



Volunteer Centre

Greenwich

Volunteer Centre Greenwich

welcomes

Her Royal Highness The Princess Royal



**Annual Report
2010-2011**

CHAIR'S REPORT

Every year seems to get more and more interesting for Volunteer Centre Greenwich with new opportunities coming forward for the organisation. Some of these are driven by changes in project work and this year, following the ending of funding which supported our Assistant Director role, the Board had the opportunity in our Strategic Planning Day to look at a future restructure of our core and senior management team. As with any "wish list" of what we would like to see, funding is required, and so an interim senior management team arrangement was implemented enabling us to work towards our ultimate aim and seeking finance for this in the future. This interim arrangement has worked very well and has provided additional support for our newly titled Chief Executive and proved to be a positive career development for members of the team.



Our core services are still receiving an increase in the number of requests from the public regarding volunteering opportunities and you can see from further reports the details of this increase in numbers. However, as there is growth, there are also areas where project work may cease. This happened in 2010 with the ending of the two projects which involved young people as well as Personalbest. It is hoped that further funding will be found in the future to re-instate some form of work with young people into volunteering and those who trained with us on Personalbest are now looking forward to putting their learning into practice during the Olympics and Paralympics in 2012.

New projects have been developed and, as a sign of the times, have a real impact on providing the building of skills and experience via volunteering for those who wish to enhance their employment opportunities. It has been rewarding to be able to respond to this type of volunteering to assist in this aim for some of our local residents and it is important that we as an organisation continue to seek funding for project work to be able to respond to people's needs.

Obviously our main highlight this year was the visit from Her Royal Highness The Princess Royal for our Community Learning Champions Project. You can see further details about this visit within the report but it is essential that I highlight here the good work that these volunteers undertake and we as an organisation were so pleased and proud that they received the recognition they deserve.

I just wish to end by saying a thank you to Michelle Martin who leads exceedingly well a dedicated staff and volunteer team at Volunteer Centre Greenwich. My other big thank you is to the Board of Trustees who are totally committed to the organisation and have been, yet again, a great support to me in my role as Chair and for Volunteer Centre Greenwich in general.

Ann Lacey

Board of Trustees 2010-11

<i>Chair</i>	Ann Lacey	AEG Europe
<i>Vice Chair</i>	Marian Jeffrey	Volunteer Centre Tower Hamlets
<i>Treasurer</i>	Chris Minnoch	Greenwich Housing Rights
<i>Trustees</i>	Lisa Harmon	Volunteer Representative
	Kate Askew	Greenwich Community College
	Lynne Regan	Volunteer Centre Bexley
	Neil Grey	Greenwich Resident
	Chris Grigsby	Greenwich Resident
	Balbir Singh Bakhshi	Greenwich Resident
	Nishant Bhaskar	Greenwich Resident (resigned 11th November 2010)

Volunteer Centre Greenwich

Vision, Mission and Aims

Vision Statement

The vision of Volunteer Centre Greenwich is to be a proactive, leading and professional centre of excellence empowering local communities through volunteering.

Mission Statement

Volunteer Centre Greenwich exists to:

‘Promote the value of volunteers and volunteering in the Borough of Greenwich, and ensure equality of access to volunteering for all people.’

Volunteer Centre Greenwich aims to do this by:

- Promoting volunteering to disadvantaged groups and individuals
- Providing information and support to all people seeking volunteering opportunities
- Providing information and support to organisations seeking volunteers
- Providing support and training to volunteers and those who work with volunteers
- Promoting good practice around volunteering

Staff 2010-2011

Core Staff

Chief Executive

*Membership Services Manager
(until Sept 2010)*

Volunteering Services Officer

Administration Assistant (until Dec 2010)

DWP Brokerage Assistant (until Nov 2010)

Finance Manager (until Aug 2010)

Finance Manager (from Sept 2010)

Project Staff

Sports Volunteering Project

Sports Development Project Officer

*Sports Development Project Manager
(Maternity leave cover from Nov 2010)*

NHS Greenwich Volunteering Programme

Health Volunteering Officer

Healthier Communities Programme

Healthier Communities Development Worker

Community Learning Champions

Development Worker

Personalbest Programme

Volunteering Officer (until Sept 2010)

Volunteering Officer (Oct 2010 - Dec 2010)

Enhanced Volunteering Programme

*Volunteer Training Co-ordinator
(from Oct 2010)*

V Involved

Youth Participation Officer (until Sept 2010)

Michelle Martin

Shaun Delaney

Nadine Fulker

Aimee White

Barbara Murphy

June Mowat

Adrian Hull

Stephanie Pinner

Shaun Delaney

Nadine Fulker

Cynthia Armah

Sarah Murrow

Lyn Asquith-Brown

Shaun Delaney

Lyn Asquith Brown

Julia Walter

Young People's Project

Development Worker

Development Worker

(Maternity leave cover Nov 2010 - Mar 2011)

Bridget Higginson

Barbara Murphy

Volunteers 2010-2011

Lisa Harmon

Annie Grey

Gill Pennington

Steven Greenwood

Anjie Morgan

Anjali Bagchi

Darren Fletcher

Joan Rix

Maureen Robinson

Alison Johnstone

Tyler McManus

Carmen Seaford

Melanie Williams

Natalie Fiann

Kippa Brand

Clare Tubridy

Brian Katabaazi

Dominic Taylor

Jess Brand

Zeta O'Brien

Sylvie Muhirwa

Lisa Pace

Clarissa Davies

Olubunmi Erirel

David Gorman

Rosene Hamilton

Olubukola Ismail

Annamore Katsande

Susan Middleton

Ifrah Mohamed

Gulsen Nemis

Maryam Olatumde-Kehinde

Nkechi Onwuachi

Mikeson Osinowo

Roger Clarke

Elsa Temnewo

Maria Wright

Spresa Dibirani

Carol Mensa Bousu

Amanda Kayitesi

Sharon Bailey

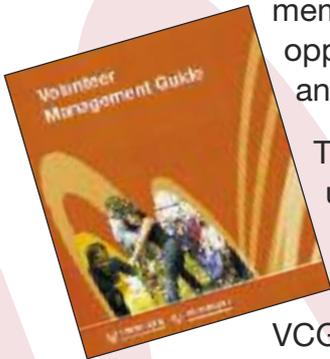
Diana Cisterinino

Nicola Staples

Achievements and Performance

Central Volunteer Centre Activities

VCG started this year with a dedicated Membership Services Manager providing best practice and development support to local volunteer involving organisations. Funding for this post ended in September 2010 which has meant that VCG has had to reduce the direct support it offers to member organisations as well as the pro-active development of high quality opportunities. Despite this, VCG continues to offer a high quality suite of training and resources to members.



This year also saw the loss of the Assistant Director post and therefore VCG undergoing a restructuring process which now means the organisation has a senior management team consisting of three senior managers led by the Chief Executive.

VCG continues to see a major increase in demand from the local people of Greenwich enquiring about how to access volunteering. This is mainly due to the continuing effects of the economic downturn and the value and benefits that volunteering provides, particularly as a route to employment in this current climate.

Over the period covered by this report (1st April 2010 – 31st March 2011) Volunteer Centre Greenwich has maintained and updated a register of volunteer involving organisations and groups in the borough providing public benefit. As at 31 March 2011:

-  56 new groups registered with Volunteer Centre Greenwich in this period.
-  In the same period 166 new volunteering opportunities were registered.
-  9221 enquiries received about volunteering (8110 in same period 2009-2010).
-  4933 local people were signposted on to groups with volunteering opportunities (4510 in same period 2009-2010).
-  Provided advice and information for volunteer involving groups in the borough and delivered 15 workshops on good practice in recruiting and managing volunteers.
-  Produced a new, updated Volunteer Management Guide – a resource used by volunteer managers.
-  Delivered a range of promotional activities during National Volunteers Week 2010.
-  Produced four quarterly editions of the volunteering magazine 'Volunteer Now' which is distributed to all registered volunteer involving organisations, to local residents through libraries, community centres, job centres etc, partners and local businesses.
-  Attended a range of community festivals and events during the year.



Project Work

Young People's Project

The Young People's Project is for 16 – 19 year olds who are NEET (Not in Education, Employment or Training) and based in the borough of Greenwich, and for 19 – 25 year olds with additional needs who are not in education employment or training.



During 2010–11 a total of 43 NEET young people were placed in volunteering opportunities. A total of 39 moved on into education, employment or training following being a part of the project. Volunteers who took part in the project gained a variety of experiences in many areas including music production, office administration, events management, sport, caring, retail, conservation, ICT, fundraising ... the list goes on!



As well as ongoing volunteering and training, the young people took part in a series of challenges through the year. This year, challenges included a Green Awareness Event carried out in partnership with voluntary organisations based at the Forum, fundraising at Canary Wharf tube station with Action Against Hunger, helping out at a soup kitchen for homeless people with Jehosaphat, a gardening challenge in partnership with the Greenwich Youth Offending Service and a sports challenge at The Reach Climbing Wall.

The Young People's Project was funded by IYSS through Greenwich Council. This funding came to an end at the end of March 2011 and VCG was sad to see the Young People's Project close.

NHS Greenwich Volunteering Project

VCG was successful in extending funding for working with NHS Greenwich, supporting provider project in the good practice procedures. Over the past year work has continued with volunteer involving provider projects giving advice and support in areas such as management, recruitment and selection, retention, health and safety. Initial work has taken place to gather background information for policies and procedures that will be put in place to build a robust volunteering infrastructure for volunteer involvement. Support has been provided to staff and volunteers of both provider and commissioning project to create effective worthwhile role for volunteers.



Personalbest

Personalbest is a volunteering programme aiming to engage with individuals who are considered furthest from the jobs market – those who have been unemployed for more than six months, with no qualifications or on incapacity benefits. It does this by offering an easily accessible, nine-module training programme along with the option to undertake some volunteering experiences.



As a host borough for London 2012, Greenwich will be centre stage during Games time and it is hoped that Personalbest graduates will be part of the volunteer task force supporting the events both locally and in the Olympic complex itself. As graduates of the programme funded through the London Development Agency, individuals were also offered three progression pathways – advice on further training, support with job search and continued experience in volunteering.

VCG worked closely with London Leisure College and Greenwich Local Labour and Business in the delivery of the Personalbest Programme in Greenwich, delivering three of the nine training modules and supporting graduates into progression volunteering. The Personalbest programme came to its planned end in December 2010 and we hope to see many of the graduates volunteering at the 2012 Games next year!

Greenwich Community Learning Champions



Greenwich Community Learning Champions Project has been running for nine years and has been managed by Volunteer Centre Greenwich since 2004. The Community Learning Champions project aims to promote Adult Learning throughout the Borough of Greenwich funded by NLDC. Volunteers who are passionate about learning are recruited to promote Life Long Learning in the community, especially in disadvantaged areas. The aim is to empower the community by empowering individuals through learning and strengthening employability prospects. By the end of the 2010 – 11 financial year the project had 64 CLC volunteers registered, who have supported 141 adults into learning or volunteering opportunities. Also some of the most active CLC volunteers were able to access a NVQ level 3 in Advice and Guidance, which is valuable personal progression.



The highlight of the 2010 - 11 period was the Royal Event 7th of July 2010, with Her Royal Highness, The Princess Royal. The Greenwich Community Learning Champions Project was selected by NIACE for this prestigious event due to our longevity and our tremendously dedicated CLC volunteers. Her Royal Highness spoke privately with 12 CLC volunteers including our four CLC speakers who courageously gave account of their learning journeys and progression.

Involved

Involved Greenwich was a youth-led volunteering project for 16 - 25 year olds living in the borough, creating short-term, part-time and full-time volunteering opportunities that inspire young people in the areas of art, entertainment, music, sport development and governance funded by V.



The year started with a team building day in Kent paintballing. Since then, volunteers have held regular planning hub meetings which have steered the direction of the project. The Secret Garden challenge took place where volunteers joined some young offenders for a week at the Youth Offending Service in Eltham. The project entailed renovating a garden, designing and spraying a graffiti wall and designing and painting an inside mural.



With a Media Trust Mentor, the young people developed a vgreenwich e-letter. One-off volunteering events have included stewarding for the Eltham Royals and Tottenham Hotspurs FC, a charity football match and supporting with the development of an equine school which is being developed for young people with disabilities.

Unfortunately the project closed at the end of September 2010, however over the 2 years of the project the young people have achieved some amazing successes.

Sports Volunteering Project

With the London Olympic and Paralympic Games just around the corner, this is great time to work with sports organisations and support volunteering in the many local sports clubs and organisations in Greenwich. The Sports Volunteering Development Project does this in two key ways. Firstly, a development worker provides direct support to clubs in recruiting and managing volunteers. This support is often provided during the evenings and weekends when clubs are mostly available. Secondly, VCG promotes sports volunteering to the people of Greenwich publicising local sports opportunities and attracting volunteers to give their time to a local club.

VCG manages this project over two boroughs, delivered in partnership with Volunteer Centre Lewisham. The project is funded by Sport England, London Borough of Greenwich, London Borough of Lewisham and Pro-Active East London.

This project has also attracted a lot of attention in how we plan to work with sports organisations, particularly as this type of work is not carried out in many areas. During this year, VCG was named the Volunteering England Regional Sporting Champion for London for the work it is carrying out with local clubs.



Department of Work & Pensions (DWP) Volunteering Brokerage Scheme

The Department of Work and Pensions Volunteering Brokerage Project is part of a larger scheme which takes referrals from local Jobcentre Plus centres and helps people who have been unemployed for six months or more to find suitable volunteering opportunities. The aim is to utilise the benefits of volunteering to keep people motivated, keep skills current, gain experience, build confidence and develop new skills to increase their employability.

Funded by the DWP the project received referrals from local Jobcentre Plus partners and each person referred on to the scheme was offered a face-to-face interview to discuss their needs, as well as receiving ongoing telephone support from our volunteer broker. Volunteers were then supported into opportunities most suitable for their individual situation. Opportunities ranged from sessional volunteering, giving participants the chance to try something new, through to volunteering with opportunities where participants received accredited training. The project started in 2009 and VCG was sad to see the project cut short at the end of 2010. During the time which the project was active, VCG supported 120 long-term unemployed individuals into volunteering placements through the project.

Healthier Communities

The Healthier Communities' Team which funds this project is part of the drug and alcohol team within Greenwich Council. They work with other health and wellbeing teams within the Council whose aim is to work within the framework of the department of health to make the workplace healthier.



The team works with the priorities of Greenwich NHS in accordance to their health statistics. It also aims to mainstream efforts to improve health across the workforce of the Council. Since its creation it has implemented initiatives like the Honest Fruit Bowl which involves four external volunteers and 12 internal volunteers providing fruits as an option to healthier snacking and providing health information to educate staff on health issues.

The Healthier Communities' team to date has trained 50 staff from across the various directorates of the Council to a level 2 certificate in Royal Society of Public Health Awareness, some of whom became health champions to promote healthier living.

Enhanced Volunteering Project

A new and comprehensive volunteer training programme started at VCG in October 2010. The project provides Greenwich residents with wide-ranging volunteering experience in administration support that will help them to become more employable.



The Big Lottery funding will continue until September 2013 and VCG is inviting over-19s who have been out of work for more than six months to apply for the rolling six-month programme. There will be 18 places available every six months.

In order to qualify for the Enhanced Volunteering Programme, applicants must live in the borough, and must also have level 2 or above in literacy and numeracy skills. Once they are selected, participants will attend the Volunteer Centre for two days a week over a 26 week period to undertake volunteering experience which will complement the following:

-  An NCFE accredited, level 2 qualification in Customer Relations
-  An in-house IT training package focusing on Microsoft applications and Volunteer Centre Greenwich specific applications.
-  Work experience in an office-based environment and in reception duties, with a specific focus on enhancing employment skills.
-  A reference when the course is completed and support with job search, completion of applications, and person specifications for up to four weeks after the completion of the 26 weeks.
-  The opportunity to join the volunteer team at VCG and to take part in team and social activities.

The project can support participants with travelling costs (with the use of an Oyster Card) and a lunch is provided whilst volunteering.

Out of the 18 places available in phase 1 (November 2010 – May 2011), 17 were recruited, four have moved into employment and four have gone on to other volunteering opportunities. Those left have all lined up other volunteering or training opportunities and are attending interviews. They have also had the opportunity to support and mentor the new applicants, picking up another set of skills to improve their confidence.



Greenwich Community Learning Champions



Royal Event - What an Honour!



On 7th of July 2010 the Greenwich Community Learning Champions Project and Volunteer Centre Greenwich had the prestigious honour of a Royal Visit by Her Royal Highness The Princess Royal.

VCG's Community Learning Champions project was selected by the National Institute of Adult Continuing Education (NIACE) for this visit thanks to its long track record and continual commitment to promoting lifelong learning in the borough of Greenwich.

Her Royal Highness, who is the Patron of NIACE, visited Volunteer Centre Greenwich to recognise the successes of the project, which since its creation in 2001, has been replicated nationwide.



History of the Project

The Greenwich Community Learning Champions Project started in Greenwich as a pilot in 2001 in response to the Lifelong Learning national objective. VCG took on the delivery of this project in August 2004 putting

its volunteering best practice imprint on this successful model, working with volunteer champions to promote local learning.

After providing support to Community Learning Champions projects from Cheshire to Dorset, VCG was approached by NIACE in 2009 to share its methodology as a model of best practice.

Ultimately, the success of the project is due to the hard work and devotion of our Community Learning Champions who volunteer their time to promote learning and help guide people in the community into learning opportunities. The Royal Event was in their honour, acknowledging and congratulating our Champion Volunteers for their achievements.



Sara Murrow – Community Learning Champions Development Worker

“As the CLC Development Worker, this event was a joy to be involved in organising. Being relatively new to this role, it was a perfect opportunity for me to get to know all our Champions well. The Greenwich Community Learning Champions Project has the fortuity of having a healthy mix of devoted long-standing Champions and enthusiastic novice Champions, which allows growth through mentoring and drive with new inspiration.”

Michelle Martin, Chief Executive of VCG

“Without the dedication, commitment, and enthusiasm for learning that our volunteers demonstrate, this project would not be the success it is. Its strength lies in the recruitment and retention of Learning Champions from diverse backgrounds throughout the Borough of Greenwich.”



The Visit

The day of the Royal Visit, all our Champions arrived with the excitement and sense of honour that this type of event warrants. The day went very smoothly and was a credit to all involved. Angela Willden, Nadine Hagen, Paul Roberts and Dorothy Ghanekar were our Champion speakers and did us proud, all explaining what being a CLC means to them. Our speakers described how they all helped empower others and in doing so have been empowered and progressed in their chosen direction.

Our four Champion speakers and seven more Champions all then joined The Princess Royal for a private reception, each having a conversation with Her Royal Highness. Grace Bater, Jacqueline Danquah and Robert Ardern were thrilled to be meeting The Princess Royal and delighted to have spoken with her. Khadra Magan, who comes from Somalia, had heard of Her Royal Highness's connection with her country of origin and enjoyed talking with her about her home village.

Lisa Harmon and Spresa Dibrani were both slightly overwhelmed by the honour but The Princess Royal put them at their ease. Angie Morgan felt it was a great honour to be selected to meet with Her Royal Highness.

All our Champions who spoke with The Princess Royal were delighted to have been selected to meet her and impressed with the amount of time she spent talking with each individual.



Volunteers' Week 2010

June 1st brought the start of Volunteers' Week 2010. Despite it also bringing the rainclouds, the public's enthusiasm for volunteering soon warmed up and we had a record number of people sign up for information on volunteering at our opening event in Woolwich. Members of the public also, once again, had the chance to take part in Speed Volunteering, meeting with 12 local organisations and finding out more about what volunteering opportunities they offered.



The team were out and about all over Greenwich throughout Volunteers' Week, promoting volunteering, with highlights this year including our young people's projects taking a car

equipped with DJ'ing decks and massive speakers onto Woolwich High Street to encourage other young people to volunteer.

We rounded off the week as we always do, with a ceremony to recognise and celebrate our volunteers. All our volunteers were thanked and presented with a certificate for their continued support, before getting the party started.



VOLUNTEERS GREENWICH

SUMMARY STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2011

	Unrestricted	Restricted	2011	2010
	£	£	£	£
INCOMING RESOURCES				
From generated funds	11,268	64,380	75,648	104,097
From charitable activities	42,517	307,566	350,083	356,718
Other incoming resources	1,221	-	1,221	897
Total Income	55,006	371,946	426,952	461,712
 RESOURCES EXPENDED				
Cost of generating funds	-	20,729	20,729	15,109
Charitable expenditure	8,896	364,162	373,058	450,857
Total expenditure	8,896	384,891	393,787	465,966
 NET INCOMING RESOURCES	46,110	(12,945)	33,165	(4,254)
Fund Balance brought forward	8,596	29,396	37,992	42,246
Transfer between funds	(20,825)	20,825	-	-
Fund Balance carried forward	£33,881	£37,276	£71,157	£37,992

SUMMARISED BALANCE SHEET AS AT 31 MARCH 2011

	2011	2010
	£	£
Fixed assets	1,000	1,000
Current assets	84,990	91,229
Current liabilities	(14,833)	(54,237)
NET ASSETS	71,157	37,992
 FUNDS:		
Designated fund	11,214	-
General funds	22,667	8,596
Restricted funds	37,276	29,396
TOTAL FUNDS	£71,157	£37,992

**TRUSTEES' STATEMENT
ON THE SUMMARISED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2011**

These summarised accounts are a summary of information extracted from the audited annual accounts, on which the auditors' opinion was unqualified. The full report and accounts were approved by the trustees on 27th September 2011 and have been submitted to the Charity Commission and the Registrar of Companies.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the Charity. For further information the full accounts, the auditors' report on those accounts and the Trustees' Annual Report should be consulted. Copies of these may be obtained from the Secretary at Volunteers Greenwich, The Forum @ Greenwich, Trafalgar Road, Greenwich SE10 9EQ.

**AUDITORS' STATEMENT
ON THE SUMMARISED ACCOUNTS OF
VOLUNTEERS GREENWICH**

We have examined the summary accounts set out opposite.

Respective responsibilities of trustees and auditors

The summarised accounts are the responsibility of the trustees of the charity. It is our responsibility to report to you our opinion on their consistency with the full financial statements.

Opinion

In our opinion the summarised accounts have been extracted from, and are consistent with the full financial statements of the charity for the year ended 31 March 2011.

**John Green & Co
Certified Accountants and Registered Auditors**

Suite 2.16 Astra House
Arklow Road
London SE14 6EB

1st November 2011



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