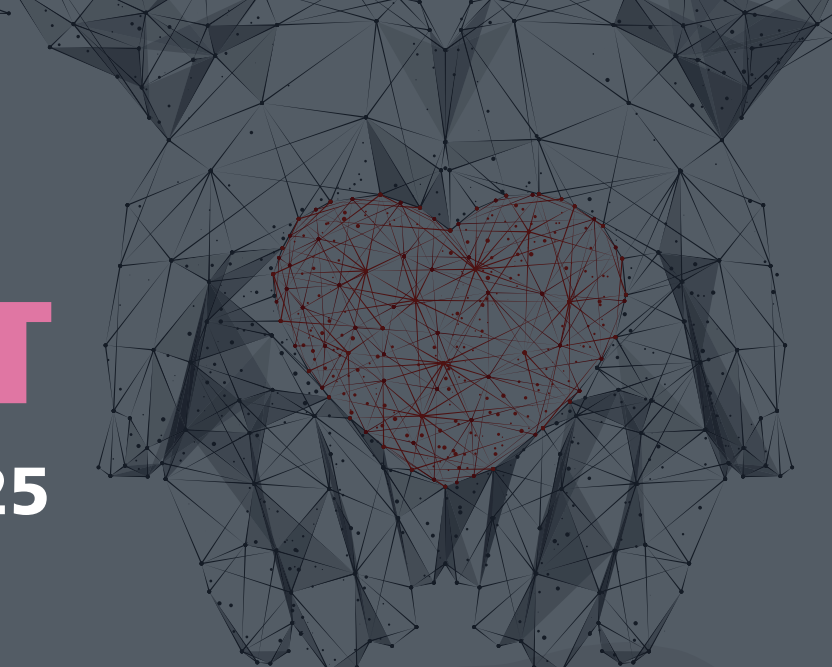


# VOLUNTEER STRATEGY

# ANNUAL REPORT

September 2024 to September 2025



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## Introduction

This is the first Annual Report on the Dumfries and Galloway Council Volunteer Strategy 2024-2029. It covers the reporting period of 2024/2025.

Our council's updated Volunteer Strategy was approved by the Education, Skills and Community Wellbeing Committee on 29 August 2024, marking a significant step in the council's commitment to enhancing the volunteer experience in Dumfries and Galloway Council.

Our Volunteer Strategy 2024-2029 reflects the evolving nature of volunteering, considering the feedback provided by volunteers about what they hope to gain from their experiences, recognising that the reasons individuals choose to volunteer are diverse and ensure that they have the best experience possible. Our updated Strategy also enables our council services to make the most of volunteering, complementing our own delivery and the work of our employees.

An Action Plan was agreed by the Committee on 29 August 2024, and the completion of these activities has been our first priority. This Report assesses the progress in delivering the Action Plan, sets out the economic value that volunteering has delivered; and also describes additional developments around the Strategy Outcomes and our future plans for 2025/26 and beyond, as we continuously improve our arrangements.

In addition to quantitative information to demonstrate progress, we have gathered a number of personal testimonies and case studies to evidence the impact of volunteering in our council. Together, it presents a powerful positive message about volunteering for both council services and the citizens across our region.

# Volunteer Strategy Strategic Outcomes

## Strategic Outcomes

The Strategy is built around four Strategic Outcomes; each designed to strengthen and sustain volunteering across the council and particularly in relation to our Investing in Volunteering accreditation.

### **Outcome 1: To endeavour to remove barriers that inhibit people from volunteering.**

This outcome looks at how we can enhance the accessibility of volunteer opportunities, by:

- Identifying and understanding challenges preventing people, particularly those from under-represented groups, from volunteering with our Council; and
- Actively working to mitigate these barriers where possible.

### **Outcome 2: To maintain continuous improvement of the management and development of our volunteering programme.**

This outcome looks at streamlining the volunteering journey, by:

- Creating a central location for all information on volunteering, making it easier for potential volunteers and staff to find out about opportunities.
- Widely advertising development opportunities for existing volunteers to support the individual's personal growth.
- Providing a forum for volunteers to give feedback and become involved in decision-making which affects them; and
- Supporting and developing opportunities for potential and existing volunteers with Dumfries and Galloway Council.



# Volunteer Strategy Strategic Outcomes

## **Outcome 3:** To recognise, reward and celebrate our volunteers.

This outcome recognises ways to celebrate the efforts of our volunteers. Our volunteers tell us that saying thank is sometimes enough, but we can also recognise volunteers through, for example:

- Spotlighting volunteer stories and sharing testimonials with their permission via social media, community bulletins, etc.
- Celebrations during Volunteers Week.
- Nominating volunteers for national and regional awards.
- Helping volunteers grow and progress.
- Providing attractive resources.

## **Outcome 4:** To maintain Investing in Volunteers, UK quality standard for good practice in volunteer management.

This outcome emphasises Dumfries and Galloway's Commitment to maintaining Investing in Volunteers, by:




- Continuing to develop, review and strengthen our volunteer programme following advice from Volunteer Scotland.
- Rolling out Maintaining and Growing liV training Councilwide; and
- Maintaining our standards to achieve re-accreditation via Volunteer Scotland in 2025.







# Action Plan Update







Along with the updated Strategy, the Committee agreed a 20-point Action Plan for 2024/25. A Summary of Progress is set out below:






## Key

Complete	
Ongoing	
In Progress	

Action	Progress/Next Steps	Linked Outcomes	Status
<b>1. Review and Update the Volunteer Strategy 2017</b>	Our Volunteer Strategy was reviewed and updated, culminating in the approval of the refreshed strategy by Education, Skills and Community Wellbeing Committee in August 2024.	Outcome 2	
<b>2. Develop Volunteer Handbook</b>	The Volunteer Handbook was developed and published in September 2024. This Handbook serves as a key resource for new volunteers, outlining the expectations, responsibilities and support available.	Outcome 2	
<b>3 Review and Update Public Facing Volunteering Webpage</b>	Updated public-facing volunteering webpage was published in June 2025, making it more user friendly-and accessible.  Plan to further develop the webpage with input from a volunteer focus group in 2025/26.	Outcome 2	
<b>4. Deliver 'Become an liV Champion' : maintain and grow Your liV Award with Volunteer Scotland</b>	3 sessions delivered	Outcome 4	

Action	Progress/Next Steps	Linked Outcomes	Status
<b>5. Volunteering to be a standing item at Service Management Meetings (where appropriate)</b>	Updates/reports are shared with the Council Management Team and Service Management Teams to monitor progress and share successes.	Outcome 4	✓
<b>6. Investigate ICT log on for Volunteers</b>	Created and published step-by-step guidance document for setting volunteers up with ICT access to improve access to systems and resources.	Outcome 1, Outcome 2	✓
<b>7. Develop process to formally recognise volunteers</b>	<p>Recognition certificates for volunteers are available for supervisors to download from the Volunteering SharePoint site and award at relevant points in the volunteer's service.</p> <p>We will continue working with the Volunteer Guidance Group to identify more ways to celebrate and showcase volunteer contributions throughout the year.</p>	Outcome 3	»»»
<b>8. Ensure Volunteer Voice is heard</b>	<p>The Volunteer Agreements signed by volunteers and managers includes a commitment to involve the volunteer in their arrangements.</p> <p>Volunteer input contributed to the review of the Strategy and development of Volunteer Handbook.</p> <p>The establishment of a Volunteer Peer Network was supported in the Service Review on Community Planning and Engagement and so the detailed arrangements are being developed</p>	Outcome 2, Outcome 4	»»»
<b>9. Share information received from liV Connections events</b>	Volunteer Guidance Group is used as an information sharing platform to inform members of any updates or best practice guidance received from national volunteering organisations.	Outcome 2, Outcome 4	»»»

Action	Progress/Next Steps	Linked Outcomes	Status
<b>10 .Development and Publish Online Training for Volunteer Supervisors</b>	Currently working with the Volunteer Guidance Group to create e-learning modules designed to support staff with the recruitment and management of volunteers across services.	Outcome 2, Outcome 4	
<b>11. Develop and publish Online Training for New Volunteers</b>	Currently working with the Volunteer Guidance Group to create e-learning modules designed to introduce new volunteers to Dumfries and Galloway Council.	Outcome 2, Outcome 4	
<b>12 .Develop and distribute Corporate Volunteer Induction programme/guidance</b>	Currently working with the Volunteer Guidance Group to produce proposed Induction Programmes to complement the e-learning course.	Outcome 2, Outcome 4	
<b>13. Celebrate Volunteer Managers</b>	Volunteer Managers are celebrated during Volunteers Week and in the Annual Report. Further opportunities are being developed with the Volunteer Guidance Group.	Outcome 3	
<b>14. Develop consistent wording for job descriptions and person specifications across services for roles involving managing/ working with/supporting volunteers</b>	Discussions with Human Resources have taken place about the process for updating job descriptions for staff roles involving volunteers; and the procedure will be finalised by the Volunteer Guidance Group.	Outcome 2	
<b>15. Review process for identifying current volunteer opportunities across council</b>	Working with the Volunteer Guidance Group to map current and vacant volunteer opportunities across the council.  Continue to utilise Third Sector Dumfries and Galloway's volunteer opportunities database to advertise council volunteer opportunities through this platform.	Outcome 1	

Action	Progress/Next Steps	Linked Outcomes	Status
<b>16. Review and update the Volunteer Guidance Group Roles and Responsibilities/Membership:</b>	Roles and responsibilities are considered fit for purpose; and the Council Management Team is reviewing their representation on the Volunteer Guidance Group to ensure appropriate membership	Outcome 2	
<b>17. Ensure staff are fully supported in their role as Volunteer Supervisors by line managers</b>	Exploring ways to ensure staff feel confident and supported in their supervisory role, including through guidance, peer support, and line manager engagement.	Outcome 2	
<b>18. Confirm referral process for Royal Garden Party nomination for volunteers</b>	Working with Civic Affairs colleagues and partner organisations to confirm referral process and to create guidance to disseminate amongst Volunteer Guidance Group.	Outcome 3	
<b>19. Create a Volunteer Database</b>	Initial discussions have taken place with Legal Services about the arrangements for a council wide volunteer database which aligns with council arrangements and Disclosure requirements	Outcome 2, Outcome 4	
<b>20. Introduce Volunteer Champion Roles</b>	Initial discussions have taken place with Volunteer Guidance Group about designation as Volunteer Champions drawing on best practice for other Champion roles in place e.g. Wellbeing; and in other organisations.	Outcome 2, Outcome 4	

The Action Plan for 2025/26 includes the ongoing items still in progress from the 2024/25 Plan with two additional items:

- Re-accreditation of liV status; and
- Development of new performance measures, drawing on national best practice and available local data, including revised Volunteer Agreements.



## Economic Value

The economic value volunteers contribute to Dumfries and Galloway Council is a testament to the significant contributions make to our services each year. Our 2024/2025 reporting period identified over 1,110 active volunteers who are currently supporting services across the region. This is a 37% increase on the previous year's figures.

Volunteers have collectively contributed over 64,232.65 hours to our communities in the last year, which translates into an estimated economic value of £1,350,647.46 to our services annually. This figure was produced from the **Volunteer Scotland Economic Value of Volunteering** formula using the average weekly wage provided by **Office for National Statistics** (£613.30 - UK wide median for weekly pay) which assigns a monetary value to the hours volunteers contribute in a given year.

It should be noted, however, that while this calculation allows us to assign an economic value to the contribution of volunteering, this figure does not capture the broader benefits it brings including, increased wellbeing for volunteers, the opportunity to gain work experience, build skills in different discipline and a creating a sense of belonging. The broader impacts of volunteers, through hard-to-quantify, are an important aspect to the value of volunteering which is celebrated by our council.

Additionally, this figure does not reflect the significant time and effort contributed from individuals and groups outwith our council through volunteering with partner organisations, whose work also plays a vital role in supporting our communities.



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## Case Studies and Personal Testimonies

The following Case Studies and Personal Testimonies showcase the diverse experiences of volunteers and staff across our council services and demonstrate how their contributions align with and help us to deliver our four Volunteer Strategy Outcomes. Each story highlights different aspects of our approach - from removing barriers and improving programme delivery to celebrating achievements and maintaining high standards in volunteer management.

# Leisure, Culture and Wellbeing Service

## CASE STUDY 1

### Recruiting Volunteers for Dumfries Ice Bowl

In partnership with Ice Hockey UK, Dumfries and Galloway Council bid to host the International Ice Hockey Federation (IIHF) World Championships at Dumfries Ice Bowl. Once the bid was successful a committee was established to manage the tournament's delivery, with the IIHF outlining a prescriptive list of volunteer roles required to facilitate the running of the event. Dumfries and Galloway Council officers launched a recruitment process assessing applicant's skills to ensure they aligned with the event's operational needs.

#### IMPACT

Volunteering has had a positive impact on Mo's personal and professional development, allowing her to develop strong interpersonal and communication skills and enabling her to connect with colleagues and officials worldwide.

"I thank Dumfries Ice Bowl and Dumfries and Galloway Council for holding these events and openly encourage people to apply to volunteer where possible. It's definitely one of the best things I've ever done and very lucky to have a new role within IIHF seeing the sport I love worldwide." - Mo Muir

Mo has made a significant contribution to DGC, bringing energy, commitment, and a willingness to go above and beyond in supporting both event organisers and participants. Their time and skills have enhanced the quality of our services and enabled DGC to reach more people and strengthened the sense of community within the organisation. Beyond the practical support they provide, their positive attitude and reliability have set an excellent example, adding real value to the team and leaving a lasting impact.

### LINKED OUTCOMES

**Outcome 2:** To maintain continuous improvement of the management and development of our volunteering programme.

**Outcome 3:** To recognise, reward and celebrate our volunteers



### Personal Testimony

#### Mo's Volunteering Journey to Employment

Mo Muir was recruited during this process, initially taking on roles such as goal judging and managing penalty boxes, as well as handling game sheets for Solway Shark games. When Dumfries hosted the 2013 Ice Hockey Championships, Mo was appointed as a scorer and also handled recording the live statistics for up to three games a day. Her involvement became a key part of the ongoing volunteer framework for supporting major events at the Ice Bowl and eventually led to her finding employment within the sport.

Dedicating over a decade to volunteering at Dumfries Ice Bowl, Mo Muir has developed a wide range of technical which has enabled her to support at regional, national and international events on a paid basis. In 2023, she was appointed as a Results Manager with the International Ice Hockey Federation coordinating pre-event volunteer training, liaising with team representatives and attending and contributing to meetings.

Between 2024 and 2025, Mo has supported a number of high-profile tournaments including the U18 Men's World Championships in Finland, the Continental Cup Final in Cardiff and three pre-Olympic qualifiers, with her most recent assignment taking her to Japan. She is now awaiting to see where his assignments will be for 2025/26.



# CASE STUDY 2

## Developing Future Coaches Through Our Skate UK Volunteer Pathway (Katie Grubb, Team Leader Leisure Facilities)

As part of our long-term workforce development plan, Dumfries Ice Bowl offers skaters the opportunity to volunteer as assistant coaches within our Skate UK programme. This pathway allows aspiring young coaches to gain hands-on experience while contributing directly to the delivery of our Learn to Skate sessions.

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### IMPACT

The impact of this approach has been significant. Volunteers gain a nationally recognised qualification, build confidence, and often progress into paid coaching roles or apply their new leadership skills within their own skating disciplines. Their involvement not only enhances session quality but also helps create a supportive, community-focused environment for new skaters entering the sport.

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### LINKED OUTCOMES

**Outcome 2:** To maintain continuous improvement of the management and development of our volunteering programme.

**Outcome 3:** To recognise, reward and celebrate our volunteers.



### Personal Testimony

Dumfries Ice Bowl supports each volunteer through the Level 1 Skate UK coaching qualification with British Ice Skating, providing guidance, structured mentoring, and opportunities to shadow experienced coaches. In return, volunteers complete their required mentor hours with us, delivering real value to the programme and strengthening our coaching team.

This model has allowed Dumfries Ice Bowl to grow our coaching capacity sustainably while investing in the development of young people who are passionate about skating. It has become a key part of our future planning and continues to benefit both the rink and the wider sport.



# Environment Service

## CASE STUDY 3

### Volunteer-Led Restoration of Chalk Memorial Bothy on the Southern Upland Way

The Chalk Memorial Bothy is a familiar and much valued rest stop located along the Southern Upland Way, one of Scotland's premier long-distance walking routes. Positioned in a remote section of the trail, the bothy provides walkers and hikers with a shelter from the unpredictable weather and a safe place to rest and eat.

Over time, however, exposure to the elements had taken a visible toll on the building. The structure had become weathered and worn, with peeling paint and signs of general wear and tear. Trail users began to express concern about its deteriorating condition, highlighting the need for intervention to preserve this rural facility.

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#### IMPACT

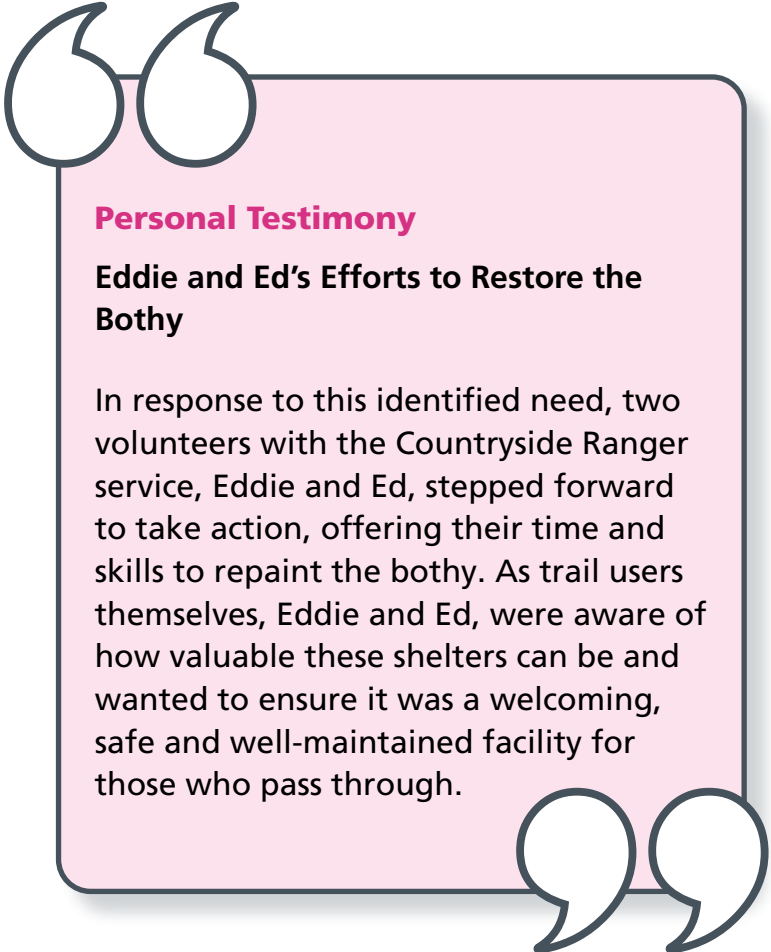
The successful restoration of the Chalk Memorial Bothy on the Southern Upland Way demonstrates how volunteer-led efforts can play a vital role in maintaining and preserving rural assets. Not only did it enhance the condition and appearance of the bothy, but it also fostered a sense of shared responsibility among trail users for looking after such vital facilities for visitors to the area.

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#### LINKED OUTCOMES

**Outcome 2:** To maintain continuous improvement of the management and development of our volunteering programme.

**Outcome 3:** To recognise, reward and celebrate our volunteers.



**Personal Testimony**

**Eddie and Ed's Efforts to Restore the Bothy**

In response to this identified need, two volunteers with the Countryside Ranger service, Eddie and Ed, stepped forward to take action, offering their time and skills to repaint the bothy. As trail users themselves, Eddie and Ed, were aware of how valuable these shelters can be and wanted to ensure it was a welcoming, safe and well-maintained facility for those who pass through.



# Lifelong Learning Service

## CASE STUDY 4

### Supporting Resettlement Through Lifelong Learning

The Homes for Ukraine Scheme, launched in March 2022, was designed to ensure people fleeing the war against Ukraine felt welcomed and received the right services and support. Since its launch nearly, 23,000 Ukrainians have arrived in Scotland in search of safety. Dumfries and Galloway have welcomed 759 Ukrainian guests into Dumfries and Galloway region.

The Lifelong Learning Service is responsible for providing an ESOL (English Speakers of other Languages) service for our resettled guests as well as additional learning opportunities to ensure adult learners enhance their ability to apply English in real-world contexts and gain necessary skills to live and work within Dumfries and Galloway.

The Lifelong Learning service in partnership with Dumfries and Galloway Resettlement Board set up a pathway of ESOL learning with Dumfries and Galloway college. The service also facilitated several relevant adult learner opportunities to build the skills in language and culture to ensure adults had the opportunity to live, work and thrive in the region. This involved not only learning classes but also the supported structure to progress in volunteering and job opportunities.



## IMPACT

Olha's journey of learning and volunteering has led to her to become economically independent within Dumfries and Galloway, she now has her own tenancy, and her son is fully integrated in a local school and Olha is earning and contributing to her local community through paid work and volunteering to not only help others in their resettlement journey but also volunteering through a local foodbank to ensure she is giving back to her community.

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## LINKED OUTCOMES

**Outcome 1:** To endeavour to remove barriers that inhibit people from volunteering.

**Outcome 2:** To maintain continuous improvement of the management and development of our volunteering programme.

**Outcome 3:** To recognise, reward and celebrate our volunteers.



### Personal Testimony

#### Olha Chesnova's Journey of Learning and Volunteering

Since 2023, Olha Chesnova has actively engaged in several lifelong learning courses, including IELTS (test for English proficiency), Creative Writing, Driving Theory, ICDL (computer skills), and ESOL speaking classes. Olha's initial goals were to improve her English language skills, prepare for the driving theory test, and update her IT knowledge to enhance her employment opportunities.

When she started, her confidence in using English in academic, social, and professional settings was limited, and she was unconfident about her computer skills and career prospects. She worked hard and showed a strong commitment to her personal development and learning through regular attendance, participation in group discussions, independent study, and practical exercises. Attending the ESOL speaking classes helped her develop her communication skills and build confidence in everyday conversations. This overall experience has helped her feel more confident in daily life, particularly while adapting to new circumstances and settling in the new area which has resulted in her volunteering and now gaining employment in the region.



# Youth Work Service

*Volunteer has been anonymised, and an alias has been provided.*

## CASE STUDY 5

### Young Women's Network

When Claire first joined the Young Women's Network in Dumfries and Galloway, she was unsure of what to expect. Growing up in the care system, moving frequently, and without many positive role models or networks, she had often felt isolated and lacked opportunities to spend time with others her age.

At the first session, she was quiet and reserved. She listened carefully but didn't feel confident enough to join in group conversations. Over time, however, something began to change. She started to build friendships with other young women in the group – peers who understood and supported her – and gradually began contributing her thoughts and ideas.

As her confidence grew, so did her belief in herself. She began to feel like part of something bigger: a group where her voice mattered. Her journey reached a milestone when she stood in front of a room full of professionals to deliver a presentation about the Young Women's Network. Not only did she speak

clearly about the group's work, but she also confidently answered questions from the audience – something she once thought she could never do.

Claire's involvement didn't stop there. She has represented the Network at several events, helping to promote its work and recruit new members. She's currently working toward formal accreditation, including her Participative Democracy Certificate and Youth Achievement Award, to gain recognition for her contributions and skills.

Taking part in the Young Women's Mentoring Programme was another turning point. Connecting with female role models, hearing their stories, and receiving their guidance inspired her to think about her own future and the changes she wants to make for other young women.

## IMPACT

Claire's journey is a powerful example of how the Young Women's Network is not just building skills, but also creating community, confidence, and future leaders in Dumfries and Galloway.

As seen through Claire's experience, the impact of the project included:

- Increased confidence among both mentees and mentors.
- Stronger understanding of personal strengths, skills, and areas for development.
- Deeper knowledge of leadership and practical strategies to deliver the Network's goals.
- Greater inspiration and motivation through shared experiences and stories.

The success of the pilot programme has set the stage for future mentoring opportunities, ensuring that even more young women in Dumfries and Galloway can benefit from the guidance, inspiration, and confidence that mentoring brings.

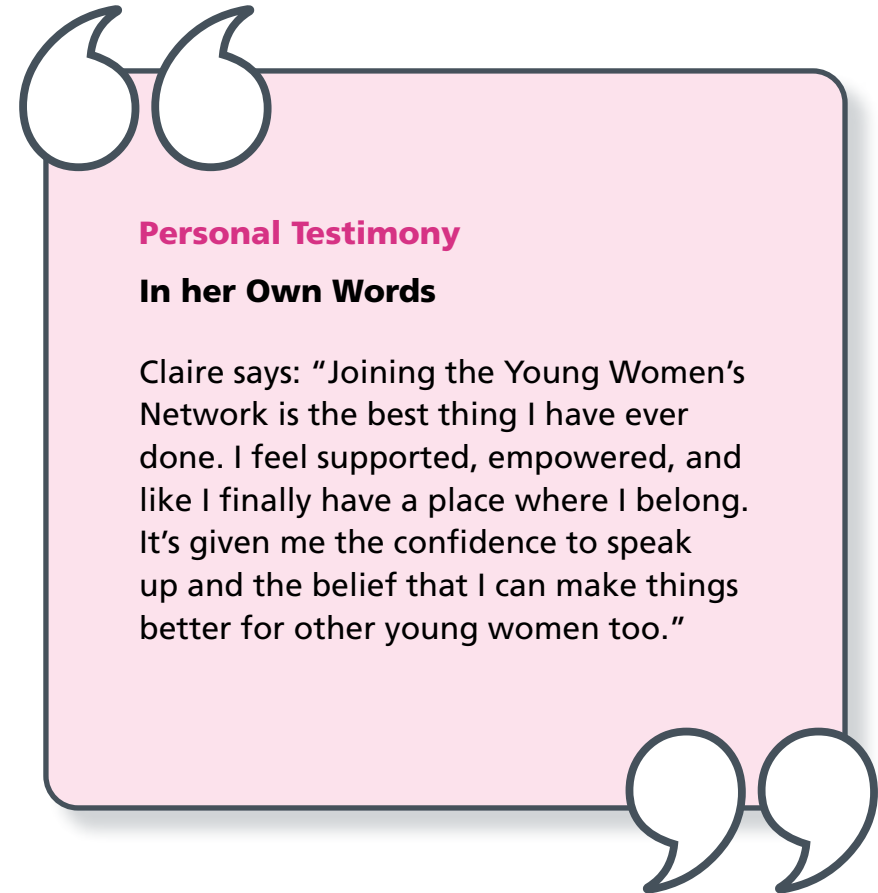
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## LINKED OUTCOMES

**Outcome 1:** To endeavour to remove barriers that inhibit people from volunteering.

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**Outcome 3:** To recognise, reward and celebrate our volunteers.



## Investing in Volunteers

Dumfries and Galloway Council is proud to have been the first whole council to achieve Investing in Volunteers (iV) status in December 2022, reflecting our ongoing commitment to providing excellent and high-quality experiences for our volunteers.

iV will be due for reaccreditation in Spring 2026. To prepare for this, Community Planning and Engagement, with the support of the Volunteer Guidance Group, are working closely with Volunteer Scotland to ensure we continue to meet and exceed the standards required for reaccreditation.

As part of this process, self-assessments of all services supporting volunteers will be carried out in Spring 2026. Interviews will also be undertaken by Volunteer Scotland based on a proportion of our volunteers and staff. The proposed breakdown of interviews is as follows:

- 45 volunteers interviewed in-person
- 22 volunteers participating via online survey
- 2 Senior Managers
- 12 staff members

The Investing in Volunteers reaccreditation process will require a significant investment of staff time and resources to coordinate and deliver effectively. Careful planning will be essential to ensure that interviews are scheduled efficiently, and both volunteers and volunteer supervisors are supported throughout the process.





# Our arrangements for supporting Volunteering

## Volunteer Guidance Group

Throughout 2024/25, the Volunteer Guidance Group (VGG) convened three times, bringing together representatives from 10 council services. This cross-service collaboration ensures a consistent approach to supporting volunteering across Dumfries and Galloway Council. The services represented in the group are:

- Community Planning and Engagement
- Customer Services
- Resilience and Community Safety
- Leisure, Culture and Wellbeing
- Streetscene and Community Assets
- Quality Improvement (Education)
- Environment
- Lifelong Learning
- Human Resources
- Youth Work Services

The VGG provides a valuable platform for sharing updates, aligning approaches, and identifying opportunities to strengthen volunteer support across our council.



## Volunteering SharePoint

A dedicated Volunteering SharePoint site has been developed to serve as a central resource for council staff who manage and supervise volunteers. This platform provides easy access to up-to-date guidance and policy documents to support consistent and best practice volunteer management across services. Resources available through this site to support volunteering include the Volunteer Handbook, Volunteer Agreements, Volunteer Recognition Certificates, and a suite of volunteer recruitment and management template.

The site is designed to promote collaboration, share best practice, and ensure staff have the support they need to engage volunteers effectively and confidently.

## Benchmarking

To enhance our practice and further develop our local arrangements, Community Planning and Engagement undertook benchmarking conversations with other local authorities enabling us to explore innovative approaches to volunteer management, training, and recognition.

## Partnership working with Third Sector Dumfries and Galloway

Community Planning and Engagement have been engaging with Third Sector Dumfries and Galloway (TSDG) to explore ways of further promoting their volunteer opportunities database. We are actively looking at how this resource can be better utilised to advertise volunteering roles with Dumfries and Galloway Council, making it easier for citizens to find and engage with opportunities that suit their interests and availability.

## Communications

Opportunities to raise awareness of the benefits and practice of volunteering are taken on an ongoing basis, with the national Volunteers Week in June each year being a particular focus.



## Highlights during 2024/25 include:

- Volunteers Week flags on council flagpoles across the region; photographs using the national 'star' branding; inclusion in the Chief Executive's Blog; and featured in the council's 'What's That Stat' series **What's That Stat? £1.5 Million a Year**



**| Dumfries and Galloway Council** during Volunteers Week 2- 8 June 2025

- Regular posts on social media accounts – including corporate Facebook page; Lifelong Learning Facebook page; and Community Empowerment X account
- Promoting the council's success in the national 'Spring Clean' initiative which sees volunteers supporting our Community Assets service through litter picking - Dalbeattie Primary School topped the 'Litter League' and Darren Burns, Ward Officer received the 'SpringCleanScotland Heroes' Award
- Display of the council's 'Investing in Volunteers' Award in the Council Headquarters



# Performance Reporting

Volunteering continues to be included in the council's strategic planning and performance arrangements.

## Council Delivery Plan for 2024/25

The Delivery Plan identifies volunteering as a key mechanism for achieving strategic outcomes with there being a Strategic Outcome 18: 'Local people can build their skills and confidence'. There is a project 'Invest in volunteering, including environmental and cultural opportunities' so all elected members and our citizens receive a half year and an annual update on progress.

## Thriving Communities Service Plan 2025/26

The Thriving Communities Service Plan builds on this foundation with multi-year objectives that embed volunteering into broader community development goals. The Service Plan includes a project 'Retaining the Council's Investing in Volunteers accreditation, reinforcing our commitment to high standards in volunteer management'. The Education, Skills and Community Wellbeing Committee therefore receives a half year and annual update on progress.

Together, these plans demonstrate a commitment to developing volunteering across Dumfries and Galloway Council. They position volunteering not only as a valuable contribution to service delivery, but also as a strategic tool for empowering individuals and strengthening communities.

## Annual Report

The Annual Report to be submitted to the Education, Skills and Community Wellbeing Committee includes a summary of progress against the Action Plan, and quantitative and qualitative information about our work and its impact.