



CIVIL SERVICE SPORTS COUNCIL VOLUNTEER COMMITTEE

Summary of key agenda items discussed at the Volunteer Committee Meeting held on 15 June 2023

The meeting consisted of two key discussion items – the review of the Volunteer Codes of Conduct and the creation of guidance for ‘volunteer to member’ direct communications. Regional representatives were given the opportunity to share thoughts and give feedback on questions sent out in advance.

1. Volunteer Codes of Conduct

The feedback received in advance from the local discussions held by the VC Regional reps was shared and discussed.

The key themes in the feedback, and also discussed at the meeting, were:

- Agreement that the three current Codes should be merged into one overarching Volunteer Code of Conduct.
- There may be a need for specific Codes for sports organisers.
- The updated Code of Conduct should reflect modern behaviours and expectations of members and volunteers (eg the use of social media).
- The revised Code of Conduct would be reviewed at the Volunteer Committee meeting in September.

2. Direct Volunteer to Member Communications

The feedback received in advance from the local discussions held by the VC Regional reps was shared and discussed.

The key themes in the feedback, and also discussed at the meeting, were:

- A formal Service Level Agreement was not considered appropriate for volunteers.
- It was accepted that the member experience can be both positively and negatively impacted by the members communication directly with volunteers.
- A set of guidelines and ‘best practice’ would be helpful for volunteers.
- It was also important to manage members expectations of volunteers’ time and to make it clearer when they are communicating directly with volunteers rather than Head Office paid staff.
- Draft guidelines would be reviewed at the Volunteer Committee meeting in September.

3. Local Product Offers

Head Office shared that the member insight and data on leavers has indicated there are not enough local offers in some Areas. A new product volunteer role has been created, with three recruited already, to support volunteers and VTL’s in developing the local offer.

4. Volunteer Census

The census formed a key part of the Volunteer Improvement Plan and it is important to understand the views and motivations of volunteers. The survey will be going out in September/October. The VC reps’ feedback on possible questions will be incorporated into the final census.

5. Hot topics and Best Practice.

This session is an opportunity for Regional Representatives to voice feedback and concerns that have been raised throughout their Areas and Regions. This meeting primarily focussed on volunteer inboxes, the sharing of new articles on the website and issues relating to Treasurers receiving payments. Head Office has taken the issues away to address.