

Lincolnshire Volunteer Card

Supported and endorsed by Children's Links, Involving Lincs and Lincolnshire County Council, the Lincolnshire Volunteer Card (LVC) is a free Lincolnshire wide training programme to recognise and reward volunteers.

LVC began in April 2012 as a two year pilot project, funded by the Lincolnshire Health and Well-Being Fund. Since April 2014 it has received continuation funding from Lincolnshire County Council Public Health.

The project aims to support volunteers and individuals who wish to learn new skills that will benefit their personal development and enable their voluntary and community group to develop.

So far completed by over 1,800 participants, LVC is open to anyone in Lincolnshire over the age of 16, regardless of qualifications or volunteering experience. All that is required of them is an interest in developing new skills and an enthusiasm to volunteer in the future.

LVC provides training in six subject areas that are considered by the project essential to volunteering. The six modules are:

- **Good practice standards** – Identifying good practice standards relevant to volunteers and helping them to identify and develop the best qualities a volunteer may need.
- **Health and safety** (including personal safety) – Identifying risks and hazards, the main pieces of health and safety legislation and what can be done to prevent accidents.
- **Equality and diversity** – Covering equal opportunities terminology, recognising the effects of discrimination and how to deal with concerns.
- **Safeguarding and confidentiality** – Understanding the role of volunteers and other agencies in the protection of children



and vulnerable adults, how to alert agencies in protection of children and vulnerable adults, how to be alert to signs of abuse and having the confidence to act appropriately.

- **Customer care** – Looking at practical ways of interacting with people of all ages and abilities, including positive behaviours, body language and attitudes when dealing with customers.
- **Live well** – Providing an up-to-date knowledge of key health messages, including awareness of signposting and referral options for Lincolnshire lifestyle services.

Once participants have completed all six modules they receive a certificate and wallet-sized card, recognised throughout Lincolnshire, and a volunteering CV, outlining their core training and experience, which they are able to keep and progress.

At least seven LVC courses are run across Lincolnshire each month, with the training delivered by Children's Links bank of fully qualified training partners, including YMCA, TaylorITEX, Lincolnshire CVS and Voluntary Centre Services. Each module takes two hours to complete and can be delivered flexibly to groups of seven or more over two days or up to six weeks.

Based in Horncastle, Lincolnshire, Children's Links is a national charity working to improve

the lives of thousands of children across the UK. The charity's mission is to improve the quality and experiences of children, young people and their families, based on their beliefs that all children and young people have a right to good quality play, the right to express views, and have them heard and the right to active participation in the community.

Involving Lincs is a consortium of organisations working together to support and develop the voluntary, community and social enterprise groups that make up the third sector in Lincolnshire. The consortium aim to improve services to these groups through collaboration, strategic development and effective use of resources.

For more information on Children's Links visit www.childrenslinks.org.uk

For more information on Involving Lincs visit www.involvinglincs.org.uk



“LVC has given me more confidence in what I am doing and others on the course, all from different volunteering groups, said the same.”

“The basic grounding that it has given our volunteers will stand them and the organisation in good stead for being a progressive, clear and well organised charity.”

“Without LVC we would not have been able to support the service users the way we have.”

“LVC has made all our volunteers explore areas that they wouldn't usually think about.”

