

# VOLUNTEERING STRATEGY

Building Stronger Communities in Barnet 2023-2026





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I was recently appointed as a Trustee of a charitable incorporated organisation, so am involved in discussions with their CEO, Chair and other Trustees at their quarterly online board meetings; to review the performance and activities of the last three months. Essentially offering a critical eye, advice or supportive guidance.

At times it can be a difficult task. You're pretty much taking on the call of a modern-day superhero, being able to represent people and an organisation that aid the community is key for personal development and the growth of society.

Giving back to the community feels purposeful, it's an opportunity for growth being able to help others using learned skills.

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**John**

Trustee of a local charity

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Volunteering helped me connect with the people on my road: we were very different age groups... I was in school and some were retired. I guess it sounds kind of cliché, but it really helped me develop social skills in a way.

I think it also made people more willing to ask questions because it felt more accessible than emailing the council directly. Having people in the community who will happily take your questions, pass them on and get an answer back relatively quickly is very beneficial. It meant that I was able to get this information to some people who may otherwise struggle with technology or understanding.

So I think it really, really helped with connections on a personal level. I think that doing this volunteering, especially because it was with Barnet Council, really helped me kind of solidify that I did want to go into politics.

**Daisy**  
Barnet Health Champion



# Forewords

We are delighted to publish Barnet's first Volunteering Strategy. This has been developed during the past year, reflecting on the Borough's experience in the COVID-19 pandemic, as well as the continued growth in community participation through volunteering, particularly in environmental and interfaith social action.

This strategy has been produced by Volunteering Barnet in consultation with over 200 volunteers and many Voluntary, Community, Faith and Social Enterprise sector (VCFSE) organisations. It sets out a programme for developing volunteering in Barnet over the next three years, including proposals for increasing volunteering; recognising, celebrating and accrediting the contribution of volunteers, and enabling people to share their skills where they are most needed. It is based on a partnership approach - including priorities for the council, our statutory partners and businesses.

At its core is a shared vision that "Together we build stronger communities by embracing and empowering volunteering

in Barnet". Volunteering benefits individuals, organisations and society. It boosts people's well-being, confidence and employability, while enabling organisations to deliver vital services, and strengthen community cohesion. It is a vital tool in addressing inequalities and tackling the challenges facing people and communities. We are building on a strong foundation – volunteering is a key part of local civic life, within and across faiths and communities, in our green spaces and public places.

Volunteering Barnet's 2022 survey of registered volunteers showed that 38% are volunteering once a week or more, and 92% of volunteers surveyed were interested in continuing volunteering in the future. There are high levels of satisfaction among volunteers who said that their participation helps them to feel more connected to the local community and increases a sense of belonging and purpose.

The Council's Community Participation Strategy commits us to transforming how we empower grassroots community action through effective partnership. Volunteering with so many people across the Borough is also an important space to listen to and learn from local residents. Thank you to everyone involved for your time, skills and knowledge - working together to care for people, our places and the planet.

- *Councillor Sara Conway, Chair of Community Leadership and Libraries Committee*



As the Barnet Together Alliance (BTA), our belief is that a strong and thriving voluntary sector can make a real and lasting impact within the local community, and that partnership working is key to this success. It's our pleasure to introduce the 2023-2026 Volunteering Strategy – Building Stronger Communities in Barnet.

This Volunteering Strategy recognises both the proud history and the diversity of our organisations and volunteers, and the social impact and benefits that volunteers contribute. It recognises the challenges we face as a society. It embraces inclusion, and the need to be flexible to the needs and requirements of both organisations and volunteers alike. It also identifies how as generous leaders we can promote, develop and share best practice and champion volunteering for the benefit of Barnet and all of its diverse communities.

Our vision is that together we will build stronger communities by embracing and empowering volunteering, enabling Barnet to unlock all the opportunities and benefits that volunteering and social action can offer.

- *Volunteering Barnet and The Barnet Together Alliance*

# Introduction

Volunteering starts at grassroots level; from acts of kindness and social action, to emergency response initiatives and formal volunteering. It is through this breadth of action, collaboration and partnership working that volunteering contributes to civic life, and to active participation in building strong, inclusive, and resilient communities in Barnet.

Barnet is the second largest borough in London, with an increasingly diverse population, and a vibrant and active VCFSE sector. The sector is the conduit for responsive, targeted, local activity which enhances well-being. It unlocks citizen contributions through volunteering, and builds to a strong and thriving sense of place.

Barnet has a strong tradition of volunteering, with its large VCFSE sector powered by community spirited residents. The pandemic however, saw a noticeable change in who was volunteering, how they volunteered and the types of volunteering that were undertaken in Barnet. New approaches emerged. Volunteers were driven to step up and support their neighbours in a way that suited them and that fitted into

their everyday lives. Digital volunteering, neighbourhood initiatives, and informal and emergency volunteering grew, and many of the structures, practices and processes that existed in volunteering previously, were questioned. It is time to reflect on the last three years and consider how we can take on board the insight and lessons learnt, to improve and maximise all that volunteering offers in Barnet.

Barnet Council sets out its vision as a listening council within the Community Participation Strategy. It describes how it will put this approach into practice, by harnessing existing assets and relationships, while building new ways to work together with communities. Volunteering is central to enable Barnet residents to be active participants in their communities, and to work with to make Barnet a better place to live, work and study.

Barnet's Volunteering Strategy has been developed considering the reflections and learning of volunteers, organisations and partners across all sectors. It sets out the collective vision, values and priorities required to develop, support and recognise volunteering for all, over the next three years. We recognise the challenges and opportunities this will pose, as the impact of the pandemic is still being felt across our communities. Alongside other challenges such as the cost of living, food insecurity,

and the integration of new residents joining the borough, are also evident. Through the Strategy actions set out, we will show how we can support, maintain and grow volunteering for both individuals and Voluntary Involving Organisations (VIOs) together.

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Volunteering for the London Autism Group Charity was honestly one of the most welcoming experiences of my life. The organisers made sure that all volunteers felt comfortable and sure of their roles while creating a pleasant environment.

For the most part, my volunteer role involved clearing and setting up the hall with tables, chairs and food, and talking to any of the visitors. Everyone was so sweet and welcoming!

**Mariyah**

London Autism Group, Barnet





# Context of Volunteering

**OVER 90%  
OF ORGANISATIONS  
REQUIRE SUPPORT  
WITH RECRUITING  
VOLUNTEERS**

Volunteers are crucial to our borough, its communities, and the economy. It is believed that across the UK, a quarter of the population is regularly involved in informal forms of volunteering. Half the UK population volunteered at least once in 2020/21.

During 2020-21, at the height of the pandemic, a remarkable 16.3m people volunteered through local groups, clubs or organisations, highlighting the significance of volunteering to the foundation of society, for both individuals and for the voluntary sector.

This outpouring of public support during the early stages of the pandemic is a repeating pattern, as we have seen in response to local and national need, with over 150,000 people immediately registering for the Homes for Ukraine scheme.

**70%**

**OF ORGANISATIONS  
WOULD LIKE TO  
BE A PART OF A BOROUGH  
VOLUNTEER FAIR**

The National Council for Voluntary Organisations (NCVO) report “Time Well Spent” (v4), shows that how people volunteer, and how Voluntary Involving Organisations (VIOs) manage volunteers, changed during the COVID-19 pandemic<sup>1</sup>. 70% of those surveyed had formally or informally volunteered, choosing roles to suit their lifestyle, priorities and values<sup>2</sup>. Opportunities to volunteer remotely, and more diversity among volunteers, are two positive changes the sector witnessed, that must continue into the future. Locality has been at the heart of this national volunteering picture, with 81% of volunteers undertaking roles in their local area<sup>2</sup>.

Borough-specific volunteering services such as Volunteering Barnet, part of Barnet Together, with input from local partners, stakeholders and local organisations such as the Jewish Volunteering Network, are therefore vital to enable local residents and organisations to connect with volunteering.

In Barnet, we have seen a similar pattern of volunteering to that seen regionally and nationally, with a shift in settings and in the types and range of volunteering activities undertaken. This includes more digital, home-based and local volunteering, new settings such as the NHS volunteers and active mutual aid groups, in addition to the Barnet emergency response volunteers who came forward. From that, emergency driven activities such as food and medicine deliveries, helping at vaccination centres, and befriending became core volunteering strands, which have continued to be maintained. In Barnet, as in other areas, we also understandably have seen some of our older volunteers step back from formal front line volunteering, but we are now seeing that trend reverse as volunteers return, albeit into settings where they are comfortable.

As a nation and a borough, we are aware of the need to address inequalities across society, including through volunteering. We are aware that inequalities could likely worsen in the face of the cost-of-

living challenges we face, which will put additional pressure on individuals' capacity to volunteer. Those working longer hours to pay bills have less time for volunteering. Simultaneously, charities face rising demand to support people experiencing financial difficulties, and may therefore need more volunteers to help.

Looking ahead to the next three years, volunteering in Barnet needs to remain flexible and accessible, so that everyone who lives, works and studies in the borough can support their local community in a way that fits their lifestyle and priorities. Support from volunteers will remain vital to the voluntary sector. This strategy plays a role in setting out the steps we will take together as a borough over the coming years to make this happen.

#### References:

<sup>1</sup> *At a glance - Time well spent: impact of COVID-19 on the volunteer experience*

<sup>2</sup> *Volunteering overview - Volunteering | UK Civil Society Almanac 2022*

“

I began litter picking during the lockdowns. I was looking for positive ways to give back to the local community that involved making the most of the enriching open spaces and paths we have in the Finchley area.

I still litter pick as I enjoy the community connection, interaction and shared goal when litter picking with local community groups such as the Dollis Brookers and the Finchley Quakers. When I started litter picking I soon noticed a large number of discarded drinks cans. They seemed to be a treasure trove of beautiful, colourful and sometimes textured metal, that were too lovely to just add to the recycling bin. So I used my various craft and card making skills to create a range of awareness-raising items which I share at local eco fairs and workshops.

I also got involved in the Finchley Quakers' thought-provoking and awareness-raising wall sculpture project, which evolved from the plastics collected through litter picking in the local area.

**Alison**

Volunteer Litter Picker and Crafter, Barnet



# The Barnet Together Alliance

As early as 2019, Barnet Council was reviewing its strategic relationship with the local VCFSE, and the ways it supported infrastructure services for the sector. Volunteering and infrastructure were commissioned under two separate contracts held by Volunteering Barnet and Inclusion Barnet respectively.

They both came together with a third organisation, Young Barnet Foundation – the infrastructure body for children and young people’s organisations to form a partnership known as **Barnet Together**.

In this capacity, the three organisations provided representation for the

borough’s VCFSE. This combined reach and influence proved vital at the outset of the COVID-19 pandemic and Barnet Together helped marshal frontline services and joined council staff in the planning and delivery of the emergency response for the community. This demonstrated what could be achieved in VCFSE infrastructure with greater collaboration and increased funding. The outcome was the establishment of the Barnet Together Alliance in 2022.

Building on the three-way Barnet Together partnership, the alliance includes the council as a fourth partner. This enables the close partnership working forged during the pandemic to continue and develop. In addition, an increased budget to the partner organisations enables them to deliver further for the sector and to grow the reach of their services. Much of the alliance’s first year has been about creating capacity in the partnership and establishing ways of working.

This Volunteering Strategy not only sets out a plan for how the Barnet Together Alliance will deliver in this new era, but a wider vision for volunteering in the borough.





# The Barnet Community Participation Strategy

The local elections of May 2022 brought a change in the political administration of Barnet Council. One of the first strategic documents to be published under the new administration was the Community Participation Strategy.

This sets out a vision for Barnet as a 'listening council' that works with communities to coproduce improvements to the borough and creates opportunities for residents to participate in the life of their communities. It lists five principles of community participation that the council has adopted:

- We go where people are
- We learn through doing
- We listen
- We are transparent, accessible and open
- We value community power

The strategy also includes four 'pathfinder' projects that will be delivered in 2023-24 in order to demonstrate how the principles can be applied and learn from new approaches. One of these pathfinders is to enable increased grassroots community involvement. The objective of this project is to support the growth of the VCFSE sector from the ground up and enable more people to get involved in civic life. Volunteering is key to this project's success.

The Community Participation Strategy was followed in March 2023 by Our Plan for Barnet, the council's new corporate plan. This goes further into defining the vision for Barnet in the next three years, with a strong focus on tackling inequality and reducing poverty through community wealth building.

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I wanted to do something meaningful and fill up my spare time. I also wanted to contribute to the community with whatever skills and knowledge I possessed. As I like being around children, I thought the best would be to take up teaching roles. I feel very happy and useful when I can enrich kids to get better. I feel very elevated and optimistic when I see the children's positive attitude towards me. They are eager to have sessions with me and that motivates me to contribute better and support them.

I feel very rewarded.

**Nancy**

Primary Schools Volunteer, Barnet

# A Snapshot of Volunteering in Barnet Today

Volunteering Barnet has been the borough's National Council for Voluntary Organisations' (NCVO) accredited volunteer centre since 2015, providing the overarching volunteering support for groups and volunteers.

Our online database connects voluntary organisations with over 6,000 local people who have registered to volunteer. Its services include hosting support sessions and induction sessions for volunteers, and providing training, tailored support and guidance for organisations. It champions volunteering best practice to the voluntary sector in Barnet, and other VIOs, whilst making sure that volunteers have an enjoyable and rewarding experience.

In Barnet we have seen how volunteering can have significant benefits for the individual as well as for the causes they choose to support. Alongside the wider reciprocal benefits that come with regular

volunteering, including improving mental health, and decreasing social isolation, a large proportion of Barnet volunteers are motivated to volunteer to support a cause, help others and make a difference. Barnet Council through its own employee volunteering programme inspires its staff to give time, to support local charities and give back to the community, while in return they build skills and increase wellbeing.

Additionally, over the last three years Barnet has also seen a growth in environmental volunteering and Barnet Together convened a new environmental network, with formal and informal groups inspired to develop projects at a hyper local level from food and growing projects, to local activities tackling sustainability and carbon net zero.

More recently with the set-up of the Barnet Together Arts and Culture network, groups and volunteers are coming together to inspire creative and community arts projects and opportunities for all across Barnet.

We also recognise there are still challenges within volunteer recruitment including effective recruitment of charity trustees and school governors. There is a need to attract to these roles people with diversity of skills, knowledge and experience from all cultures, faiths and communities within Barnet.

In 2022, the Volunteering Barnet volunteer

survey showed that 38% of Barnet volunteers are volunteering once a week or more frequently. Volunteers reported that volunteering helps them feel more connected to the local community, leading to a sense of belonging and purpose.

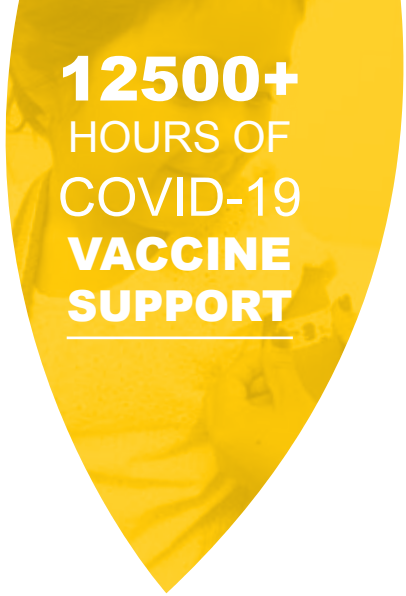
There were high levels of satisfaction among respondents, with the majority finding the experience enjoyable and meaningful, with a strong will to continue; 92% of volunteers surveyed were interested in, or wanted to, continue to volunteer in the future. Of those who had yet to volunteer, 25% cited changes in availability, and 35% said they were yet to find roles that suited them.

To ensure that as a borough we continue to harness the willingness of all our volunteers and potential volunteers, ensuring a variety of roles and flexibility, accessibility and diversity in volunteering, will be a priority. This is key, so that volunteering is as rewarding as we can possibly make it and everyone who wants to volunteer has the opportunity to do so.





**6500+**  
REGISTERED  
VOLUNTEERS



**12500+**  
HOURS OF  
COVID-19  
**VACCINE  
SUPPORT**



**250+**  
**HEALTH  
CHAMPION**  
VOLUNTEERS  
SHARING HEALTH  
MESSAGES



**40+**  
FRIENDS OF  
PARKS GROUPS  
SUPPORTING  
**GREEN  
SPACES**



**200+**  
ORGANISATIONS  
SUPPORTED WITH  
VOLUNTEERING  
**NEEDS**

## Achievements



**110+**  
VOLUNTEER  
NETWORK  
**MEETINGS**



**100+**  
GROUPS  
HOLDING  
**LITTER  
PICKING  
EVENTS**



**16**  
COMMUNITY  
**FOOD BANKS**  
SUPPORTING  
OVER 25000  
RESIDENTS



**10,000+**  
FOOD PARCELS  
DISTRIBUTED BY  
VOLUNTEERS  
DURING COVID-19



A NEW ONLINE  
**PLATFORM**  
TO SUPPORT  
VOLUNTEERING



# How we Created the Strategy

## — A Collaborative Journey

Creating the borough-wide strategy has been a collaborative journey; Volunteering Barnet and the Barnet Together Alliance have consulted with volunteers, organisations, stakeholders and partners.

Over a period of four months we held a series of events and conversations, surveys and research, alongside one-to-one interviews, identifying the key challenges and priorities, for the next three years. We also explored how we capture all that is special and inspiring about the volunteering movement in Barnet.

We initially engaged over 200 volunteers, organisations and stakeholders who collectively produced the vision, values and seven priority areas. We then consulted further on the recommendations that

emerged from this, to produce a shared high-level action plan to help the Barnet Together Alliance, VCFSE sector, stakeholders and Barnet communities make it happen.

We will use these actions to periodically track progress and reassess support needed for the sector and volunteering in Barnet.



# 42%

**OF ORGANISATIONS  
WANTED SUPPORT  
AND TRAINING  
ON VOLUNTEER RETENTION  
AND REWARD / RECOGNITION  
OF VOLUNTEERS**



# Our Vision and Values

The strategic vision for volunteering sets out the long-term aspirations for volunteering and social action in Barnet. The values encapsulate the things people prioritise most about volunteering in Barnet.

## Vision Statement

“Together we build stronger communities by embracing and empowering volunteering in Barnet”





**67%**  
TO HELP  
OTHERS



**25%**  
TO GAIN  
& DEVELOP  
SKILLS



**30%**  
FOR A NEW  
EXPERIENCE

## Motivations to Volunteer

A large proportion of our Barnet volunteers are motivated to volunteer to make a difference in Barnet: to support a cause, help others and give back to their local community. This is reflected in the immense contribution local people made to the pandemic response and continue to provide today.



**53%**  
TO SUPPORT  
LOCAL  
COMMUNITY



**21%**  
TO MEET  
NEW PEOPLE



**45%**  
HAVE  
SPARE  
TIME



**29%**  
HAVE  
PREVIOUS  
VOLUNTEERING  
EXPERIENCE



# Volunteering Priorities and Actions

The key volunteering priorities identified in the strategy development form the basis of the co-created actions we collectively strive to achieve.

## Embracing Diversity

*Barnet is proud to have a community made up of many different backgrounds, cultures and faiths. We will increase the number of people committing to volunteering from all communities, attracting more volunteers from diverse neighbourhoods across the borough. Where groups are underrepresented in volunteering, we will tackle the barriers and make volunteering inclusive for all, ensuring opportunities are accessible.*

### Actions for Volunteering Barnet and the VCFSE Sector:

- Provide Volunteer Involving Originations (VIOs) with examples and support to enable them have an equality and diversity statement in place
- Volunteering Barnet to deliver training in inclusive volunteering
- Promote Volunteering Barnet's Healthy Volunteering Plan to make positive disability disclosure possible and to discuss any adaptations or reasonable adjustments that should be made
- Create targeted volunteering campaigns and outreach to engage underrepresented groups, including young people
- Offer supported volunteering for people with additional needs – adding training

for staff and supporting fundraising for projects

- Promote the benefits of volunteering to asylum seekers, including: opportunities to build connections and improve English; the benefits to future job hunting
- Find more opportunities that don't require English speaking e.g. gardening, class assistant for English for Speakers of Other Languages (ESOL)

### Actions for the Council and partners:

- The Council to collect demographic data about Council staff who volunteer and the makeup of the VCFSE organisations they support and assess this against the borough's protected characteristics to ensure representation
- The Council to crosscheck its own staff volunteering data with that collected by Volunteering Barnet, aligning across datasets to ensure there is a full picture of volunteering
- BOOST to link with Volunteering Barnet regarding their Lamplight system data capture
- Ensure council volunteer roles are accessible to all
- Feed in insight from the Tackling Inequalities initiative; harnessing community assets to improve equity in public health outcomes and to break down barriers to volunteering

# Raising the Profile of Volunteering

*We want to encourage a culture where volunteers feel proud and valued; raising awareness of volunteering in the borough and the impact of volunteering.*

## Actions for Volunteering Barnet and the VCFSE Sector:

- Volunteering Barnet to compile a calendar of national campaigns and local events relevant for volunteering, including those we support in Barnet, and share across the sector
- Work together to raise the profile of volunteering through campaigns such as The Big Help Out and other local initiatives
- Promote the volunteers' voice through roles as trustees, in networks and focus groups, and through social action programmes such as Health Champions and citizens' panels
- Promote measuring impact and communication training, including the use of social media
- Showcase a diverse range of volunteering, formal and informal, through case studies from VIOs and volunteers to inspire others
- Collectively support high profile campaigns such as Volunteers' Week and Trustees week, considering campaigns and events in partnership e.g. with Jewish

## Volunteering Network

- Volunteering Barnet to promote a programme of seasonal volunteering opportunities e.g. during the winter, working with partners
- Promote positive volunteering language – not 'just' a volunteer
- Promote funding available to the sector for volunteering and events

## Actions for the Council and partners:

- Use Volunteering Barnet to recruit volunteers for participation opportunities that the council is running
- Work across directorates and service areas to promote volunteering in front line council services such as schools, libraries and community engagement
- Council communications team and the Barnet Together Alliance to work together to promote volunteering campaigns as widely as possible across the year
- Promote community events as volunteering opportunities
- Partners to promote and share data on the positive impact of volunteering in their organisations/businesses

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Nazanin came to the UK in July 2022. Within a few months of her arrival, she wanted to find a way of improving her English, whilst doing something positive to help others. She had the remarkable idea of teaching Science classes in English, to young asylum seekers of different cultures and ethnicities.

Although not a qualified teacher, Nazanin is educated in Maths and Science and loves working with children. Every Saturday, five young people aged 11-13 years old join her for up to two hours, for their science lesson, delivered in English. Volunteering her time and skills has helped Nazanin to improve her English, whilst focusing on doing something positive and rewarding. The children love her classes, and have all become friends, despite coming to the UK from different countries and speaking different languages. One student has even seen their Science grade improve at school by 10 marks! Nazanin says so many migrants coming to the UK have skills that they can share. The trick is to find what you are good at and enjoy doing, and then share that with others. It brings positive results all round.

**Nazanin**

Volunteer Science Tutor for young asylum seekers



# Volunteering for All

*Volunteering should be accessible, welcoming and open to all. There is a need for a varied and flexible range of volunteering opportunities that align with people's skills, interests and availability.*

## Actions for Volunteering Barnet and the VCFSE Sector:

- Offer phone calls, face-to-face, and paper-based alternatives to digital access regarding volunteering recruitment where possible
- Volunteering Barnet to explore local venues for face-to-face volunteer inductions and outreach with others
- Volunteering Barnet to help organisations create local and neighbourhood volunteering, family-friendly opportunities, roles for young people (14 – 18), unemployed people and ex-offenders
- Working with partners, gather insight on the roles that are available across the borough and review how we are promoting them locally
- Volunteering Barnet to promote streamlined recruitment to keep the process clear and application forms simple
- Support and train organisations to expand

the variety of opportunities including skilled, informal, flexible, remote and group volunteering

- Look into what we can offer asylum seekers (as paid work is not an option)
- Offer more social and active roles to help support mental health, improve English language proficiency, and increase access to and knowledge of local services
- Work together to ensure barriers to volunteering removed (the unnecessary use of background/reference checks and age limitations should be addressed)
- Start a dialogue with Federation of Small Business to explore pilot of a flexible skills volunteering hub for local small and micro businesses

## Actions for the Council and partners:

- Collectively promote neighbourhood volunteering
- Barnet Education Service to explore volunteering pathways
- BOOST to support regarding volunteering for ex-offenders and unemployed people
- Promote community opportunities e.g. for Duke of Edinburgh award placements in libraries
- Use local community hubs to promote volunteering proactively
- Partners to suggest and offer local venues to hold volunteer induction courses



# Recruitment and Retention

*Support with recruitment is a priority for nine out of ten organisations. We will develop campaigns to drive volunteer recruitment across the borough and at neighbourhood level.*

*Through active recruitment, we will strive to sustain the levels of volunteering we saw before and during the pandemic, whilst increasing volunteer numbers for targeted and underrepresented groups.*

## Actions for Volunteering Barnet and the VCFSE Sector:

- Volunteering Barnet, with partners, to reconsider the scheduling of the recruitment volunteer fair/roadshow
- To promote a volunteer training programme that is accessible to all, engaging with partners in the sector including Barnet Together partners, the Jewish Volunteering Network, Age UK, New Citizens Gateway and Barnet Mencap
- Promote Volunteering Barnet's 'Introduction to Volunteering' training as a first step to inspire new volunteers
- Volunteering Barnet to offer training, support and workshops for their volunteer recruitment volunteering platform, Team Kinetic
- Volunteering Barnet best practice for VIOs in volunteer management training
- Volunteering Barnet to promote the volunteer management charter to support best practice with volunteering involving organisations
- Promote the cross-referral of volunteers to other Volunteering Involving Organisations when volunteers

are leaving roles

- Work with organisations to encourage flexibility and adaptability within roles to suit the volunteer
- Have a clearly promoted policy on expenses and include volunteer expenses and training in role descriptions
- Model good communication with volunteers and include them in decision-making where possible
- Promote creation of a handbook for new volunteers – including the organisation's mission, objectives, responsibilities and policies

## Actions for the Council and partners:

- Council to promote the benefits of volunteering to staff in the organisation and encourage volunteering outside of work hours, as well as the two days funded volunteering leave
- The Business Engagement team to engage with Volunteering Barnet where companies are thinking of using volunteering as part of their corporate social responsibility or social value commitment
- The Community Participation team and staff networks to canvass staff on demand for team volunteering activities, and work with Volunteering Barnet to arrange these
- The Council to explore sources of funding that could cover the cost of DBS checks for volunteers
- Support and promote volunteer fairs and roadshows



“

I work as a Volunteer Officer at Volunteering Barnet, the accredited volunteering centre for Barnet residents. I have the pleasure of supporting so many people to find the right volunteering role and this makes me realise how powerful the act of volunteering is.

We support people from very different backgrounds and with different experiences: people of all ages; Disabled people and people with mental health conditions; students; people looking to (re)start their careers; and people who just need someone to talk to. I spend time over the phone and in person listening to people who tell me about their insecurities and concerns. I have helped to build people's confidence, by encouraging them to take the first step and reminding them that volunteering really is for all. When I think about my job I smile, because thanks to the support of other charity organisations in Barnet and the amazing Barnet Together team I work with, in so many ways, we are also changing so many people's lives, and that's what I love the most about my job.

Alice

Volunteer Officer at Volunteering Barnet,  
Barnet Together

## Rewarding and Recognising Volunteers

*A considerable amount of the good work done in the VCFSE sector wouldn't be possible without the time and effort of volunteers. Every volunteer wants to feel valued and see the impact they are having. Not all volunteers will want to be recognised in the same way and the scale and capacity of organisations will dictate the type of reward and recognition scheme to adopt.*

### Actions for Volunteering Barnet and the VCFSE Sector:

- Research reward and recognition initiatives, listening to the voices of volunteers and what currently works well for them
- Explore volunteer accreditation, awards and training, creating a volunteering pathway for Barnet working in partnership with BOOST and the Council's skills partnership group to explore this
- Encourage giving references to volunteers where possible as part of the volunteer through to employment pathway
- Consider the annual awards for the

borough and links with the Council annual civic awards scheme (and Barnet Homes annual awards including for residents and local groups)

- Recognise and celebrate those involved in informal volunteering
- Showcase positive examples of volunteering pathways and volunteering into employment across the sector
- Hold an event to thank volunteers across the borough, collectively celebrating the contribution volunteers make to Barnet and all organisations
- All organisations are encouraged to take part in the annual Volunteers' Week celebrations from 1-7 June

### Actions for the Council and partners:

- Ensure that volunteering is properly promoted as a pathway to employment and a method of gaining employability skills and experience
- Consider implementing a volunteer reward scheme – e.g. a Time Credits scheme, or issuing vouchers that can be redeemed for local health and wellbeing activities, such as leisure centre access
- Partners to share how they reward and recognise local volunteers
- Ensure that volunteering celebrations are promoted at a civic level and attended by senior leaders such as the Mayor
- Borough partners should promote or take part in annual Volunteers' Week celebrations promoting volunteering from 1-7 June
- Promote the process to encourage Royal recognition of volunteers

# Ensuring Quality in Volunteer Management

*Quality volunteer management allows organisations to think long-term, building a more strategic and positive relationship with volunteers. When volunteers are managed effectively, organisations build capacity, improve retention rates and increase the volunteering experience.*

## Actions for Volunteering Barnet and the VCFSE Sector:

- Promote the use of volunteer policies across the sector
- Deliver a volunteering management training programme in a range of formats accessible for large and small organisations
- Volunteering Barnet to promote the tools needed to quantify volunteer impact
- Volunteering Barnet to promote volunteer coordinator training (separate to volunteer manager training)
- Volunteering Barnet to refresh guidance and support for managing difficult situations across volunteering (system/process/training)
- Promote effective volunteer recruitment and supervision practices from application, through to induction

## Actions for the Council and partners:

- Promote the development and review of policies for utilising volunteers as well as staff volunteering
- The Council to promote Volunteering Barnet's training offer to all parts of the council





# Investing in our Volunteers

*Volunteers have the potential to add value to their local communities and through a lifetime of volunteering. We want to ensure volunteers have the right resources, tools and support on their volunteering journey and have safe, meaningful and rewarding experiences.*

## Actions for Volunteering Barnet and the VCFSE Sector:

- Offer training to all volunteers e.g. introduction to volunteering, mental health, diversity and inclusion
- Promote free or low-cost opportunities to volunteers for skills-based training e.g. first aid, food hygiene, manual handling (useful for their CV)
- Explore funding opportunities for volunteer training
- Celebrate and record when volunteers move onto employment
- Promote the Investing in Volunteers quality accreditation

## Actions for the Council and partners:

- Working in partnership with Volunteering Barnet, create CV development workshops with volunteers
- Support people to recognise their skills and

the development gained from the role (skills development pathway)

- Ensure that opportunities and skills gained from volunteering are recognised in council recruitment practices

“

Liliane looked to volunteering as a way to support the diverse communities and residents within Barnet - something she is very passionate about.

Motivated to help others in her community, volunteering with Citizens Advice Barnet offered Liliane a chance to support disadvantaged individuals from a range of backgrounds and to make a difference in the borough.

“Seeing people changing is rewarding, moving from 1 to the next level, 2, 3, 4... There are lots of benefits to volunteering! It is an excellent way to up-skill and can be very valuable both personally and professionally. A very, very good experience: rewarding, motivating, positive.”

**Liliane**

Citizens Advice Barnet Volunteer



# Acknowledgments

Volunteering Barnet and Barnet Together Alliance partners would like to thank all the volunteers, groups and stakeholders who contributed to the development of the Volunteering Strategy. It will provide a roadmap to develop volunteering in Barnet and we look forward to working together to make it a reality.

Thank you to all who contributed including:

1st West Finchley Brownies

Age UK

All Aboard Shops Ltd

Barnet Food Hub

Barnet Libraries

Barnet Lone Parent Centre

Barnet Mencap

Barnet Together VCFSE Reference Group

Blind Veterans UK

Boost

Central London Community Healthcare  
NHS Trust

Centrepont

Cherry Lodge Cancer Care

Citizens Advice Barnet

Community Barnet

Community Plot @ Whetstone

Friends of Finchley Way Open Space

Garden Suburb Community Library

Goodgym

Grange Big Local

GROW

Harrow Women's Centre

Hft London

High Barnet Chamber Music Festival

Inclusion Barnet

Jewish Care

Jewish Deaf Association

Jewish Volunteering Network

Keen London

Kisharon

Lifeways

London Borough of Barnet: Public Health;  
Libraries; Strategy and Resources;  
Employment and Skills

Middlesex University

Motor Neurone Disease Association

New Citizen's Gateway

Noah's Ark Children's Hospice

Number Champions

Rainbow Money Advice

RCCT

Re-engage

Results Education

Royal Air Force Museum

Royal Free Charity

The Friends of Cricklewood Library

Together in Barnet

Unitas Youth Zone

Young Barnet Foundation

**And**

**The wonderful volunteers of Barnet**



“

I like helping and meeting other people and being part of the community. I found the Holiday Activities Volunteer role through Volunteering Barnet as I am registered with them, and given my experience, I signed up!

In the Holiday Activity scheme, I had to make sure the children were enjoying learning and playing safely. I helped them to do the activities correctly, and I joined in the activities wherever I could! I liked everything about the experience, especially being with the children. It was very positive and inclusive; all of us joining in together.

My experience in 3 words:  
Rewarding, positive and enjoyable.

**Joanna**  
Barnet Holiday Activities Fund  
Volunteer

## About Us

Volunteering Barnet has been inspiring and supporting volunteering since 2015 as the borough's accredited Volunteer Centre. We unite volunteers and organisations to strengthen the community we support and promote all aspects of volunteering. Volunteering Barnet is a proud partner of Barnet Together and the Barnet Together Alliance.

Barnet Together (BT) is a partnership between Young Barnet Foundation, Volunteering Barnet (Groundwork London) and Inclusion Barnet. Established in 2018, the partnership provides support, training, resources and advice to Barnet's voluntary, community, faith and social enterprise sector. Each partner brings their own specialisms, knowledge and assets. The Barnet Together Alliance is a wider sector partnership, supported by the Council.

## Contact us

*If you would like to get involved contact:*

Volunteering Barnet

**enquiry@volunteeringbarnet.org.uk**

- *Volunteering Service supporting groups and individuals*

**volunteeringbarnet.org.uk**



Inspiring and supporting volunteering



