communication and engagement plan (to include reward and recognition) • Support creation of organisational values • Improve the social aspects of volunteering and ensure there are regular ways for volunteers to connect • Create an alumni group of inactive/ finished volunteers 	<ul style="list-style-type: none"> • There are a range of ways to communicate with volunteers and involve them in decision making • Annual programme of volunteer recognition • Positive messages about volunteering are communicated 	<p>Accountable: Volunteer coordinator Responsible: volunteer managers Consulted: Volunteers</p>	<p>Plans created and shared by March 2021</p>
<p>All volunteers are able to help shape their experience and can contribute to planning and decision making in the PDNPA</p>	<ul style="list-style-type: none"> • Results of volunteer surveys are included in volunteer action plans • Volunteers are represented in team meetings and volunteering is a standard item all relevant meeting agendas • Include a greater understanding of volunteer motivations at recruitment stage • Develop the Volunteer VOICE group support the development and shaping of new volunteer programmes. • Volunteers consulted when changes are made to delivery 	<ul style="list-style-type: none"> • When changes are made or new roles created volunteers feel engaged in the process • Volunteers more visible in the decision making process especially related to volunteering • All volunteer roles are represented when consultations take place 	<p>Accountable: Head of Engagement Responsible: Volunteer coordinator, Volunteer managers Consulted: HR, Volunteers Informed: SLT</p>	<p>Volunteer VOICE Meetings ongoing Volunteering future workshops held Jan 2021</p>

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	<ul style="list-style-type: none"> • SLT have a plan to communicate organisational change 			
<p>The PDNPA, partners and stakeholders are engaged in the volunteering ambition and vision</p>	<ul style="list-style-type: none"> • Create <i>Introduction to volunteering in the PDNPA</i> session for all new staff • Volunteering included in Staff roadshows • ESV developed- Staff are able to volunteer 3 days per annum externally or in the park if they wish • Hold a Members volunteering masterclass • Communicate impact of COVID and change in volunteering KPI 	<ul style="list-style-type: none"> • Regular volunteering introductions are held by WebEx for new staff • The current situation with volunteering is understood by SLT • All staff understand the benefits of being an organisation which works with volunteers • All staff have the opportunity to be volunteers 	<p>Accountable: Head of Engagement Responsible: Volunteer coordinator, Volunteer managers Consulted: HR Informed: Volunteers</p>	<p>Volunteering end of year infographic April 2021 Introductory module for staff created by March 2021</p>
<p>A wide range of diverse volunteer roles and opportunities are available across the Park.</p>	<ul style="list-style-type: none"> • New Roles are developed: <ul style="list-style-type: none"> ○ Volunteer path watch (rights of way) ○ Heritage ambassadors ○ Visitor Centre volunteers ○ Cycle Trails volunteers ○ Volunteers supporting activity at North Lees ○ Fundraising volunteers ○ Learning volunteers • Hold volunteering Masterclasses for staff to support volunteering development • Scope community volunteering roles 	<ul style="list-style-type: none"> • More diverse volunteers involved in the work of the park • More local people engaged to volunteer • Volunteers recruited in at least 2 new departments 	<p>Accountable: head of Engagement Responsible: Volunteer coordinator, Volunteer managers Consulted: HR Informed: Volunteers, OLT and team managers</p>	<p>Trails, VC and Fundraising Roles Volunteers in roles by March 2021 Numbers increased by Dec 2021 Volunteering Masterclasses Spring 2021</p>

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<p>A more diverse audience is aware of the volunteering opportunities available in the park and are encouraged/ confident in/ to apply.</p>	<ul style="list-style-type: none"> Actively recruit for diversity in volunteering - with refreshed recruitment materials, images and digital platforms Deliver the volunteering actions in the Diverse Audience plan Create partnerships for volunteering Refresh recruitment materials, images and digital platforms 	<ul style="list-style-type: none"> Volunteers in the PDNPA are more representative of the national demographic Volunteering Images and communications are more representative of the national demographic 	<p>Accountable: Volunteer coordinator Responsible: Volunteer coordinator, Engagement Support officer, Marketing Team Manager, Volunteer Managers and Consulted: volunteers Informed: OLT</p>	<p>Ambition for diversifying volunteering as part of audience development plan Ongoing</p>
<p>Wider family volunteering and shorter term micro volunteering opportunities available</p>	<ul style="list-style-type: none"> Start a Family volunteering project aimed at our local diverse audiences/ social deprivation Identify projects where people can volunteer from home (to support our vulnerable volunteers who are yet to return) Develop the use of citizen science software to engage remote volunteers 	<ul style="list-style-type: none"> More families engaged in volunteering A suite of ways volunteers can be involved in the work of the PDNPA Use of INaturalist 	<p>Accountable: Head of Engagement Responsible: Volunteer coordinator Consulted: Rangers, volunteers</p>	<p>Plans Jan 2021 in response to Covid outbreak</p>
<p>Volunteering in the PDNPA is at a nationally recognised standard and the volunteer journey is consistent</p>	<ul style="list-style-type: none"> Review/ refresh of PDNPA process in line with IIV. Investors in volunteers accreditation is achieved Ensure that the partner volunteer policies and processes are consistent 	<ul style="list-style-type: none"> IIV is achieved and the success is celebrated The whole organisation is engaged in the benefits of volunteering PDNPA is an organisation that selects volunteers Volunteer Managers know what good volunteer management looks like 	<p>Accountable: head of Engagement Responsible: Volunteer coordinator, Volunteer managers Consulted HR, SLT, OLT, volunteers Informed: All staff</p>	<p>IIV achieved by December 2021</p>

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<p>Volunteering activity in the Ranger Engagement team is exemplary and serves as a great example to the rest of the organisation</p>	<ul style="list-style-type: none"> • Volunteering in the Engagement team is reviewed to ensure that capacity, training and compliance are managed • Vol resource mapping is undertaken • Review and relaunch of Ranger training programmes 	<ul style="list-style-type: none"> • Ranger training programme is accessible and supports engagement activity • Staff have the capacity to manage their volunteer teams 	<p>Accountable: head of Engagement Responsible: Volunteer coordinator, Engagement Volunteer managers Consulted; volunteers Informed: All staff</p>	<p>Training re-launch Jan 2021 Future of volunteering workshops with staff and volunteers Jan 2021</p>
<p>All volunteer line managers are capable and confident in managing volunteers</p>	<ul style="list-style-type: none"> • Develop a capability and confidence programme for volunteer managers (and VVM's) • Volunteer management will be added to staff job descriptions and person specifications, as new volunteer roles are established 	<ul style="list-style-type: none"> • Training and development opportunities in a variety of formats will be available for all volunteer line managers • There will be clarity on process and how to manage the volunteer journey 	<p>Accountable: head of Engagement Responsible: Volunteer coordinator, Volunteer managers Consulted; volunteers Informed: All staff</p>	<p>Capability and confidence programme planned for launch March 2021</p>
<p>Technology and systems available are fully used to support volunteering across the organisation</p>	<ul style="list-style-type: none"> • Continue to support full use and engagement in system • Expand use of technology where possible to support volunteering e.g. apps and mobiles • All volunteers have access to online training through ELMS • Relaunch Volunteering webpages • Review the volunteer expense process 	<ul style="list-style-type: none"> • All staff and volunteers will use Better Impact to manage their volunteering experience • Training and support will be given on Better Impact and ELMS • Technology will be used to support volunteering where appropriate 	<p>Accountable: HO Engagement Responsible: Volunteer managers, Engagement support officer Consulted: Volunteers CBST, HR Informed: Volunteers and volunteer managers</p>	<p>BI Ongoing ELMS ongoing</p>
<p>Volunteer activity is planned for and resourced across the</p>	<ul style="list-style-type: none"> • Grow volunteering team through new volunteer roles and placements 	<ul style="list-style-type: none"> • Recruitment of <i>Kickstart</i> placement 	<p>Accountable: Head of Engagement</p>	<p>Budget planning January 2021</p>

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<p>PDNPA and external resources are explored to support volunteering</p>	<ul style="list-style-type: none"> • Create volunteering planning pro-forma including risk and budgeting • Investigate external funding or corporate sponsorship opportunities for future volunteering requirements for next 5 years to support volunteering following on from the pandemic. • The importance of planning and resourcing for successful volunteering communicated across the organisation • Volunteer roles that require access to PDNP IT systems, and hardware will be identified and accommodated 	<ul style="list-style-type: none"> • All volunteer activity will be well planned and resourced • Annual budgets for volunteer activity will be set. • External funding will be obtained to support volunteering 	<p>Responsible: Volunteer coordinator, PPCV Officer Consulted: Volunteer managers, OLT, SLT, HO Marketing and Fundraising Informed: Volunteers</p>	<p>External funding gained by August 2021 Kickstart placement March 2021</p>
<p>PPCV activity is well structured and organised and future developments are planned for</p>	<ul style="list-style-type: none"> • Review PPCV team structures in line with organisational review • Actively seek opportunities for PPCV to develop partnership working with target audiences • Create robust reporting and recording processes for PPCV • Review finances budgets and forecasting • Review corporate volunteering packages 	<ul style="list-style-type: none"> • PPCV activity is accurately and regularly reported • Roles and responsibilities in the team are clear • The financial systems support volunteering activity and not hinder it • Corporate volunteering is extended • New partnerships with target audiences created • Existing partnerships strengthened and developed 	<p>Accountable: head of Engagement Responsible: Volunteer coordinator, PPCV Volunteer managers Consulted; volunteers Informed: All staff</p>	<p>PPCV role review Jan- March 2021 as part of Engagement team structure</p>

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		<ul style="list-style-type: none"> External funding sought to support partnership working Recruit 5 more PPCV supervisors 		
Padley Chapel project	<ul style="list-style-type: none"> Develop and submit bid with Padley Chapel project partnership 	<ul style="list-style-type: none"> Improved and compliant facilities at Brunt's Barn Apply for planning permission 	Accountable: Head of Engagement Responsible: Volunteer manager Consulted: project team	Explore funding and partnership options Spring 2021
The Impact of volunteering on PDNPA is measured and communicated	<ul style="list-style-type: none"> Review Volunteering KPI in line with COVID recovery Review Impact reporting within engagement team structures Introduce robust reporting/ measurement methodology Ensure that we measure the health and wellbeing impact on volunteers of volunteering 	<ul style="list-style-type: none"> The benefits of volunteering on the organisation and the individual are recognised. Achievements are celebrated Volunteering is measured in both quantitative and qualitative methods Reporting will ensure we are working towards volunteering KPI's 	Accountable: Head of Engagement Responsible: Volunteer coordinator, Strategy and performance team Consulted: Volunteer managers, volunteers Informed: OLT, SLT	New recording format in engagement team March 2021 Revised KPI in place from March 2021
All volunteers are able to work safely and legislation is followed	<ul style="list-style-type: none"> Ensure that COVID health and Safety in relation to volunteers is followed across the park Ensure that the safeguarding process is followed as part of all new volunteer roles 	<ul style="list-style-type: none"> All volunteers have the skills and training to undertake their roles Low numbers of volunteer incidents 	Accountable: head of Engagement Responsible: Volunteer coordinator, Engagement Volunteer managers Consulted; volunteers	GDPR review Feb 2021

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	<ul style="list-style-type: none"> • Use BI to record training and understanding of policies and procedures 	<ul style="list-style-type: none"> • All compliance training is undertaken and recorded 	Informed: All staff	
Volunteering programmes that support the Diverse audiences plan	<ul style="list-style-type: none"> • Volunteers actively supporting the Health walks programme • Volunteer Ranger programme which supports the delivery of activities • Working in partnership to create bespoke volunteering opportunities for target groups and volunteering activities are co-created with target groups • Gain a clear understanding and plan for what volunteering opportunities are interesting, useful and wanted by target groups • Explore partnerships with NHS to provide volunteering opportunities as part of social prescribing • Diversity/ Welcome training session undertaken by all volunteers • D and I is included in all new volunteer Inductions. 	<ul style="list-style-type: none"> • Training and development programme for volunteers supporting health walks • Volunteers involved in developing and planning the health walks programme • Enough volunteers recruited and retained to support delivery of activities • Rangers training and confident in welcoming all • Additional staff recruited to provide supported volunteering opportunities 	Accountable: Head of Engagement Responsible: Engagement managers Consulted: Rangers, Volunteer coordinator, Volunteers	Volunteer consultation on Walks programme Jan 2021