Lewisham Volunteering Strategy
2006 – 2011

A five year plan to make:

Lewisham a place where volunteering is exciting, vibrant and diverse and where everyone feels that they can make a difference.

Developed in partnership with:
- Volunteer Centre Lewisham
- Lewisham Council
- South London & Maudesley NHS Trust
- Lewisham Disability Coalition
- Metropolitan Police Service
- Groundwork
- Voluntary Action Lewisham
- University Hospital Lewisham
- Lewisham Primary Care Trust
- Lewisham Timebank Network
Contents

Introduction 4
Vision 8
Context 9
Key Findings 12
Action Plan 14
Appendix 1
Survey findings 27
Appendix 2
Background documents 29
Introduction

*A practical, community-led approach to increasing volunteers and support for volunteering and community participation in Lewisham.*

Why Lewisham needs a Volunteering Strategy
Volunteering is recognised as playing a vital role in making communities work and provides important benefits on a number of levels. At an organisational level it is a vital means of support in the delivery of services and activities which enhance people’s lives and choices. For individuals who volunteer, it gives a sense of satisfaction, fulfilment and social contact but also experiences, knowledge and skills. Where desired, this can provide pathways into education, training and employment and offer exit routes from long-term health issues. For communities, volunteering promotes cohesion and helps to develop a sense of belonging, ownership and an ability to influence decision making at a local level.

Understanding Lewisham’s current volunteering activity and the needs of those engaged in it, as well as the barriers to those not engaged, is crucial if we are to enhance and develop those activities. This information provides the necessary foundation to:

1. improve the quality and range of volunteering opportunities
2. increase the number and diversity of volunteers
3. strengthen civic renewal and engagement
4. identify who owns the strategy and who is responsible for delivering on actions and recommendations.

Consultation
This cross-sector volunteering strategy for Lewisham has been developed through consultation with members of the public, volunteers, volunteer-involving organisations, the voluntary and community sector and the public sector. Its development has been led by Volunteer Centre Lewisham in close partnership with Lewisham Council and in collaboration with a steering group of voluntary and community sector and public sector representatives as follows:

- Volunteer Centre Lewisham
- Lewisham Council
- South London & Maudesley NHS Trust
- Lewisham Disability Coalition
- Metropolitan Police (Lewisham)
- Groundwork
- Voluntary Action Lewisham
- University Hospital Lewisham
- Lewisham Primary Care Trust
- Lewisham Timebank Network

The purpose of the consultation was to:

- identify a snapshot picture of current volunteering activity across all sectors in Lewisham
• develop a workable cross-sector strategy and action plan
• encourage a more coordinated approach to volunteering in the borough
• identify ownership of the strategy and who is responsible for delivering on actions and recommendations
• inform local, sub-regional and national funding to identify priority areas of work.

Consultation took place between July and September 2006, and while this has given a good insight into the needs and challenges in volunteering across the borough, it is clear that further consultation will need to take place during the implementation and continued development of the strategy.

The consultation aimed to gain an understanding of the current picture of volunteering including the infrastructure in the borough, and to inform the development of a practical cross-sector volunteering strategy which links in with previous consultations and existing borough strategies, whilst managing expectation built over the past two years through these exercises.

Throughout the consultation period, a recurring theme has been the need for further development of Volunteer Centre Lewisham. Volunteer Centre Lewisham is seen as the central coordinating umbrella body for volunteering across the borough, and should lead on many of the actions arising from this strategy. However, if the Volunteer Centre is to fully undertake the envisaged coordinating role, which ensures volunteers are finding the right opportunities and vice versa, it will be necessary for its profile to be raised and resource implications of this will need to be considered.

Defining Volunteering
The term volunteering is agreed to include formal activity undertaken through public, private and voluntary organisations as well as informal community participation and campaigning. For the purpose of this strategy, volunteering is defined as any activity that involves spending time, unpaid, doing something that aims to benefit the environment, individuals or groups other than (or in addition to) close relatives. It is freely undertaken and not for financial gain. This definition has been widely accepted and is adopted from the Volunteering Hub and Compact Code of Volunteering.

Volunteers versus Workers
Volunteers should not replace paid workers; they represent added value as well as bringing a fresh perspective, focus and stamina to groups. Additionally, volunteers contribute an essential aspect of accessibility for service-users who may otherwise remain excluded. Voluntary and community organisations are predominantly led and governed by volunteers on a management committee or board of Trustees. Many of these organisations are started up by volunteers and remain volunteer-led for their entire lifespan.

Volunteer-involving organisations
This is the term used to describe a group or organisation in which volunteers help to deliver services and activities. Some of these groups will have paid staff carrying out core functions whereas others will rely on volunteers for their existence. Public sector organisations are included within the term where
they engage with volunteers to enhance the services they deliver to the community, e.g. mentors and peer support groups in the NHS.

**Definitions of types of volunteers**
For the purposes of this strategy it is important to recognise the different types of volunteering activities and roles. There is no legal definition, however the following is a guideline:

**Formal**
Formal volunteering is classed as giving unpaid help through groups, clubs, organisations to benefit other people or the environment. These roles are formalised by the policies and procedures established to support and protect both parties (the volunteer-involving organisation and the volunteer) and can be monitored and evaluated easily to understand the impact on the individual and the community.

Examples:
- voluntary and community sector volunteer-involving organisations
- public sector volunteering including NHS and local government.

**Informal**
Informal volunteering is defined as giving unpaid help more than once a year as an individual to people who are not relatives

Examples:
- befriending
- Time Banking or neighbour to neighbour community participation

Informal volunteering is also the term described for people who are active citizens, e.g. tenant representatives, community leaders.

**Employee volunteering**
As part of a corporate social responsibility policy, supporting employees to share skills, knowledge and experiences in the local community, and/or providing opportunities for group volunteering experiences (sometimes known as ‘challenge days’).

Examples:
- BITC (London Cares) offers business the opportunity to develop relationships with the VCS through introduction tours, matching interests and needs
- Challenge Days and Mentoring programmes are offered in other boroughs, often through the local Volunteer Centre, who match the interests of the employee group to a need in the community. Generally, Challenge Days tend to be focused around DIY, gardening and regeneration projects.

**Active citizenship**
Active citizenship is about people taking opportunities to become involved in identifying and tackling the problems of their communities and improving their quality of life. This could be at a neighbourhood level through bodies such as tenants and residents groups or community action groups, through addressing specific issues such as community safety or the environment or at a local authority level through Citizen’s Panels or engaging in other decision making processes.
Benefits of Volunteering
This strategy arises from the recognition of the positive impact that volunteering has on individuals, organisations and communities.

Benefits to the individual
- Greater understanding of other communities and groups.
- Structure and meaning to day-to-day life (where this is lacking).
- New friends, new skills, new life opportunities (e.g. learning, employment).
- Personal development, e.g. self-confidence, improved mental health, physically active, healthier, stronger.
- Sense of pride, belonging and having ‘made a difference’.
- Opportunity to act as an ambassador within own community.

Benefits to voluntary and community groups and public sector services
- Greater understanding of service users needs, and communities and groups who might benefit.
- Ability to enhance and add value to services and activities.
- Bigger ‘reach’ into the community.
- Provision of services which are not possible or not funded otherwise, e.g. befriending and chaperone services.

Benefits to the community
- Harmonious living; lower crime, greater understanding between different cultures and communities.
- Lower unemployment and higher participation rates.
- Increase in good health (physical and mental), less stress on the NHS.
- Better representation of views and opinions at decision-making levels; communities get what they need.

85% of voluntary and community groups say “Volunteers help us deliver more services”

“It helps inform life choices for young people who following on from volunteering with us have gone on to study or work in this field. From a funding point of view volunteers make up half of our workforce which keeps costs down and manages limited resources effectively.”
Vision

The following is a vision for volunteering and community participation in Lewisham to 2011:

Lewisham is a place where volunteering is exciting, vibrant and diverse and where everyone feels that they can make a difference.

The values that run through this strategy include accessibility, diversity, free choice and volunteering as a mutual exchange of knowledge, experience and time.

Achieving the Vision – Key Objectives

The vision will be accomplished through applying recommendations and action plans to the following objectives.

1. Increase volunteering through appropriate matching of volunteers and opportunities.

2. Increase awareness of the benefits and value of volunteering community participation to individuals and organisations.

3. Ensure that Lewisham’s diverse communities participate with and are reflected in community engagement and volunteering opportunities.

4. Create an environment that encourages greater participation in community and civic life.

5. To build capacity and infrastructure to ensure good volunteering practise, networking and collaboration.

“Volunteering is vital to making communities work. In addition to the obvious benefits of helping other people, volunteers get to develop their own experience, knowledge and skills.”
Context

National context

Volunteering has an increasingly important role in Central Government policies. It is essential in delivering community involvement and engagement envisaged by the Government’s policies in the areas of regeneration, neighbourhood renewal, health, education, and social cohesion.

- This can be summarised through the Local Government White Paper 2006; *Strong and Prosperous Communities* which recognises the role of volunteering in:
  - Extending choice in local services by enabling people to have more control of the services they use on an individual basis;
  - Empowering citizens and communities by:
    - Encouraging the expansion of neighbourhood working
    - Increasing the opportunities for communities to take on the management and ownership of local assets and facilities
    - Encouraging the use of local charters
  - Giving people and organisations a new right to an answer when they put forward suggestions or demand action from their local authorities through an expanded *Community Call for Action*.

The Local Area Agreements (LAAs) are seen by Central Government as a key means of furthering its agenda for local democratic renewal. LAAs are intended to give localities greater control over determining priorities and delivering outcomes in their areas. Through LAAs partners will be able to pool existing area based funding streams together and target resources where they are needed most. There is a strong emphasis on LAAs on working with partners including the voluntary and community sector and on developing a strong neighbourhood element to any local programme. This is reflected in the mandatory targets set by Central Government around formal and informal volunteering. Locally this has been welcomed and specific targets, particularly in the wards with over 50% SOAs in the 20% most deprived wards.

As part of the national Compact agenda, the Volunteering Code of Practice was introduced under the National Compact Agreement in 2001. It is one of five areas being developed and implemented. The other codes cover community groups, consultation and policy appraisal, funding and volunteering. The Volunteering code is aimed at improving the relationship between government/local government and the voluntary and community sector as it affects volunteering.

Locally the Council and other statutory bodies are signed up to the Compact and supports the principles of the Compact.

ChangeUp is a government initiative to develop voluntary and community sector infrastructure. It is a ten-year programme rolled out at national,
regional, sub-regional and local levels. ChangeUp has a number of key elements that include:

- A Local Infrastructure Development Plan (LIDP) for each London borough and sub-region, developing a ten-year vision and proposals for infrastructure development for the VCS.
- A regional plan (London Infrastructure Development Plan) based on the local and sub-regional plans.
- Provision of approximately £6.2m of public investment in London infrastructure and capacity-building to support frontline voluntary and community organisations (VCOs).
- Development of six national Hubs of excellence to support this work. One of which is the Volunteering Hub and addresses recruiting and developing volunteers. These Hubs are currently under review by Capacity Builders, who have taken over the governance of ChangeUp from Government Office for London.

ChangeUp is intended to link with community-focused strategies and policies, and over the longer term (subject to sourcing funding) the capacity-building initiatives can help deliver these strategies.

Regional Context

Regional infrastructure organisations which promote and develop volunteering across Greater London are in the process of developing links and looking at partnership working. The London Volunteering Group, serviced by the London Mayor’s office, was established in 2005 and seeks to increase volunteering at a regional level through partnership working amongst its current membership, including the Mayor’s stakeholder and policy development teams.

Key members include:
- Sport England – volunteers run local clubs and activities
- Student Volunteering – representing further and higher education
- TimeBank – the London-based marketing and campaigning charity for the volunteering sector
- Do-it – the London-based national volunteering database linking volunteers with opportunities through Volunteer Centres and large volunteering organisations.
- Greater London Volunteering (GLV) – the regional coordinating voice and umbrella body for Volunteer Centres and volunteer development agencies in London
- Business in the Community (BITC) – linking the private sector with the volunteering sector.

Regionally this has an impact, and there is a 2012 Olympic and Paralympic Games Volunteering Strategy being developed. It is widely accepted that London won the bid to host the Games in 2012 on the strength of its volunteering programme and objective to leave a lasting legacy for the voluntary and community sector. The draft strategy will be available to the public late 2006 and pilot programmes to give disadvantaged groups opportunities to prepare for applying to be a volunteer at the Games will start in 2007. The benefits of these programmes will have a lasting impact on the
local community and individuals, and will increase life choices for thousands of people, perhaps hundreds of thousands of people.

Infrastructure, front-line volunteer-involving organisations (VIOs) and volunteers will need to be supported to take on the diverse roles on offer in 2012, and plans will need to be developed to significantly increase the capacity of the sector to engage a large increase in volunteers and bring them back into community participation initiatives pre- and post-Games.

The importance of volunteers for 2012 was reiterated in the recently launched *Strategy for Building a World Class Third Sector in the London Thames Gateway*. 
Key Findings

The results of research and consultation provide clear actions and priorities for activities over the next five years. The following is a summary of the expressed needs of volunteers and volunteer involving organisations.

Engaging Volunteers

- Clearer understanding of breadth and flexibility of volunteering
- More information on opportunities
- Central volunteering point
- Multiple access points to information
- Promotion of the mutual benefits of volunteering
- Relevance to different target groups (by geography, ability and ethnicity)
- Encouraging sports volunteers to identify with the general volunteering population and linking to training and information to develop their club or activities
- Accreditation available through volunteering, recognised by employers and authorities
- Celebration and non-financial rewards demonstrating the value of volunteers in the borough
- Particular emphasis on changing the perception towards older people, homeless people, disabled people and people with mental health issues as volunteers as well as being the recipients of volunteer help
- More support to volunteer for people with caring responsibilities, through flexible volunteering opportunities
- More support through good practice workers and resources to organisations who want to engage with disabled people
- More support for people with low confidence or lack of formal qualifications/experience to access volunteering and participate in society, through the provision of outreach work in the community
- The provision of a volunteer forum as a source of support and information-sharing, and developing a source of collaborative volunteering at borough-wide events.

Supporting volunteer-involving organisations

- One-to-one and small group support to recruit, coordinate and plan for volunteers
- Identified funding to coordinate networks and support partnership working across the borough
- Research and development of a low-cost, self-financing central CRB agency which also offers reference checks to small groups without Volunteer Coordinators
- A policy within the borough to consider funding and contracts which allow planning within the Voluntary and Community Sector beyond one year
- Developing and expanding existing networks and forums to encourage joint working and new projects
- A campaign to raise the profile of professionalism within context of funding and sustainability in the Voluntary and Community Sector
- Training and support networks for Volunteer Coordinators and Managers to develop creative and appealing volunteer programmes, encourage strategic partnerships and share information from a national and regional perspective
- Develop strategic links to national and regional volunteering programmes run by larger volunteer-involving organisations (e.g. Community Service Volunteers, St John’s Ambulance, Crisis, Breast Cancer Care)
- Create stronger links into sports and physical activities organisations through existing networks, bridging the gap between the sports and physical activities network and the voluntary and community sector network
- Support to develop volunteering programmes for homeless people and asylum-seekers, helping the move from transient and excluded to connected and contributing in the community.

**Next Steps**
The strategy recommends actions based on the key findings from research and consultation. These actions or objectives have been linked to recommendations from other local and strategic plans, and have been considered and prioritised by participants to determine activities and lead organisations to deliver the objectives.

**Measuring and evaluating the Strategy**
The strategy will inform decision making around the development of volunteering in Lewisham for the next five years. Its success will be measured largely by any increase in the number of volunteers in the borough, and improvement in support for volunteering and community participation. Increases in the number of volunteers can be measured through the Residents Survey, Quality of Life Survey and through a rolling programme of consultation in the Neighbourhood Management areas.

The Volunteer Strategy Steering Group will continue to meet to review the strategy and its implementation on a quarterly basis. The Group will review membership and terms of reference to ensure the progression of objectives arising from the Strategy, towards achieving the vision over the next 5 years.

“Volunteers bring diverse skills, knowledge and manpower, all of which enables us to deliver our services in a professional and creative way. Their cultural diversity and backgrounds helps us to keep the organisations services relevant and accessible to the community.”
## Objectives and Action Plan

### Objective 1
**To Increase volunteering through appropriate matching of volunteers and opportunities**

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Outputs</th>
<th>Timescale</th>
<th>Key partners</th>
<th>Links to other actions &amp; strategies</th>
</tr>
</thead>
</table>
| Provision of regular outreach volunteering services in familiar, accessible settings to target groups. | • Development of Volunteering Champions.  
• Targeted outreach in different communities and locations to look at how volunteering can benefit them/their environment.  
• Provision of volunteering Information at public buildings, community events and centres. | Jan –April 07  
Ongoing but needs further development | Faith in Lewisham Network  
Lewisham TimeBank  
Neighbourhood Management Teams  
PCT/Health First  
Tenants and Residents Associations  
Town Centre Managers  
Voluntary Action Lewisham  
Volunteer Centre Lewisham  
SLAM  
LBL – Community Sector Unit | LAA  
Lewisham Community Strategy  
NRF Priority Areas  
LIDP  
Youth Volunteering Strategy  
Volunteering England |

| Increase the number of volunteers with specific needs including disabled people, people with mental health issues, learning difficulties, ex offenders, long-term unemployed, etc. | • Offer 1:1 support to individuals with specific needs.  
• Expansion and sharing of good practice to work with organisations to support volunteers with specific needs  
• Collating information on where people can go to get advice on ways of working with volunteers with specific needs. | Ongoing but with further development through LAA funding April 07 – March 08 | Age Concern  
CAB  
Lewisham Time Bank  
PCT/Health First  
University Hospital Lewisham  
Volunteer Centre Lewisham  
Youth AID  
Lewisham Youth & Adventure Play Service  
Capital Volunteering  
Metropolitan Police Service | LAA  
Lewisham Community Strategy  
NRF Priority Areas  
LIDP |
| Enable more people with caring responsibilities to access volunteer opportunities | • To identify and develop different ways of volunteering for people with caring responsibilities e.g. remote volunteering  
• Development of volunteering programmes | Further development dependant on funding | Carers Lewisham Volunteer Centre Lewisham | LAA  
Lewisham Community Strategy  
NRF Priority Areas  
LIDP |
|---|---|---|---|---|
| Increase the number of people involved in formal volunteering in wards with low participation rates – with a particular focus on the most deprived wards (Bellingham, Downham, New Cross & Pepys) | • Identify and publicise positive images of volunteer role models.  
• Promote the role of Police Special Constables and Metropolitan Volunteer Programme as a means of improving community safety  
• Promote the PCT role of ‘Health Trainer’ as a means of improving health in the community | June 07  
Ongoing  
Ongoing | Volunteer Centre Lewisham Neighbourhood Management Primary Care Trust Metropolitan Police Service | Health  
LAA |
| Increase the registered number of people volunteering in sport and active recreation for at least one hour each week | • Develop more volunteering opportunities in sports  
• Develop database of opportunities | Ongoing | Volunteer Strategy Steering Group  
E. London Sports Partnership Lewisham Physical Activities Partnership  
Sport England Lewisham Sport & Leisure Service | LAA  
Lewisham Community Strategy  
NRF Priority Areas  
Sports England |
| Develop employee volunteering schemes across the public and private sectors | • Develop of pilot employee volunteering programme in Lewisham Council  
• Opportunity made available to all council employees  
• Learning shared with other employers  
• Link employees with specific skills to voluntary organisation needs. | Jan 07  
June 07  
June 07  
Ongoing | Lewisham Council Voluntary Care Centre Volunteer Centre Lewisham | LAA  
Lewisham Community Strategy  
NRF Priority Areas  
LIDP |
## Objective 2:
To increase awareness of the benefits and value of volunteering & community to both individuals & organisation

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Output</th>
<th>Timescale</th>
<th>Key partners</th>
<th>Links to LAA &amp; other strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>An annual ‘Taster’ event to encourage participation in volunteer and community roles</td>
<td>Open Day promoted and coordinated to give people the opportunity to explore volunteer roles and activities</td>
<td>Oct 07</td>
<td>Lewisham Council Local Strategic Partnership Volunteer Centre Lewisham Volunteering Strategy Steering Group SLAM</td>
<td>LAA Lewisham Community Strategy NRF Priority Areas LIDP Youth Volunteering Strategy</td>
</tr>
<tr>
<td>Potential volunteers made aware of the commitment and value of volunteering</td>
<td>Induction and information sessions for potential volunteers</td>
<td>Feb/March 07</td>
<td>Volunteer Centre Lewisham All volunteer involving organisations</td>
<td></td>
</tr>
<tr>
<td>Change the public perception of the profile of people who volunteer</td>
<td>• Marketing campaign borough-wide to demonstrate the variety and breadth of opportunities and volunteer profiles. • Identify and promote individuals as champions</td>
<td>Jan 07, June 07 and ongoing</td>
<td>Community Development Strategy Group Lewisham Council Lewisham Time Bank Volunteer Centre Lewisham Volunteering Strategy Steering Group Capital Volunteering</td>
<td>LAA Lewisham Community Strategy NRF Priority Areas LIDP Youth Volunteering Strategy</td>
</tr>
<tr>
<td>Change the perception of volunteering opportunities</td>
<td>Marketing campaign borough-wide to demonstrate the variety and breadth of opportunities and volunteer profiles</td>
<td>Jan 07, June 07 and ongoing</td>
<td>VCL SLAM Lewisham Council</td>
<td></td>
</tr>
</tbody>
</table>
| Mutual benefit of volunteering clarified to the public. Understanding different motivations. | • Marketing campaign borough-wide which explains it’s ok for the volunteer to benefit from volunteering to want something out of volunteering.  
• Promote health benefits of volunteering as part of the PCT ‘Expert Patient Programme’. | Jan 07, June 07 and ongoing | Community Development Strategy Group  
Lewisham Council  
Lewisham Time Bank  
Volunteer Centre Lewisham  
Volunteering Strategy Steering Group  
Primary Care Trust | LAA  
Lewisham Community Strategy  
NRF Priority Areas  
LIDP  
Youth Volunteering Strategy |
| Accessible information on volunteering made available. | Maintain and expand electronic brokerage services, with electronic and paper signposting service to opportunities. Information on volunteering provided in multi-media outlets. | Ongoing but needs further development | Voluntary Action Lewisham  
Volunteer Centre Lewisham (do-it, ICT Hub) | LAA  
Lewisham Community Strategy  
NRF Priority Areas  
LIDP  
Youth Volunteering Strategy |
| Celebrate and recognise the achievements of volunteers, and formally thank them. | • Work with organisations to hold events during Volunteers’ Week.  
• Hold an annual borough-wide celebration event with Volunteer of the Year | Ongoing | Lewisham Council  
Lewisham Volunteer Strategy Steering Group  
Volunteer Centre Lewisham  
All volunteer involving organisations | Lewisham Community Strategy  
Youth Volunteering Strategy |
**Objective 3:**
To ensure that Lewisham’s diverse communities participate with and are reflected in community engagement and volunteering opportunities.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Output</th>
<th>Timescale</th>
<th>Key partners</th>
<th>Links to LAA &amp; other strategies</th>
</tr>
</thead>
</table>
| Increase the number of volunteers from black and minority ethnic communities | • To identify the patterns of volunteering within different communities.  
• Develop projects based on learning  
• Identify and publicise positive images of volunteer role models. | April 07 | Faith in Lewisham Network Lewisham Time Bank Neighbourhood Management Teams PCT/Health First Tenants and Residents Associations Town Centre Managers Voluntary Action Lewisham Volunteer Centre Lewisham Capital Volunteering | LAA Lewisham Community Strategy NRF Priority Areas LIDP |
| Increase the number of older volunteers. | • Programme of matching older people as mentors to young people, young entrepreneurs.  
• Promotion of teaching and counselling opportunities to older people. ‘Share some grey matter.’ | April 07 | Age Concern Seniors Mentoring and Befriending Foundation Volunteer Centre Lewisham | LAA Lewisham Community Strategy NRF Priority Areas LIDP |
| Increase the number of volunteers with mental health needs | • Work with volunteer involving organisations to offer placements to people with mental health needs  
• Develop roles within the mental health service for people with support needs | Ongoing | Capital Volunteering South London & Maudesley NHS Trust Lewisham Volunteer Centre | | |
<table>
<thead>
<tr>
<th>Increase the number of young people from 14 volunteering</th>
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<tbody>
<tr>
<td>- Link schools and infrastructure to develop an Introduction to Volunteering programme for young people.</td>
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<tr>
<td>- Promote Metropolitan Police Volunteer Cadets scheme as a valuable form of volunteering for 14-21 year olds</td>
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**Objective 4:**
To create an environment that encourages greater participation in community and civic life

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<tr>
<th>Outcome</th>
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<th>Timescale</th>
<th>Key partners</th>
<th>Links to LAA &amp; other strategies</th>
</tr>
</thead>
</table>
| Increase the number of people involved in informal volunteering in their neighbourhoods – with a particular focus on the most deprived wards (Bellingham, Downham, New Cross & Pepys) | - Support to neighbourhoods wishing to adopt a Timebank model.  
- Work with neighbourhood level organisations to develop one off environmental volunteer opportunities.  
- Develop volunteering opportunities for 'harder to reach' young people  
- Work with Lewisham Environmental Services to promote one off activities e.g. graffiti cleaning, estate clean ups  
- Promote informal volunteering as a meaningful activity as part of recovery to people with mental health needs | April 07  | Lewisham Timebank Network  
London Borough of Lewisham – Environmental Services  
Neighbourhood Management  
Lewisham Youth & Adventure Play Service | LAA                                             |
| Increase the number of people involved in informal volunteering within non-geographically based communities or communities of interest | - Provide support to communities of interest to identify and meet needs and aspirations of members with regard to volunteering.  
- Strengthen links between communities of interest and the wider voluntary and community sector  
- Identify and promote volunteering roles appropriate to communities of interest eg PCT ‘Health Trainers’ | April 07  | London Borough of Lewisham – Community Sector Unit  
Faith in Lewisham Network  
Lewisham Refugee Network  
Primary Care Trust                                                     |
<table>
<thead>
<tr>
<th>Ensure service providers are more responsive to neighbourhood needs by improving linkage and communication with 'neighbourhood panels'.</th>
<th>Ongoing</th>
<th>Neighbourhood Management London Borough of Lewisham – Community &amp; Neighbourhood Development</th>
<th>LAA</th>
</tr>
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<tbody>
<tr>
<td>- Work with service providers to identify appropriate response to neighbourhood demands.</td>
<td>Ongoing</td>
<td>Neighbourhood Management London Borough of Lewisham – Community &amp; Neighbourhood Development</td>
<td>LAA</td>
</tr>
<tr>
<td>- Improve communication between neighbourhood level and service providers</td>
<td>Ongoing</td>
<td>Neighbourhood Management London Borough of Lewisham – Community &amp; Neighbourhood Development</td>
<td>LAA</td>
</tr>
<tr>
<td>Increase the percentage of residents who feel they can influence decisions affecting their local area.</td>
<td>Ongoing</td>
<td>Metropolitan Police Service London Borough of Lewisham Neighbourhood Management Tenants &amp; Residents Associations Community Action Groups Lewisham Youth &amp; Adventure Play Service</td>
<td>LAA</td>
</tr>
<tr>
<td>- Promote the role Police Safer Neighbourhood Panels and of Neighbourhood Management panels in wards where they exist.</td>
<td>Ongoing</td>
<td>Metropolitan Police Service London Borough of Lewisham Neighbourhood Management Tenants &amp; Residents Associations Community Action Groups Lewisham Youth &amp; Adventure Play Service</td>
<td>LAA</td>
</tr>
<tr>
<td>- Develop and promote new neighbourhood based structures to empower people to identify and tackle problems in their own community and to influence statutory service delivery accordingly.</td>
<td>Ongoing</td>
<td>Metropolitan Police Service London Borough of Lewisham Neighbourhood Management Tenants &amp; Residents Associations Community Action Groups Lewisham Youth &amp; Adventure Play Service</td>
<td>LAA</td>
</tr>
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<td>- To give young people a stronger voice in decision making across the Lewisham Youth &amp; Adventure Play Service by developing the model of Young Commissioners [Jan 07]</td>
<td>Ongoing</td>
<td>Metropolitan Police Service London Borough of Lewisham Neighbourhood Management Tenants &amp; Residents Associations Community Action Groups Lewisham Youth &amp; Adventure Play Service</td>
<td>LAA</td>
</tr>
<tr>
<td>- Enable young people to have a stronger voice in their neighbourhoods by creating volunteer opportunities in the new area forums and link these to the Young Mayor’s Advisory Group</td>
<td>Ongoing</td>
<td>Metropolitan Police Service London Borough of Lewisham Neighbourhood Management Tenants &amp; Residents Associations Community Action Groups Lewisham Youth &amp; Adventure Play Service</td>
<td>LAA</td>
</tr>
<tr>
<td>- Promote the role of volunteers in influencing design and delivery of health services through PCT User &amp; Carer Involvement Volunteers</td>
<td>Ongoing</td>
<td>Metropolitan Police Service London Borough of Lewisham Neighbourhood Management Tenants &amp; Residents Associations Community Action Groups Lewisham Youth &amp; Adventure Play Service</td>
<td>LAA</td>
</tr>
</tbody>
</table>
| Develop and promote volunteering opportunities that enhance public sector services. | • Use the London Borough of Lewisham website to provide a central point of reference for council led volunteering opportunities  
• Promote police volunteering schemes | Jan 07 | London Borough of Lewisham Volunteer Centre Lewisham Metropolitan Police Service |
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<tr>
<td>Develop employee volunteering as a means of encouraging increased engagement in local community</td>
<td>Pilot the development of a model with Lewisham Council</td>
<td>June 07</td>
<td>London Borough of Lewisham Volunteer Centre Lewisham Chamber of Commerce</td>
</tr>
</tbody>
</table>
**Objective 5: To build capacity and infrastructure to ensure good volunteering practise, networking and collaboration**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Output</th>
<th>Timescale</th>
<th>Delivery partners</th>
<th>Links to LAA &amp; other strategies</th>
</tr>
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<tbody>
<tr>
<td>Create flexible opportunities (time, location) for all.</td>
<td>• Work with volunteer involving organisations to develop creative volunteer programmes which include opportunities available ‘offsite’ and ‘out of hours’. • Plan to develop volunteering opportunities to enhance public sector services, neighbourhood participation and encourage local employee volunteering programmes.</td>
<td>Ongoing with continuous development June 07</td>
<td>Volunteer Centre Lewisham Volunteer Strategy Steering Group Metropolitan Police Service PCT</td>
<td>LAA Lewisham Community Strategy NRF Priority Areas LIDP Youth Volunteering Strategy</td>
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<tr>
<td>Develop partnership working where appropriate between public, voluntary and private sector, and in particular with community and faith groups.</td>
<td>• Hold shared training sessions where possible e.g. Rights of Volunteers; volunteer Management; • Hold networking events that involves all sectors</td>
<td>Feb/March Ongoing but with new development</td>
<td>Volunteer Centre Lewisham Capital Volunteering South London &amp; Maudesley NHS Trust</td>
<td></td>
</tr>
</tbody>
</table>
| Provide support to develop new and existing volunteering roles/opportunities | • Expansion of good practice within organisations.  
• Encourage organisational mentoring or 'buddying' to match organisations with experience of developing volunteer programmes with those who do not | 20 organisations to have achieved or be working towards Investor in Volunteers status by March 08 | Faith in Lewisham Network Lewisham Strategy Steering Group Lewisham Time Bank Neighbourhood Management Team Physical Activities Partnership Volunteer Centre Lewisham LBL – Community Sector Unit | LAA Lewisham Community Strategy LIDP |
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<tbody>
<tr>
<td>Identify the long-term impact on the individual and the community through volunteering.</td>
<td>Follow-up to volunteer enquires which monitor and evaluate placement of volunteers, length of volunteering commitment and pathways to further learning, active citizenship and employment</td>
<td>Ongoing</td>
<td>Volunteer Centre Lewisham</td>
<td>LAA Lewisham Community Strategy NRF Priority Areas LIDP</td>
</tr>
</tbody>
</table>
| Link volunteering roles to careers and training courses | • Increase links with vocational guidance services to ensure that volunteering is embedded within the list of options for job seekers.  
• Identify clearer pathways to training and employment for volunteers in Lewisham Youth & Adventure Play Service  
• Ensure that volunteering is offered as one of a range of vocational activities to people with mental health needs.  
• Promote Metropolitan Police volunteer schemes as a potential pathway to careers within the police service | Ongoing  
June 07  
Ongoing | Lewisham College, schools Job Centre Plus Volunteer Centre Lewisham SLAM Metropolitan Police Service Lewisham Youth & Adventure Play Service | LAA Lewisham Community Strategy NRF Priority Areas LIDP Youth Volunteering Strategy |
<table>
<thead>
<tr>
<th>Link Sports volunteering opportunities into listed roles at VCL</th>
<th>Map sports and physical activities groups and events to explain how the volunteering sector can support groups through volunteer programme development and brokerage.</th>
<th>Lewisham Council Physical Activities Partnership Volunteer Centre Lewisham</th>
<th>LAA Lewisham Community Strategy LIDP Youth Volunteering Strategy</th>
</tr>
</thead>
</table>
| Employee volunteering model developed for use by local business | • Pilot the development of a model with Lewisham Council  
• Further develop The ‘Professionals’ scheme at VCL, identifying particular skills to match within organisations  
• Develop more one off activities within communities for organisations to get involved with | Jan 07 Ongoing April 07 | Lewisham Council Voluntary Care Centre Volunteer Centre Lewisham | LAA Lewisham Community Strategy NRF Priority Areas LIDP |
| Groups supported to develop and improve volunteer programmes or roles using best practice | • Redistribute VCL toolkit of basic volunteer policies and forms through outreach support workers  
• Develop an Investing in Volunteers Award for organisations  
• Create a handbook on volunteering for use within Lewisham Youth & Adventure Play Service  
• Produce clear policy and guidelines on volunteering in physical activity, sport and leisure. | March 07 April 07 May 07 | Volunteer Centre Lewisham Lewisham Youth & Adventure Play Service Lewisham Sport & Leisure Service | LAA Lewisham Community Strategy LIDP |
| Develop a support system for volunteers to get advice and guidance | • Develop information section to VCL Website to offer advice.  
• Email link to VCL for questions  
• Develop the infrastructure of organisations to properly support volunteers.  
• Link to Investing in Volunteers | Dec 06 Dec 06 April 07 | Lewisham Strategy Steering Group Neighbourhood Management Teams Volunteer Centre Lewisham | LAA Lewisham Community Strategy LIDP |
| Develop accreditation or ‘record of achievement’ system for volunteers | • Work with LSC, schools, colleges and FE to develop accreditation for volunteering experience  
• Support organisations to develop appropriate support and recognition systems  
• Link volunteers in Lewisham Youth & Adventure Play Service to *Millennium Volunteers* and recorded outcomes and accreditation system | April 07  
April 07  
April 07 | Lewisham College/schools  
Local Skills Council  
Skills Active  
Voluntary Action Lewisham  
Volunteer Centre Lewisham  
Lewisham Youth & Adventure Play Service | Lewisham Community Strategy  
NRF Priority Areas  
LIDP  
Youth Volunteering Strategy |
|———|———|———|———|———|
| Recognise informal volunteering and seek methods to support without formalising | Outreach to community leaders and Time Bank brokers to access training and support | April 07 | Lewisham TimeBank Network  
Neighbourhood Management Teams  
Voluntary Action Lewisham  
Volunteer Centre Lewisham | LAA  
Lewisham Community Strategy  
LIDP |
| Develop and expand the Volunteer Coordinators Forum | Link with other CVS forums i.e. Community Development Workers, Community Health and Social Care Forum. | Feb 07 | Volunteer Centre Lewisham  
Community Health and Social Care Forum  
Local Strategic Partnership | LAA  
Lewisham Community LIDP |
Appendix 1

Survey Findings

Results of the Volunteer Survey
184 people responded to the questionnaire
• 59% of whom were female
• 49% told us they had a physical disability or long-term limiting illness
• 17% have learning difficulties
• 7% indicated their sexual orientation to be other than heterosexual

Respondents included a cross-section of ages and employment status, with the highest number of respondents 16-18 year olds (17%) and students (39%).

The ethnic mix of respondents was also good, with the highest numbers being White British (27%) and Black African (26%). Almost 30% of respondents stated that English was not their first language.

Christianity was the most prominent faith (57%), followed by no religion (25%).

Key findings about volunteering:
• 42% of respondents identified themselves as volunteers
• Over 30% of respondents understand that volunteers also include councillors and community representatives, and faith group helpers
• The greatest barrier to volunteering by far is time (44%)
• Only 3% of respondents had no interest in volunteering
• 42% of respondents who do not currently volunteer want more advice and information on what they could do
• 47% of volunteers do so at least once a week
• Over 25% of volunteers are active once a year, “where necessary” or every so often for different groups, which can be assumed to be activity-based volunteering e.g. sponsored walks, local events
• Volunteers are engaged in a variety of roles, and not restricted to administration or fundraising
• About 50% of volunteers agree that volunteering is:
  • enjoyable
  • a source of new friends
  • a way of learning new skills
and 45% of respondents have become further engaged in volunteering

- Almost 40% believe that volunteering has helped them find paid work or led into further learning.

**Results of the Volunteer-involving Survey**

There was a relatively low participation rate to the questionnaire aimed at volunteer-involving groups and organisations, with a return rate of 17 completed questionnaires. Although there is a good spread of cross-sector responses the results must therefore be taken in context with this information.

**Key findings about volunteering:**

- 50% of respondents' target groups are children
- 44% of respondents deliver services around education and literacy
- 44% deliver services for older people
- 31% deliver services around disability
- No activity amongst respondents:
  - Animals
  - Heritage
  - Legal Aid and Justice
- Volunteers make up 63% of the responding organisations' workforce
- 69% of respondents agreed “we wouldn’t exist without our volunteers”
- 85% agreed “volunteers help us deliver more services”
- 79% of volunteers were recruited through word of mouth
- 43% come from the Volunteer Centre
- 93% of respondents provide training, support and supervision for volunteers Although accredited training is only provided by 2 groups
- Not all organisations offer travel and/or meal expenses (only 9/17)
- None of the VCOs responding are able to offer childcare provision
- 29% of respondents receive funding to engage, support and/or train volunteers.
Appendix 2

Background documents

The following documents are available on request

- Details of consultation undertaken
- Survey results
- List of organisations participating in consultation

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