

CASE STUDY: SUPPORTIVE

Background

Supportive are a not for profit organisation based in Ferryhill who support people in County Durham to live full and active lives through the provision of volunteer transport, domiciliary home care, training and support services. Supportive have over one hundred and forty volunteers for whom they provide training but regularly need more.



Support from DCA with Volunteering

Supportive work closely with the DCA Volunteering Team and regularly attend the Volunteer Coordinators Forum which provides them with the opportunity to network with others who have similar responsibilities. They feel they have made some good contacts and are getting more volunteers as a result of this. They advertise their volunteering opportunities through DCA and have successfully completed the County Durham Kite Mark quality standard awarded to organisations that show how their volunteering programmes endeavour to overcome barriers to volunteering. This was a requirement of a tender for a volunteering driving contract through Durham County Council and DCA worked with Supportive to achieve this. They found the process to have a positive impact on the organisation by reviewing policies and procedures and gaining an outside point of view on the way they work with volunteers.

"Supportive have been attending all the forum meetings and have found this very beneficial. This has opened up a new network of contacts for our Transport department which enables us to work better. We have also made personal connections with some key people which has been of great help in sharing best practices."

Jack Ball, Assistant Manager



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