1. **Background**

The IMPACT Inclusive Volunteering Project was funded by Sport England’s New Approaches to Supporting Volunteers Fund.

The project was developed jointly by four County Sports Partnerships in the East Midlands: Northamptonshire Sport, Sport Nottinghamshire, Lincolnshire Sport and Derbyshire Sport.

The funding award contract was for a 12 month period from 4 January 2016 to 31 December 2016. However due to a delayed start this was extended to 31 March 2017.

The target audience for the project was the cohort of population registered as disabled and/or people living with a long standing illness which affects or limits their day to day activities.

2. **Project Aim**

In view of the Active People Survey data and local research, IMPACT was developed to focus on the three main aims:

1. To investigate the link between levels of disability volunteering and participation in sport by the target population.
2. To use sports volunteering as a tool to increase the confidence and social skills of this target population.
3. To create more sports volunteering opportunities for this target population.

In achieving the above, the project aimed to provide a sustainable structure and embed good practice and learning into future volunteer programmes as well as increase opportunities and improve access to volunteer placements for people with disabilities.

3. **Methodology**

Each CSP was tasked with recruiting at least 10 local organisations, a project total of 40 organisations, who they would work closely with over the contract period of the project. In the main, these organisations would already provide sport and physical activity opportunities for the target population. Each CSP then worked closely with the partner organisations and local volunteer centres/organisations to complete the three phases listed below:

- Phase 1 - Prepare the organisations for disabled volunteers
- Phase 2 - Create a welcoming infrastructure for the disabled volunteers
- Phase 3 – Recruit, train, support and deploy the disabled volunteers into placements
4. Using the Project Methodology

Phase 1: Prepare the organisations for disabled volunteers

In the first phase, the aim was to work closely with the recruited partner organisations in order to ensure they create a welcoming and supportive environment for disabled volunteers. This would be done in the following ways:

<table>
<thead>
<tr>
<th>a) Training: The provision of training will be provided for the partner organisations on disability awareness and how to effectively manage volunteers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Local disability sports clubs, leisure operators and parkrun were invited by each CSP to be involved in the project. In Nottinghamshire three national leisure operators became involved in the project.</td>
</tr>
<tr>
<td>• All invited organisations were requested to return an ‘IMPACT Expression of Interest’ form.</td>
</tr>
<tr>
<td>• A total of 50 partners organisations were recruited on the project. Only 75% of the partner organisations were recruited in phase 1. The remainder were recruited mid-way through the project.</td>
</tr>
<tr>
<td>• All partner organisations completed an IMPACT Inclusive Volunteering Survey. The completed surveys were used to evaluate the organisations current readiness to effectively recruit, manage and support disabled volunteers, as well as provide information on the additional volunteer roles and training required by each organisation.</td>
</tr>
<tr>
<td>• Based on the information from the survey, each partner organisation received a Training Needs Analysis, which highlighted suggested roles to recruit and the training required by the volunteers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>b) Volunteer Templates &amp; Checklists: Template resources will be provided to help the partner organisations prepare for the volunteers and identify meaningful roles for them to undertake.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• A 3 hour Volunteer Management Workshop (VMW) was developed by the project team, which included an additional disability element. The 3 hour workshop was also been adapted to accommodate some of the partner organisations eg: the Leisure Operators and parkrun.</td>
</tr>
<tr>
<td>• The workshops included a resource pack of volunteer templates, job descriptions and person specifications.</td>
</tr>
<tr>
<td>• Derbyshire Sport commissioned their Council for Voluntary Service (CVS) to deliver their VMW’s, whilst the other CSP’s have delivered their own workshops.</td>
</tr>
<tr>
<td>• In some areas attendance on the VMW was low. This was mainly due to the time restraints of the volunteers.</td>
</tr>
<tr>
<td>• For those organisations not able to attend the course, the Volunteer Officers met with the organisations separately to present the workshop on a 121 basis.</td>
</tr>
<tr>
<td>• Completion of Phase 1 took longer than originally anticipated. Many of the partner organisations had to be chased for their completed ‘expression of interest’ forms and club surveys. In some cases, the surveys had to be completed by the Volunteer Officer over the phone and during 121 visits.</td>
</tr>
<tr>
<td>• The perceptions by the volunteers within the organisations of the time required to attend the training and be involved in the project led to a couple of organisations dropping out of the project altogether, or not getting involved in the first place.</td>
</tr>
</tbody>
</table>
Phase 2: Creating a Welcoming Infrastructure

In the second phase, the aim was to provide, and train a suitable workforce, in order to support the recruitment, deployment and development of volunteers.

a) **Recruit Support Roles:** Encourage the partner organisations to recruit volunteer support roles: Volunteer Coordinator, Disability Coordinator and Activity Buddy (if required).

- The recruitment of Volunteer Coordinators as well as Disabled Coordinators presented a challenge for the project. The majority of partner organisations did not feel these positions were required, particularly the clubs.
- In hindsight, the projects targets for recruiting to these positions was probably too ambitious.

b) **Template Job Roles:** Create a central bank of template job roles.

- A portfolio of volunteer profiles and adverts including job descriptions and person specification were created by the project, which were tailored for each partner organisation.
- The volunteer profiles were advertised and promoted widely to the public through various means (eg: local media, websites and social media), direct marketing to day care centres, disability groups etc and via other volunteer recruitment agencies eg: Volunteer Centres.

Phase 3: Recruiting & Training the Volunteers

The third phase of the project involved recruiting, training and deploying the disabled volunteers.

a) **Recruitment:** Develop links with a range of organisations that currently work with this cohort population (not just in sport) to recruit the volunteers

- Each CSP linked with a variety of local disability, volunteer and employability organisations in order to promote the project and recruit volunteers.
- Higher Education Colleges proved to be a good organisations work with. All of the CSP’s linked with at least one college in order to recruit and train young disabled volunteers.

b) **Volunteer Inductions:** An induction checklist will be created and used as part of the recruitment process.

- Each volunteer received an induction prior to a suitable placement being found.
- The aim of the induction was to determine the motivations and interests of the volunteer as well as their qualifications, skills and ability to do certain tasks. Following which a Personal Development Plan would be drafted.
- It became evident that the induction was very time consuming, yet a very worthwhile process. In some instances it required meeting the volunteer 2 to 3 times before a plan was completed.
- Lack of confidence, ill health and the volunteer not being able to highlight any training that they wanted or required was the main challenge.

c) **Training:** Create and deliver various workshops (eg: Introduction to volunteering) to highlight the potential volunteering roles and explain more about what it is like to volunteer in sport.

• All courses were offered to all volunteers from the partner organisations and any disabled volunteers for free.

d) **Activity Buddies:** Where needed, link newly recruited volunteers with a suitable Activity Buddy to support their volunteering. Where appropriate some volunteers may be recruited as Activity Buddies to either help other volunteers or help other disabled people play their sport.

• Generally it was felt that Activity Buddies were not required.
• Only Nottinghamshire recruited Activity Buddies and these were recruited through the national leisure operators.
• For the young disabled volunteers recruited through the colleges, group placements were more effective and beneficial to the volunteers.

e) **Bursaries:** These will be offered to volunteers taking up coaching or officiating roles.

• An IMPACT Coach Bursary scheme was launched by all CSP’s to support disabled people wishing to train as coaches or leaders. This was administered as part of their existing Coach Bursary Scheme. However, the scheme was not utilised to its full extent as very few individual applicants applied.

f) **Transport Costs:** A limited amount of funding will be made available to help with travelling expenses where needed etc. Although partner organisations will be encouraged to offer these where possible.

• The budget for transport costs was under-utilised as only Lincolnshire provided funding travel expenses for their volunteers.

g) **Inclusive Volunteer Month:** A targeted campaign will be run during the month of June to try and recruit disabled volunteers, as well as provide training opportunities for the workforce from the partner organisations who are going to be recruiting, deploying and developing the disabled volunteers.

• The CSP’s delivered a joint marketing campaign for the project and recruited local disabled volunteer champions to do this.
• The month of June was promoted as ‘Inclusive Volunteer Month’ and the majority of training workshops for the partner organisations and volunteers were scheduled during this month.
• Northants also ran an ‘Inclusive Sport Month’ social media campaign during September tying in with the Paralympics. Profiles of inclusive ambassadors from across the county were posted on Facebook and Twitter, linking in with IMPACT volunteer roles and the various training opportunities, which proved to be effect.

5. **Progress Against Targets**

• **Partner Organisations:** All 4 CSP’s achieved target in recruiting 10 or more organisations to the project. A total of 50 organisations were recruited.

• **Volunteers Recruited:** A total of 128 disabled volunteers were recruited, which is 8 volunteers over the total project target. Evidently, the most effective method of recruiting disabled volunteers was through the colleges, as this enabled the project to recruit groups of
young disabled volunteers. Day Care Centres, Disability Groups, Volunteer Agencies and Remploy also proved to be useful organisations to work with for recruiting.

**Volunteers Trained:** From the 128 total volunteers recruited, less than half have received training. The expectation when the project was designed is that all recruited volunteers would require some level of training but this has not been the case.

**Volunteers Deployed:** To date a total of 100 of the 128 volunteers recruited have been deployed. The remaining 28 are still in the process of being deployed even though the project has come to an end. Deployment of the volunteers has been the most time consuming aspect of the project, attending various meetings with the volunteers and their carer’s, case officers, social workers etc., In some cases this has meant meeting one volunteer several times, before they have been deployed.

**Volunteer Coordinators Recruited/Trained/Drafted:** A total of 19 ‘new’ Volunteer Coordinators have been recruited. This is a shortfall of 21 from the project target of 40. From these 19 volunteers 17 have received some type of training and all 19 volunteers have been deployed. Some of the partner organisations have already got Volunteer Coordinators, therefore there has not been the requirement to recruit additional volunteers to these roles.

**Disability Coordinators Recruited/Trained/Drafted:** A total of 22 ‘new’ Disability Coordinators were recruited, 18 of whom were trained, and all 22 were deployed. This is a shortfall of 18 from the project target. Notts had the greatest success in this area, due to the type of partner organisations they are working with – mainly leisure providers, these roles have viewed as quite pivotal within the organisation. Whereas in the clubs, it has been the Volunteer Coordinators that have taken on this additional role.

The table below shows progress against the project targets.

<table>
<thead>
<tr>
<th>Project Area</th>
<th>Derby</th>
<th>Lincoln</th>
<th>Northants</th>
<th>Notts</th>
<th>Project Total</th>
<th>Project Target</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Disabled Volunteers Recruited</td>
<td>30</td>
<td>33</td>
<td>36</td>
<td>44</td>
<td>15</td>
<td>128</td>
<td>120</td>
</tr>
<tr>
<td>Number of Disabled Volunteers Received Training</td>
<td>30</td>
<td>2</td>
<td>29</td>
<td>18</td>
<td>11</td>
<td>60</td>
<td>120</td>
</tr>
<tr>
<td>Number of Disabled Volunteers Deployed</td>
<td>30</td>
<td>24</td>
<td>25</td>
<td>37</td>
<td>14</td>
<td>100</td>
<td>120</td>
</tr>
<tr>
<td>Number of partner organisations engaged</td>
<td>10</td>
<td>14</td>
<td>11</td>
<td>15</td>
<td>50</td>
<td>40</td>
<td>10</td>
</tr>
<tr>
<td>Number of organisations received training</td>
<td>No target</td>
<td>30</td>
<td>6</td>
<td>3</td>
<td>19</td>
<td>58</td>
<td>No Target</td>
</tr>
<tr>
<td>Number of Volunteer Coordinators Recruited</td>
<td>10</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>14</td>
<td>19</td>
<td>40</td>
</tr>
<tr>
<td>Number of Volunteer Coordinators Trained</td>
<td>10</td>
<td>2</td>
<td>5</td>
<td>0</td>
<td>10</td>
<td>17</td>
<td>40</td>
</tr>
<tr>
<td>Number of Volunteer Coordinators Deployed</td>
<td>10</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>14</td>
<td>19</td>
<td>40</td>
</tr>
<tr>
<td>Number of Disability Coordinators Recruited</td>
<td>10</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>14</td>
<td>22</td>
<td>40</td>
</tr>
<tr>
<td>Number of Disability Coordinators Trained</td>
<td>10</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>10</td>
<td>18</td>
<td>40</td>
</tr>
<tr>
<td>Number of Disability Coordinators Deployed</td>
<td>10</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>14</td>
<td>22</td>
<td>40</td>
</tr>
<tr>
<td>Number of Activity Buddies Recruited</td>
<td>No target</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>14</td>
<td>14</td>
<td>No Target</td>
</tr>
<tr>
<td>Number of Activity Buddies Trained</td>
<td>No target</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>10</td>
<td>No Target</td>
</tr>
<tr>
<td>Number of Activity Buddies Deployed</td>
<td>No target</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>14</td>
<td>0</td>
<td>No Target</td>
</tr>
<tr>
<td>Number of training courses delivered</td>
<td>No target</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>20</td>
<td>No Target</td>
</tr>
<tr>
<td>Number of volunteers attending training courses</td>
<td>No target</td>
<td>70</td>
<td>31</td>
<td>50</td>
<td>9</td>
<td>160</td>
<td>No Target</td>
</tr>
<tr>
<td>Number of Coach Scholarships awarded</td>
<td>No target</td>
<td>2</td>
<td>17</td>
<td>4</td>
<td>9</td>
<td>0</td>
<td>No Target</td>
</tr>
<tr>
<td>Number of Non-Disabled Volunteers Recruited</td>
<td>No target</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>0</td>
<td>6</td>
<td>No target</td>
</tr>
<tr>
<td>Number of Non-Disabled Volunteers Deployed</td>
<td>No target</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>0</td>
<td>4</td>
<td>No target</td>
</tr>
</tbody>
</table>

6. **Successes**

- The project received a lot of interest from local organisations in each county as well as interest at a regional and national level, particularly from organisations like parkrun and Special Olympics GB. The project has also raised the profile of inclusive volunteering and volunteering
in general, not just disabled volunteering. A few abled-bodied volunteers have taken up IMPACT roles either to get more experience working with disabled people or because they work with disabled people in a work capacity.

- The Volunteer Management Workshop created by the project has been very well received by all clubs/attendees, and all four CSP's intend to run the workshops as part of their club development programme.
- The project has helped to develop stronger working relationships between all the CSP Volunteer Leads within the East Midlands. The project has resulted in the formation of a Regional Volunteer Group. This will group will continue meet to share ideas and good practice in the East Midlands.
- The greatest success in recruiting disabled volunteers has come through collaborations with local colleges.
- In June during 'Inclusive Volunteer Month' the social media campaign highlighted short case studies and profiles of key volunteers across each county showing why they volunteer and the benefits etc. The project received huge engagement from the local community relating to these people which resulted in a massive interest in volunteering. There was a similar campaign in September 2016 around the Paralympics highlighting local short case studies of local disabled athletes and volunteers which had equally good engagement.
- The project has helped the CSP's engage with other organisations that they would not normally do so (eg: Remploy and The Hope Centre).
- parkrun has been one of the main successes. Although the volunteers are not disabled, they have attended quite a few of the IMPACT training courses and are now proactively promoting parkrun for people with disabilities. This in turn has helped to increase the profile and awareness of the opportunities available for people with disabilities.
- A Facebook page was created to share ideas and examples of good practice following several requests from the parkrun volunteers. The page has helped to promote the work and success of the project to a wider audience.
- Courses such as Autism Awareness, Sight Loss & Guide Running and Inclusive Coaching have been well attended and well received by participants. The project funded IMPACT volunteers to attend the course for free. However, despite the courses being well attended (over 80% capacity across all 3), courses may not have run without the funding contribution.
- Those individuals who became IMPACT volunteers were appropriate for the ethos of the project. i.e: the project got the right people and the project made a huge difference to these people.
- Group training (eg: Sports Leaders, Tennis Leaders & Boccia Leaders) has been offered though the project which has worked well.

7. **Challenges**

- The project has been very resource heavy in terms of project officer time. The amount of officer time allocated to the project was underestimated in the original project application. Instead of one day per week of officer time spent on the project, each CSP spent on average of 2-3 days per week.
- The clubs readiness and willingness to take on the volunteers has not been straightforward and some of the clubs have not really engaged wholeheartedly into the project due to capacity and therefore are not driving it. Those clubs that were engaged recruited the majority of the volunteers.
- The cost to host inclusive courses/workshops has been high and some of the training courses have not been well attended. In some areas IMPACT clubs and volunteers can attend workshops for free, however some areas have subsequently struggled with drop outs. Free versus charging for courses has been a dilemma for the project.
- Care Homes were keen to support the project initially but lack flexibility with Monday – Friday, 9am-5pm care packages and most clubs activity runs outside of these times.
• Perceptions of the time required to train new volunteers, attend training, and being involved in the project has led to a couple of organisations dropping out.

• Parents of potential disabled volunteers who have expressed an interest in volunteering (identified by colleges) have held their child back from volunteering because they feel the child is not able to.

8. Learning

• Following the success of the Volunteer Management Workshop, all the CSP’s have agreed to roll out the workshop to other clubs across the county as this workshop seems to be a useful resource.

• The group placements work well where there is opportunity to do so. This helps to alleviate the lack of confidence issues from both volunteers and parents/family members.

• Disabled people do want support, they do want people to listen and to explain things to them. Initial engagement is most effective when these people meet face to face in an environment which is comfortable to them.

• It can take many meetings across weeks/months to effectively recruit and deploy a volunteer who has mental health issues. They lack confidence when talking to people and often have anxiety issues in certain environments or around certain people and it takes time to get over this fear factor. It is important to be patient, supportive, and understanding to the volunteer and recognise that although it may be time consuming to begin with, the volunteer does have lots of potential to make a difference.

• There is a fear factor about attending courses by disabled people. Courses need to be adapted to cater for people with learning disabilities and tutors need to adapt the way they deliver the courses to cater for their needs. It has become evident through IMPACT that this currently doesn’t always happen.

• Allocating 12 months to run this project, with the expected outcomes and targets was very ambitious.

9. Funding

The total grant awarded to the project from Sport England was £59,200. Due to a slow start and a big underspend after 12 months of delivery, the project was given a 3 month further extension up until 31 March 2017. The total underspend at the end of the 15 months was 6,345.05.

10. Case Studies

Each of the four CSP’s have provided one case study from their project.
Ed, Oscar, and Ben are all on the Skills for Work in Sport course at Lincoln College. They heard about IMPACT volunteering through their course tutor Gavin Knox. They have previously volunteered, through IMPACT, at the Activities 4 All event in 2016.

On Wednesday 22nd February 2017 Ed, Oscar, Ben, along with other IMPACT volunteers, ran the Lincolnshire Inclusive Rounders Festival at Lincoln College. All volunteers had previously attended a volunteer workshop and Inclusive Rounders training delivered by Lincolnshire Sport (now known as Active Lincolnshire).

Here are their thoughts on what it’s like to be an IMPACT volunteer:

**Ed** – “I’ve gained a lot from being an IMPACT volunteer, because what you do volunteering is you learn that in a certain situations you can adapt which is what you couldn’t do when you were younger. It gets your confidence up, and gets your energy levels up and you mix with people and you get communicating skills and verbal skills to help you to work even better.”

**Oscar** – “I’m really enjoying being an IMPACT volunteer. I like it because I like helping people and it’s a great experience like at the Rounders competition.”

**Ben** – “Before we started this tournament we did a lot of preparation making sure everything was all right and stuff like that. I think volunteering is a way of getting the confidence up, building skills and learning things that you need like skills and qualifications to get in to work in to sport.”
Case Study 2:
Northamptonshire
IMPACT – Creating new Partnerships
Report by: Will Heckford

Figure 1 below shows the different types of impairments faced by all volunteers recruited and deployed through the IMPACT project in Northamptonshire. Learning disabilities was the most common impairment (53%) and nearly a third of the volunteers had a mental health condition. This is representative of some of the key partner organisations that were involved in the Northamptonshire project; including a group of students from Northampton College (all with learning disabilities and some with complex needs) and Northampton Hope Centre and REMPLOY (mental health conditions and complex needs).

Figure 1. Impairments of deployed volunteers in Northamptonshire

Northants brokered a relationship with an employment agency called REMPLOY. They specialise in helping people with disabilities get back into volunteering and employment while also helping to support other complex needs.

The Volunteer Officer worked in close partnership with REMPLOY’s Employment Advisor to provide support for individuals who would benefit and would be ready for volunteering in sport. Many of these individuals had complex needs including confidence when around other people, and anxiety in certain environments and situations. Other barriers included; self-confidence, self-esteem, anxiety issues, transport to sessions, costs, lack of time.

REMPLOY helped to identify potential volunteers who would be ready and would benefit from volunteering in sport, all of which had mental health issues and complex needs. As the REMPLOY officer already had built up trust with the volunteers, this helped get over any initial anxiety issues when meeting the Volunteer Officer for the first time to discuss volunteering opportunities. The journey from that first meeting to discuss opportunities to being deployed took longer than expected, sometimes 3 or 4 separate meetings to build their confidence, not turning up at sessions to name just some of the issues along the way.

In total Northants recruited 7 volunteers through the partnership with REMPLOY and have deployed 4 so far. 3 volunteers dropped out of the process along the way for various reasons including health, not the right opportunity available currently, and time constraints.

Although there have been many challenges working with REMPLOY to recruit a small number of volunteers, it is important to recognise that there have been huge benefits for these particular volunteers in terms of their personal development.

Now that a working relationship has been developed with REMPLOY, the CSP will continue to work in partnership with REMPLOY to recruit more volunteers and work with clubs to support these volunteers.
I first heard about the IMPACT project through a presentation from Pete Edwards from Sport Nottinghamshire delivered to the FE/HE Group in order to recruit partners to carry out some delivery. The project was all about providing people with a disability the opportunity to volunteer in sports. Following this I expressed an interest to Pete about running a pilot here at Central with our Horizons students.

I made contact with a couple of the Horizons staff to identify suitable students to undertake training to deliver some sport activity to others students at Central. The overall aim of the project is to train and develop students to volunteer in sports in a community setting. Once students had been identified I brought them all together and invited Pete to come and explain more about the project and the support there would be for the students with their volunteering. From this we were able to recruit 9 students.

Working with the 9 students, we identified some Sport Leadership training for them to undertake to be able to deliver sports activity. This included Archery, Tennis and Boccia. We used funding from Sportivate and the IMPACT budget to cover the training costs and purchase equipment. The training has been great in terms of ideas on how to run activity, but it has also helped to develop the student’s communication and social skills with other students when encouraging them to take part, as well as increased confidence, leadership and team working skills.

Students were from a mix of classes, which was good as it meant that they could deliver to different students on a weekly basis. 4 of the students have been supporting the delivery of activity on Wednesday mornings to a group of 20 students from our Arthur Mee Campus. The other 5 students from the Beeston Campus have just set up some lunch time activity on a Wednesday where students can drop in and take part during their break. So far they have had 17 students take part across 2 sessions. The next step will be to set up lunch time activity at Arthur Mee to provide more students from Horizons the opportunity to participate.

In relation to community activity, we have arranged that the 9 students will support the Aegon Open Nottingham Tennis in June and also to support the Midland Games in July (this an event of participants with an Intellectual disability) and is a partnership with the NHS, County Council and a Special Olympic Sanctioned Competition Pathway. I am also keen to work with the students to set up and end of year Sports Day for Horizons students at our Clifton Campus.
Case Study 4:
Derbyshire Volunteer Management Workshop Helps Local Clubs
Report by: Rachael Dyer

In June 2016 Amber Valley CVS delivered the first 'Effective Volunteer Management: a practical guide to working with disabled volunteers' workshop in Derbyshire. The workshop has been developed in partnership with Sport Nottinghamshire through the IMPACT project.

Kirsty Barker who delivered the workshop along with from Amber Valley CVS commented that it helped to break the volunteer management process down to clearly understand.

Kirsty said: "Our first IMPACT workshop was very well received, it helped our participants think clearly about every stage of the volunteering process and let us break everything down in to bite size pieces for them”.

"Growing groups can find the prospect of taking on the responsibility of volunteers very daunting, but this workshop shows them that there is nothing to worry about at all, we can provide them with all of the tools they need."

**Putting it into practice**
Jill Gaskell from Belper Hammers Volleyball Club attended the workshop. Jill is Volunteer Coordinator at the club and has found that she has been able to put what she learnt into practice:

"The workshop provided useful insight into how to welcome and introduce new volunteers to the club. Based on this learning I have written a volunteer policy for the club”.

"We have recently recruited some new volunteers from within the club so I will be able to use the policy and put the lessons learnt from the workshop to good use."

The workshop was a great opportunity for local clubs to understand how exactly their local CVS (Centre for Voluntary Services) can help them.

Jill said: "The workshop provided useful suggestions for where to advertise volunteering roles such as the Amber Valley CVS. As well as helping clubs to promote their volunteering opportunities, they also provide support to set up new groups and assisting with the development of existing groups”.

Kirsty went on to say that: "The session also helped to show that taking on volunteers with disabilities is really no different from taking on anyone else it, it is all about looking at what each individual can do and what is going to suit them and the group. The process that we share through the Impact training is equally relevant to any volunteer, so it is well worth coming on the training whether or not you have individuals with disabilities looking to get involved at the moment. This training in an excellent tool to help us demystify the volunteering process and we hope many more groups will access the sessions moving forwards.”