



County Louth Volunteering Framework 2020-2022

Appendices

December 2020

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Appendix 1: Terms of Reference

Louth Volunteer Centre commissioned the development of this strategy. The Terms of Reference are outlined below.

To develop a new Volunteering Strategy for Louth 2020-22 which delivers on the following:

- Research and analysis of local, national and international policies, strategies and guidance documents in relation to volunteering and volunteerism
- Engagement and consultation with all relevant stakeholders to include:
 - Volunteer Involving Organisations
 - Volunteers
 - LVC board, staff, volunteers, and interns
 - Community groups and organisations, particularly those with fewer opportunities
 - The general public
 - Louth County Council, Louth Leader Partnership, Local Representatives, Statutory Agencies
- Production of a draft strategy document which complements Louth LECP and incorporates Mission, Values, Strategic goals, objectives, actions, KPIs & critical success factors.
- Production of a final Strategy, following feedback.

Appendix 2: Codesign Group Members

The members of the co-design group are listed below.

Name	Organisation
Mary Deery	Louth County Council
Grainne Berrill	Louth Volunteer Centre
Noirin Coghlan	Louth LEADER Partnership
Kayleigh Mulligan	Louth Volunteer Centre
Aderinola Ntemuse	SFAN
Grainne Carroll	Louth County Council PPN
Sarah Daly	Creative Spark
Derek Crilly	DkIT
Therese Hogg	Blu Zebra

Appendix 3: Attendees at Consultation Events

Attendees at Statutory Sector Consultation Event

Name	Role	Organisation
Triona Faapito	Sports Facilities and Programme Coordinator	Sports Partnership
Richard English	Sports Facilities and Programme Coordinator	Sports Partnership
Mary Deery	Community Section	Louth County Council
Katriona Campbell	Business Manager	HSE Health and Wellbeing
Mairead Murdock	Louth PPN	Louth County Council
Chris Connolly	Civil Defence Officer	Louth County Council
Mary McHugh	Louth County Library	
Ann Gallagher	Community Education Facilitator	LMETB
Barry Eaton	Community Section	Louth County Council
Grainne Berrill	Manager	Louth Volunteer Centre
Therese Hogg	Director	Blu Zebra
Kathy Walsh	Director	KW Research

Attendees at Public Meeting Ardee

Name	Organisation
Noeleen Turner	Resident
Josey Callan	Volunteer
Michael Hughes	Volunteer
Rafael J Melo	Volunteer
Christopher Amegah	Volunteer
Declan Leddy	Volunteer
Christian Mukuna	Volunteer
Grainne Berrill	Louth Volunteer Centre
Therese Hogg	Blu Zebra

Attendees at Public Meeting Dundalk

Name	Organisation
Peter Folikne	Volunteer
Ommar Hassan	Volunteer
Riyadh Muntasir	Volunteer
Grainne Berrill	Louth Volunteer Centre
Therese Hogg	Blu Zebra
Kathy Walsh	KW Research

Attendees at Public Meeting Drogheda

Name	Organisation
Carmel Munster	Alzheimer's Society Drogheda
William Mahony	Louth East Meath Family Carers
Fausat Rafiu	Hands 4 Unity
Martin Smith	OLOL

Name	Organisation
Jane Coyle	14 th Louth St Martin's Scout Group
Ann McVeigh	Drogheda Hospice Homecare
Ejira Stratton	Hands 4 Unity
Mihaela Balan	Drogheda Homeless Aid
Grainne Berrill	Louth Volunteer Centre
Therese Hogg	Blu Zebra
Kathy Walsh	KW Research

Focus Group with Volunteer Involving Organisations and Volunteers

Name	Organisation
Breffni Lynch	Irish Red Cross
Tate Harrison	Irish Red Cross
Kathryn Corrigan	St Vincent De Paul
Joan Griffin	Cara Support
Patricia McKenna	Cara Cancer Support
Reece Callaghan	Volunteer
Hattie Billingham	SOSAD
Niall Gray	SOSAD
Sorcha Boyle	MS Ireland Louth
Ronny Vanden Berg	MS Ireland Louth
Grainne Berrill	Louth Volunteer Centre
Therese Hogg	Blu Zebra
Kathy Walsh	KW Research

Focus Group with DKIT

Name	Organisation
Aileen Emery	Gary Kelly Cancer Support Centre
Eimear Quinlan	Gary Kelly Cancer Support Centre
Paulina Piatkowska	DkIT Volunteer Society
Alan Kieran	DkIT Volunteer Society
Chada Ndombasy	DkIT Student
Michelle Bihirabagabo	DkIT Volunteer
Audrey Gorochoy	DkIT Volunteer
Barry Hennessy	CFR Scheme
Elizabeth Bell	Co Louth Agriculture Show
Rachel Byrne	Co Louth Agriculture Show
Grainne Berrill	Louth Volunteer Centre
Therese Hogg	Blu Zebra

Attendees at Consultation with PPN – January 2020

Name	Organisation
Hattie Billingham	SOSAD
Joan Toal	Louth RGC
Peter Callaghan	Louth RGC

Name	Organisation
Barry Hennessy	Dundalk and Louth CFR
Tony Mullins	Louth PPN
Aderinola Ntemuse	SFAN
Mary Deery	LCC
Ciaran Reid	Louth LEADER Partnership
Pat McCormick	Dundalk Chamber
Grainne Berrill	Louth Volunteer Centre
Therese Hogg	Blu Zebra
Kathy Walsh	KW Research

Other Stakeholder Telephone Interviews

Name	Organisation
Mary Deery	Louth County Council
Ciaran Reid	Louth LEADER Partnership
Maeve Harkin	Louth LEADER Partnership
Noirin Coghlan	Louth LEADER Partnership
Nina Arwitch	Volunteer Ireland
Ciara Bates	Department of Rural and Community Development
Grainne Berrill	Louth Volunteer Centre

Louth Volunteer Centre Team focus Group

Name	Organisation
Grainne Berrill	Louth Volunteer Centre
Kayleigh Mulligan	Louth Volunteer Centre
Karen Donlon	Louth Volunteer Centre
Stephen Culligan	Louth Volunteer Centre
Martin Boyle	Louth Volunteer Centre
Gavin Winters	Louth Volunteer Centre
Tracey Rooney	Louth Volunteer Centre

Attendees at the collective Round Table Workshop Drogheda

Name	Organisation
Noirin Coghlan	Louth LEADER Partnership
Kayleigh Mulligan	Louth Volunteer Centre
Sarah Daly	Creative Spark
Derek Crilly	DkIT
Triona Faapito	Louth Sports Partnership
Mick Neville	FAI
Linda O'Driscoll	Drogheda Senior Citizens Interest Group
Fr. Colm O'Mahoney OSA	Augustinians
Ann Shortt	Alzheimers' Society Drogheda Branch
Monica Murphy	Youth Work Ireland Louth
Mairéad Murdock	Louth Public Participation Network
Evelyn Convery	Irish Wheelchair Association
Kevin Brogan	Old Drogheda Society

Name	Organisation
Joanne Thompson	Old Drogheda Society
Carmel Hancock	SOSAD Ireland
Brendan McSherry	Louth County Council Heritage Officer
Rita Lambe	Drogheda Community Services/Accord
Ann McVeigh	Drogheda Hospice Homecare
Chris Bride	Foróige
Annie McGinley	Drogheda City Status Group
Mary Murtagh	Louth Tidy Towns Together
Larry Magnier	Louth Tidy Towns Together
Gerard McArdle	Tullyallen Tidy Towns
Names withheld for GDPR reasons	8 x second level students
Grainne Berrill	Louth Volunteer Centre
Therese Hogg	Blu Zebra
Kathy Walsh	KW Research

Appendix 4: A view from elsewhere in the world

EU Policies on Volunteering

The European definition of volunteering is set out in a European Council Decision (2009) and the European Commission's 'Communication on European Union (EU) Policies and Volunteering' (2011) as involving:

- *All forms of voluntary activity, whether formal, non-formal or informal;*
- *Undertaken of a person's own free will, choice and motivation;*
- *Without seeking financial gain, that is, financial gain being neither the objective, nor the way to recognise the contribution or the achievement;*
- *Is a journey of solidarity and provides a way to address human, social or environmental needs and concerns; and*
- *Is often carried out in support of a non-profit organisation or community-based initiative.*

Volunteering is defined as all forms of voluntary activity, whether formal or informal. Volunteers act under their own free will, according to their own choices and motivations and do not seek financial gain. Volunteering is a journey of solidarity and a way for individuals and associations to identify and address human, social or environmental needs and concerns. Volunteering is often carried out in support of a non-profit organisation or community-based initiative.

It recognises that Volunteering is an important creator of human and social capital, a pathway to integration and employment and a key factor for improving social cohesion. It is a highly visible expression of European citizenship, as volunteers contribute to shaping society and helping people in need.

Estimates¹ show that between 92 and 94 million adults in the EU – i.e., 22 % to 23 % of Europeans aged over 15 – are involved in volunteering, defined as an activity undertaken of a person's own free will, primarily within a non-governmental organisation for a non-profit cause.

A Eurobarometer survey published in April 2015, revealed that the most common areas for volunteering are charity, humanitarian, and development aid (44 %); education, training or sport (40 %), and culture or art (15 %). Their activities are usually aimed at a local community (66 %) or the volunteer's country as a whole (27 %). Cross-border volunteering remains modest, with only 7 % of activities being aimed at another EU country, and 11 % at other parts of the world.

Even though there has been a general increase in the number of active volunteers and voluntary organisations in the EU over the past ten years, 93 % of respondents indicated that they have never volunteered abroad. The survey also suggests that more than half (54 %) of the young people who had taken part in organised voluntary activities did not incur any expenses, a further 28 % of respondents incurred expenses without receiving any contributions, and one in six respondents (16 %) were compensated for their expenses.

Volunteering has evolved at a different pace across the EU. While some countries have long-standing volunteering traditions, in others, the voluntary sector is still poorly developed or has yet to emerge. For instance, over a third of young people in Ireland (42 %), Denmark (39 %) and the Netherlands (38 %) have done a volunteering activity, while respondents in Bulgaria (10 %), Greece (13 %) and

¹ <https://epthinktank.eu/2016/10/20/volunteering-in-the-eu-plenary-podcast/>

Sweden (15 %) are the least likely to have done so. Compared to 2011, the largest increases can be seen in Cyprus (+8 %), Italy (+7 %) and Portugal (+6 %).

The **European Union Youth Strategy 2019 – 2027** strongly supports inclusive volunteering.

According to the European Youth Forum Volunteer Charter *“a volunteer is a person who carries out activities benefiting society, by free will. These activities are undertaken for a non- profit cause, benefiting the personal development of the volunteer, who commits their time and energy for the general good without financial reward”*. ²

The European Commission furthers this definition by stating that volunteering is *“All forms of voluntary activity, whether formal, non-formal or informal;”* ³

- *Undertaken of a person’s own free will, choice and motivation;*
- *Without seeking financial gain, that is, financial gain being neither the objective, nor the way to recognise the contribution or the achievement;*
- *Is a journey of solidarity and provides a way to address human, social or environmental needs and concerns; and*
- *Is often carried out in support of a non-profit organisation or community-based initiative.”*

“Life’s most persistent and urgent question is...what are you doing for others?”

Martin Luther King Jr

Australia

The formal definition of volunteering in Australia is “time willingly given for the common good and without financial gain, taking place within organisations (including institutions and agencies) in a structured way” according to report ‘State of Volunteering in Australia’ for Volunteering Australia. Volunteering Australia’s vision is to “Analyse the current state of volunteering in Australia, and to identify opportunities to maximise the potential of the volunteer workforce”. Australia aimed to answer the following questions and gain a better understanding from this report. ⁴

- Are the current volunteer engagement and management practices appropriate for the future?
- Is there alignment between the types of roles volunteers want to undertake, the sectors they are interested in volunteering in, and the needs of volunteer involving organisations?
- What is the appropriate framework to support informal volunteering?
- What are the necessary steps that need to be taken to future proof volunteering.

The Government of Western Australia also created a Volunteering Strategy in 2018 with the same definition as Volunteering Australia ⁵. The WA Government outlined the aims of volunteering for them as:

1. The volunteering sector can recognise and respond to the changing needs of volunteers.
2. More Western Australians, from all backgrounds, are engaged in volunteering and enriched by the experience.
3. The volunteering sector harnesses technological innovation to facilitate participation.

² European Volunteering Centre (2012). *Europe Volunteering Infrastructure*. [online] CEV - European Volunteering Centre. Available at: <https://www.europeanvolunteercentre.org/volunteering-infrastructure-in-euro>

³ European Youth Forum (2012). *Volunteering Charter European Charter On The Rights And Responsibilities Of Volunteers*. [online] European Youth Forum. Available at: https://ec.europa.eu/citizenship/pdf/volunteering_charter_en.pdf.

⁴ Volunteer Australia (2016). *STATE OF VOLUNTEERING IN AUSTRALIA HELP CREATE HAPPINESS*. [online] PWC. Available at: <https://www.volunteeringaustralia.org/wp-content/uploads/State-of-Volunteering-in-Australia-full-report.pdf>

⁵ Government of Western Australia, 2018. *WA Volunteering Strategy*, s.l.: Government of Western Australia.

4. Communities and organisations can involve volunteers effectively for their mutual benefit.
5. Volunteers are recognised and celebrated.
6. Volunteering is recognised and valued for the contribution it makes to our communities.

Scotland

The Volunteering for All - Scottish National Framework was launched in 2019. This Framework was developed over 2018 by the Scottish Government jointly with partners from the volunteer and community sector, local government and NHS, with academics and social researchers, and with volunteers.

The strategy defines volunteering as:

“Volunteering is a choice. A choice to give time or energy, a choice undertaken of one’s own free will and a choice not motivated for financial gain or for a wage or salary.

In developing the Scottish Framework, the term volunteering is used to describe the wide range of ways in which people help out, get involved, volunteer and participate in their communities (both communities of interest and communities of place).

Its vision is “Volunteering for All - A Scotland where everyone can volunteer, more often, and throughout their lives”

Volunteering is a choice undertaken of our own free will, a choice to give time or energy to get involved, help out and participate in our communities. Volunteering contributes to our personal, community and national wellbeing.

Its purpose: To focus on creating a more successful country with opportunities for all of Scotland to flourish through increased wellbeing, and sustainable and inclusive economic growth.

Its values: We are a society which treats all of our people with kindness, dignity and compassion, respects the rule of law, and acts in an open and transparent way.

“The greatest good is what we do for one another”

Mother Teresa

England

In England there have been a number of strategies and reports created on volunteering. The definition given in a report by NCVO is

“Volunteering is someone spending time, unpaid, doing something that aims to benefit the environment or someone who they're not closely related to”.

This report named ‘Time Well Spent – A National Survey on the Volunteer Experience’ outlined the most important factors for volunteers and what should be considered for practice⁶. They are as follows:

- **Inclusive:** Offering inclusive volunteering opportunities and experience
- **Balanced:** Ensuring an appropriate level of formalisation
- **Flexible:** Creating volunteer journeys that can adapt to the variety of volunteers and their life circumstances

⁶ McGarvey, A. et al., 2019. Time Well Spent - A National Survey On The Volunteer Experience, s.l.: NCVO.

- **Enjoyable:** Trying to make the experience enjoyable for volunteers
- **Impactful:** Maximising the impact volunteering has on volunteers and on those they help
- **Voluntary:** Ensuring volunteering feels truly voluntary at all times
- **Connected:** Strengthening the connections that are at the heart of volunteering
- **Meaningful:** Supporting volunteers to give time in ways that are meaningful to them.

The vision from this report stated they wanted a society where we can all make a difference to the causes that we believe in.

The Volunteers Matters Corporate Strategy stated that they wished for a society in which everyone can participate in their community through volunteering.⁷

Northern Ireland

The Department of Social Development in Northern Ireland created a Volunteering Strategy and Action Plan in 2012⁸ that defined volunteering as

“the commitment of time and energy, for the benefit of society and the community, the environment, or individuals outside (or in addition to) one’s immediate family. It is unpaid and undertaken freely and by choice”.

The Northern Ireland Executive’s vision for volunteering is a society where everyone values the vital contribution that volunteers make to community wellbeing and where everyone has the opportunity to have a meaningful, enjoyable volunteering experience. The report suggested the objectives of doing this is through:

- Recognising the Value and Promoting the Benefits
- Enhancing Accessibility and Diversity
- Improving the Experience
- Supporting and Strengthening the Infrastructure
- Delivering the Strategy

“Every person should make a difference, and every person should try”

John F. Kennedy

Wales

Wales define volunteers within the report ‘Supporting Communities Changing Lives North Wales Volunteering Implementation Strategy 2016’⁹ as

“individuals who, unpaid and of their own free will, contribute their time, energy and skills to benefit the community”

Its vision is to:

- Contribute to the health and social wellbeing of the population:
- Developing an integrated volunteering service which provides excellent care delivered in partnership with the public and other statutory and Third Sector organisations:
- Develop a blended approach for volunteers and workforce so that they have the right skills and operate in a rich-learning learning culture.

⁷ Volunteer Matters (2019). Volunteer Matters Corporate Strategy October 2017 - October 2020. [online] Volunteer Matters. Available at: <https://volunteermatters.org.uk/app/uploads/2017/11/Volunteering-Matters-Corporate-Strategy-2017-20.pdf>.

⁸ Join In, Get Involved: Build a Better Future - A Volunteering Strategy and Action Plan for Northern Ireland - March 2012

⁹ ‘Supporting Communities Changing Lives North Wales Volunteering Implementation Strategy 2016’

The BCULHB want to meet the objectives of value and recognition, working in partnership, support and training, clear guidelines and accountability.¹⁰

Other European Countries and Volunteering

In **France**, volunteering refers to engagement of the individual citizen for non-remunerated purposes, outside the framework of family, school, professional or legal relations and obligations. The key principle at the core of bénévolat is the absence of remuneration, according to the Conseil Economique et Social (24 February 1993).¹¹

Belgium refers to volunteering as ‘an activity performed by an individual, of his/her own free will, without compulsion, in favour of an organisation, a group of persons or the society, in a more or less organisational context and to be distinguished from the activity that a person does within a paid labour context. (Law on the Rights of the Volunteer (2005) and in the Flemish Decree of 2009)’.¹²

The Enquete Commission on the Future of Civic Engagement of the **German** Parliament established a definition including activities that:¹³

- Are oriented towards the common good and benefit
- Are voluntary, without an employer-employee-relationship and its legal framework
- Take place in the public sphere and address groups outside the familial circle
- Are unpaid and not for financial gain, although in certain cases a limited payment as a form compensation may be accepted

“The intelligent way to be selfish is to work for the welfare of others”
The Dalai Lama

According to **Spain’s** Law 6/1996 the concept of volunteering refers to¹⁴

“general activities, developed by individuals, provided they are not carried out under an employment relationship, civil service, commercial or any other form of payment and meet the following requirements:

- Are characterised by altruism and solidarity
- Are carried out by free will, without any personal or legal obligations
- Are carried out without payment, without prejudice to the right to reimbursement of expenses incurred in the performance of the voluntary activity
- Are developed through private or public organisations and under programmes or projects”

¹⁰ BCULHB (2016). *Supporting Communities Changing Lives North Wales Volunteering Implementation Strategy 2016*.

¹¹ European Commission (2019). *National Report - France*. [online] European Commission. Available at: https://ec.europa.eu/citizenship/pdf/national_report_fr_en.pdf

¹² European Volunteering Centre (2012). *Europe Volunteering Infrastructure*. [online] CEV - European Volunteering Centre. Available at: <https://www.europeanvolunteercentre.org/volunteering-infrastructure-in-euro>.

¹³ European Volunteering Centre (2012). *Europe Volunteering Infrastructure*. [online] CEV - European Volunteering Centre. Available at: <https://www.europeanvolunteercentre.org/volunteering-infrastructure-in-euro>.

¹⁴ European Volunteering Centre (2012). *Europe Volunteering Infrastructure*. [online] CEV - European Volunteering Centre. Available at: <https://www.europeanvolunteercentre.org/volunteering-infrastructure-in-euro>.

National Policies on Volunteering

The Department of Rural and Community Development published a **National Volunteering Strategy for Ireland 2021-2025**.¹⁵ The vision for the strategy is of

“a society where volunteering is promoted, valued, facilitated and supported so that people can contribute to developing and maintaining vibrant, inclusive and sustainable communities.”

It defines volunteering as

“Volunteering is any time willingly given, either formally or informally, for the common good and without financial gain.”

“The Government recognises the unique value and contribution of volunteers to Irish society. It is intrinsic to the fabric of our communities” **National Volunteering Strategy 2021-2025**

To put it simply volunteering is doing more than you have to, because you want to, because you care.

This definition covers a wide range of ‘volunteering activities’ for example:

- formal volunteering taking place within organisations (including institutions and agencies);
- informal volunteering, that which takes place outside an organisational setting; and
- the individual who, in many cases, does not consider what they do as volunteering but sees his or her actions as ‘lending a hand’ or ‘being neighbourly’.

Common good is defined as

- Actions taken in order to benefit society as a whole.
- Volunteering undertaken with free will and outside of the immediate family.

Financial gain is defined as

- Volunteers are not financially better-off through volunteering and often volunteer at their own expense.
- Payment or reimbursement for out-of-pocket expenses is not financial gain.

The National Volunteering Strategy contains five strategic priorities:

- To increase participation and diversity in volunteering including embracing new trends and innovation
- To facilitate, develop and support the Volunteering Environment so that it contributes to vibrant and sustainable communities
- To recognise, celebrate and communicate the value and impact of volunteers and volunteering in all its forms
- To promote ethical and skills-based international volunteering to deliver results for beneficiaries and to enhance Global Citizenship in Ireland
- To improve policy coherence on Volunteering across Government both nationally and locally.

The **Strategy to Support the Community & Voluntary Sector in Ireland 2019-2024** sets out a long-term vision for our communities in Ireland. With actions to be implemented over the next five years, the Strategy sets a general direction of travel for Government policy in relation to community

¹⁵ <https://www.gov.ie/pdf/?file=https://assets.gov.ie/100239/8e18fb45-6e72-47f9-a1fb-7dcd59105c1a.pdf#page=null>

development, local development and the community and voluntary sector for the coming years. It also copper-fastens the renewed relationship and partnership between Government and the community and voluntary sector which has developed during the course of its preparation.

The Strategy realises the intent of the 2016 Framework Policy for Local and Community Development (Framework Policy) and fulfils the commitment in the Programme for a Partnership Government to – produce a coherent policy framework and develop a strategy to support the community and voluntary sector and encourage a cooperative approach between public bodies and the community and voluntary sector.

It has been co-produced by Government and people from the community development, local development, community and voluntary, and local government sectors. It is an ambitious strategy to support partnership and collaborative effort at all levels and between all stakeholders, comprising high level objectives and associated actions to support communities, their representative organisations, and the community and voluntary sector.

The **Framework Policy for Local and Community Development** is being implemented on a cross-government basis. It seeks to secure a joined-up, collaborative and participative approach to local and community development at local level.

The development and implementation of policies, programmes and other interventions will be carried out by central and local government in line with the framework policy's five core objectives of:

- engaging with communities
- working with partners
- planning for local and community development
- delivering
- evaluating, monitoring and reviewing

The interdepartmental group on local government and local development will oversee and monitor the implementation of the framework policy. It will develop a plan to advance the measures associated with each of the five core aims.

The first **National Social Enterprise Policy for Ireland 2019-2022** is also part of this suite of policy initiatives from the Department of Rural and Community Development to support those who work with communities and disadvantaged groups. The development of this policy on Social Enterprise was underpinned by a research exercise conducted by the Department in partnership with the Social Finance Foundation. The aim of this research was to better understand the social enterprise sector in Ireland and to identify the issues that needed to be addressed for the sector to develop and grow.

There are many volunteers involved in the social enterprise sector in Louth. It is a growing sector and will require specialised volunteers moving forward.

Volunteering networks in Ireland

Throughout Ireland there are volunteering networks that have created strategies and charters to support their volunteering. The National Youth Council of Ireland state that

“Volunteerism is an important component of any strategy aimed at poverty reduction, sustainable development and social integration, in particular over coming social exclusion and discrimination.”

Their report 'Lending A Hand' had the vision for volunteers to have ambition for themselves, to be confident individuals, effective contributors, successful learners and responsible citizens; and to be nurtured, safe, active, healthy, achieving, included, respected and responsible ¹⁶.

Serve the City Ireland created a volunteer policy that outlines their pledges of commitments to their volunteer programme and their recognition of the valued contribution their volunteers give. Serve the City aims to serve, care and transform.¹⁷ It believes the following are important to its volunteering policy:

- Giving our volunteers clear and precise information on projects, location, transport, type of work, times involved etc.
- Induction and Training. Before work commences Volunteers will be given an overview by the Project Leader, with information on the background to the project, type of work, introduction to the client and any other relevant information.
- Providing a safe working environment for our volunteers, Serve the City operate a comprehensive Health and Safety policy and will only work within the policy procedures. Personal Protection equipment where required will be provided by Serve the City Ireland.
- Realistic expectations. Serve the City Ireland will never ask volunteers to undertake work or activities that are considered unreasonable. We will be fair to all volunteers and clients alike.
- Serve the City Ireland work to a strictly defined Data Protection policy. We will never share your name or contact information with third parties. Permission will be requested from all identifiable subjects prior to any photography taking place.
- Complaints procedure. If a volunteer is unhappy or dissatisfied we offer a complaints/ feedback procedure via our website in which all complaints will be given full consideration.

Another interesting report from Ireland was conducted by Amárach on behalf of Charities Institute Ireland named 'How different generations will sustain the charity sector into the future'.¹⁸ The briefing was built upon an initiative completed in 2017 called Charities 2037. The briefing included a focussed piece of research that conducted two focus groups for under 45s for people who volunteer and people who have volunteered in the past. The briefing results show some interesting figures on volunteering within Ireland.¹⁹ Some answers were as follows:

- 20% of respondents said they currently work on a voluntary basis and 36% said they had done previously with 44% saying they never had;
- The majority of respondents had volunteered on a fundraising basis (55%), 44% in event volunteering and 36% in Skills based volunteering;
- 6% of respondents were very likely to volunteer in the next 5 years, 21% likely, 28% unlikely and 16% very unlikely;
- 50% of respondents said they would like to volunteer but do not have the time;
- 78% of respondents agreed that they had any skill necessary to volunteer; and
- 54% of people said the cause would encourage them to volunteer.

¹⁶ National Youth Council of Ireland (2011). Lending a hand: A report on young people and volunteering in Ireland. [online] National Youth Council of Ireland. Available at: <https://www.youth.ie/documents/lending-a-hand-young-people-and-volunteering/>.

¹⁷ Dublin.servethecity.ie. (n.d.). Volunteer Policy – Serve the City Dublin. [online] Available at: <https://dublin.servethecity.ie/policies/volunteer-policy/>.

¹⁸ Charities Institute Ireland named 'How different generations will sustain the charity sector into the future'

¹⁹ <https://amarach.com/free-reports.html>

Why Volunteer?

Volunteering happens all over the world but no matter where in the world, the benefits of volunteering all stem from the same factors, it will not only help the people in need but benefits the individual in many ways. These are summarised in the diagram below.

Different volunteer organisations from different countries have outlined their key benefits and examples of these are outlined below.

Serve The City,²⁰ an international NGO with branches across different cities in Ireland created a volunteer policy which offers insight as to why people should volunteer. It outlines several benefits that can be gained from volunteering²¹.

Serve The City Ireland outlines the benefits as:

- **Learn or develop a new skill** – Volunteering is the perfect vehicle to discover something you are really good at and develop a new skill.
- **Meet a diverse range of people** – Volunteering brings together a diverse range of people from all backgrounds and walks of life.
- **Practice Language skills** – For volunteers that do not have English as a first language, working with others will help develop language and communications skills.
- **Be part of our community** – People and communities co-depend on each other for survival. Volunteering is about helping others and having a real impact on people's wellbeing.
- **Enjoy new experiences** – Volunteering is a brilliant way to get life experience, you get to experience the "real world" through hands-on work.
- **Boost your career options** – Surveys show employers like candidates with volunteering experience and believe that volunteering can add to skills set.
- **Develop Leadership skills** – Serve The City offer opportunities to take on leadership roles within the organisation.
- **Motivation and sense of achievement** – Volunteers predominately express a sense of achievement and motivation, and this is ultimately generated from your desire and enthusiasm to help Serve The City's commitment to volunteering.

The **National Council for Voluntary Organisations**, an English charity outlined reasons people choose to volunteer²². NCVO concludes that for some it provides an opportunity to:

- give something back to an organisation that has impacted on a person's life, either directly or indirectly
- make a difference to the lives of others
- help the environment
- help others less fortunate or without a voice
- feel valued and part of a team
- spend quality time away from work or a busy lifestyle
- gain confidence and self-esteem.

²⁰ <https://www.servethecity.ie/>

²¹ Dublin.servethecity.ie. (n.d.). *Volunteer Policy – Serve the City Dublin*. [online] Available at: <https://dublin.servethecity.ie/policies/volunteer-policy/>

²² Ncvo.org.uk. (n.d.). *NCVO - Why volunteer?* [online] Available at: <https://www.ncvo.org.uk/ncvo-volunteering/why-volunteer>

Volunteer Scotland states “volunteering is one of the most rewarding things you can do”²³. It has outlined the following as key benefits to volunteering which show why people should volunteer:

- **Gain confidence.** Volunteering can help you gain confidence by giving you the chance to try something new and build a real sense of achievement.
- **Make a difference.** Volunteering can have a real and valuable positive affect on people, communities and society in general.
- **Meet people.** Volunteering can help you meet different kinds of people and make new friends.
- **Be part of a community.** Volunteering can help you feel part of something outside your friends and family.
- **Learn new skills.** Volunteering can help you learn new skills, gain experience and sometimes even qualifications.
- **Take on a challenge.** Through volunteering you can challenge yourself to try something different, achieve personal goals, practice using your skills and discover hidden talents.
- **Have fun!** Most volunteers have a great time, regardless of why they do it.

According to the **Health Direct in Australia**, “Volunteering can be very meaningful and enjoyable”²⁴. They see benefits in both health and well-being but also social benefits. They believe volunteering can:

- give you a sense of achievement and purpose
- help you feel part of a community
- help you feel better about yourself by improving your self-esteem and confidence
- help you share your skills, learn new skills and create a better work-life balance
- help combat stress, loneliness and social isolation, and depression
- help you meet new people, which can help you feel more connected and valued
- meet new people and build healthy relationships.
- strengthens your ties to the community and exposes you to people with similar interests.
- gives you the opportunity to practise and develop your social skills.
- help you develop a solid support base.
- helping to protect you against stress and depression, volunteering can help with mental health recovery.

The European Union²⁵ states that “As an expression of their Corporate Social Responsibility, both the private and public sector can play an important role in promoting voluntary activities. By investing in employee volunteering, they not only do “good” in the local community, but at the same time improve their reputation and image, help create a team spirit, improve job satisfaction, and raise productivity while allowing employees or officials to develop new skills.

Volunteering enables people to play an active role in their society and contribute to positive social change.

Volunteering helps to break down social barriers and offer people an opportunity to socialise with people from different social and cultural backgrounds.

²³ Volunteerscotland.net. (2019). *Benefits of volunteering* | Volunteer Scotland. [online] Available at: <https://www.volunteerscotland.net/for-volunteers/why-volunteer/benefits-of-volunteering/>

²⁴ Healthdirect.gov.au. (2019). *Benefits of volunteering*. [online] Available at: <https://www.healthdirect.gov.au/benefits-of-volunteering>

²⁵ https://ec.europa.eu/citizenship/pdf/doc1311_en.pdf

The **2019 World Happiness Report**²⁶ found that in a recent synthesis of literature including 17 longitudinal cohort studies volunteering was linked to greater life satisfaction, greater quality of life, and lower rates of depression.

²⁶ <https://worldhappiness.report/>

Appendix 5: Types of Volunteering

Volunteer type	Examples of this type of volunteering
Supporting Others	• Befriending service • Mentoring • Good Morning Services • Meet and Greet hosts at a hospital; hospital radio; hospital shop • Keyworking • Advocacy • Advice & Information Giving
Skills Based Volunteering	• IT Support • Web design • Developing a strategy or marketing plan for a voluntary group • Offer legal support on the governance choices for a new social enterprise • Committee & Board Trustees • Teaching & Tutoring
Event Based Volunteering	• Organising an event • Supervising an outing to a museum with group of older people or young people • Security or welcome volunteer at a festival • Stewarding • Event Ambassadors
Corporate Social Responsibility based Volunteering	• Fundraising with staff for a charity • Business or financial mentoring • Health events • Employee reading support programme for schools • Environmental Projects • Skills/Time Banks
Community Volunteer work	• Being a committee member on a community group or charity • Being a board member on a social enterprise
Environmental volunteering	• Litter picking on a beach or public park • Planning and planting a garden • Coastal and Biodiversity Surveys • Environmental advocacy • Tidy Towns
Micro volunteering	• Being a pen pal with a hospitalised child • Offering translation services • Cards of Care • Transcription services • 'Be my eyes'

Volunteer type	Examples of this type of volunteering
Virtual Volunteering	• Updating the web site for a VIO • Undertaking the social media posts for a VIO • Undertaking phone calls for a VIO from home • Helping a charity run an online fundraising account
Youth volunteering	• Helping out at an animal hospital • Being a backstage support person for a community drama group • Visiting an old person twice a week in a care home • Playing music for older people in a care home • Befriending projects linked to vulnerable adults or young people
Sport related volunteering	• Being a sports coach • Sitting on a sports committee • Washing team jerseys • Coordinating club events • Stewarding or refereeing at matches
International volunteering	• Taking part in community building projects • Fundraising for overseas charities • Taking part in leadership projects
Fundraising volunteer	• Flag days • Being part of a fundraising committee • Sponsored walks or treks abroad for charities
Family Volunteering	• Where more than one person within a household volunteer together
Education	• Lending a hand at a school • Tutoring for free
Wildlife protection	• Work protecting animals or their habitats

Types of volunteer Motivations

Social volunteers	• Volunteers who have no ask from the volunteering experience but just want to give something back
Pathway to employment volunteers	• Volunteers who wish to use their volunteer experience to develop transferable skills to develop their employment prospects
Health and wellbeing volunteers	• Volunteers who wish to use their volunteer experience to improve their social, emotional, physical, or mental health and wellbeing.
Life choice volunteers	• Volunteers who wish to add variation to their daily routine, these volunteers may have additional challenges
Reluctant volunteers	• Volunteers from within the criminal justice system. • Volunteers who 'have to volunteer' through school, employment or other settings

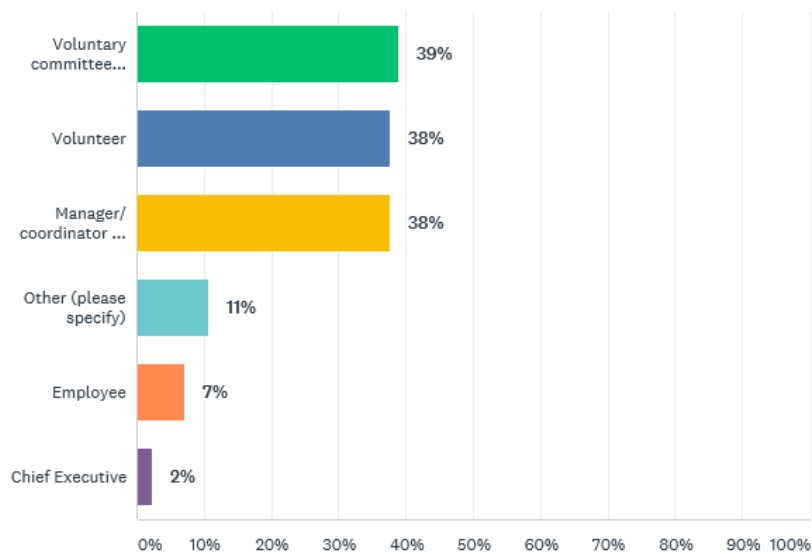
Louth Volunteering Strategy 2020-2022- Survey for Volunteer Involving Organisations

100 people completed the survey

Overall on average 39% of people are volunteers within their organisation and only 7% are employees.

Q3 . What role do you play in your organisation?

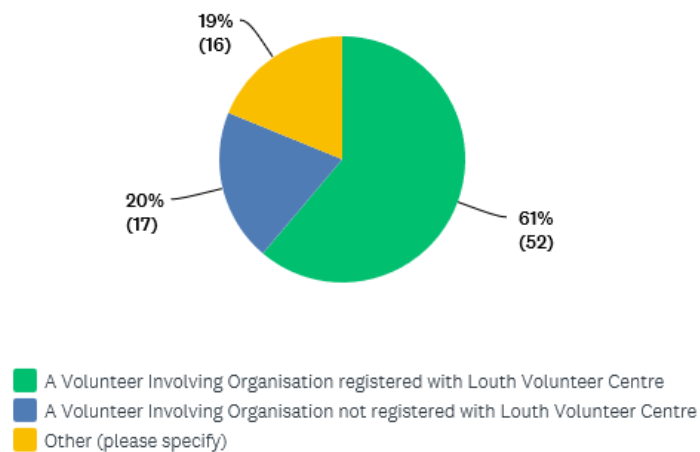
Answered: 85 Skipped: 15



Q4. Is your organisation? (Tick one)

61% Volunteering organisations are registered with Louth Volunteer Centre with only 20% not registered.

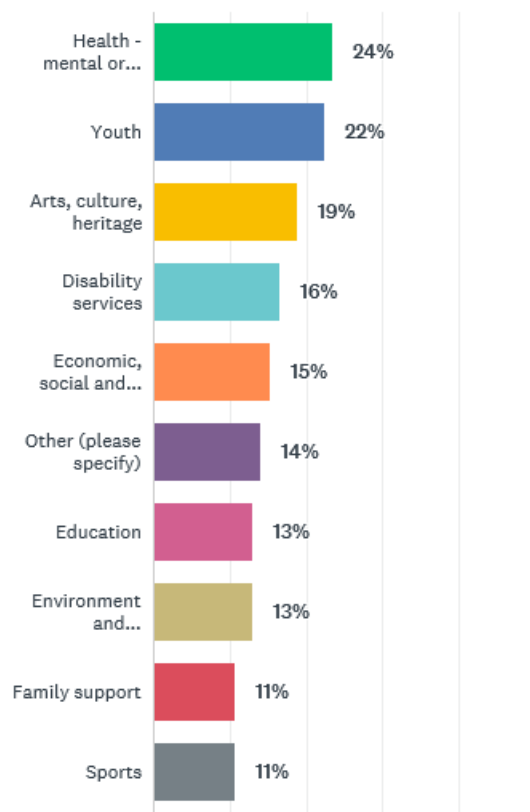
Answered: 85 Skipped: 15



Q5. Within which sector does your organisation operate? (Tick all that apply)

Volunteering organisations are spread across a variety of sectors with 24% Health or Mental, 22% Youth and 19% Youth.

Answered: 85 Skipped: 15

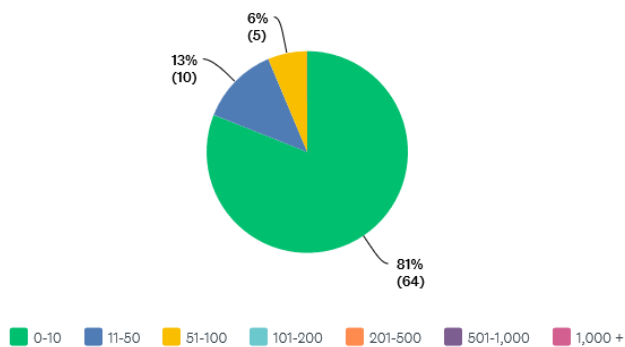


ANSWER CHOICES		RESPONSES	
▼ Health - mental or physical		24%	20
▼ Youth		22%	19
▼ Arts, culture, heritage		19%	16
▼ Disability services		16%	14
▼ Economic, social and community development/ services		15%	13
▼ Other (please specify)	Responses	14%	12
▼ Education		13%	11
▼ Environment and conservation		13%	11
▼ Family support		11%	9
▼ Sports		11%	9

Q6. How many staff members do you employ?

81% of organisations have 0-10 employees while 9% have 51-100.

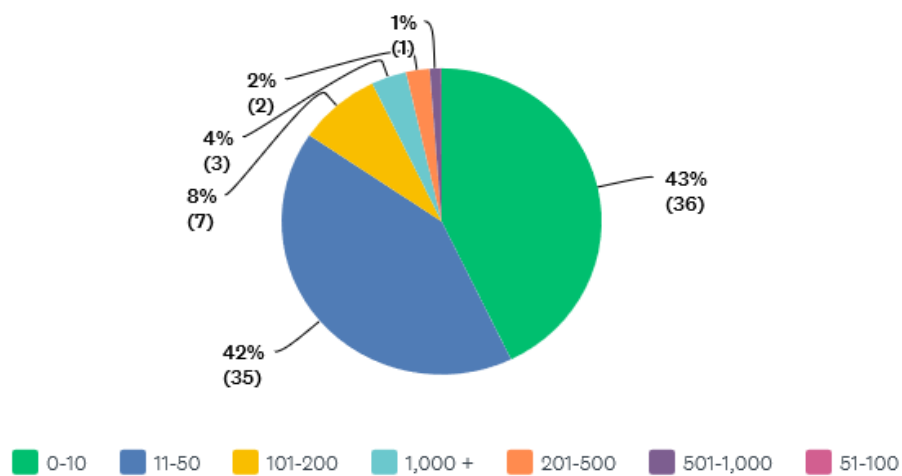
Answered: 79 Skipped: 21



Q7. How many volunteers are registered with your organisation?

43% of organisations have 0-10 registered volunteers, 42% have 11-50 volunteers with 15% having 100+ volunteers

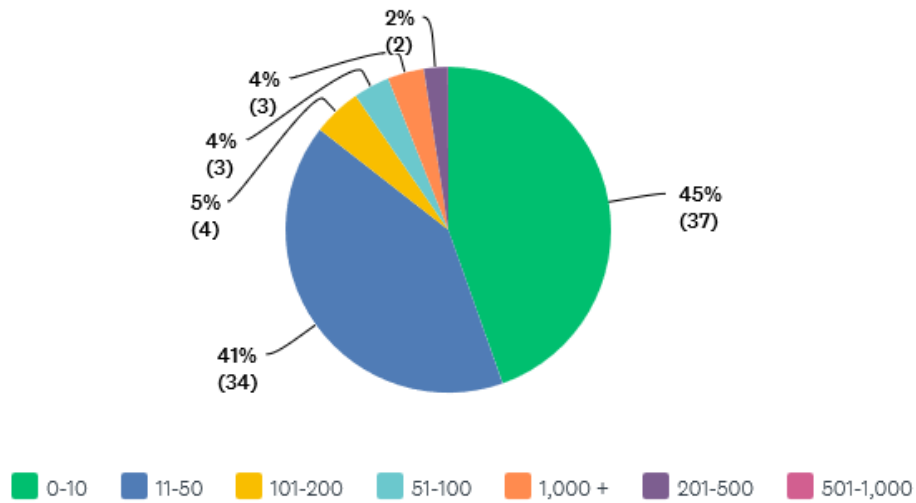
Answered: 84 Skipped: 16



Q8. How many volunteers do currently involve in your work/activities?

45% of organisations involve 0-10 volunteers in their work, 41% involve 11-50 volunteers with 15% involving 100+ volunteers

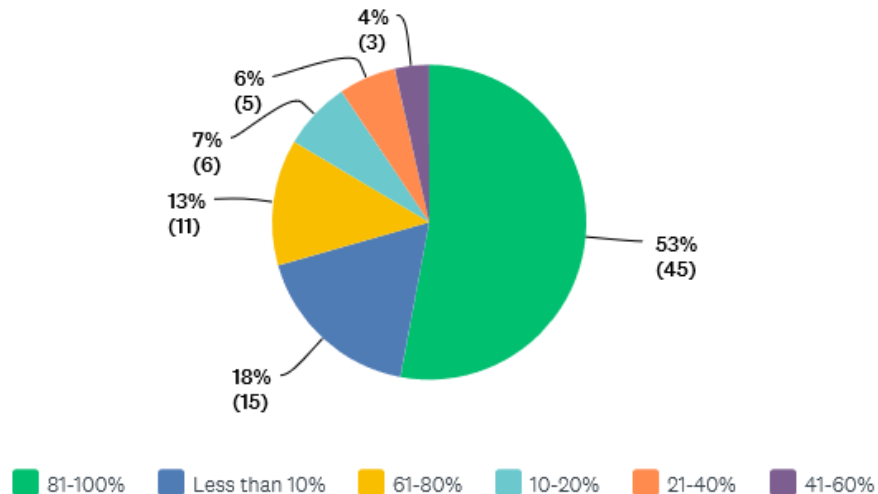
Answered: 83 Skipped: 17



Q9. What proportion of your activities is delivered by volunteer?

53% of organisations activities are 81-100% delivered by volunteer, 13% organisations activities are 61-80% delivered by volunteers and 18% of organisation activities are less than 10% delivered by volunteers.

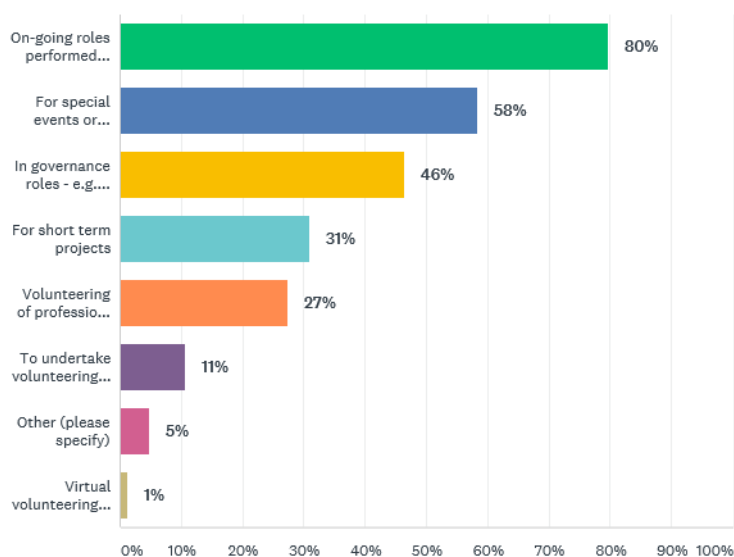
Answered: 85 Skipped: 15



Q10. In what types of roles does your organisation involve volunteers? (Tick all that apply)

- 80% ongoing roles regularly weekly/monthly.
- 58% for special events
- 46% for In governance roles.

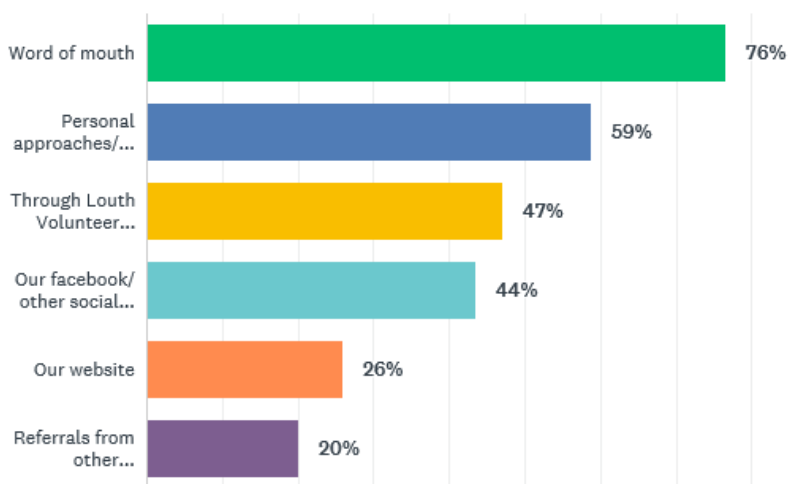
Answered: 84 Skipped: 16



Q11. How do you find volunteers? (Tick all that apply)

76% of organisations rely on word of mouth for volunteers, 59% personal approach and 47% through Louth Volunteer Centre.

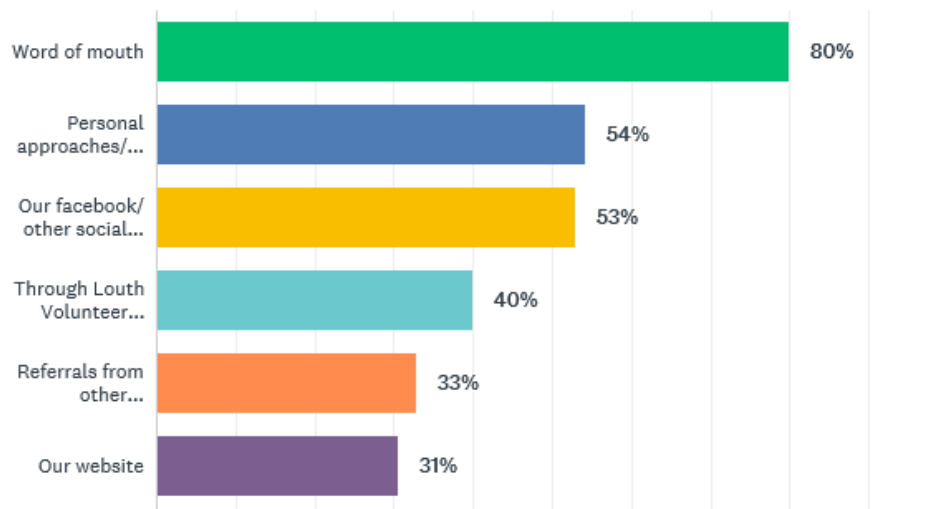
Answered: 85 Skipped: 15



Q12. How do volunteers find you? (Tick all that apply)

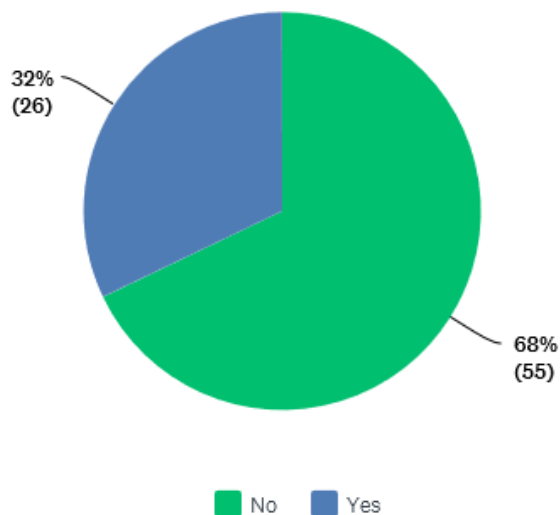
80% of volunteers find organisations by word of mouth, 54% by personal approach and 40% through Louth Volunteer Centre.

Answered: 85 Skipped: 15



Q13. Do you refer on your volunteers to other volunteers involving organisations?
68% of organisations refer volunteers to other organisations and 32% do not refer volunteers.

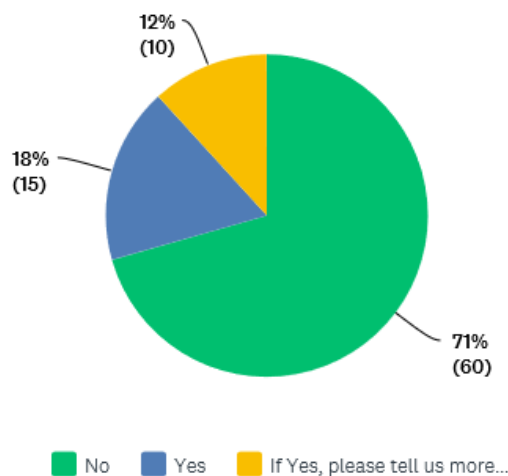
Answered: 81 Skipped: 19



Q14. Does your organisation use the services of another organisation that has volunteers?

71% of organisations use other organisations that have volunteers and 18% do not use other volunteer organisations.

Answered: 85 Skipped: 15



Q15. As a Volunteer Involving Organisation, what benefits does your organisation gain from engaging volunteers? (Pease select your top 4)

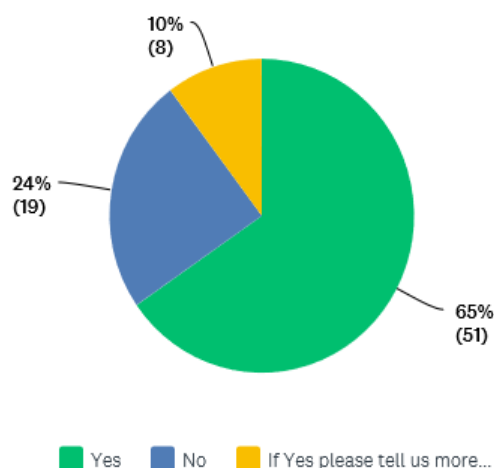
Over 50% of organisations use volunteers to increase the efficiency and effectiveness of their organisation and to increase their skills and build their team.

ANSWER CHOICES	RESPONSES	
Increases the effectiveness of what we do - better outcomes for those we are trying to support	65%	52
Increases the volume of activity in which we can engage and the services we can offer	65%	52
Volunteers bring ideas and new ways of doing things	63%	50
Increases the efficiency of our organisation	59%	47
Helps to build our team	56%	45
Increases the skills of our organisation	55%	44
Helps us build a wider network of supporters	44%	35
Helps us to be more sustainable	39%	31
Helps increase our profile and image	38%	30
Helps us to attract great talented people	31%	25
Other (please specify)	Responses 1%	1
Total Respondents: 80		

Q16. Have the services your organisation offers grown as a result of volunteer involvement?

65% of organisations services have grown as result of volunteer involvement and on 24% have not grown.

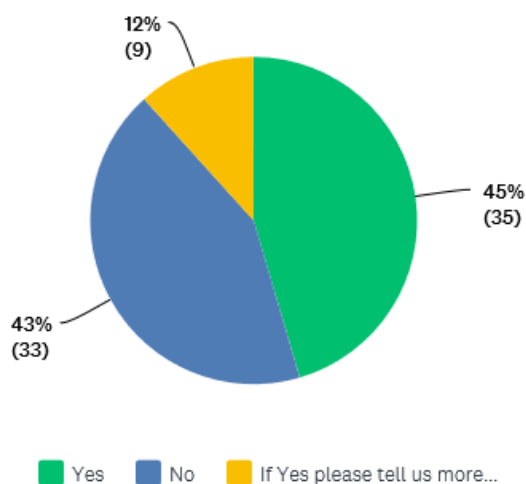
Answered: 78 Skipped: 22



Q17. Has the income generated by your organisation grown as a result of volunteer involvement?

45% of organisations income has increased due to volunteer involvement and 43% have had no increase.

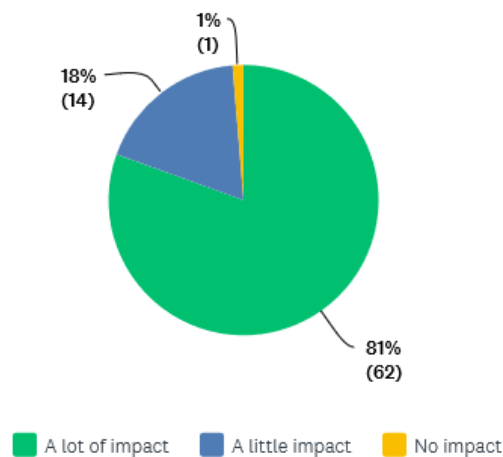
Answered: 77 Skipped: 23



Q18. How much impact do you feel your organisation has made as a result of volunteer involvement on the cause for which your organisation works?

81% feel that volunteer involvement has a lot of impact on their organisations and only 1% no impact.

Answered: 77 Skipped: 23



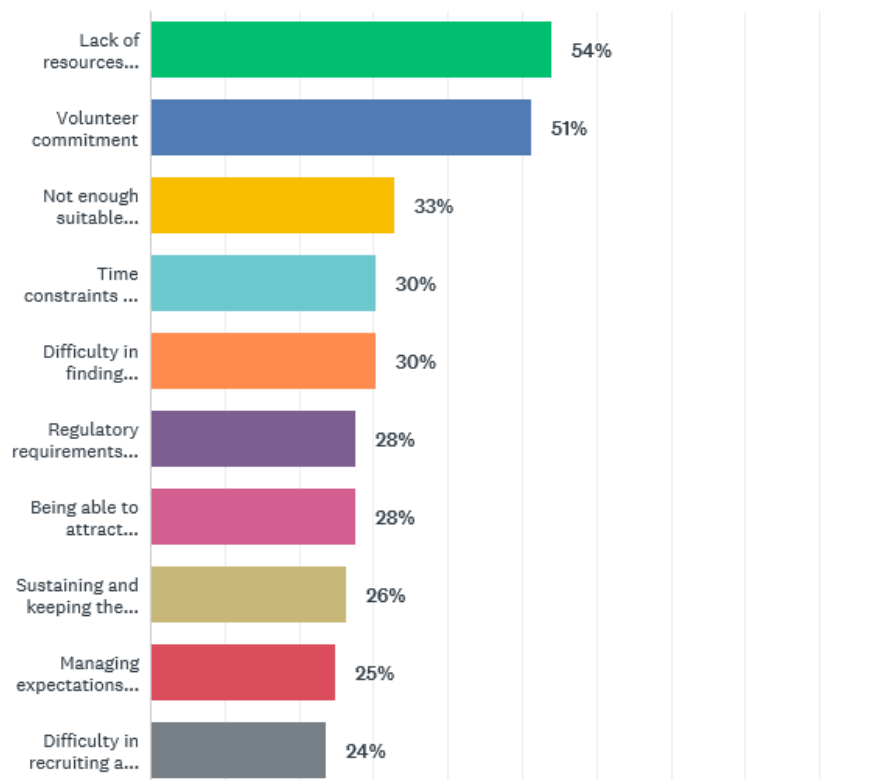
Q19. Please describe the impact your organisation has achieved in Louth as a result of volunteer involvement on the cause of which your organisation works?

events group organisation impact community year US without
able good services without volunteers help make
volunteers fundraising support Drogheda work run
people young people needed big offer provide

Q20. As a Volunteer Involving Organisation, what are the biggest barriers/challenges that you face in recruiting, managing and placing volunteers? (please select your top 6)

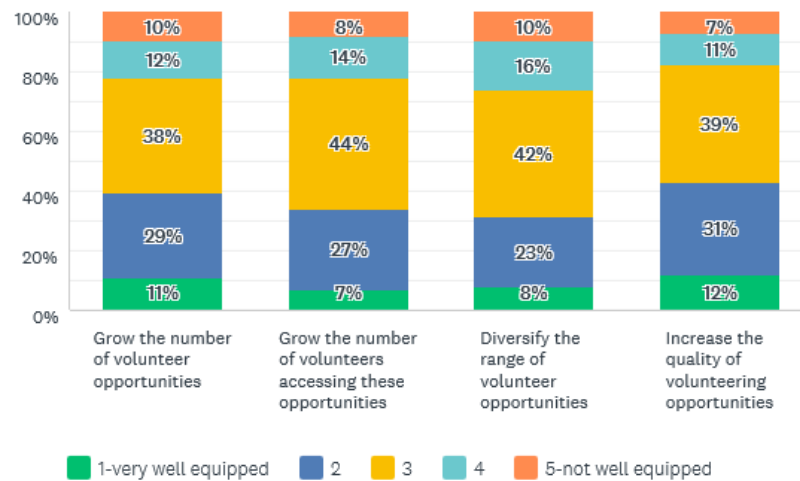
Over 50% believe lack of resources and volunteer commitment are the barriers/challenges faced in recruiting, managing and placing volunteers.

Answered: 76 Skipped: 24



Q21. Thinking of the future, how equipped is your organisation to grow and diversify the number and range of opportunities for volunteers and increase the quality of volunteering that you offer on a scale 1 to 5 with 1 being very well equipped and 5 being not well equipped.

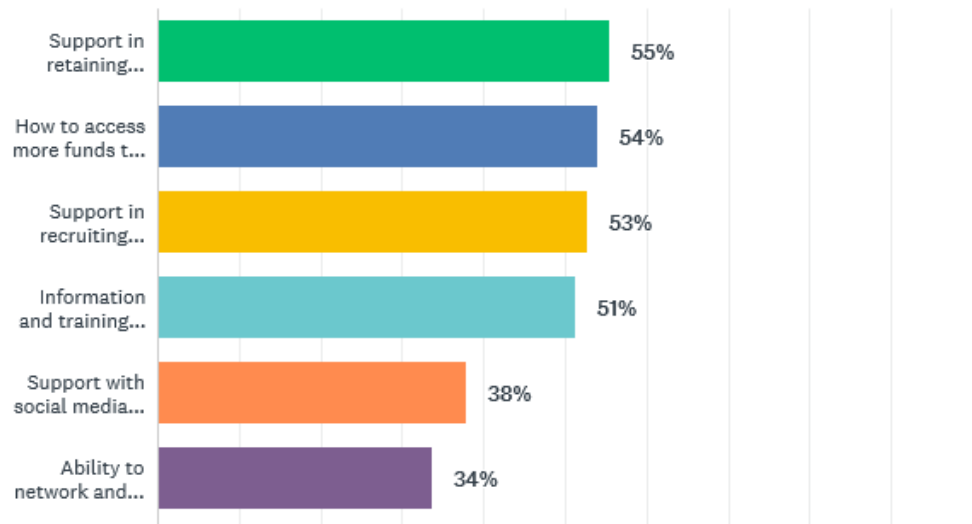
Answered: 74 Skipped: 26



Q22. As a Volunteer Involving Organisation, what form of support would help you to involve more volunteers and offer more opportunities? (Tick top 6)

55% feel more support in retaining volunteers and 54% access to more funds to support volunteers would increase more opportunities

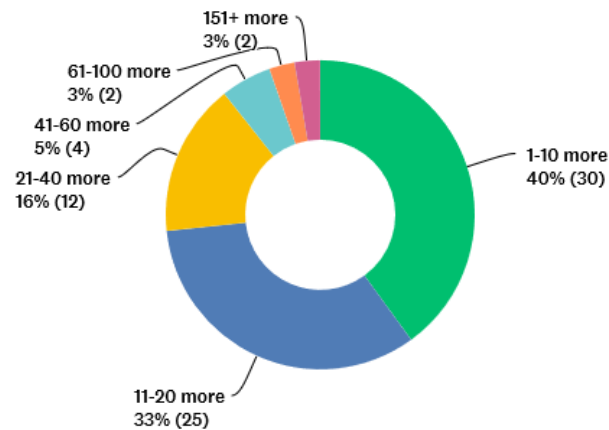
Answered: 74 Skipped: 26



Q23. How many volunteers would you ideally like or need at your organisation?

40% would like to have 1-10 volunteers and 33% 11-20 volunteers. 27% would like 21+ volunteers.

Answered: 75 Skipped: 25



Q24. Is there anything else you would like to say about volunteering or the future support needs of volunteering in Louth?

found young regular Funding people day group Volunteer Centre support
will need great volunteers good Louth community see
way help expect work organisation

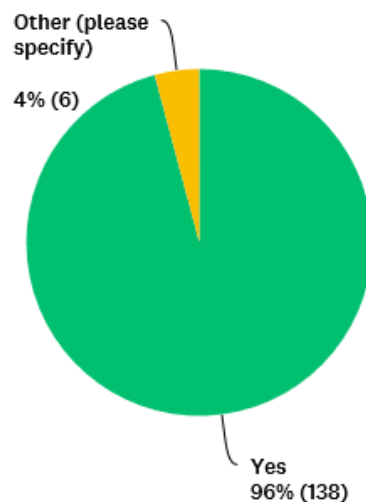
Louth Volunteering Strategy 2020-2022- Survey for Volunteers

156 people completed the survey

Q3. Do you volunteer?

96% are volunteers.

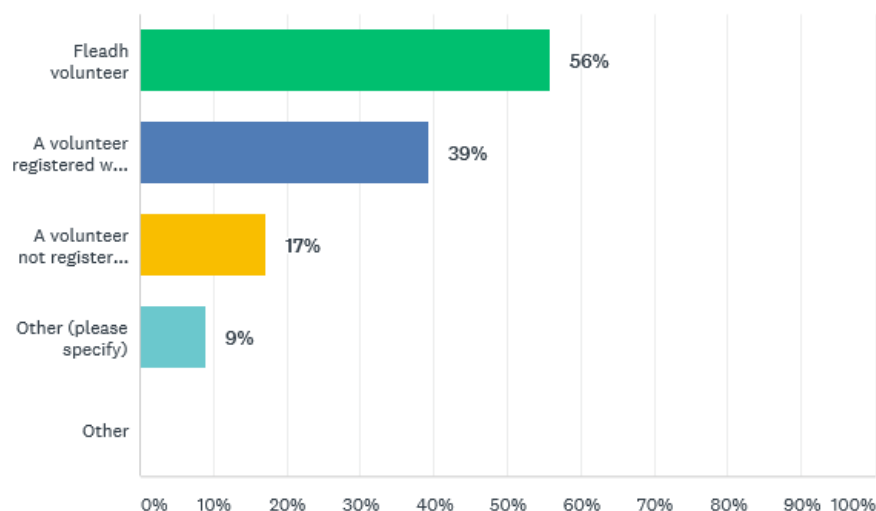
Answered: 144 Skipped: 12



Q4. Are you....

56% are Fleadh volunteers. 39% are registered with Louth Volunteer Centre and 17% not registered.

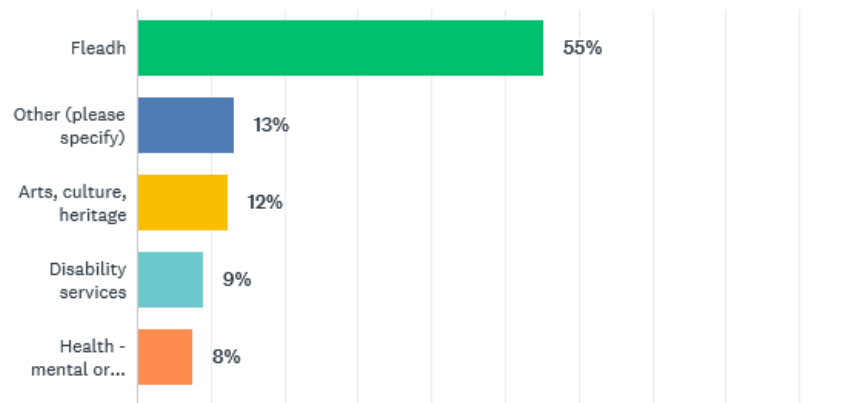
Answered: 145 Skipped: 11



Q5. In what sector or for what cause do you currently volunteer? (Tick all that apply)

55% volunteer with Fleadh, 12% Arts Culture Heritage and 9% in Disability Services.

Answered: 145 Skipped: 11



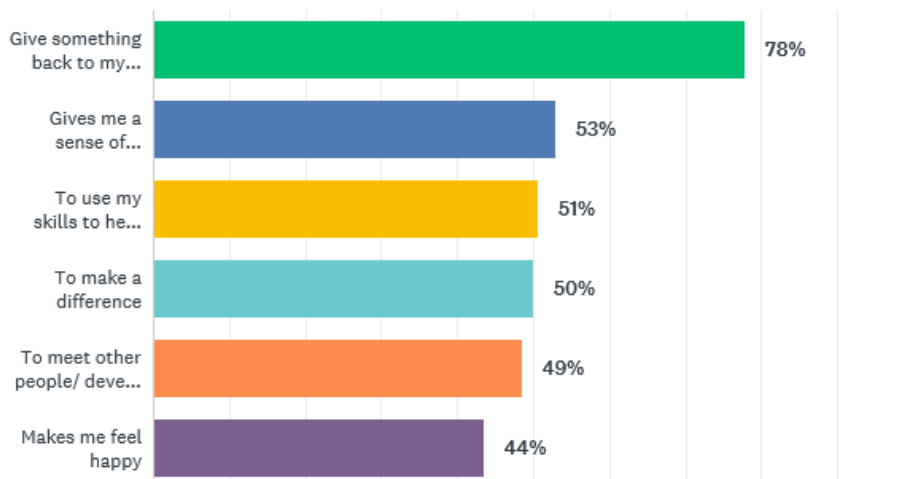
Q6. What do you like about volunteering? (Tick top 6)

78% give something back to the community

53% sense of belonging to community

21% volunteer to build up CV & work experience.

Answered: 140 Skipped: 16



ANSWER CHOICES	RESPONSES	
▼ Give something back to my community	78%	109
▼ Gives me a sense of belonging to my community	53%	74
▼ To use my skills to help others	51%	71
▼ To make a difference	50%	70
▼ To meet other people/ develop new friendships	49%	68
▼ Makes me feel happy	44%	61
▼ Build new skills, knowledge and experience	44%	61
▼ It offers me unique and exciting opportunities	31%	43
▼ Helps me to understand other people and their perspectives	30%	42
▼ I have a special tie to the cause in which I volunteer	25%	35
▼ Gain confidence and self esteem	25%	35
▼ It's good for me and makes me healthier	24%	34
▼ To have fun with others	24%	34
▼ Gets me out of the house	23%	32
▼ A chance to socialise	22%	31
▼ To build up my cv and work experience	21%	30
▼ Gives me a greater sense of self awareness	16%	22
▼ To help with activities in which my children or other family members participate	8%	11
▼ Other (please specify)	Responses	1%
▼ Other		0%
Total Respondents: 140		

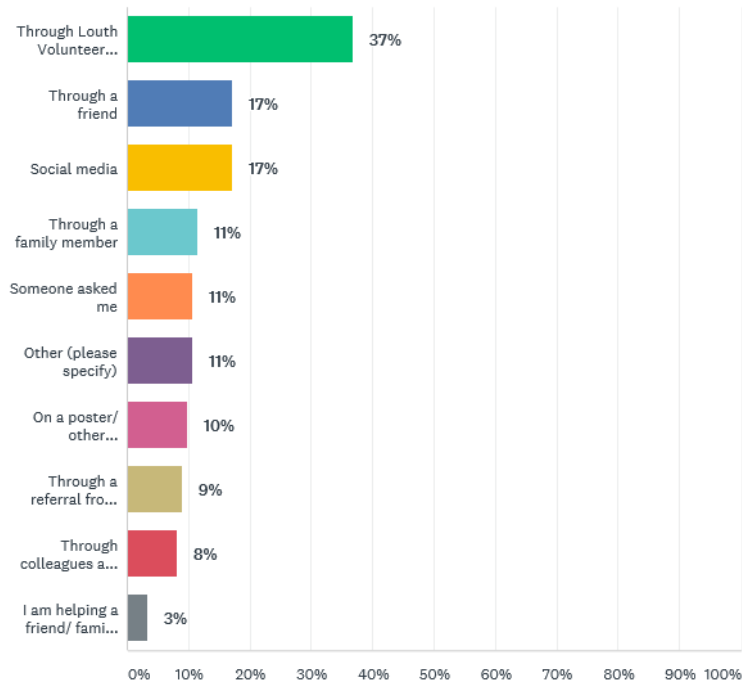
Q7. What do you not like about volunteering? (Tick top 6)

23% take too much on as a volunteer. 18% feel they do not get the recognition for their work and 17% could benefit from more training.

ANSWER CHOICES	RESPONSES
▼ I sometimes take too much on- can be a big-time commitment	23%
▼ Nothing, I love it	19%
▼ Lack of recognition of what volunteers do	18%
▼ Could benefit from more training on the job	17%
▼ Poor organisation and planning of activities in which I volunteer	17%
▼ I sometimes feel taken for granted/ undervalued	15%

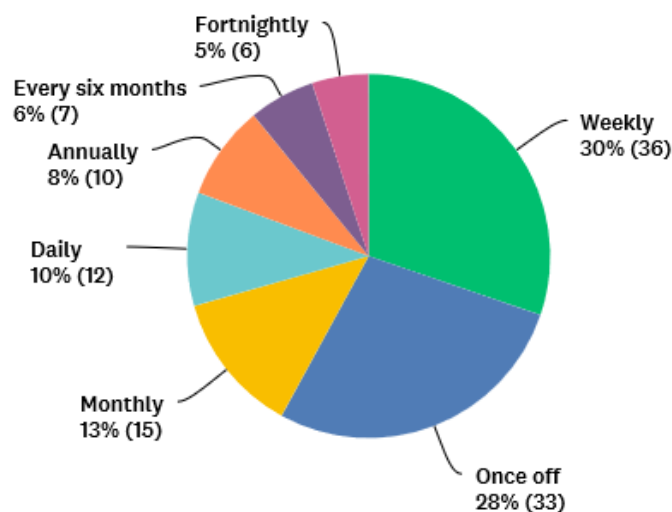
Q8. How do you learn about the volunteering activity in which you are engaged?
 37% learnt about volunteering through Louth Volunteer Centre. 17% through a friend and social media.

Answered: 122 Skipped: 34



Q9. How often do you volunteer?
 30% Volunteer weekly 5% fortnightly, 13% monthly and 28% once off.

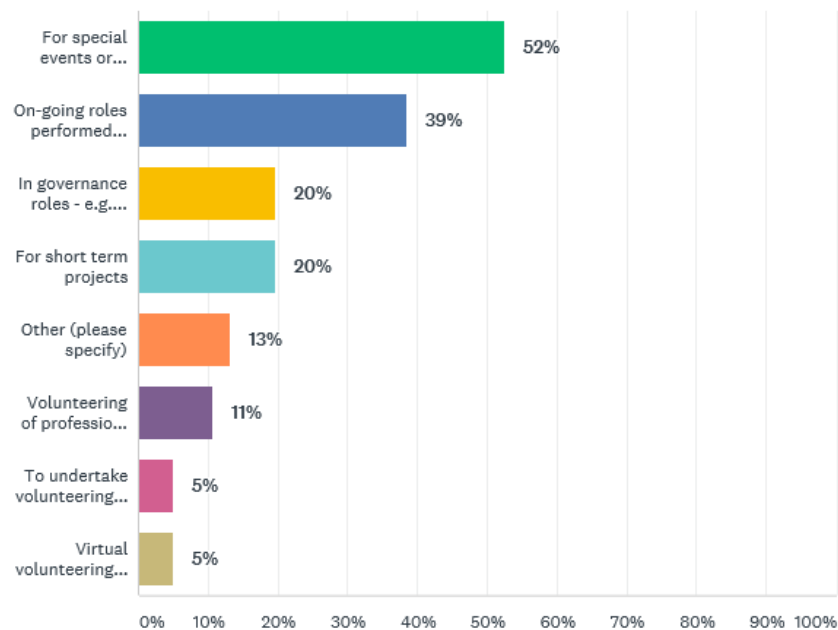
Answered: 119 Skipped: 37



Q10. In what type of role do you currently volunteer? (Tick all that apply)

39% volunteer on-going roles performed regularly. 52% volunteer for special events/activities.

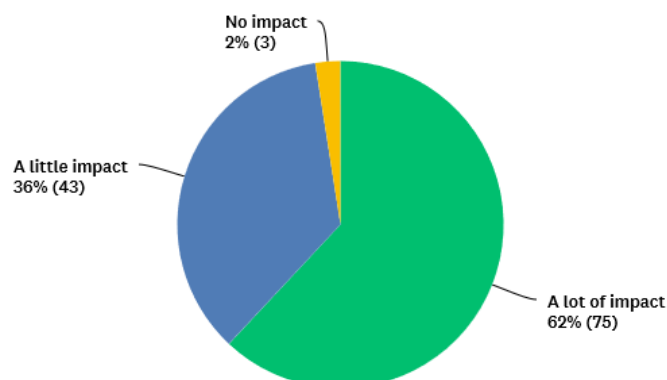
Answered: 122 Skipped: 34



Q11. How much impact (on the cause of which you volunteer) do you feel your volunteering has?

62% feel volunteers have a lot of impact on their organisation and 36% A little impact and only 2% No impact.

Answered: 121 Skipped: 35



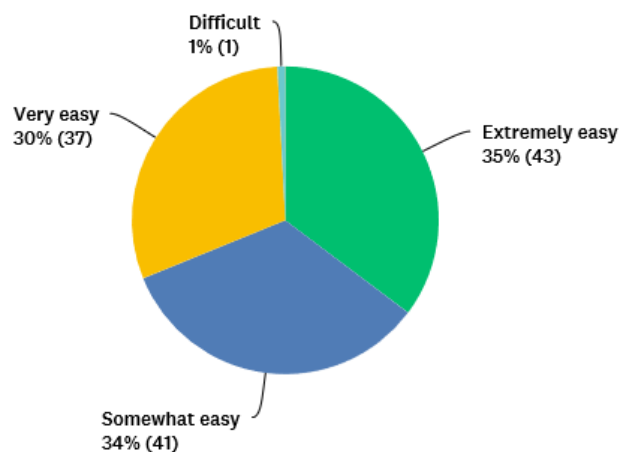
Q12. What do you think is the impact of volunteering in Louth? (e.g. on the cause for which you volunteer and other causes)

Help people sense without volunteers gives back community Louth bit
 Fleadh taking impact work people give helps feel
 volunteers organisations community county
 services running makes helps others events benefit many Vital
 Good provided support

Q13. How easy was it for you to volunteer?(from being aware of the opportunity to becoming a volunteer)

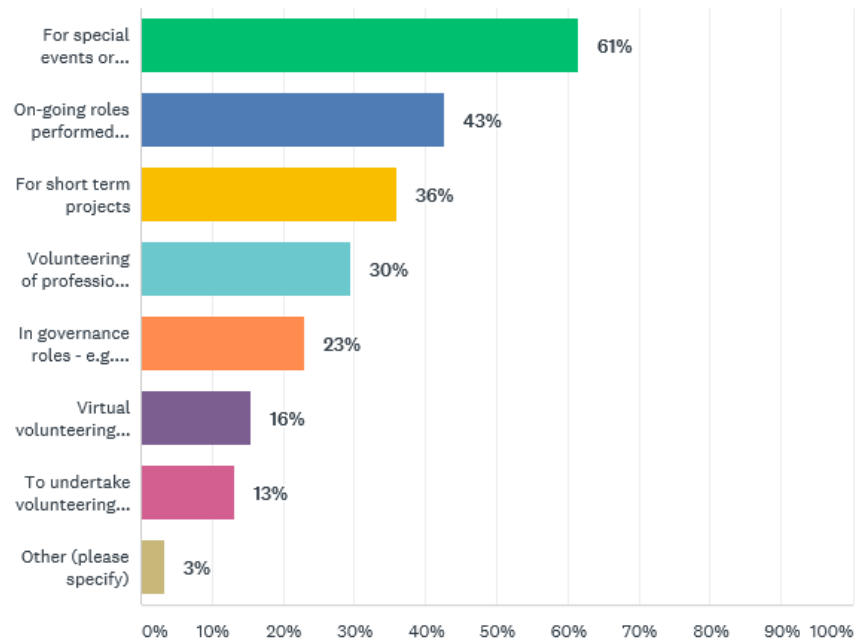
30% find it very easy to volunteer, 35% extremely easy and 34% somewhat easy.

Answered: 122 Skipped: 34



Q14. In what type of roles would you like to volunteer in the future? (Tick all that apply)
 61% would like to volunteer for special events/activities. 43% for on-going roles performed regularly, 35% for short-term projects.

Answered: 122 Skipped: 34

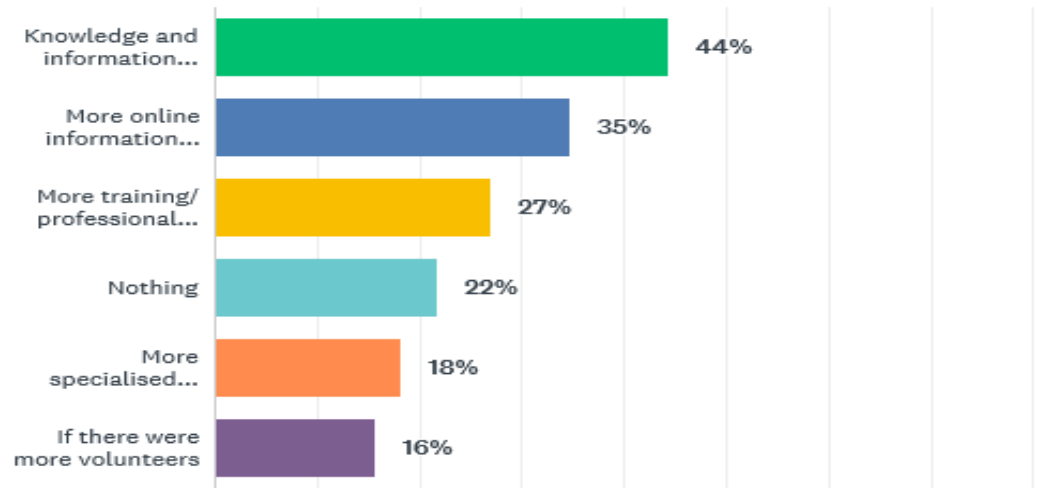


ANSWER CHOICES	RESPONSES
▼ For special events or activities that occur once or infrequently	61%
▼ On-going roles performed regularly - weekly/ monthly	43%
▼ For short term projects	36%
▼ Volunteering of professional skills	30%
▼ In governance roles - e.g. to sit on the committee /board	23%
▼ Virtual volunteering e.g. for online surveys	16%
▼ To undertake volunteering from home	13%
▼ Other (please specify)	Responses 3%

Q15. What would make it easier for you to volunteer in Louth? (Tick top 6)

44% feel more knowledge and information about volunteering would make it easier to volunteer.
35% more online information and 27% more training.

Answered: 115 Skipped: 41

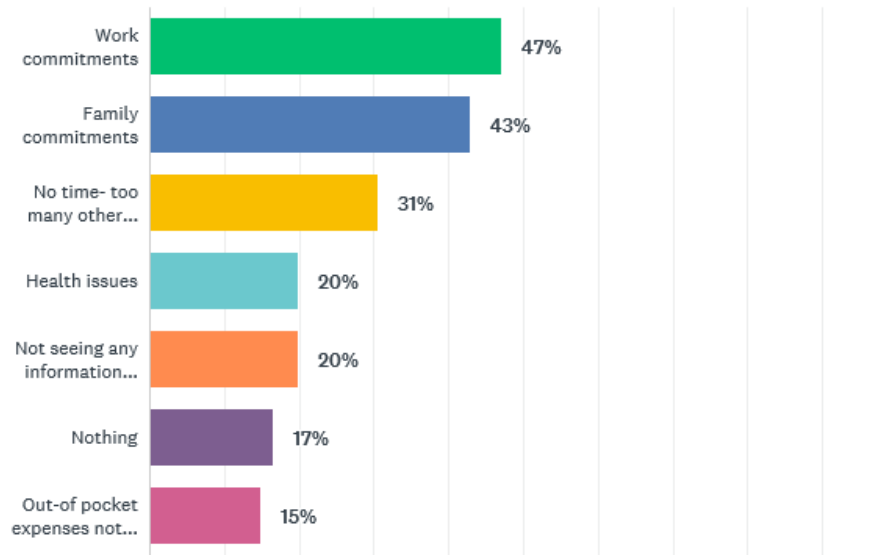


ANSWER CHOICES	RESPONSES
▼ Knowledge and information about volunteering opportunities in Louth	44%
▼ More online information about opportunities	35%
▼ More training/ professional development opportunities	27%
▼ Nothing	22%
▼ More specialised training	18%
▼ If there were more volunteers	16%

Q16. What would block you from volunteering in future? (Tick all that apply)

47% of volunteers work commitments and 43% family commitments would block them from future volunteering.

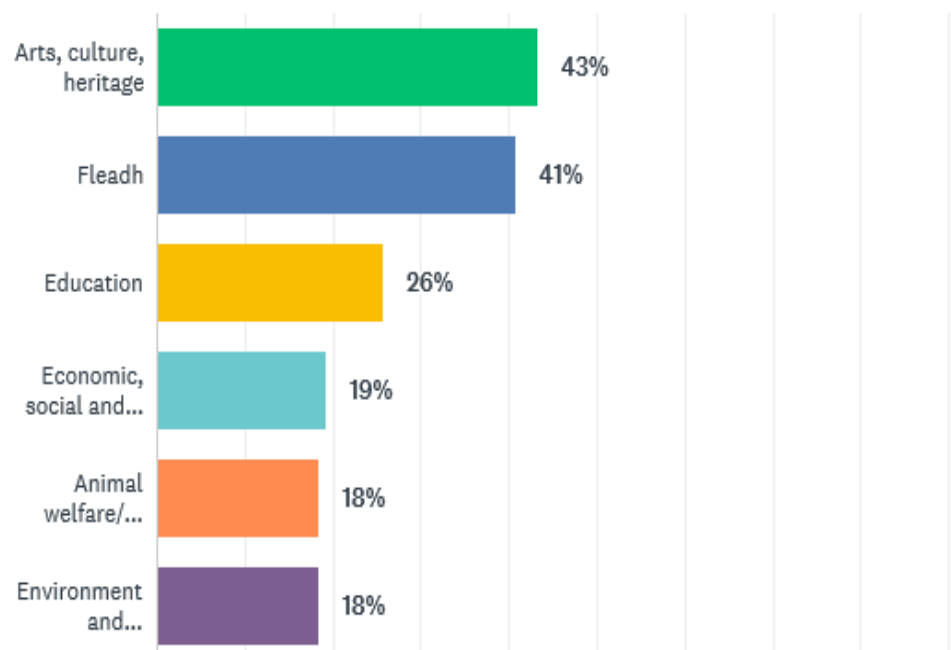
Answered: 121 Skipped: 35



Q17. In what sector would you be interested in volunteering in the future? (Tick all that apply)

43% would be interested in volunteering in Arts, Culture and Heritage sector, 41% Fleadh and 26% education.

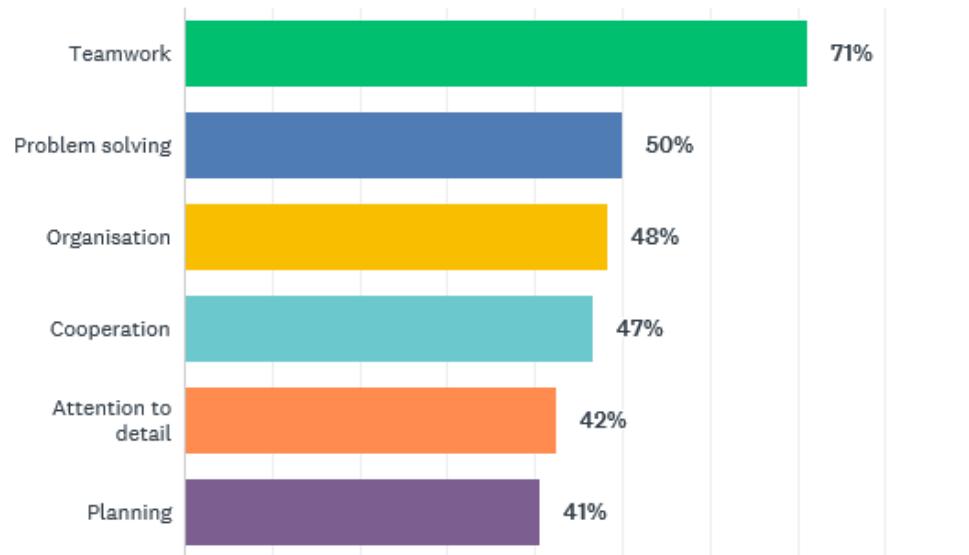
Answered: 120 Skipped: 36



Q18. What type of practical skills have you personally gained as a result of volunteering? (Tick top 6)

71% Volunteers have gained skills in Teamwork, 50% Problem Solving and 48% Organisation skills.

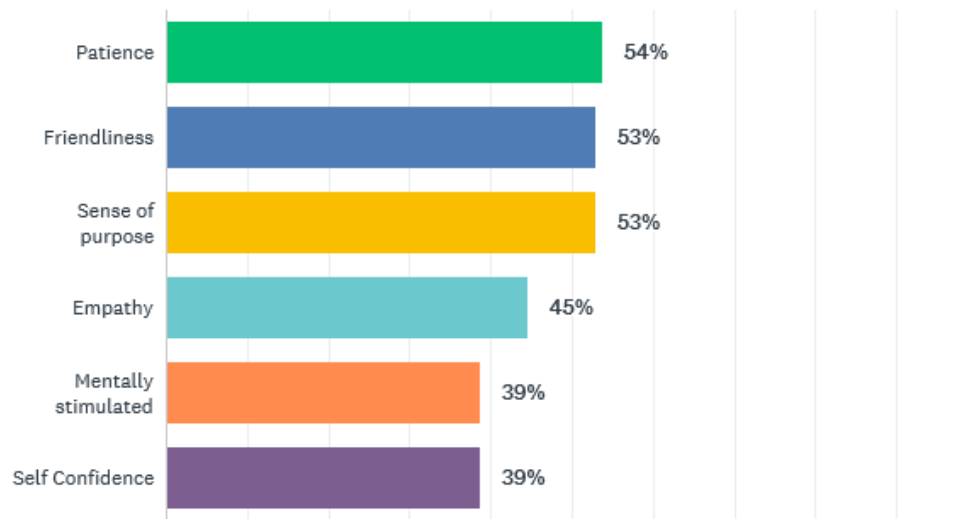
Answered: 118 Skipped: 38



Q19. What type of interpersonal skills and experience have you personally gained as a result of volunteering? (Tick top 5)

Over 50% have gained Patience, Friendliness and Sense of purpose skills/experience as a volunteer.

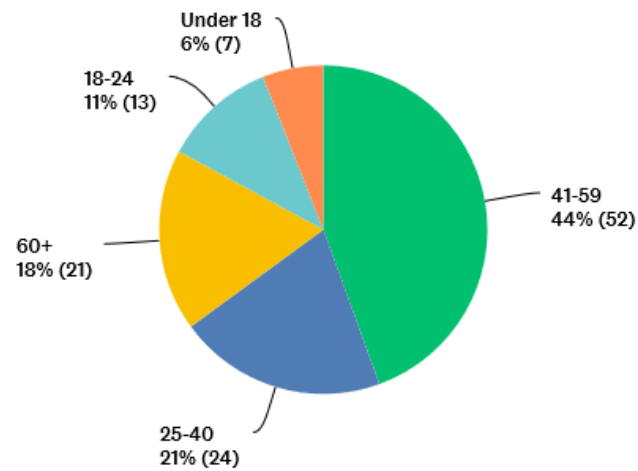
Answered: 119 Skipped: 37



Q20. To which of the following age brackets do you belong?

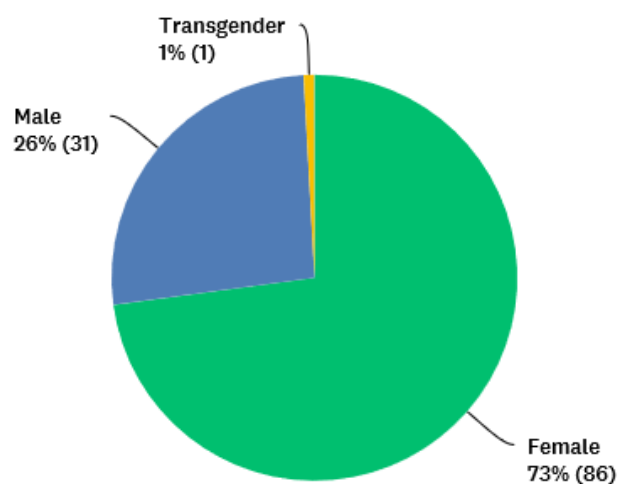
44% of volunteers are between the age 41-59yrs, 21% between 25-40years and only 11% between 18-24years.

Answered: 117 Skipped: 39



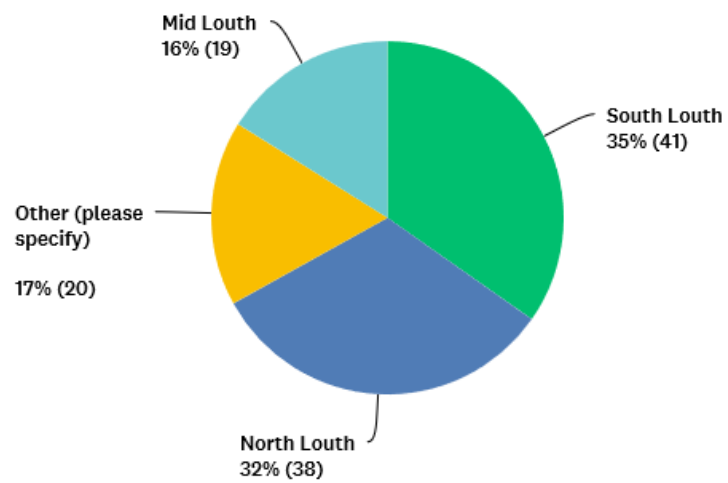
Q21. What is your Gender?

Answered: 118 Skipped: 38



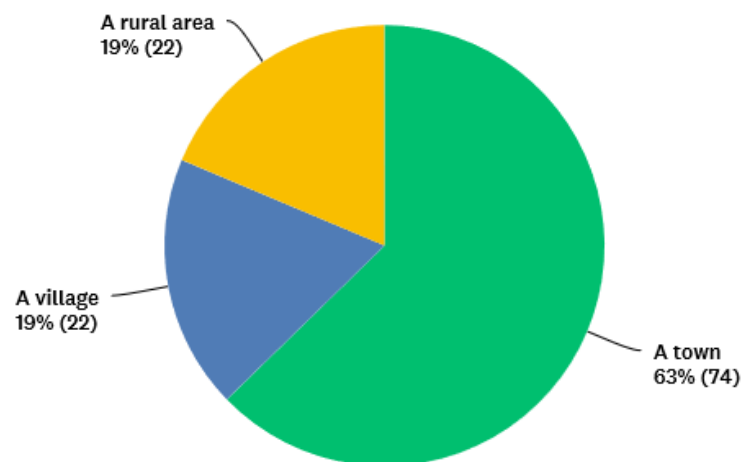
Q22. Where in County Louth do you live?

Answered: 118 Skipped: 38



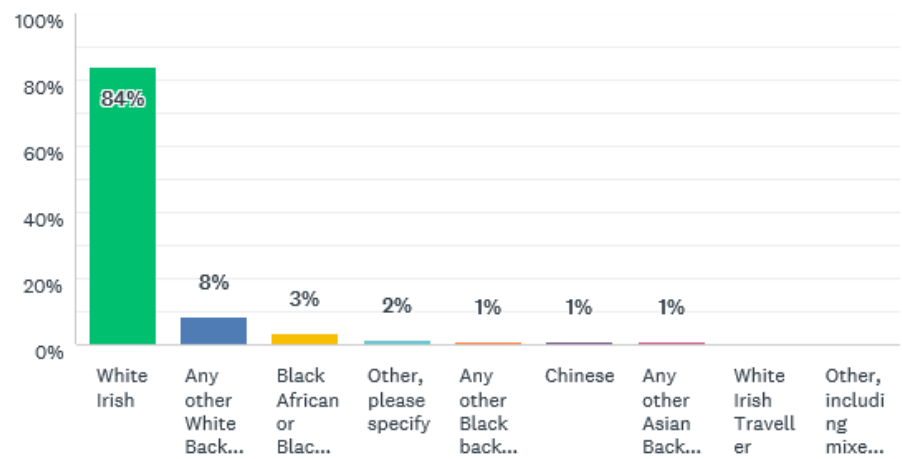
Q23. Do you Live in

Answered: 118 Skipped: 38



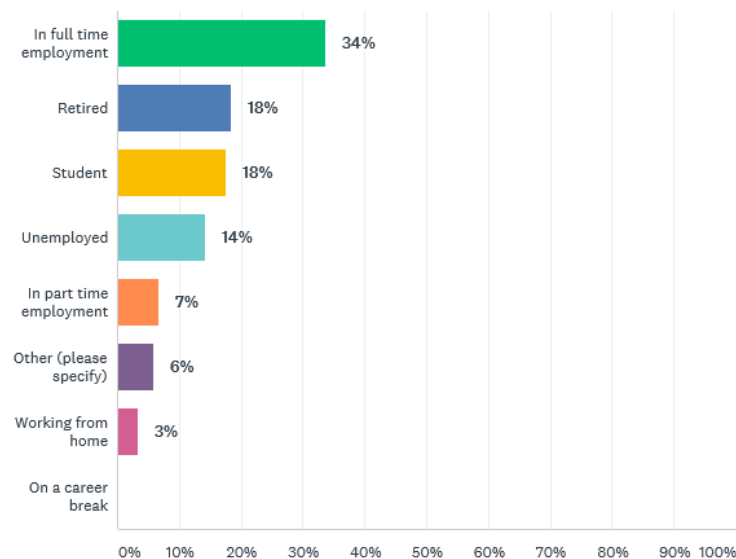
Q24. What is your ethnic or cultural background?

Answered: 119 Skipped: 37



Q25. Are You:

Answered: 119 Skipped: 37



Q26. Is there anything else you would like to say about volunteering or the future support needs of volunteering in Louth?

think Thank people mental health skills events great Louth
opportunity good volunteer part community
fleadh work team need groups help enjoyed