



The Prince's
Responsible
Business Network



Toolkit

GETTING STARTED WITH SKILLS-BASED VOLUNTEERING

July 2024



TOOLKIT



"Skills-based volunteering is beneficial for everyone, from community organisations to businesses and their employees. While volunteering supports community organisations to transform lives and help communities thrive, it will also boost employee wellbeing and engagement, increasing business productivity."

Mary Macleod, Chief Executive of Business in the Community (BITC)



"On behalf of the East of England Leadership Board, I'm delighted to share this guide to getting started with skills-based volunteering. Over several years now we've worked with charities, grant makers and social enterprises to better understand how business can effectively support local communities, especially through the cost-of-living crisis. One of the biggest opportunities to emerge is re-thinking the traditional volunteering approach and harnessing expert skills and experience, rather than simply just time. Against the backdrop of the unparalleled challenges facing the third sector, we have an opportunity, as a collective, to make a real difference and I'd like to thank all the board for their contributions and collaborative efforts, as well as the charities who have given their time and insights."

***Peter Simpson, Chief Executive of Anglian Water and
Chair of BITC's East of England Regional Leadership Board***

GETTING STARTED WITH SKILLS-BASED VOLUNTEERING

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THIS BUSINESS IN THE COMMUNITY TOOLKIT HAS BEEN PRODUCED BY MEMBERS OF BITC'S EAST OF ENGLAND REGIONAL LEADERSHIP BOARD.

WITH THANKS FOR CONTRIBUTIONS FROM:



NatWest

Members of [Business in the Community East of England Leadership Board](#) have recognised that the [cost-of-living](#) is still very much an ongoing crisis. That's why they have collaborated together to create a toolkit designed to support you in utilising your skilled employees to support organisations across the region.

This toolkit will highlight the *why* and *how* to move from traditional volunteering towards the much-needed skills-based volunteering.

Section 1: Landscape and context

The rise in the cost of living in the East of England has led to increased pressures on communities, including fuel and food poverty, health inequalities, domestic violence, and mental health crises. This surge in demand has put a strain on community organisations at the same time as their income has reduced, decreasing their capacity.

A 2023 report said: "It won't come as a surprise that, as a sector, fundraising itself has been heavily impacted by the cost-of-living crisis"ⁱ.

According to Britain Thinksⁱⁱ, just under a quarter of the public have cancelled or reduced their charitable donations to reduce the burden on their monthly finances.

Alison Taylor, Chief Executive of Charities Aid Foundation Bank & Charity Services, recently said: "The cost-of-living crisis makes the value of charities' work more visible than ever, while also placing these same charities under significant pressure as they seek to deliver their essential services and meet increasing demand from their communities."ⁱⁱⁱ

Nevertheless, volunteering remains a beacon of hope, fostering community connections and enhancing well-being and skills development – especially at a time where external factors such as the cost-of-living crisis, political instability and an ageing workforce are making it more difficult for the third sector to receive the support they need to help support beneficiaries.

Skills-based, employer-supported volunteering benefits businesses and the third sector alike, fostering a sense of responsibility and a desire to build a brighter future at a turbulent time. Businesses are driven to make a positive difference in the communities where they operate, in turn forging a stronger relationship with their customers and teams.

Skills-based volunteering employees can mean that there really is something for everyone to offer. From sharing your expertise in a range of areas including IT, to strategic planning, even marketing, fundraising, legal and leadership development. The collaborative process of identifying these resource needs can help businesses, the offering can be endless and can build lasting and deep relationships with the third sector as you work together to identify gaps in the organisation's resources.

To harness the full potential of expert volunteering, programmes must be adaptable and fulfilling, catering to the schedules of busy employees while igniting their passion for community engagement. Volunteering builds team morale, develops skills, and enhances a positive brand awareness with customers and stakeholders. Businesses that provide effective skills-based employee volunteering programmes will also be more attractive in recruitment^{iv} and improve the wellbeing of existing employees^v.

Building strong, mutually rewarding relationships between businesses and the third sector is crucial for successful partnerships. The third sector needs a different and more flexible relationship with businesses and their employees to make this work well^{vi}.

Ongoing challenges in East of England



Section 2: Inspire me – There is something for everyone

Case study one: Aviva^{xi}

Aviva has been able to extend the ways it supports people, including those that are struggling the most, by building additional capacity onto Citizens Advice's front line, at a time when its services are most needed. Citizens Advice is experiencing a record-breaking demand for its services, as people grapple with rising costs and more, and more people are turning to the charity, some for the first time.

Aviva ExCo and Citizens Advice Volunteering

In November 2023, the Aviva Executive Committee (ExCo), including Chief Executive Amanda Blanc, volunteered their expertise to address key strategic issues identified by National Citizens Advice. The day was split into an immersion session at a local Citizens Advice office in the morning, before collaborating in strategic workshops in the afternoon.

During the morning session, the ExCo had the chance to deepen their understanding of the operating realities and current pressures facing Citizen Advice's front-line services. During the

visit the ExCo got the opportunity to talk to Citizens Advice advisers, managers, and volunteers about their experiences, as well as having the chance to observe client appointments, with the clients' consent.

In the subsequent workshops, the ExCo were asked to draw from the insights and provide advice for the following strategic priorities:

Provide advice fit for the future: Maximising the potential of technology to transform the way Citizens Advice deliver advice remotely and

Amplify partnerships for impactful change: Explore how a partnership could maximise outcomes for all parties

Outcomes from the session

Jennie Smith, Head of Volunteering at Citizens Advice, said:

"Alongside our partnership with Aviva, we've worked together to create opportunities for colleagues at all levels of the business to contribute via skilled volunteering. The different

perspectives, ideas, and unique experiences ExCo volunteers brought with them helped us explore new ways of working.”

The partnership is helping teams across Aviva think differently internally, by sharing insights, engaging their people, and bringing them closer to the situation faced by people within Aviva’s customer base and the communities it serves.

Case study two: Business in the Community’s East of England Regional Leadership Board

Business in the Community’s East of England Leadership Board brings together business leaders to identify ways to support communities across the region. Through engagement with community organisations and charities, grant makers, and social enterprises, the Leadership Board has sought to understand and learn how businesses in the East of England can support local people through the rising cost of living.

Board members wanted to take collective action to support organisations helping those most affected by the rise in the cost of living. The Board held insight sessions with several organisations and together identified three key areas they could support:

1. Delivering training webinar modules to enable cost-of-living focused organisations to increase their capacity and knowledge to support more vulnerable people, focusing on the most needed topics.
2. Creating a toolkit to help businesses mobilise more of their employees to get involved in skills-based volunteering.
3. Helping beneficiaries and businesses to network in a safe environment.

Piloting the Project

The project was piloted initially with the third sector in Norwich. Board members contributed in various ways, from providing business experts for training webinars and hosting networking sessions, to creating listening forums and building direct relationships with beneficiaries. It was a strong example of cross-business and voluntary sector collaboration to co-create a specific outcome that would benefit all involved.

Outcomes from the session

Following positive feedback from the pilot, the Board is now creating a replicable and scalable model, with the potential to be rolled out in locations across the UK. Relationships which began as part of this pilot have evolved into deep and powerful partnerships, delivering significant impact for the end beneficiaries.

Case study three: Anglian Water^{xii}

Since 2013 Anglian Water, alongside its capital delivery partners, has been working to make a lasting difference in the market town of Wisbech. The work has focused on three key regeneration areas: community, education and skills, and infrastructure.

Located just forty miles from Cambridge, Wisbech faces several challenges but also has immense potential for growth and development. The support Anglian Water and its capital delivery partners were collectively able to offer grew from grassroots non-skilled community work into strategic skills-based assistance, supporting a different vision for Wisbech.

Skills-based support opened up the potential for systemic and sustained change, alongside immediate community impact. By concentrating efforts in a single town and collaborating with multiple partners, Anglian Water was focused on

making a lasting difference to people's lives. Examples of skills shared since the work began include:

- Providing comprehensive strategic support to the vision for the regeneration of Wisbech and building the business case for a garden town proposal with over 10,000 new homes.
- Facilitating appraisals, expertise, and studies to address specific challenges faced by the town. Leveraging networks and knowledge, including project management expertise by Sweco, to coordinate and accelerate the 2020 Vision for Wisbech.
- Providing educational support in secondary and primary schools, including presentation training, mock interviews, CV writing and aspiration building.
- Providing social media strategy support and advice for a local charity, enabling it to significantly improve its social media presence.
- Supporting in the creation of emergency temporary accommodation during the pandemic.

Working collaboratively enabled expertise and effort to be shared between multiple organisations and meant a broader range of resources could be called on to achieve a bigger impact.

Key learnings from Anglian Water

- Immerse yourself in the local community, ask questions, and listen so you can create strong, trusting, and equitable relationships.
- Be prepared to invest time. The changes that will make the biggest impact may need long-term investment and may not be measurable in the short-term.
- Take time to understand where your skills could make the most difference.
- Be honest about what you can't do, as well as what you can.
- Think outside the box. The needs of the community may be different to your initial expectations, so being adaptable is key.

Section 3: The business case

Benefits to employers

Skilled based volunteering can support a business-wide responsible business strategy, linking employee efforts to community needs in a way that aligns with a business's purpose or priorities.

As with other forms of volunteering, there are numerous commercial benefits for employers offering skills-based volunteering opportunities to their staff. These include enhanced employee satisfaction and retention, enhanced brand recognition, and access to new talent pools^{xiii}.

A recent report showed that the number of businesses offering workplace volunteering initiatives increased fivefold after the pandemic^{xiv}, showing their commitment to supporting those who were hardest hit in their communities, whilst also nurturing the wellbeing of their own employees^{xv}.

While there is limited research into financial return specifically linked to skills-based volunteering, since 2010, True Impact^{xvi} has collected impact data from thousands of employees across dozens of companies.

They found significantly more value was generated for business by:

- Being significantly more likely to create and strengthen relationships with regulators, legislators, advocacy groups, or other stakeholders (+89%).
- Being more likely to build or strengthen sales-related relationships (+40%).

These magnified business benefits, which at their core are about relationship development, may partly have come about due to the longer-term nature of skills-based programme activities: skills-based volunteers served an average of 25 hours, compared to traditional volunteers' 12 hours^{xvii}.

Other benefits include:

- Helping employers to meet their social value commitments, with meaningful, tangible activity.
- Strengthening employee engagement by encouraging them to contribute their skills to meaningful causes.
- Transferring valuable experience and insights back into the business.
- Fostering teamwork and strengthening relationships among employees, customers, and communities^{xviii}.
- Demonstrating that employers are committed to contributing to the community they serve.
- Reducing absenteeism, with research showing that participating in meaningful workplace volunteering schemes creates an average reduction in absence of around 0.9 days per year for each member of staff that volunteers^{xix}.
- Reflects positively on a company's reputation and is recognised by stakeholders.

Benefits to employees:

- Provides opportunities to experience new work environments, meet new people, and often learn new skills^{xx}.
- Develops both personal and professional skills.
- Improves overall wellbeing and mental health.
- Increases exposure to new perspectives and challenges.
- Demonstrates a willingness to learn, take on new opportunities, and pave the way for career changes.

Case study four: KPMG

KPMG has long encouraged its colleagues to take up governance volunteering roles, such as charity trustees and school governors, through its Governance for Better programme. It recognises

the value that KPMG colleagues can bring to these roles and similarly, the value they can get from them.

In recent years, the Governance for Better programme has been developed even further to enhance the support KPMG has given to these colleagues since the start of the pandemic. It recognises how valuable its colleagues have been in helping schools, colleges, and other beneficiaries to come back stronger. The enhanced programme features a series of webinars from industry experts, information, and recruitment sessions for those considering taking on such a role, and peer-to-peer networking events, in addition to the latest news, support, and guidance.

School governors volunteer at board level to set the strategic vision for the school, provide support and solutions to challenges, and oversee finances. It is a fantastic opportunity to have a real impact in the community, while gaining skills to bring back into the workplace. KPMG's school governor volunteers participate in budget management, health and safety, and data analysis. They help ensure a wide curriculum is delivered so every child has the opportunity to thrive.

"Whenever you're working with people and trying to push a particular strategy or mission statement, it will always benefit you in life. The challenges, the camaraderie, the diversity, and the amazing things teachers do, make me feel positive about the world and how we as people can always make a difference, whether big or small. Dedicating a couple of hours a month is worth it for me, and I'd highly recommend it!"

Avril Thomas, Executive Lead at KPMG UK

Benefits to community organisations

- Provides additional resource to back-office functions that are crucial to the beneficiary organisation's work but are often not well resourced.
- Saves the not-for-profit from spending on purchasing expertise, allowing them to save money.
- Increases the organisational capacity of the beneficiary organisation. Skills-based volunteers are 35% more likely than traditional, hands-on volunteers to increase reach and 28% more likely to increase efficiency and effectiveness^{xxi}.
- Allows additional people to get involved and raise a beneficiary organisation's profile.
- Helps to capacity build, enabling better attraction of funding opportunities, marketing opportunities, and brand awareness.
- Increases productivity, worth at least £4.6 billion each year or £4,551 per volunteer, arising from those volunteering from professional and managerial occupations^{xxii}.
- Leads to diversified thinking, helps innovation, and supports the development of a growth mindset^{xxiii}.

Case study five: EMCOR

EMCOR's partnership with Access Community Trust (ACT) is an example of how a truly collaborative approach can identify skills-based volunteering opportunities and how moving beyond a transactional traditional volunteering lens delivers significant benefits for all.

Through collaboration with its customer, British Sugar, its workforce, and its supply chain, EMCOR created Steam Café, a safe space for local residents in King's Lynn, which aims to reduce loneliness and social isolation. Using the key skills of its employees, EMCOR carried out a refurbishment, including the replacement of floors, decoration of the café, new signage, and

the donation of IT and other equipment, such as a TV and coffee machine. It used skills and expertise to create a safe space where residents and employees can access personalised intensive support, so they can build back their lives.

To further the partnership, with the support of City & Guilds, EMCOR developed an accredited, bespoke training programme which covers practical cleaning skills, mental health awareness, and employability for service users of ACT.

It also used its apprenticeship levy to facilitate training for ACT members. Ultimately, the partnership has led to the employment of two people through links with ACT, which equates to £41,000 in social value using the Social Value themes, outcomes, and measures (TOMs) framework.

The impact of the partnership

"The relationship with EMCOR UK has evolved into a partnership that works both ways. We support candidates who are furthest away from employment. Many have emotional and physical barriers that even prevent them from considering the possibility to work.

We have created a pathway to assist in the transformation of the individual's life. EMCOR assists in providing a sustainable route to lasting change. EMCOR has been instrumental in providing not only a levy to upskill the long-term unemployed, but our organisation as a whole. It has also provided a direct recruitment pathway."

Lewis Tyrrell, Service Manager for Youth, Employment and Volunteer Services at Access Community Trust

Section Four: The how to get started

4.1 Mobilising the workforce

Top tips for inspiring your teams to get involved:

i. Use storytelling, and help your people hear the challenges first hand

Hearing the challenges beneficiaries are facing first-hand is invaluable, and their stories bring the impact to life. Share successful volunteering examples in the form of case studies. This is a powerful way of recognising your current volunteers, as well as recruiting new ones.

ii. Be flexible and inclusive

Skills-based volunteering is sometimes less defined than traditional volunteering, so can require extra support to get started. However, this flexibility can also make it the perfect choice for employees juggling shift work, childcare, health, or caring responsibilities. Giving a little in the form of skilled micro-volunteering is both achievable and rewarding for those who may find traditional physical volunteering inaccessible.

iii. Align skills-based volunteering with your company values and give it profile

This can help you communicate the purpose and impact of your volunteering activities and show how they relate to your employees' work and goals. You could add volunteering as part of personal development reviews and recognise employee volunteering impact through communications and recognition.

iv. Make it part of your culture

Build skills-based volunteering into the workplace culture, engaging all levels of seniority and starting the conversation when people join the company. Business leaders being visible in their own skills-sharing and championing volunteering is imperative for a successful rollout. Encourage everyone to share what they gain as well as what they give.

v. Iterate and improve

There will always be ways to improve and evolve. Regularly review volunteer feedback, as well as asking beneficiaries for their perspective too. Continuing to learn from what goes well, as well as what doesn't, will help you identify different opportunities, and increase your impact.

vi. Make it simple & accessible

The more guidance and support you provide, the easier it will be for employees to get involved. Provide specific examples of opportunities for people to sign up to, either by directing them to an external volunteering source, or collating a calendar of opportunities on your intranet. Make approval processes for signing off and recording volunteering straightforward. A recent study found that a quarter of employees (24.7%) did not know how much time their employer gave them for volunteering^{xxiv}. Are you making employees aware of the opportunity?

4.2 Risk and liability

All employee volunteering can expose individuals or their organisation to risk. As an employee representing your business, you have a duty of care to ensure you have mitigated all reasonably expected risks.

i. Insurance

If the task could entail damage from wrong advice, or reputational risk, please check if your activity is covered by the business's insurance. This can usually be verified with the Company Secretary or your Volunteering Lead if you are concerned.

ii. Risk

Risk will vary depending on the activity and the business advice being given. It is crucial to make sure a thorough risk assessment is conducted to protect both the business and the beneficiary organisation. This could be risk from the physical

environment, the task required, or reputational risk that could occur from advice given.

iii. Safeguarding

Safeguarding is the protection of a person, particularly a vulnerable person's health, wellbeing, and human rights, enabling them to live free from harm, abuse, and neglect^{xxv}.

As an employer, you have a duty of care to ensure all relevant volunteers are suitably trained on safeguarding issues^{xxvi} and that all beneficiaries are protected from harm in a proportionate manner^{xxvii}.

However, in confirming the beneficiary organisation has appropriate measures in place, ensure that your requests are necessary, proportionate, relevant, adequate, accurate, and timely, in relation to the service your employees will be offering through volunteering.

4.3 Considerations and questions for your employees

i. What to think about when considering skills-based volunteering^{xxviii}

- **Why?** What is your driver for sharing your skills? Are there personal development goals you have, and/or are there particular causes you want to give back to? How does it align with your business values / priorities?
- **Who?** Who would you like to support? Are there charities or potential beneficiaries you know who have asked for support?
- **When?** How much time have you got to give and how often? Does your company have a volunteering policy that states allowance?
- **How?** How would you like to get involved? Do you have expertise? Can you get together with colleagues and offer an all-rounded proposition? Are there risks, conflicts,

training, health and safety considerations, or safeguarding issues to consider?

- **What?** Invest time to meet potential beneficiaries and listen. Understand what they do and what they need. Does this request align to what you can offer? Are there any existing resources to which you could signpost?
- **Where?** Does this have to be done in person? Does it require people to be in the same room? Do you have budget for travelling? Is the venue accessible to all participants? Are there any other logistics to consider?

ii. The suggested process for volunteers^{xxix}

Once you have decided to volunteer:

1. Select your opportunity. Be aware of your company's volunteering policies. Are there any activities you are not permitted to take part in when representing your company?
2. Agree time off with your line manager to use volunteering hours. Does your company have a system to record time taken for volunteering?
3. Set up a scoping meeting and agree parameters with the beneficiary organisation. Get to know your beneficiary, including the resources they have available and the challenges they face. Be clear on what you can and cannot commit to with the beneficiary to manage expectations.
4. Check for and address any required training, health and safety measures, risk assessments, or potential safeguarding issues. Ensure any risk is recorded in advance, as per your volunteering policy. Check if any insurance needs to be in place to carry out the requested activity.
5. Deliver the activity. Commit to the date, time, and delivery actions agreed. If you can no

longer make an agreed time, find a replacement.

6. Request feedback. Think about what method you want to use to collect this: A case study? A survey? Verbally? Be prepared in advance, as you get the best responses on the same day.
7. Follow up at an agreed time. This could be a 1-month, 3-month, or 6-month check in. How have they got on? Does the organisation have any further opportunities for you to get involved with?
8. Reflect on what you have learnt and what you would do differently next time. Could this experience fit within your personal development plan?
9. Think about how you can share your experience to inspire others to get involved.

Section five: measuring impact

5.1 – Highlighting best practice to demonstrate impact

Being able to measure the impact of your skills-based volunteering programme on your organisation, employees, and beneficiaries is part of running a successful programme. We've compiled some principles below to help you get started.

i. Planning

Where possible, set objectives at the beginning of the programme, agreeing the impact you are seeking to make and how you'll measure this. At the same time, as many of the case studies in this guide suggest, you may not know the full road ahead when you start working in partnership. Hold the space for opportunities to emerge and remain flexible to follow them.

ii. **Avoid overburdening beneficiaries – be clear and concise**

Although understanding and reporting impact is important, make sure the asks are proportionate and you have considered the capacity of the beneficiary organisation with whom you are working. Only ask for information that is relevant and explain the purpose of measurement up-front.

iii. **Select the right tools**

Consider what information you are trying to gather, and why, to decide on the appropriate tools. Use frameworks and qualitative data. Be prepared to put your framework aside to do the right thing. In certain situations, outputs are immeasurable, but the value and impact are clear.

iv. **Feedback**

Engage widely to learn and improve future ways of working. This will give you a well-rounded picture of impact. Remain open and honest when reflecting on what went well and what could improve.

v. **Tell the Story**

How will you communicate your findings both internally and externally? Celebrate the wins!

5.2 Methods of measuring impact

Businesses capture the impact of skills-based volunteering in different ways – from Business for Societal Impact (B4SI) to the Social Value TOMs. impacts can encourage greater take-up and demonstrate.^{xxx}

There are several existing methods and approaches to capturing and measuring the impact of skills-based volunteering. Some of these methods include:

Impact assessment surveys

Develop and administer impact assessment surveys to volunteers, non-profit organisations, and beneficiaries, and those the beneficiaries' support. Collect feedback on the perceived value, skills utilised, and outcomes achieved through skilled-based engagements.

Qualitative case studies

Hearing first hand from the beneficiaries and sharing this with a photo/image can be the most powerful way to show the impact the activity has had. Display how volunteers' skills have contributed to solving real-world challenges and creating positive change. This works for annual reports, internal communications and press releases.

Theory of change framework

Implement a Theory of Change framework specific to your skills-based volunteering programme. Define the intended outcomes, map the pathways of change, and identify key indicators to measure progress towards these outcomes.

Volunteer management platforms

There are specialised volunteer management platforms that help match skilled volunteers with appropriate projects and often provide tools for tracking volunteer hours, skills utilised and project outcomes.

Corporate Social Responsibility or broader Responsible Business reporting

Integrate skills-based volunteering impact measurement into annual reporting frameworks. Link volunteer engagement metrics to broader responsible business goals and demonstrate the social value generated by employees' skills.

Sector-specific measurement tools

Leverage sector-specific measurement tools and frameworks tailored to areas like education,

[Business in the Community](#)

healthcare, construction, or environmental sustainability. These tools provide guidance on capturing relevant skills-based outcomes within specific contexts. This helps to benchmark against peers.

Engage in peer learning networks or communities of practice focused on skilled-based volunteering impact measurement. Share best practices, tools and lessons learned with other organisations to improve measurement practices collectively.

By utilising these methods and adapting them to their specific contexts, businesses can enhance their ability to capture the value of skills-based volunteering and demonstrate its positive impact on communities and stakeholders.

Further support from BITC

Business in the Community is the UK's largest and most influential responsible business network dedicated to building a fairer and greener world together, supported by His Majesty the King for over 40 years. We work with businesses to give them the tools and direction they need to make meaningful change happen.

If you want further support, BITC's Advisory Services have the expertise to guide you through the journey.

Our Advisory Service Team can support with:

- Understanding your 'why'
- Building the business case and gaining buy in
- Offer skills-based volunteering opportunities and guiding you to find the right beneficiaries to build long-term partnerships with
- Designing your skills-based volunteering programme
- Reviewing your programme to have the most impact on society
- Setting up an impact measurement framework

For more information, contact
Advisory@bitc.org.uk

Finding further opportunities

Here is a small selection of platforms which may further inspire you.

<https://www.bitc.org.uk/social-impact-and-employee-volunteering>

BITC can provide you with a range of skills-based volunteering opportunities, based on your desired outcomes and needs.

<https://reachvolunteering.org.uk/>

Reach Volunteering is a skills-based volunteering charity and the UK's single biggest source of trustees for the voluntary sector.

<https://thefore.org/>

The Fore introduces small charities and social enterprises to a network of experienced professionals to help them become more sustainable and grow.

<https://www.ncvo.org.uk/get-involved/volunteering/volunteering-opportunities>

NCVO does not place volunteers in charities directly, but the information and links listed on their page can help you find a suitable opportunity.

Do IT

Do provides a huge database of volunteering opportunities across the UK. Find opportunities for young people in the UK and abroad.

Timebanking UK

Timebanking UK is a national volunteering charity that supports individuals and businesses to find rewarding volunteering. They also design their own projects that give volunteers the opportunity to have an impact in the community.

National Association for Voluntary and Community Action

These are local councils providing information and training for local voluntary groups. This Association also includes details of small local trusts which might be able to assist with funding.

<https://volunteeringmatters.org.uk/>

Volunteering Matters brings people together to overcome some of society's most complex issues through the power of volunteering.

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- [learn more about our advisory services](#)
- [join us for one of our upcoming events](#)



Talk to one of our expert team today to learn how membership of BITC can help you take your responsible business journey further and drive lasting global change.

i <https://www.aurorand.org.uk/news/how-the-cost-of-living-crisis-is-impacting-charities/>

ii <https://britainthinks.com/what-does-the-cost-of-living-crisis-mean-for-the-charity-sector/>

iii <https://www.cafonline.org/about-us/press-office/cost-of-living-squeeze-hits-donations-to-charity-sector>

iv <https://volunteerhub.com/blog/skill-based-volunteers>

v https://www.aresmgmt.com/sites/default/files/2023-09/Ares_Philanthropy_Purpose_and_Professional_Development_Why-Workplace-Volunteer-Programs-Matter_vF.pdf

vi Making connections – Written by CCVS, Sept 2019: <https://www.cambridgecvcs.org.uk/media/Document/398/document/Making%20Connections%20full%20final%20web.pdf>

vii. <https://www.boxt.co.uk/news/guides/fuel-poverty-report>

viii. <https://www.money.co.uk/cost-of-living/cost-of-living-statistics>

ix. <https://issuu.com/trusselltrust/docs/trussell-trust-impact-report-2022-23>

x. https://www.cpre.org.uk/wp-content/uploads/2023/11/State-of-Rural-Affordable-Housing_online.pdf

xi. [Aviva invests £9m into Citizens Advice and Business Debtline services to help with crisis support – Aviva plc](#)

xii. [community-regeneration-in-wisbech.pdf \(anglianwater.co.uk\)](#)

xiii

<https://www.pilotlight.org.uk/join/business/corporate-social-responsibility/why-skilled-volunteering-sweet-spot-csr>

xiv https://www.works-4u.com/files/uqd/8b6c8c_38c5f4032fe7418183cc38103a6cb53b.pdf

xv https://whatworkswellbeing.org/wp-content/uploads/1920/10/volunteer-wellbeing-Oct-20_briefing.pdf

xvi <https://www.trueimpact.com/social-impact-resources/bid/75953/benefits-of-skills-based-volunteerism-roi-tracker-findings>

xvii https://www.works-4u.com/files/uqd/8b6c8c_38c5f4032fe7418183cc38103a6cb53b.pdf

xviii On parallel tracks: <https://civilsocietycommission.org/wp-content/uploads/2021/08/Parallel-Tracks-final.pdf>

xix <https://www.probonoeconomics.com/triple-dividend>

xx <https://www.ncvo.org.uk/news-and-insights/news-index/time-well-spent-employer-supported-volunteering/>

xxi <https://www.trueimpact.com/social-impact-resources/bid/75953/benefits-of-skills-based-volunteerism-roi-tracker-findings>

xxii

https://www.royalvoluntaryservice.org.uk/media/r5vjhkq1/a_pro_bono_bonus_the_impact_of_volunteering_on_wages_and_productivity_march24.pdf

xxiii <https://civilsocietycommission.org/wp-content/uploads/2023/01/FINAL-Unleashing-the-power-of-civil-society-%E2%80%93-for-upload.pdf>

xxiv https://www.works-4u.com/files/uqd/8b6c8c_38c5f4032fe7418183cc38103a6cb53b.pdf

xxv <https://www.england.nhs.uk/safeguarding/about/>

^{xxvi} [Safeguarding Vulnerable Groups Act 2006](#) (SVGA 2006)

^{xxvii} <https://www.ncvo.org.uk/help-and-guidance/involving-volunteers/volunteers-and-the-law/safeguarding-vulnerable-clients>

^{xxviii} <https://www.bitc.org.uk/wp-content/uploads/2023/04/bitc-employee-volunteering-guide-april2023.pdf>

^{xxix} Volunteer Involvement – An Introduction to Theory and Practice, By Jurgen Grotz and Ruth Leonard, e-book: [Volunteer Involvement: An Introduction to Theory and Practice | SpringerLink](#)

^{xxix} Volunteer Involvement in UK Universities - Inclusion, Excellence, Impact By Jurgen Grotz, e-book: [Volunteer Involvement in UK Universities: Inclusion, Excellence, Impact | SpringerLink](#)