

Progress against Volunteer Review recommendations

1. Reframe volunteering within SDNPA

- 1.1. Bring together a working group: Complete
- 1.2. Agree a SDNPA wide 'statement of intent' for volunteering: Complete
- 1.3. Agree a plan for communicating this across the SDNPA teams, Members and Partnership: Complete
- 1.4. Renew the Volunteering Strategy: There has been a move away from individual thematic strategies, but the new volunteering model and programme of activities will be integrated into the SDNPA Corporate Plan and PMP as these documents are reviewed. The Volunteer Policy will be updated at the end of this financial year once the change process is complete.

2. Move to a more flexible, integrated model

- 2.1. Create an equitable offer - remove artificial group barriers and create one flexible volunteering programme: Work to achieve this is underway and will be complete once the functionality is in place to support volunteer self-service on Better Impact. Improvements to processes and data management underpin this. We have updated the Personal Risk assessment processes and revised volunteer training processes including uploading to Better Impact for improved data management and tracking. In addition, we have included specific access questions for refugees/asylum seekers, those receiving benefits and those with additional needs on the website in the additional pre application information.
- 2.2. Improve efficiency - streamline administration by using more functionality on Better Impact e.g. volunteers self-booking onto tasks: Move to improved functionality of Better Impact in progress. A small focus group of volunteer managers has been created to ensure common language and reporting priorities are incorporated into the system. We are working towards a staged transition to self-serve options over winter/spring 24/25.
- 2.3. Create focus - establish new criteria for selecting tasks for volunteers in line with the Corporate Priorities: Complete
- 2.4. Develop new opportunities - develop and test new roles: New roles created include SSCP public engagement, River Guardian project roles, Barn owl monitoring and hedge monitoring
- 2.5. Ensure a best-practice programme - deliver improvements by using the Investors in Volunteering Quality Standard: We plan to use the Investors in Volunteering standards to monitor and evaluate the ongoing effectiveness of this change programme beginning in autumn 2025

3. Resource a transition period

- 3.1. Dedicated volunteer expertise needed for change process: Volunteer Coordinator appointed in February 2024 and is leading the change implementation process. The Volunteer Coordinator works with the Volunteer Support Officer
- 3.2. Short term capacity (9-12 months) to design and implement new systems: With the appointment of the Volunteer Support Officer and Volunteer Coordinator this additional resource was not required.
- 3.3. Additional training for staff who have not managed volunteers before: Complete
- 3.4. Additional training for volunteers engaging in new roles: Each new role profile identifies role specific training requirements. Volunteer training for these new roles is undertaken as each new role comes on line.
- 3.5. Review of the Volunteer Ranger Service (VRS) Committee role and relationship to SDNPA: Complete. VRS voted unanimously at 2023 AGM to dissolve the VVRS and we have moved to a direct volunteer management model with South Downs National Park Volunteers.
- 3.6. Establish a new Volunteer Panel: Complete

