

## **Online Volunteer Coordinators' Network meeting**

**10 February 2022, 2 PM to 3.30 PM**

In our network meeting, the following three main points were discussed:

### **1. Current Challenges facing Westminster Volunteer Coordinators (VCs):**

- How to capture volunteer data including hard/soft skills
- Development and type of support volunteers need to make sure they achieve their objectives
- Time limit on VCs relating to the administrative side of the process of recruitment from start of enquiry to the placement
- Length that DBS checks can take to process
- Delay of the response by the recruiters can frustrate potential volunteers
- Availability of the published role - if it has been updated by organisation or is it out-of-date on websites
- Finding a short-term placement can be difficult due to a long recruitment process
- Difficulty to build volunteering roles out in the community because of the pandemic
- Volunteer reward and recognition programmes needed, particularly because of ending of the Time Credit scheme

### **2. Main priorities for Westminster Volunteer Coordinators in the months ahead:**

- Review and update volunteer policies and handbooks
- Build partnerships with corporates
- Engaging target groups including young, older, and unemployed people
- Expanding volunteer opportunities and how to create more suitable roles for those target groups
- How to involve volunteers who could be more reliable
- More intergenerational activities
- Overlapping between services and ensure information been shared for better service improvement

### **3. Support Westminster Volunteer Coordinators would like from One Westminster (OW) relating to volunteering management**

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- **It is important OW maintain following ongoing support:**
- Organising more VCN meetings to improve networking and sharing thoughts
- Running more training workshops including Recruiting and Retaining Volunteers, Managing Challenging Volunteers and Make Better Presentations Workshops
- Support to help recruit volunteers
- Annual Volunteer Fairs
- **Other support required in months ahead includes:**

- Westminster Volunteer Coordinators would like more support from One Westminster relating to volunteering management
- Creating a direct link between community and voluntary sector organisations
- More volunteer opportunity promotions, including some via Westminster Connects.

**List of attendees:**

| First Name | Last Name        | Current Employer                          | Email                                     |
|------------|------------------|---|---|
| Robyn      | van Blankenstein | Science Museum                            | robyn.vanblankenstein@sciencemuseum.ac.uk |
| Andrea     | Smith            | Godiva                                    | andrea.smith@cwc.ac.uk                    |
| Paola      | Pagliarin        | One Westminster                           | p.pagliarin@onewestminster.org.uk         |
| Mahbuba    | Khan             |   | mkhan1@westminster.gov.uk                 |
| Dee        | Hamilton         | Westminster Befriend a Family             | admin@befriendafamily.co.uk               |
| Neil       | Robertson        | Mind in Brent, Wandsworth and Westminster | nrobertson@bwwmind.org.uk                 |
| Lucie      | Prior            | Queens Park Community Council             | lucie@queensparkcommunitycouncil.gov.uk   |
| Maria      | Anastasi         | One Westminster                           | ldsupport@onewestminster.org.uk           |
| Nigel      | Barber           | One Westminster                           | n.barber@onewestminster.org.uk            |
| Toni       | McSherry         | Home-Start Westminster                    | toni@hswestminster.co.uk                  |