

THOUGHTS (Observed or felt)	DILEMMAS (Challenges faced)	GOLDEN NUGGETS (Key insights/Lessons & Advice)
New on-boarding process is exciting and new	Some volunteers are less likely to stay as they want to try different things	Being a dedicated Volunteer Co-Ordinator is a real positive – it means I can focus on this
Vetting processes seem too long	Loss of PCSO's and reduced Safer Neighbourhood Teams means lack of opportunities	We are using VINY more
Lots of IT technology barriers at the moment	Demand is rising – cost of living is having a huge impact	Linking in with York University to bring more young people
We are finding out about a lot more skills that our volunteers have so we can 'use' them for other roles	Being a solo person and having to cover a huge area with no additional resources	Now using CFY for DBS which is brilliant – so speedy
Seem to be managing a larger volume of DBS applications	Nothing to engage volunteers throughout December – struggles with staffing so difficult to keep volunteers engaged	Looking forward to using the 50 th Anniversary celebrations to boost volunteer numbers and raise profile in the local community
Filling in forms and language barriers/LD's	Returning to pre-covid levels of engagement with volunteers	Re-directing volunteers to other organisations if they aren't the correct type for you
Struggling with volunteering in Whitby	Negative attitudes towards volunteers from existing staff	Targeted recruitment – local community, social media, case studies
Volunteer advert that was used in 2023 received 18 volunteers, same ad in 2024, no applications received	Deprivation areas – continuation funding to expand	
Blame Shifting	Time to manage volunteers	
Communication could be better	Volunteer losses, i.e. death/illness/sadness and the gap they leave	
	Non Successful lottery funding	
	Policies and sourcing accurate info easily	