# **Appendix 1 - CoLC Volunteering Action Plan 2024-2029**

**Aims:** Foster a positive volunteering culture that inspires employees and community members, promotes collaboration and inclusion, and creates positive and sustainable impacts.

#### Volunteering and the People Strategy

Volunteering sits mainly within the *My Wellbeing and Belonging* theme in the People Strategy, but also links to *My Talent, My Developm*ent as well as other touch points, supporting key success indicators:

- People feel valued and rewarded through the opportunity to participate in meaningful volunteering activities.
- Volunteering promotes personal and professional growth.
- Volunteering encourages co-operation and collaboration by bringing people together to tackle common goals.
- Through leadership engagement and a commitment to volunteering, staff experience and contribute to a culture where inclusive, values-led leadership is consistently role-modelled across all levels.

## **Volunteering and the Corporate Plan**

Volunteering supports five of the six Corporate Plan outcomes:

- Diverse and engaged communities volunteering creates social connections, encourages inclusion, combats isolation, and empowers individuals to contribute to their communities.
- Leading sustainable environment volunteers play a crucial role in sustainability initiatives such as conservation and habitat restoration, education and awareness raising, waste reduction, and community gardening.
- Providing excellent services volunteering helps people to develop professionally and supports the delivery of excellent services.
- *Vibrant thriving destination* volunteers contribute greatly to the preservation and maintenance of our cultural heritage assets and sites, as well as supporting events of cultural and national importance.
- Flourishing public spaces volunteers engage in and support a wide range of activities to ensure our public spaces are inviting and sustainable.

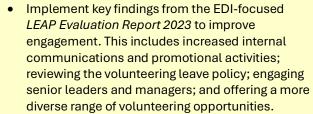
#### **Volunteering and EEDI**

Volunteering also supports the Corporation's EEDI objectives:

- Volunteering brings people together around common goals, increasing social/cultural connections and developing cultural competency. This supports an inclusive and diverse community and can inform provision of accessible and excellent services.
- Volunteering initiatives often address challenges that disproportionately affect ethnically diverse and underrepresented communities. These include limited opportunities, economic disadvantage, health disparities, and social isolation.

Goal	Activities		Outcomes	Timeline (f/y)				
				24-25	25-26	26-27	27-28	28-29
Engaged,	Promote and increase employee engagement in		More employees benefit from positive experiences of	•	•	•	•	•
empowered and connected volunteers	team and individual volunteering opportunities through the LEAP employee volunteering programme by 10% each year.		professional and personal growth, and sense of belonging.					
(CP1,3,5: PS2)	Convene and manage a corporation-wide working group of volunteer managers overseeing 750+ external volunteers, implementing consistent policies, risk management and practices, identifying common challenges and opportunities,		External volunteers have a positive and consistent volunteering experience and CoLC Volunteer Managers feel supported and empowered to deliver.	•	•	•	•	•
	<ul> <li>Increase awareness of CoLC volunteer initiatives through improved external communications e.g. development of CoLC external webpages</li> </ul>		City residents and the wider community can engage in and collaborate with CoLC volunteering initiatives.	•	•	•	•	•
	Recruit and train a new cohort of Royal Event     Supporters to support Operation London Bridge     and other volunteering initiatives e.g. Lord     Mayor's Show.		<ul> <li>The City is supported to deliver city-based events of international, national, and regional importance by well-trained and engaged volunteers.</li> <li>CoLC employees feel engaged and proud to volunteer at City events.</li> </ul>	•		•		•

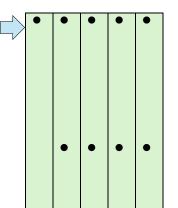
# Diverse and inclusive volunteering (CP1-6, PS 1-4)



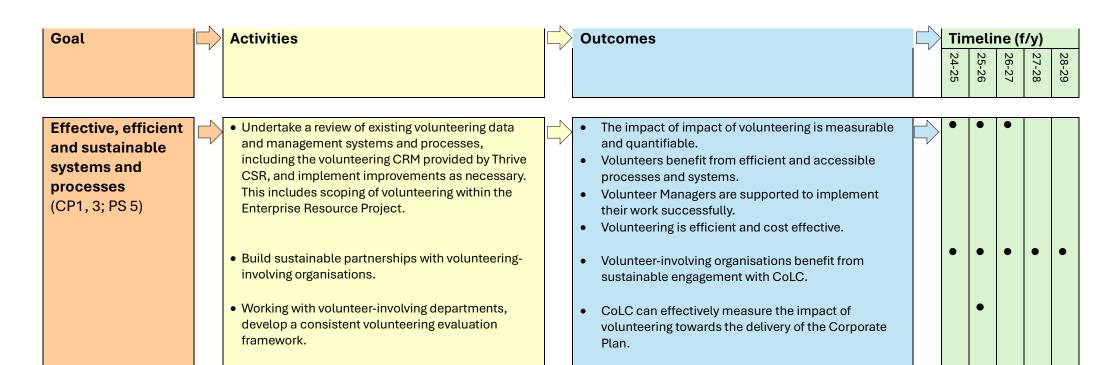
• Collaborate with volunteer-involving COLC departments to support EEDI initiatives in volunteering e.g. diversifying volunteer base, ensuring greater levels of uptake at lower grades

etc

- More employees across all grades participate in LEAP.
- Employee volunteers are engaged with community groups, increasing social/cultural connections, understanding and cultural competency.
- The City Corporation and its stakeholders benefit from a diverse and engaged community of volunteers at all levels across the organisation.



Goal	Activities	Outcomes		Timeline (f/y)				
				24-25	25-26	26-27	27-28	28-29
Skills and talent development (CP 3; PS 3,4)	Identify and deliver volunteering initiatives to support the development of specific employee cohorts e.g. apprentices, graduates.	Employees benefit from opportunities to develop their professional skills and competencies.		,	•	•	•	•
	Develop and roll out a manager's guide to volunteering to demonstrate how volunteering supports professional development and links to the People Strategy. This will include a volunteering skills and competencies matrix outlining the outcomes of different types of volunteering.	<ul> <li>Managers feel more confident in promoting volunteering as a useful professional and organisational development tool.</li> <li>Employees are encouraged to engage in more volunteering.</li> </ul>			•			
	Re-establish and develop a network of Volunteer Champions.	Employee volunteers are valued and have opportunities to learn and progress.			•			
	Identify and develop training materials and resources for Volunteer Managers and external volunteers.	<ul> <li>Volunteer Managers and external volunteers are recognised, valued and supported in their professional growth. External volunteers benefit fr highly skilled and knowledgeable managers.</li> </ul>	om		•	•	•	
Value, recognise and reward volunteering (CP3; PS 1-5)	Review the CoLC employee volunteering policy and to ensure it aligns with comparative public and private sector organisations.	Employee volunteering contributes to CoLC's responsible business objectives, be a viewed as a excellent employer of choice, and attract talent.	n P	,	•			
	Review, develop and implement activities and systems to improve the recognition of the contribution of volunteers e.g. Lord Mayor's Volunteer Reception; long service awards; Celebrating Our People Awards; internal and external communication etc.	<ul> <li>Volunteers feel recognised and valued.</li> <li>The impact of volunteering is shared and promoted</li> </ul>	d.	•	•	•		



### Evidence to demonstrate success (baseline established in 2024/5)

- Number of employees registered to LEAP
- Number of employee volunteers
- Number of employee volunteer hours recorded
- Number of team volunteering activities delivered
- % positive responses from LEAP feedback questionnaires
- % positive responses feedback questionnaires from volunteer-involving organisations
- CoLC Staff Survey % increase in employee engagement
- Number and diversity of opportunities offered with partner organisations.
- Internal staff communications metrics e.g. intranet page visits.