

Volunteer Improvement Plan (Update)

The Volunteer Improvement Plan (VIP), launched in 2022, assessed the state of volunteering at CSSC and established a series of aims and objectives to drive continuous improvement and development over a five-year period. The plan focused on five key areas:

- Recruiting volunteers
- Training and development
- Involvement and communication
- Retention and progression
- Measuring the value and impact of volunteering

I am delighted to report that significant progress has been made, with many key milestones successfully achieved between 2023 and 2025. Notable highlights include:

- A substantial increase in volunteer numbers, with over 100 new volunteers recruited each year through a newly implemented recruitment process
- Introduction of new volunteer roles, including Office Champions and the V Team
- Launch of an online training platform featuring tailored modules for induction, chairing, events, and more
- Development of a new dashboard to report on and analyse volunteer roles and activity
- Implementation of an annual volunteer survey to capture feedback and drive improvement
- Launch of Long Service Awards recognising 5, 10, and 20+ years of volunteering
- Introduction of new National Volunteer Awards, including recognition for Newcomers
- Collaboration with external partners to provide additional volunteer opportunities
- Expansion of community-based volunteering events, such as beach cleans and tree planting, enabling members to volunteer locally and in the workplace

These achievements reflect a strong commitment to strengthening volunteering at CSSC and celebrating the invaluable contribution of our volunteers.

