

**Carers
Leeds**

Vision for Volunteering 2023-2026



**Scan to see our
latest volunteer
opportunities**



About

Carers Leeds

3 in 5 of us will provide unpaid care at some point in our lives.

Carers Leeds believes all care counts.

What is an unpaid carer?

An unpaid carer is someone who provides help and support to a family member, friend or neighbour who couldn't manage without their help. This could be due to illness, disability, mental health problems or substance misuse.

Established in 1996, Carers Leeds is a charity that provides information, advice and support to unpaid adult and parent carers across our city.

This includes our Advice Line, carers support groups, one to one support and support in hospitals. Some of our services are universal – open to all carers – and some are targeted at specific groups of carers. Our services are provided to communities throughout Leeds.

We work in partnership with others to deliver our service and to influence them to act to benefit unpaid carers. This involves those working in health and social care and employers.

Foreword

Claire Turner, Carers Leeds
Chief Executive



In April 2022, Carers Leeds launched a three-year strategy which set the direction for the organisation and all our staff, trustees and volunteers. We also developed a set of values and behaviours which underpin everything we do.

Our Vision for Volunteering Strategy aligns to both our organisational strategy and our values and behaviours. It provides a clear framework for our approach to volunteering and sets out our key priorities for the next 3 years.

We already provide high quality volunteering opportunities at Carers Leeds, which are embedded across the organisation and are well managed, supported and valued.

Our Vision for Volunteering sets out an even more ambitious approach for the coming years. I look forward to seeing the vision being put into practice!

Foreword

Volunteer Management Working Group

We began work on creating our first-ever volunteering strategy in 2022 after recognising how much both the world and our organisation had changed.

Additionally, we were inspired by the national [Vision for Volunteering](#) movement that aims to create a diverse, innovative ambitious, equitable and person-centred future for volunteering.

It has taken many months to come up with a Vision. This is because we wanted to consult with staff and volunteers and achieve our [Investing in Volunteers](#) re-accreditation.

Prior to developing our final Vision, we also invited Andrina Dawson, Coordinator for Volunteering at Voluntary Action Leeds, to consult with our team of staff and volunteers on the development of the [Leeds Volunteering Strategy](#).

We also looked at the results of the NCVO [Time Well Spent 2023](#) national survey on the volunteer experience, which has a lot of information on volunteer participation, satisfaction, and diversity.

It gives us great pleasure to publish our three-year strategic plan for realising our Vision for Volunteering! Furthermore, to help us implement the strategy we are looking forward to collaborating with volunteers, trustees, staff and other key stakeholders.

Our Vision and Goals

Vision

That all volunteers at Carers Leeds have fulfilling volunteer experiences that benefit our organisation, the carers we support, and the wider Leeds community.

01

Inclusion

We value difference and take action to reduce exclusion

02

Empowerment

We support, trust and empower volunteers to make a difference

03

Excellence

We continually improve through listening, learning, innovation and experimentation

04

One Team

We work together to benefit carers

05

Appreciation

We value, recognise and support volunteers we work with

Goal 1 – Inclusion

We value difference and take action to reduce exclusion

- By reducing barriers to volunteering and our application process wherever possible, we become a volunteer team that reflects the city we live in
- Ensure that current roles and new volunteering opportunities are as flexible and accessible as possible to appeal to a diverse range of volunteers
- Work collaboratively with organisations and community groups to attract people from different backgrounds and under-represented groups
- Continue to ensure that all new volunteers receive mandatory Equality, Diversity and Inclusion training
- Invite and support volunteers to participate in our organisation's Equality, Diversity and Inclusion Learning and Education Programme

Carers Leeds at Leeds Pride Parade 2023

Staff, volunteers, carers, family and partners



Goal 2 – Empowerment

We support, trust and empower volunteers to make a difference

- Create opportunities for volunteers to be involved in decision-making and developing new approaches to volunteering
- Develop more volunteer leadership roles and equip leaders with the skills and knowledge they need to succeed
- Offer more learning and development opportunities for all volunteers including those looking to use volunteering to gain employment
- Support volunteers to work together to discuss different ideas, hear various viewpoints and develop best practice
- Empower volunteers to contribute their unique gifts and skills that will benefit carers and the work of the organisation

Volunteer consultation feedback

"Give volunteers more opportunities to be represented in different spaces."

"Include volunteers in decision making."

"Ask what other ways volunteers can contribute to our organisation."

"Invite volunteers to Knowledge and Skills sessions".

"Have the principle of hearing from volunteers and asking how we can include volunteers?"

Goal 3 – Excellence

We continually improve through listening, learning, innovation and experimentation

- Commit to regularly reviewing and evaluating our ways of working so that we may grow, improve, and measure our success
- Continue to support and train members of staff who have responsibility for supervising volunteers
- Re-accreditation of the Leeds Volunteering Kitemark and Investing in Volunteers Award
- Engage with, and learn from, other organisations and volunteer management networks
- Explore new ways of working with volunteers that will benefit carers and the work of the organisation



Carers Leeds

has been awarded
Investing in Volunteers
by the United Kingdom Volunteering
Forum (UKVF)

June 2023 – June 2026



Goal 4 - One Team

We work together to benefit carers

- Create new roles that are needed, valued, and beneficial to carers and Carers Leeds in collaboration with volunteers and staff
- Make opportunities for volunteers to meet with staff and other volunteers for training, support, and collaboration and to socialise
- Volunteers are recognised by all staff as a crucial part of the team and staff are empowered to have supportive relationships with volunteers
- Develop an internal communications strategy to strengthen the relationship between volunteers and staff

Annual Volunteers Picnic 2023

Staff, volunteers, family and friends



Goal 5 – Appreciation

We value, recognise and support volunteers we work with

- Report on the impact our volunteers have on the organisation, carers, and in the community, by sharing successes and achievements
- Create a fair policy for rewards and recognition that takes into account the goals volunteers have for their volunteer work
- Make sure our website, newsletter, social media and other communication channels highlight volunteer roles, stories and successes
- Provide volunteers with opportunities to reflect on and celebrate their contribution
- Create a wellbeing strategy to focus on the financial, physical and psychological wellbeing of our volunteers



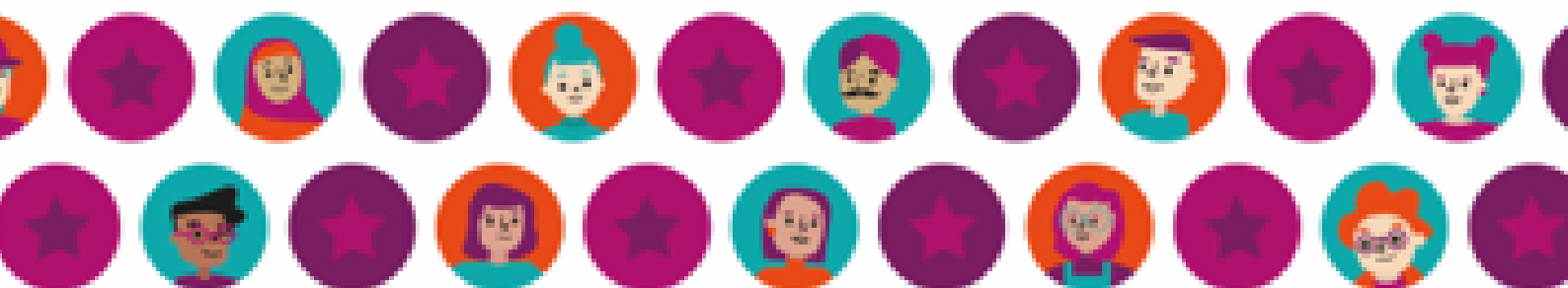
THANK YOU!

Volunteers

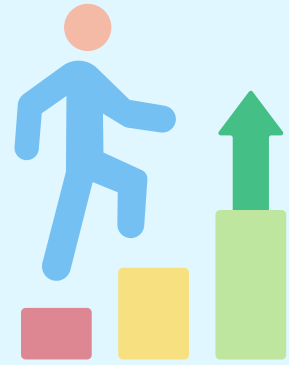
Your commitment and contribution as
a volunteer really makes a difference to

Carers Leeds

Presented on: Everyday From: Carers Leeds



What's Next



The Volunteer Management Working Group will oversee our volunteering strategy and the development of an action plan.

Collaborate



- We will be inviting volunteers, staff and other key stakeholders to help us develop our strategy action plan

Support



- We will support the local Leeds Volunteering Strategy and national Vision for Volunteering

Partnership



- We will work in partnership with other organisations to reach carers through our volunteering programme

Knowledge



- We will keep up to date with, and learn from, local and national volunteering research and strategies to be proactive and keep adapting to changes

Thank You

Thank you to everyone who participated in the Vision for Volunteering consultations and our Investing in Volunteers assessment process. Also, a huge thank you to all of our volunteers and staff who help make our volunteer programme a success.

Board of Trustees

Senior Management Team

Team Leaders

Volunteer Coordinators

Volunteer Supervisors



Volunteer Supporters

Staff Team

Volunteer Team

Volunteer Survey 2022

"More than just "satisfied" I am proud to volunteer for a great charity."

	100% Overall, I am satisfied as a volunteer at Carers Leeds	100% Carers Leeds cares about its volunteers	
83% I'm getting what I want from volunteering	100% I feel appreciated for the work that I do	94% My supervisor supports me in my volunteering	78% I enjoy the events organised for volunteers
89% My role description accurately reflects what I am asked to do	83% I receive information regarding my volunteer role	94% I have received the training I need to perform my volunteer role	100% I feel part of a team supporting the work of Carers Leeds
94% I feel safe when carrying out my volunteering duties	100% I enjoy reading the volunteers' newsletter	100% I intend to continue volunteering at Carers	



Carers Leeds

Working together to support carers

Carers Leeds

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Need advice?

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