Case study: Team volunteering – Royal Voluntary Service and FatFace

Context

Team volunteering is a common form of employer-supported volunteering (ESV), where groups of employees take part in activities together for a day or short period. The **Royal Voluntary Service** regularly hosts employee volunteers to support its community programmes. In Fife, staff from **FatFace** volunteered to support one of the organisation's community social events.

Volunteering activity

FatFace staff supported two "Bite & Blether" sessions in spring 2025 at Waid Academy in Anstruther. The volunteers initially connected with the organisation after responding to a social media post requesting volunteers, which led to a conversation about how they could get involved.

The monthly "Bite & Blether" events bring together older people who may be experiencing loneliness or isolation, providing a welcoming space for conversation and connection. The events typically welcome around 60 attendees, many of whom also attend weekly lunch clubs run by Royal Voluntary Service.

Volunteers were given information about the event beforehand, including directions and a named contact. On arrival, they were welcomed by the Service Manager, introduced to staff and provided with a short health and safety briefing. They were then shown around the venue and given clear guidance on what was expected of them before getting involved in the activities.

During the sessions, volunteers helped to:

- Welcome guests and help them get seated
- Serve a fish supper prepared by the venue kitchen
- Assist with clearing tables and supporting the event
- Most importantly, spend time chatting with attendees, helping new participants feel comfortable and introducing people around the table

Impact

For employees

The volunteers enjoyed meeting members of the community and taking part in an activity that directly supported people experiencing loneliness and isolation.

For the Royal Voluntary Service

Volunteer support helped staff manage a busy event with more than 60 attendees, freeing staff to focus on coordinating the session and responding to issues on the day. It also helped raise awareness of the organisation's work through positive word of mouth within the local community. As a result of the ESV days, FatFace nominated the Royal Voluntary Service as their Charity of the Year and donated £1000 to support its work.

Key learning

Key insights from the Royal Voluntary Service's experience hosting employee volunteers include:

- **Prepare volunteers well:** clear instructions and expectations help the event run smoothly.
- **Collect feedback:** evidencing the impact of employee volunteers can be as simple as collecting a few feedback forms from them and asking employer contacts about their thoughts on the experience.
- **Build relationships where possible:** positive volunteering experiences can lead to ongoing partnerships and further support.



FatFace staff volunteering at a “Bite & Blether” event. Credit: RVS.



FatFace staff volunteering at a “Bite & Blether” event. Credit: RVS.

Knowledge Gateway

The Knowledge Gateway is created and led by **Volunteer Scotland**

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This is a regularly reviewed resource. If you have any suggested updates, please email Volunteer Scotland at **hello@volunteerscotland.org.uk**