



Volunteer Centre

Greenwich

Volunteer Centre Greenwich



Annual Report 2013 - 2014



CHAIR'S REPORT

Again another busy year for Volunteer Central Greenwich (VCG) where the organisation has continued to build on the success of the consultancy and training services that provide valuable support and training not only to our members but partners, agencies and organisations both in Greenwich and across London.

Our expertise in this area was once more acknowledged through our contract awarded by the Royal Borough of Greenwich, for the Tall Ships Regatta when it arrives in Greenwich on 5th September 2014. Around 50 Tall Ships of varying sizes will sail into the Royal Borough after the race from Falmouth to the Isle of Wight in readiness for a five-day regatta celebration. VCG will be recruiting, training and managing up to 200 volunteers who will be involved in and supporting this prestigious event for RBG. As we did with our Olympic Volunteering Programme, we are looking forward to enabling our residents to play a part in delivering this magnificent national sporting event, knowing that the impact of their volunteering will hopefully touch not only their lives but those of the many participants and visitors to the event.

VCG has also spent time this year trying to source new premises central to the borough in Woolwich. This would enable us to meet our long term strategic aim to be at the heart of the community. We hope to not only provide a central location but also access to a training room, achieving our aspirations to ensure the continued development of the training programme and provide an affordable local community resource.

In addition this year saw the start of a Young People's Project working with young people aged 17-19 who are NEET (not currently in employment, education or training). This work is funded by City Bridge Trust in partnership with RBG. VCG has a successful track record of providing and delivering projects working with young people over many years, but due to funding cuts has been without a project for a couple of years. I know this is a welcome return for the organisation and especially our Chief Executive who is also a qualified youth worker.

Finally, I would like to take this opportunity to extend the Board's thanks to Michelle and our hard-working staff and volunteer team. Without their enthusiasm, dedication and passion for volunteering we would not have been able to continually deliver our core services and projects to the high standards that we consistently achieve. I would also like to acknowledge the valued contribution that my fellow Trustees have made to VCG, actively contributing to our strategic aims and objectives as we focus on developing our vision to build a more sustainable model for the future by seeking out diverse sources of income to fund our activities.

I would also like to extend a warm thank you on behalf of VCG to Chris Minnoch who is stepping down this year. Chris has been a long standing Trustee and has provided a valuable gift of time and skills to the organisation.

Neil Grey



Board of Trustees 2013-14

<i>Chair</i>	Neil Grey	Greenwich Resident
<i>Vice Chair</i>	Lynne Regan (from January 2013)	Volunteer Centre Bexley
<i>Treasurer</i>	Cheryl Chow	Greenwich Resident
<i>Trustees</i>	Kate Askew (to Dec 2013)	Greenwich Community College
	Lisa Harmon (to Dec 2013)	Volunteer Representative
	Chris Minnoch	Greenwich Housing Rights
	Chris Grigsby	Greenwich Resident
	James Lambert	University of Greenwich
	Theresa Pini	Greenwich Resident
	Tanya Brick (from Mar 2014)	Greenwich Resident

Volunteer Centre Greenwich

Vision, Mission and Aims

Vision Statement

Lives and communities positively changed through volunteering.

Mission Statement

Enriching the lives of individuals and communities by enhancing the value of volunteering, through supporting and creating opportunities for all.

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 and Volunteers 2013-2014

Core Staff

Chief Executive

Michelle Martin

Volunteering Services Manager

Nadine Fulker

Membership Services Officer

Stephanie Pinner

Training Manager (*from Oct 13*)

Lyn Asquith

Finance Manager

Adrian Hull

Project Staff

Community Learning Champions
Development Worker

Sarah Murrow

Enhanced Volunteering Project

Volunteer Training Manager (*to Sept 13*)

Lyn Asquith

Supported Volunteering Project
Development Worker

Barbara Murphy

Young People's Project

Development Worker (*from Nov 13*)

Lisa Buchanan

Volunteers

Alison Johnstone

Krishna Bandili

Aminata Kone

Lisa Harmon

Anjie Morgan

Lydia Namusuke

Annie Grey

Maureen Robinson

Cathy Charman

Michael Addo

Clarissa Davies

Michael Donaghy

Darren Fletcher

Michelle Bishop

Diana Cisterinino

Myriam Ngwende

Elsa Temnewo

Nicola Staples

Gabby Coscia

Roger Clarke

Gill Pennington

Rosario Chisopo

Hannah Amusa

Steven Greenwood

Henry Ogbechi

Tina Nwankwo

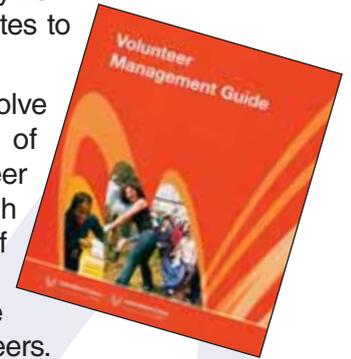
Joan Rix

Achievements and Performance

Central Volunteer Centre Activities

Volunteer Centre Greenwich (VCG) continues to deliver quality signposting services for individuals wishing to take up volunteering. This service was delivered from our main site in Greenwich, until May 2014 when the organisation moved to Woolwich, but also at strategically chosen outreach sites to ensure that we are able to reach isolated areas of the borough.

Our membership services support voluntary and community groups wishing to involve volunteers. VCG provides a membership package which includes the registration of opportunities as well as information, training and support on best practice on volunteer involvement. Volunteering is publicised through our publication, Volunteer Now, a high profile campaign during National Volunteers' Week and attendance at a programme of local community festivals and VCG has developed a dedicated Membership Team which has enabled us to provide a more tailored, bespoke service for our members, including the offer of a high quality suite of training courses around best practice when involving volunteers.



VCG undertakes a follow up survey 1-2 years after signposting individuals onto volunteering opportunities. This survey and the social and financial impact measurement tools that the projects are developing will enable VCG to effectively demonstrate the impact of its services.

Over the period 1 April 2013 – 31 March 2014, VCG has maintained and updated a register of volunteers involving organisations and groups providing public benefit in the borough. As at 31 March 2014:

- 445 groups registered with Volunteer Centre Greenwich
- 1220 volunteering opportunities registered
- 6455 enquiries received about volunteering
- 3375 local people were signposted on to groups with volunteering opportunities
- Provided advice and information for volunteer using groups in the borough and delivered eight workshops on good practice in recruiting and managing volunteers
- VCG has also developed its consultancy services and training services offering a range of training both locally and across England.
- VCG delivered a range of promotional activities during National Volunteers' Week.
- Produced the volunteering magazine 'Volunteer Now' which is distributed to all registered volunteer involving organisations and to local residents through libraries, community centres, job centres, partners and local businesses.
- VCG attended a range of community festivals and events during the year including Speed Volunteering to recruit prospective Trustees during Trustee Week 2013.

Impact of Volunteering

Volunteer Centre Greenwich (VCG) is currently undertaking an ongoing piece of research, tracking the progress of volunteers over a one to two year period, to gather information on experiences and benefits of volunteering through an online questionnaire conducted through survey monkey. Phone calls were conducted to ensure that our minimum response rate of 21% was achieved. For the piece of research a response rate of 33% was achieved. The results found that:

- 50% of respondents who attended an appointment were unemployed before taking up a volunteering opportunity – this was reduced to 30% at the time of completing the survey.
- 35% of respondents who accessed via Do-it website were unemployed before taking up a volunteering opportunity which was reduced to 24% at the time of completing the survey.
- 40% of respondents have used volunteering on a CV or job application.
- 29% of respondents either agreed or strongly agreed that their volunteering had improved their chances of being recognised or promoted in their paid job.
- 91% of respondents either agreed or strongly agreed that their sense that they were making a useful contribution had increased due to their volunteering.
- 82% of respondents either agreed or strongly agreed that their mental health and well being had improved due to their volunteering.
- 90% of respondents either agreed or strongly agreed that their confidence in their own abilities had improved due to their volunteering



Consultancy Service

VCG has continued to develop its consultancy service offering a range of support to organisations to help set up their volunteer management programmes including the setting up of policies and the training of their staff and volunteers.

“VCG has supported Volunteer Fulcrum in providing training, advice and support of a very high standard which has enabled us to set up our Gold Standard Volunteer Service. The service provided exceeded our expectations and not only included well-structured training but also excellent professional communication and sharing of policies and procedures to ensure that the service we deliver is the same standard as VCG are providing. We thank VCG enormously for this service.”

Nicole Clark, Fulcrum Medical Practice, Middlesbrough.

This year VCG has secured a contract with Royal Borough of Greenwich to deliver the volunteering programme for the Tall Ships Regatta taking place in Greenwich in September 2014. During the period covered by this report, work has commenced to set up the programme design and start the recruitment of 200 volunteers to undertake roles at the Regatta as event volunteers and Liaison Officers. Work on this contract will continue to September 2014.



Training Services

VCG is a NCFE accredited training centre and a range of accredited training has been and continues to be developed. This training has been offered to the volunteers directly involved with the organisation to date. VCG has been registered with NCFE as an accredited centre for over ten years and, as such, we offer a range of qualification and non-qualification programmes that provide academic progression and are tailored to suit all needs.

This year VCG has developed a range of training programmes that have been offered to our member agencies and to other significant organisations who involve volunteers in the Royal Borough of Greenwich, including Charlton Athletic Community Trust (CACT) and Charlton Triangle Homes (CTH).

CACT has an established volunteer programme that uses sport to increase the participation of young people in their local community. VCG provided a bespoke programme of eight workshops in the best

practice management of volunteers which included all aspects of volunteer management from recruiting and managing to volunteers and the law. A total of 104 participants attended the workshops, with an average of 13 participants per workshop. VCG and CACT plan to continue this relationship by developing a rolling programme of workshops that all volunteer managers will attend.



CTH is a large housing association based in Charlton and part of the Family Mosaic network which works across London and the Southeast to manage around 24,000 homes; they are one of the largest housing providers in the South East. As a long established housing association they provide a range of opportunities for their customers including training and employment support to improve their employability. They work closely with communities to make neighbourhoods safer places to live.

VCG has been involved with CTH in the context of their Befriending Scheme by providing a Level 1 qualification in Interpersonal Skills. 12 out of 17 individuals who signed up to the befriending scheme completed the scheme and went on to befriend people with an identified additional need in the CTH community.

NCFE external moderation showed that VCG has a robust and thorough assessment process: VCG is now working toward Direct Claim Status – an on-line process for claiming candidate's certificates without the need for an external moderator.

Earn Your Travel Back (EYTB) started for VCG in this quarter. This project provides training for organisations aiming to increase volunteering opportunities for young people in five partner boroughs.

Opportunities for All Project

Funded by City Bridge Trust, the Opportunities for All Project started in January 2013 and continued during the year with a grant of £54,500. The Opportunities for All Project has enabled VCG to further develop its brokerage services and expand delivery through additional outreach points, recruitment of Community Engagement volunteers and Opportunity Champion volunteers.



VCG has increased engagement with existing registered members and has been able to have a focused approach in engaging and registering new member groups. The membership team has provided one to one support to registered members on the developing of quality volunteering opportunities and best practice in the development of their volunteer programmes.

During this period VCG has been working to increase volunteering in Black, Asian Minority Ethnic and Refugee (BAMER) communities through events, talks and presentations. A total of 50 new member organisations have been recruited and one to one support has been provided to 49 organisations 14 of which are BAMER focused organisations

The first year of delivery has seen an additional five outreach points set up with trained Community Engagement volunteers providing support to borough residents seeking volunteering opportunities.

Monitoring procedures have been implemented to analyse the impact of the support and services provided to both organisations and individuals with further results being realised as VCG goes into the second year of delivery.



Project Work

Greenwich Community Learning Champions

Greenwich Community Learning Champions Project has been running for 13 years and has been managed by VCG since 2004. The Community Learning Champions (CLC) project aims to promote Adult and Community Learning (ACL) throughout the Royal Borough of Greenwich. 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 inspiring individuals through learning and strengthening employability prospects.



In this funding year VCG was asked to champion the learner voice and collect essential feedback from learners so that the ACL Providers can better meet the needs and the demands within the Royal Borough of Greenwich. To do this CLC volunteers held Learner Focus Groups at various ACL Provider venues and asked the learners to complete the Council Learner Survey.

In the first round nine Learner Focus Groups were held and 144 learners completed a Learner Survey, which was a very high response rate. Of these learners a third left their contact details to receive further information about course provision in the borough. By the end of the 2013–14 financial year the project had 39 CLC volunteers registered, who had referred 55 adults into learning or volunteering opportunities.



Supported Volunteering Project

Funded by the Royal Borough of Greenwich, the Supported Volunteering Project is now in its third year; this is so far the most successful year, building on the first two years and exceeding its targets.



Beneficiaries who join the programme are provided with the support of a trained mentor to look for suitable volunteering, get training opportunities and help with job search.

The total remit of the project was to recruit 90 mentees (people living in social housing with an additional need) and 35 mentors. In total the project worked with 137 Mentees and 47 Mentors.

Mental health was part of the additional needs and 85 people out of the 137 mentees disclosed a mental health issue. In addition, at least 20 of the remaining 52 mentees who did not disclose any mental health issue were supported by Oxleas NHS Trust through various treatments. Many of the mentees also had various criminal records.

In addition some of the mentors disclosed a lived experience of a mental health problem.

The project supported the mentees through informal training/workshops on confidence/assertion and managing change. Being part of these workshops helped the mentees integrate further in the community and learn new ways of managing the difficulties they were facing in their lives. The mentees then accessed a menu of accredited training to support the pathway to finding employment.



Enhanced Volunteering Project

The Enhanced Volunteering Project provided Greenwich residents with a wide-ranging volunteering experience in reception and administration support that will improve their employability.

Supported by



This was a three-year project funded by the Big Lottery which ended in September 2013. Adults who had been out of work for more than six months were invited to apply for the two day a week, six month programme. Applicants had to be Greenwich residents and have Level 1 or above in literacy and numeracy skills to qualify for the programme.

Participants undertook an NCFE accredited, Level 2 qualification in Customer Service Knowledge; completed an in-house IT software package and acquired valuable volunteering experience in reception duties, with a specific focus on enhancing employment skills. On completion, individuals received a general reference and support with job search. The project provided participants with travelling and lunch expenses while volunteering. There were also limited costs toward childcare.

The third year of the Enhanced Volunteering Programme repeated the success of the first two years; the cumulative figures for all three phases (October 2011 – September 2013) were impressive: a total of 83 participants were recruited; 44 (56%) secured paid work, 32 (39%) of whom are still employed after three months; 40 (48%) progressed into further training opportunities. In Year 3, 18 people were recruited leading to 11 going into work and 12 into training. Jobs include a Nutritional Advisor, Marketing Analyst, IT Specialist and several Administration/Reception roles.

A successful peer support structure was put into place - volunteers who were with the programme for three months provided support to new applicants. This method gave the participants the opportunity to develop their communication skills and self-confidence further, by passing on what they have learned.



Young People's Project

This project, started in November 2013, will support up to 60-70 young people to increase their employability through volunteering and support from trained mentors. The project is aimed at NEET young people aged between 17-19 who are referred from The Point, the youth services agency run by the local authority. Links have also been developed with the youth offending service, local youth clubs, apprenticeship network and the Job Centre in order to provide a range of access points for young people.

The mentor will help the young person by exploring their aspirations, talents and interests and finding a suitable volunteering role or apprenticeship. During this period the process to recruit mentors commenced. 12 mentors have been trained so far, with the next round of training to take place in September 2014. Our mentors complete a Level 2 award in Mentoring before starting their role in order to provide skilled support for the young people using the project. This also supports their personal development and ability to change career.

Over the next year, we will increase our reach in attracting young people to the programme, including advertising for a young person to volunteer on the project to build a social media and promotional presence as well as ensure a youth voice.





Volunteers' Week 2013



This year saw Volunteers Week kick off the week's events with the team handing out a special edition of *Volunteer Now*, VCG's volunteering magazine to commuters heading into work at the stations in Eltham and Greenwich Peninsula on Monday 3rd June. Over 1000 copies were handed out from 7.30am to 9.30am in the morning.



Volunteers' week was then officially launched by the Mayor of Greenwich, Councillor Angela Cornforth on Wednesday 5th where VCG had a stall in General Gordon Square promoting the benefits of volunteering and a Speed Volunteering event taking place in the Town Hall. This again was another year where we could provide an opening for organisations to promote their opportunities face to face, to members of the public looking to volunteer. The week finished with a promotion stall at Asda in Charlton.



To thank our own VCG Volunteers for their dedication to our centre over the past year, all volunteers and staff had a fantastic afternoon lunching at the O2 arena Greenwich. What better way to round of the week.

Speed Matching

VCG in partnership with GAVS (Greenwich Action for Voluntary Service) and the Royal Borough of Greenwich put on a Trustee speed matching event at Charlton Athletic Football Club on the 6th November from 6pm to 8pm. 20 organisations who were looking for potential Trustees/management committee members attended the event. The evening was opened by an introduction to the groups on the importance of good governance and what is involved.



The organisations each had an area with a table giving them an opportunity to display literature providing details of the work of their organisations and the Trustee roles available. Prospective volunteers were then able to speak face to face with representatives from the organisation, enabling them to get a real feel of the work of the charity; what it would be like to be involved; the responsibilities; and the expectation of time required. 34 people attended and 112 requests to be a Trustee were received.

It also gave the groups an opportunity to network with each other, VCG and GAVS.



VOLUNTEERS GREENWICH

SUMMARY STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2014

	Unrestricted	Restricted	2014	2013
	£	£	£	£
INCOMING RESOURCES				
From generated funds	306	60,000	60,306	<i>60,235</i>
From charitable activities	40,567	234,657	275,224	<i>318,945</i>
Total Income	40,873	294,657	335,530	<i>379,180</i>
RESOURCES EXPENDED				
Cost of generating funds	-	21,825	21,825	<i>19,734</i>
Charitable expenditure	39,601	293,619	333,220	<i>356,254</i>
Total expenditure	39,601	315,444	355,045	<i>375,988</i>
NET INCOMING RESOURCES	1,272	(20,787)	(19,515)	<i>3,192</i>
Transfer between funds	433	(433)	-	-
	1,705	(21,220)	(19,515)	<i>3,192</i>
Fund Balance brought forward	54,493	74,122	128,615	<i>125,423</i>
Fund Balance carried forward	£56,198	£52,902	£109,100	<i>£128,165</i>

SUMMARISED BALANCE SHEET AS AT 31 MARCH 2013

	2014	2013
	£	£
Fixed assets	-	-
Current assets	150,675	<i>150,495</i>
Current liabilities	(41,575)	<i>(21,880)</i>
NET ASSETS	£109,100	<i>£128,615</i>
FUNDS:		
Designated fund	13,493	<i>13,493</i>
General funds	42,705	<i>41,000</i>
Restricted funds	52,902	<i>74,122</i>
TOTAL FUNDS	£109,100	<i>£128,615</i>



TRUSTEES' STATEMENT ON THE SUMMARISED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2014

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 6th November 2014 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 Volunteer Centre Greenwich, Equitable House, 2nd Floor, 10 Woolwich New Road, London SE18 6AB

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

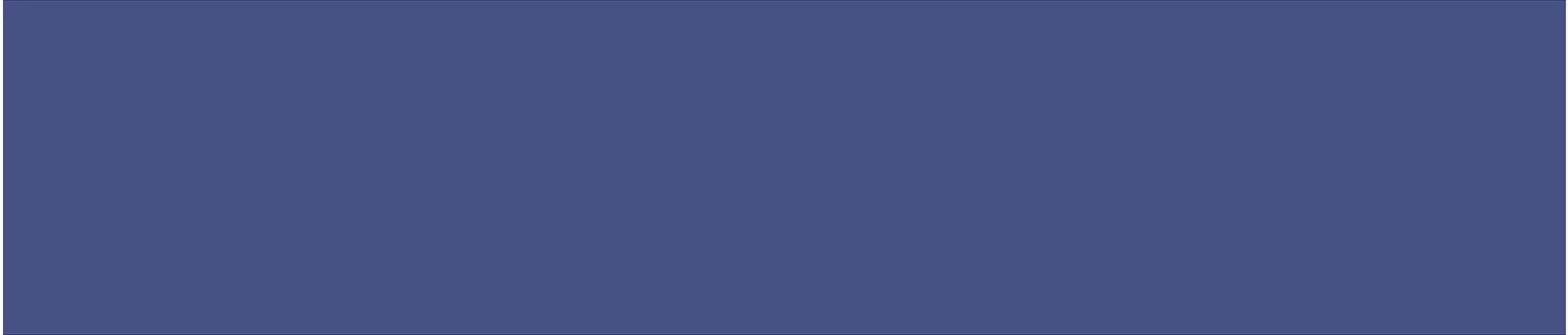
In our opinion the summarised accounts have been extracted from, and are consistent with the full financial statements of the charity for the year ended 31 March 2014.

Myrus Smith Chartered Accountants and Registered Auditors

Norman House,
8 Burnell Road,
Sutton, Surrey,
SM1 4BW

6th November 2014





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Registered Charity No.: 1081369 Registered in England No.: 3832423

