



LCC COMMUNITY TRUST

VOLUNTEER STRATEGY

2019 - 2023

PREPARED BY
LYNSEY AGNEW

GIVE MORE...

live more

INTRODUCTION

VOLUNTEERS COME IN MANY DIFFERENT GUISES, SHAPES AND SIZES...

Some have been on the receiving end of the help we offer. They have been plunged into a world that is not of their choosing but, having been dealt this hand, choose to play it by giving their time, energy and skills to the charity. Others are thankful for the good fortune they have had in life and so want to offer support and help to those who have not been so fortunate. Some volunteer for a specific role within the charity, in which they give us the benefit of their skills and expertise.

Some people give generously of their time, energy and commitment to the charity, but do not even think of themselves as volunteers.

Volunteer' does not mean amateur, many of our volunteers come from professional backgrounds and are willing to offer their expertise in those areas.

We want to acknowledge everyone who volunteers for LCCCT, be it as a foodbank operative, befriender, fundraiser, campaigner, caterer – the roles are many and varied.

LCC Community Trust has developed this volunteering strategy in order to welcome, encourage and protect all who volunteer. We want it to provide a framework in which our employed staff and our volunteers work with a common purpose to provide support to those most vulnerable in our society.

Brian Agnew MBE

FOUNDER

LCCCT'S COMMITMENT TO VOLUNTEERING

From 2019 onwards, LCCCT will work to ensure that:

- Volunteers are highly valued
- Volunteers are involved in making key decisions and shaping what we do
- Volunteers are central to our organizational strategy
- Volunteers have the resources they need, and are engaged with and supported by the charity
- We listen to and communicate effectively with volunteers
- Volunteer support is flexible and meets the needs of each person
- Volunteer contributions are recognized and rewarded



"Volunteers really are the lifeblood of LCC Community Trust and Lisburn Foodbank. On a daily basis I am inspired and motivated by the energy, commitment and drive of our volunteers. I know we could do more to value and support volunteers, and this needs to change if we are to continue to achieve more as a charity. That is why I see this strategy as so important and an integral part of our vision to continue to bring help to the helpless and hope to the hopeless in our community."

Lynsey Agnew

OUR PLANS FOR VOLUNTEERING ARE BASED AROUND THREE KEY AREAS:

01

improving the structure of our volunteering programme

Until now, volunteering at LCC Community Trust has developed organically. This is testament to the passion of volunteers and staff to do more, but it has created some challenges. For example, we need to upgrade our volunteer database and processes for LCC Community Trust so we are able to engage, involve and communicate with volunteers effectively.

Over the next three years, we'll build on the foundations we have to **improve the structure of our volunteering programme**. We'll make sure we have an updated volunteer database in place and we'll create better ways for staff and volunteers to communicate with each other.

LCC Community Trust is committed to **improving support for volunteers** and the whole volunteering experience. Volunteers have many positive things to say, but they also tell us there is too much paperwork, too many regulations, that too much is asked of them and that staff don't always communicate well with them.

This needs to change.

02

improving support for volunteers

Volunteering should be a positive experience and support for volunteers should be flexible and meet the needs of the individual person. Guidance for volunteers should be straightforward and new ideas and creativity should be encouraged. Between 2019 and 2023, we'll work to ensure all volunteers receive the right support, tailored to meet the needs of each person.

To achieve our ambitious vision of improving life for those most marginalised and isolated in our community, we must **grow volunteering**. This doesn't just mean recruiting more volunteers. It also means involving volunteers more effectively in everything we do, such as making key decisions and ensuring volunteering is central to our organisational strategy.

Volunteers at LCC Community Trust already reach out to people living in poverty, provide vital support and services, and raise essential funds. By involving more volunteers, offering new ways for volunteers to get involved and ensuring volunteering is part of our organisational strategy, we can do even more in the future.

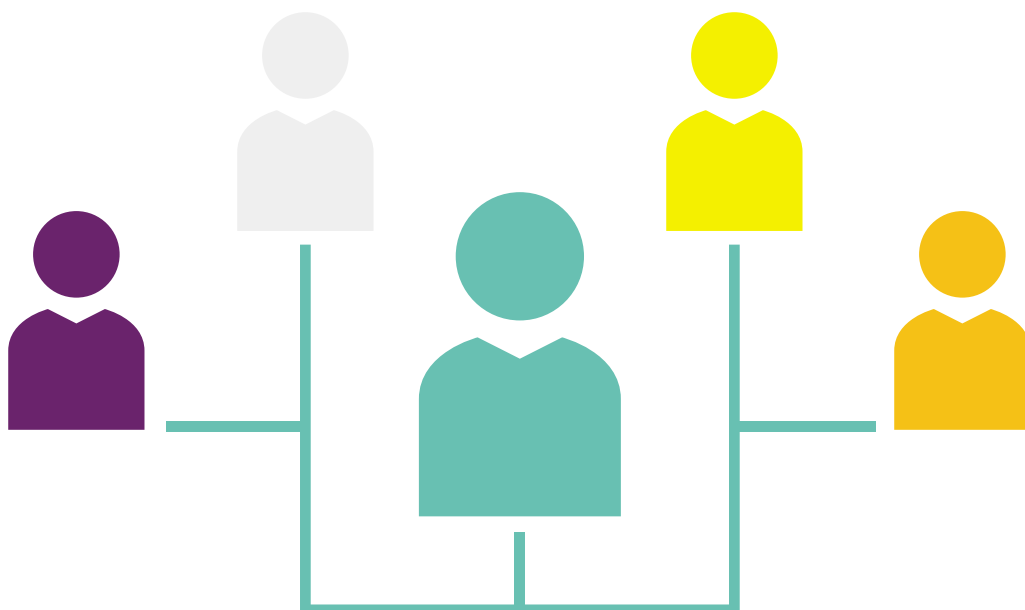
03

growing volunteering

IMPROVING THE STRUCTURE OF OUR VOLUNTEERING PROGRAMME

Having the right structure in place for volunteering will ensure we know who volunteers for LCCCT. We'll be able to engage and involve our volunteers more effectively in the future, and improve communications with and between volunteers. We'll also be able to support volunteers better, and more effectively manage the risk to volunteers.

**IN 2020 - WE'LL IMPROVE THE STRUCTURE
OF OUR VOLUNTEERING PROGRAMME**



IMPROVING SUPPORT FOR VOLUNTEERS

People volunteer with LCC Community Trust for a wide range of reasons. Some people volunteer to gain new skills and experience, some to meet new people and some because they have a personal connection to the charity and want to give something back.

No matter what the motivation, volunteering should be an enjoyable and positive experience. Volunteers shouldn't feel burdened, put upon or weighed down with too much paperwork. There should be clear boundaries for volunteers to operate within on behalf of LCC Community Trust, but this shouldn't stifle creativity or innovation. Volunteers have told us they'd like better support to volunteer and LCC Community Trust is committed to providing it.

BY 2021 - WE'LL LISTEN AND RESPOND TO VOLUNTEERS BY IMPROVING THE SUPPORT AND TRAINING WE PROVIDE



GROWING VOLUNTEERING

We want to grow volunteering at LCC Community Trust because we know from experience that people can benefit from greater volunteer involvement. We recognise the wealth of skills and experience volunteers bring, as well as the unique contribution that comes from choosing to be involved. Growing volunteering means engaging and involving volunteers more in everything we do. We want to ensure volunteers are informed and involved in making key decisions and shaping what we do.

It's also about inspiring new volunteers to support us. In the past, LCC Community Trust has been successful in recruiting volunteers, but we've created volunteering opportunities that are commitment-heavy, and we haven't necessarily made the most of the wealth of skills available to us from volunteers.

LCC Community Trust can do more for people living in poverty and isolation by involving more volunteers in delivering support, services and fundraising activities. We want to make sure we are creating new ways for people to volunteer and inspiring more volunteers to support us.

BY 2022 - WE'LL GROW VOLUNTEERING FOR LCC COMMUNITY TRUST



WE PROMISE TO:

- Establish a volunteer-led steering group to lead volunteering
- Ensure volunteering is central to our organizational strategy
- Ensure volunteers are engaged and involved in making key decisions and identifying new ways to deliver aims & objectives
- Measure volunteer satisfaction and listen and respond to volunteers
- Create and develop further opportunities for volunteer training and development
- Create a range of new flexible volunteer opportunities to inspire more people to get involved
- Engage and involve new groups of volunteers that reflect the local communities in which we work
- Involve more volunteers in the delivery of our support, services and fundraising activities so that we can reach more people and raise more vital funds
- Develop more opportunities to engage more companies in volunteering and our work and increase fundraising potential
- Establish a volunteer peer-led model of support, learning and development, so we can offer more support to more volunteers
- Create an external communications plan to raise the profile of LCCCT as a volunteer organization
- Develop a reward and recognition programme for volunteers

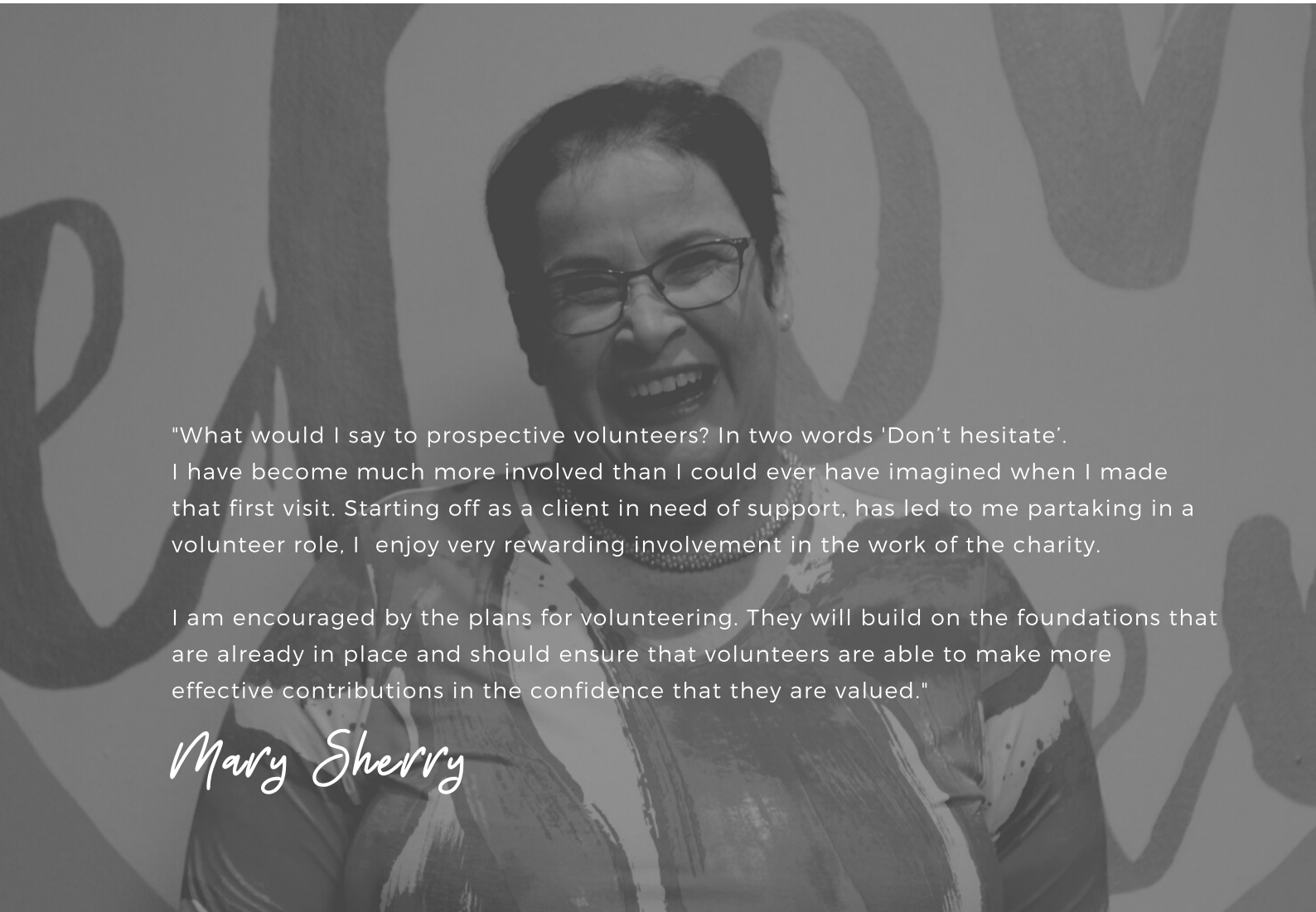
THANK YOU

87%

of volunteers would
recommend being a
volunteer to others

86%

of volunteers feel
they have an impact
on the community



"What would I say to prospective volunteers? In two words 'Don't hesitate'. I have become much more involved than I could ever have imagined when I made that first visit. Starting off as a client in need of support, has led to me partaking in a volunteer role. I enjoy very rewarding involvement in the work of the charity.

I am encouraged by the plans for volunteering. They will build on the foundations that are already in place and should ensure that volunteers are able to make more effective contributions in the confidence that they are valued."

Mary Sherry

A LIFE LIVED FOR OTHERS
is worth living