



TURN2US CONNECT

Digital Volunteering

TURN2US
FIGHTING UK POVERTY

My aim



- To inspire us to think differently about the roles we offer volunteers.
- To get us all thinking that by offering something different we can attract a greater mix of people.

Turn2us Connect



- What is it?
- Why do we need it?
- What is the role of the volunteers?
- Why is it different to other volunteer roles?

The impact on volunteering at Turn2us



Since launching in March 2019, we have seen:

- Rapid internal volunteer development and culture change
- A change in demographics and diversity of Turn2us volunteer applications.

A welcome change



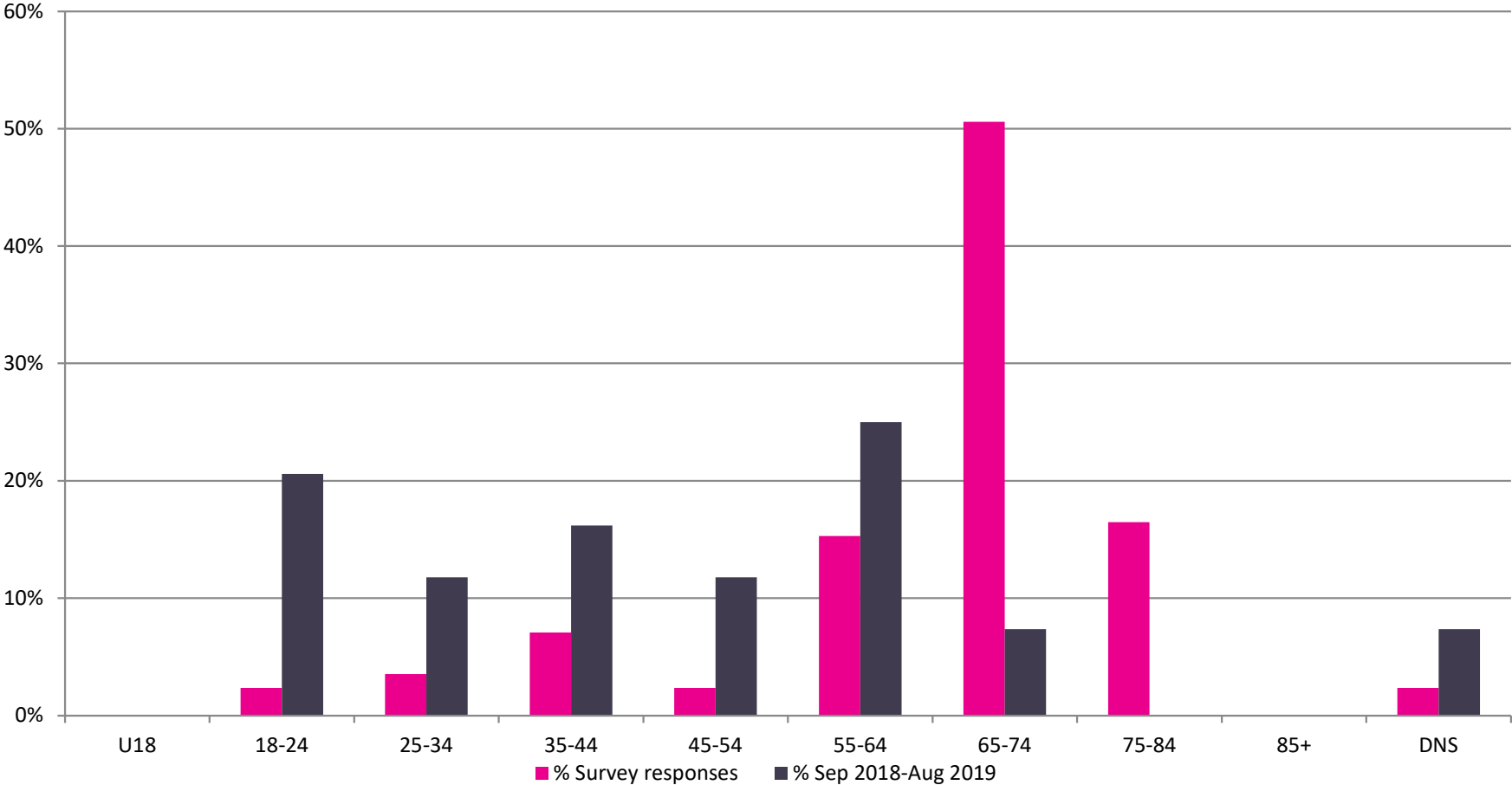
What changes have we seen?

- Age
- Involvement of people with disabilities or health problems
- Involvement of those with lived experience of the benefits system

Age



Change in volunteer age demographics since September 2018



Disability and health

The motivations and reasons behind people getting involved tell us a lot about who is applying...

***I am unable to work physically due to rare disease so I want to help other people online**, supporting them with any issues they have. This is an amazing opportunity for me to give something back. I love helping others and supporting them as that is what I did for a job. I now volunteer online with two other charities but this is one charity that I have been looking into helping because it has helped my family member in a big way.*

I am at home most of the time due to health reasons and feel that this would be a good way for me to do something useful. I also think it would be great experience for future work. I enjoy helping people and have helped many neighbours and friends through the benefit system. I think this roll would suit my situation perfectly.

I think that I can fulfil this role on the phone. I'm on ESA .I have experience of applying for benefits and have done loads of research about benefits. I've just been granted P.I.P after a 20 month long ordeal. I need to show that I am working towards getting employment and I think this would be a great way of doing something constructive and getting some experience. I'm pretty much housebound and this criteria seems to fit me perfectly.

Lived experience



We encourage people with personal experience of applying for benefits to get involved...

In my family, we also receive benefits and it's difficult for us to manage sometimes. I would like to use my time to help others instead even if it is just by showing them that I care and that they are not alone.

As a single parent I have turned to turn2us for help and support, I believe that I am now developed the emotional resilience to enable me to help others experiencing poverty.

I have been in situations where I needed help and there was no one there, and I would like to help people in the same situations.

I'm currently on benefits myself. I'm a single mum and would love to break down the misconceptions that people often have about being on benefits. I'm a skilled and educated person, whom never thought I would be in this situation so, I think I can offer a different perspective to those trying to navigate their way through the benefits system.

How has digital volunteering helped?

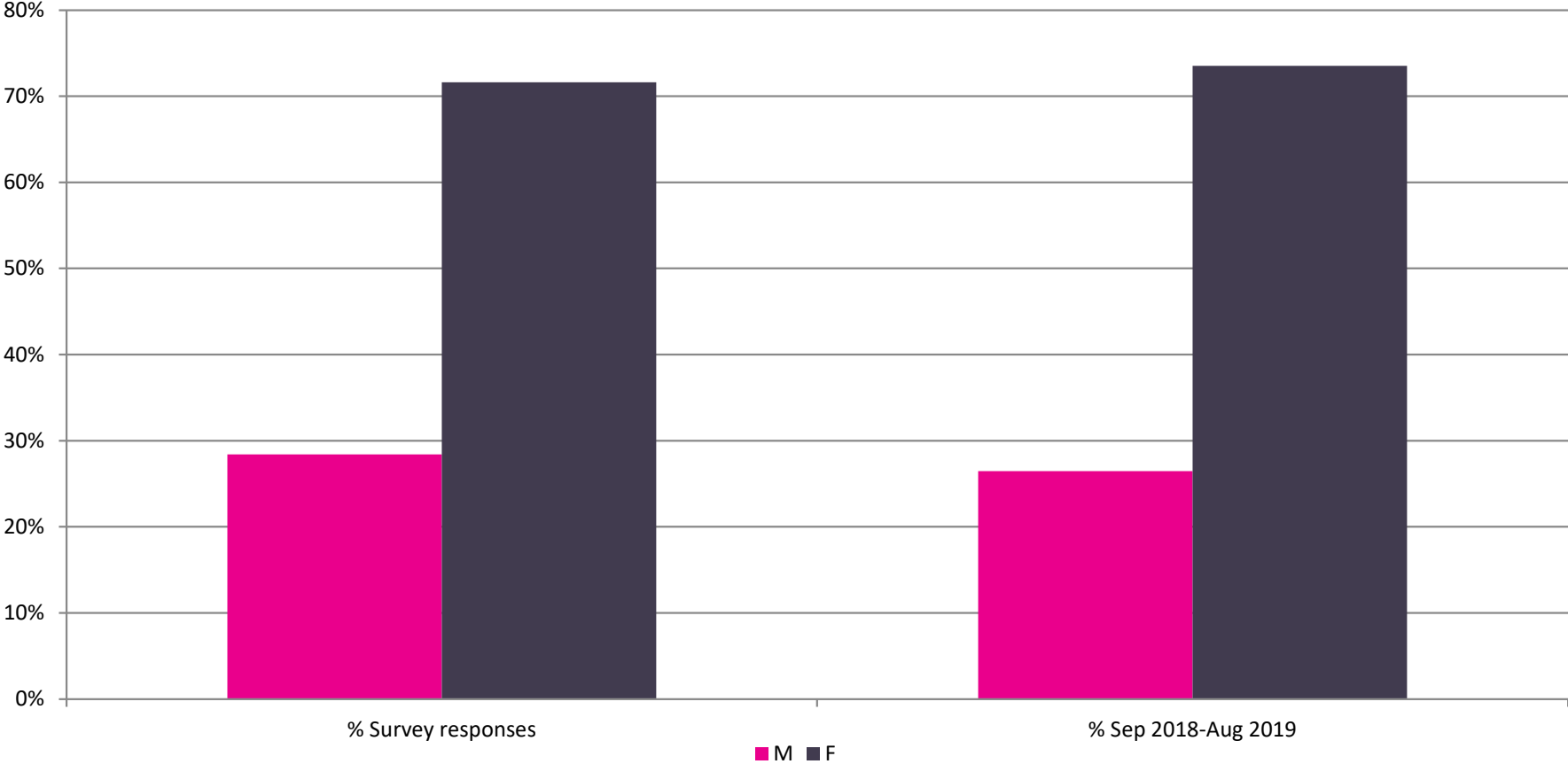


- Flexibility of time and location
- An innovative and exciting role
- Encouragement of people with lived experience to get involved
- Not forgetting, a cause that people are passionate about

What we still need to work on...



Change in volunteer gender demographics since September 2018



We aren't there yet...



Lessons learnt:

- Involving volunteers throughout the development process brought great insight.
- How to support volunteers across the country using online platforms.
- Managing safeguarding and other potential risks digitally.

Still learning:

- How to be really inclusive for those that don't feel like digital is for them.
- How to ensure volunteers feel like part of Turn2us when their role can be quite isolated.
- How to scale up with limited human capacity.

Turn2us Connect: Involving volunteers in different ways



- Think of the possible barriers that people may face, for example time, location, health, or cost and build roles that overcome them.
- Offer innovative roles that may be different to the norm to build excitement.
- Ask volunteers what they would like to be involved in.



Any Questions?

Thank you for listening