



Volunteer Centre

Greenwich

Volunteer Centre Greenwich

**Playing their part for the
London 2012 Olympic and
Paralympic Games**



**Annual Report
2012 - 2013**

CHAIR'S REPORT

After all the euphoria of our participation in the local volunteering programmes, which played such a vital part in the success of the London 2012 Olympic and Paralympic Games, it was back to the day job for Volunteer Centre Greenwich in 2013.

The opportunity the Olympics gave us to showcase our skills and the depth of our knowledge about volunteering and volunteer management began to pay dividends this year, as we were increasingly successful in generating new sources of income from training. In what continues to be challenging times on the economic front, our strategy of seeking diverse sources of funding to support the resilience and growth of VCG is based on a renewed focus on training and business development designed to raise the profile of VCG as a centre of excellence for volunteering in the Royal Borough.

That's not to say we have neglected our core activities and local projects. Our most recent success in this area has been the award of funding from The City Bridge Trust Trust. This enabled VCG to increase our staff team so that we're able to meet the demand placed on the centre for volunteering, as well as increasing our range of volunteering opportunities. At the same time this additional resource means we can provide that vital direct support to our members, which has been missing over the last couple of years.

So VCG's new emphasis of promoting what we do has made us more visible and gained us new opportunities, an example of which is the training project delivered by our Chief Executive, Michelle Martin, in Middlesbrough; such is the power of the internet and the value of having a good website.

As ever, nothing we do is possible without the exceptional skills and enthusiasm of Michelle and her senior management team, including of course, all the volunteers. On behalf of all of the Board, I would like to express our gratitude for all their continued hard work and dedication. On a personal note I would also like to thank my fellow Trustees for all their support this year, especially those stepping down this year, but not losing touch I hope.

If you are interested in becoming a Trustee, come and find out how rewarding it can be.

Neil Grey



Board of Trustees 2012-13

<i>Chair</i>	Ann Lacey (to December 2012)	East London NHS Foundation Trust
<i>Chair</i>	Neil Grey (from January 2013)	Greenwich Resident
<i>Vice Chair</i>	Neil Grey (to December 2012)	Greenwich Resident
<i>Vice Chair</i>	Lynne Regan (from January 2013)	Volunteer Centre Bexley
<i>Treasurer</i>	Chris Minnoch (to December 2012)	Greenwich Housing Rights
<i>Treasurer</i>	Cheryl Chow (from December 2012)	Greenwich Resident
<i>Trustees</i>	Kate Askew	Greenwich Community College
	Lisa Harmon	Volunteer Representative
	Chris Grigsby	Greenwich Resident
	James Lambert	University of Greenwich
	Theresa Pini	Greenwich Resident
	Marian Patterson (to May 2013)	Volunteer Centre Tower Hamlets

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 2012-2013

Core Staff

Chief Executive	Michelle Martin
Training & Business Development Manager (Until January 2013)	Shaun Delaney
Volunteering Services Officer	Nadine Fulker
Membership Services Manager (June to December 2012)	Nadine Fulker
Membership Services Officer (From January 2013)	Stephanie Pinner
Finance Manager	Adrian Hull

Project Staff

Sports Volunteering Project Sports Development Project Officer (Until December 2012)	Stephanie Pinner
Community Learning Champions Development Worker	Sarah Murrow
Enhanced Volunteering Programme Volunteer Training Manager	Lyn Asquith Brown
Supported Volunteering Programme Development Worker	Barbara Murphy

Volunteers

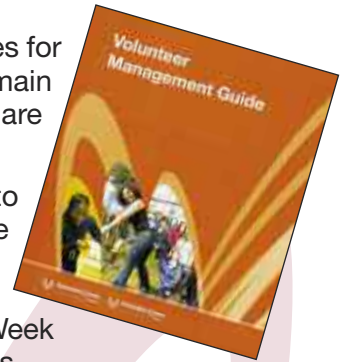
Alison Johnstone	Krishna Bandili
Aminata Kone	Lisa Harmon
Anjie Morgan	Lydia Namusoke
Annie Grey	Maureen Robinson
Cathy Charman	Michael Addo
Clarissa Davies	Michael Donaghy
Darren Fletcher	Michelle Bishop
Diana Cisterinino	Myriam Ngwende
Elsa Temnewo	Nicola Staples
Gabby Coscia	Roger Clarke
Gill Pennington	Rosario Chisopo
Hannah Amusa	Steven Greenwood
Henry Ogbечи	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 is delivered from our main site in Greenwich 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 strategic groups.



VCG has provided a limited level of direct support to our members this year but fortunately were successful in securing funding from The City Bridge Trust to develop the Core Brokerage Services. This has enabled the provision of a more tailored, bespoke service for our members; accessible borough wide outreach appointment sites and support to borough residents in accessing quality worthwhile volunteering opportunities. VCG still continues to offer 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 covered by this report (1 April 2012 – 31 March 2013) VCG has maintained and updated a register of volunteer involving organisations and groups in the borough providing public benefit. As at 31 March 2013:

-  80 new groups registered with Volunteer Centre Greenwich
-  105 new volunteering opportunities were registered
-  5,152 enquiries received about volunteering
-  3,719 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 provided a range of training both locally and across England.
-  Delivered a range of promotional activities during National Volunteers' Week.
-  Produced three editions of 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.
-  Attended a range of community festivals and events during the year.



Consultancy and Training

VCG has continued to develop consultancy services 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 is an NCFE accredited 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. However, next year VCG will start to promote a range of training to agencies and volunteers in other volunteer involving organisations outside of VCG.



Project Work

Greenwich Community Learning Champions

Greenwich Community Learning Champions Project has been running for 11 years and has been managed by Volunteer Centre Greenwich since 2004. The Community Learning Champions 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 the first quarter of the year we were involved in the marketing side of ACL. Subsequently we were promoting ACL Providers throughout the Borough and reviewing the learner and tutor view of the marketing of ACL. Promoting ACL more prominently in the community was a successful addition to our project as our total community engagement levels were above 800. The Learner and Tutor review was reported back to the project funders and recommendations made have been considered.

The highlight of 2012 was the London 2012 Olympic and Paralympic Games. Many CLC volunteers were heavily involved in volunteering during this time. While this put us behind slightly in our targets, as a project we benefited from the national spirit of the Games and the joy of being a part of London history. This was evidenced by the enthusiasm of new and longstanding CLC volunteers in August 2013, the start of the CLC funding year.

By the end of the 2012–13 financial year the project had 53 CLC volunteers registered, who had referred 117 adults into learning or volunteering opportunities.

Sports Volunteering Project

The Sports Volunteering Development was a three year project which was aimed at sports clubs and volunteers wishing to take up volunteering opportunities in sport. The purpose of the project was to make more sports volunteering opportunities available to volunteers as well as supporting sports clubs and organisations to recruit, manage, support and retain volunteers.

We advertised sports volunteering roles on our national website (do-it.org) and sign-posted volunteers to sports clubs and organisations. The project also aimed to support clubs with gaining quality accreditation from their national governing bodies or a Clubmark accreditation.

The project also provided training opportunities throughout the three years to sports organisations which included managing volunteers, accessing funding for organisations and writing role descriptions for volunteers.



The biggest achievement of the Sports project was that the Sports Development Officer supported 34 member clubs with gaining or applying for quality accreditation. This was a particularly difficult target to meet.

Another achievement of the project was the running of two very successful Sports Makers Workshops that VCG ran in partnership with Pro-Active East at The London Soccer Dome; the feedback from participants was very positive. The project also provided sports clubs with a presentation from a funding officer on the best way to gain funding for their clubs, the feedback from this was also very positive with 100% of participants stating that they found it particularly useful and relevant for their clubs.



Other achievements were that member clubs are now much better equipped to manage and support volunteers in their roles at their clubs as well as being much more aware of funding streams that are available to them and the best way to apply for those.

The project maintained constant communication throughout the three-year term with local clubs using a “Club Update”. This was an email bulletin of useful local, sporting, volunteering and funding information.

Supported Volunteering Project

The Supported Volunteering Project started in 2011 and is funded until March 2014.

The aim of the project is to work with people in social housing who are unemployed and have additional needs. The project will provide a trained mentor to look for suitable volunteering, training and help with job search.

In the first two years the project supported a total of 90 people. This group achieved a total of 76 level 1 qualifications in various subjects and a total of 40 level 2 certificates. 80 people went on to volunteer and ten people found paid employment.

The project is now in year three and set to be as successful as previous years.



Enhanced Volunteering Project

The Enhanced Volunteering Programme (EVP) provides volunteers with training and support on a range of tasks and skills that will improve their employability. It also provides VCG with reception and administration support.



The Big Lottery funding will continue until the end of September 2013 and VCG is inviting over-19 year olds who have been out of work for more than six months to apply for the two day a week, rolling six month programme. In order to qualify for the EVP applicants must be Greenwich Borough residents, and must also have level 1 or above in literacy and numeracy skills.

Participants will achieve an NCFE accredited, level 2 qualification in Customer Service Knowledge; in-house IT package and work experience in reception duties, with a specific focus on enhancing employment skills. On completion they will also receive an up-to-date reference and support with job search. The project supports participants with travelling costs (with the use of an Oyster Card) and lunch is provided while volunteering. There are also some costs toward childcare.



The third year of the Enhanced Volunteering Programme repeated last year's initial success, exceeding our target for year 2. 65 participants were recruited for phases 1 and 2 (October 2011 – March 2013). Of those 65, 31 secured employment; 23 went into training opportunities and four into further volunteering. Employment opportunities include a Nutritional Advisor, work placements with the Royal Borough of Greenwich, Marketing Analyst, IT Specialist and Admin/Reception. Those who are with the programme for three months have the opportunity to support new applicants. This gives participants the opportunity to develop communication skills further by passing on what they have learned.

Love Food Hate Waste

The Love Food Hate Waste project was designed to recruit and train Food Waste Champions to cascade the message of food waste prevention to residents in the boroughs of Greenwich, Lewisham, Bromley and Bexley. VCG worked with all different types of community groups to ensure that the message was spread as widely as possible in all of the boroughs.

VCG held 47 training events and trained 365 Food Waste Champions during the four months that the project was running and also distributed 2,329 Love Food Hate Waste leaflets and posters as well as giving away 2,310 free items to help people with reducing their food waste.

There were nine press releases in the local magazines, newsletters and newspapers as well as many social media messages and pieces on our website that people were able to access to get more information about the project. This encouraged local residents to become involved and pass on the message to their friends and families.

The project was a great success for Volunteer Centre Greenwich and all targets were either met or exceeded.



Greenwich Delivers

2012 - the year the Olympic and Paralympic Games came to the Royal Borough of Greenwich. What a fantastic atmosphere it created! And right at the centre of the Olympic and Paralympic buzz were the Royal borough of Greenwich 2012 Volunteers.

Who made up the Greenwich 2012 Volunteers? People who were studying, living or working in Greenwich; people who knew Greenwich and wanted to be part of representing and promoting the Royal Borough to the world with one unifying inspiration; people who wanted to be involved in the London 2012 Olympic and Paralympic Games.

There were 600 applications for the 200 volunteer placements. Recruitment and training was delivered by Volunteer Centre Greenwich and the Royal Borough of Greenwich. The roles in which applicants were successful were Mentoring roles (mentoring the under 18's), Team Leader roles (co-ordinating and leading teams of 2012 Volunteers) and Greenwich 2012 Volunteers (providing all the important facts and information about The Royal Borough of Greenwich). Together, all roles made up THE GREENWICH 2012 VOLUNTEER TEAM.



After interviews, training and orientation sessions, the Greenwich 2012 Volunteers (looking smart and eye-catching in their bright red uniforms) were ready to take up their posts across the three Greenwich Olympic venues - Woolwich Town Centre, the North Greenwich Arena and The Old Royal Naval College.

The Greenwich 2012 Volunteers provided help for visitors to get to and from the venues, advised visitors on travelling around Greenwich and promoted the many interesting things there were to see in the Borough. These included areas of historic interest, museums, parks, festivals and fantastic places to eat and drink.

What a wonderful month it was! Who knew that the London 2012 Olympic and Paralympic Games would be so successful, capturing the imagination of Londoners and people nationwide! Greenwich was packed with visitors from all over the world, joining with local people to enjoy the atmosphere, coming to the Borough to be part of London 2012's events.

There was a certain sadness in the air when the Paralympic Games finished and all the staff and volunteers went back to life without the 2012 Games. But the unveiling of Nike, the Greek Goddess of Victory, on the Royal Arsenal Riverside (the only Olympic statue to be on both sides of the hemisphere with the meridian line running through the centre of the statue) and, of course the Greenwich 2012 Volunteer Recognition Celebration



that took place on 19th September gave everyone a chance to come back together and celebrate all the hard work that took place during that unforgettable 2012 summer.

Cllr David Grant, the Mayor of Greenwich, attended the celebration to hand out certificates to all the Greenwich 2012 Volunteers. Speeches by Sandrine Flower and Michelle Martin were emotional as there was a real sense of something special finally coming to an end.

All Greenwich 2012 Volunteers were presented with their London 2012 relay batons and thank you letters from The Right Honourable David Cameron, given as precious mementos for the hard work they put in to ensure the success of the Greenwich 2012 Programme.

So now what? Well, now the buzz has died down, we look to the legacy of the London 2012 Olympic and Paralympic Games. To continue the sense of community pride and togetherness, many Greenwich 2012

volunteers have gone on to volunteer with other organisations. Are you inspired by the Greenwich 2012 volunteers? You can get involved too! Volunteering is for everyone and brings many benefits to you for the time, dedication and effort you put in. Seize the day! The London 2012 Olympic and Paralympic Games has shown us all what can be achieved when we all come together.



Volunteers' Week 2013



Volunteer Centre Greenwich launched Volunteers' Week 2013 with a Speed Volunteering event at Woolwich Town Hall. Our database is brimming with organisations looking for volunteers, so what better way to get potential volunteers and organisations together.

The event proved to be a very successful launch, with 15 organisations looking for volunteers attending and over 54 local Royal Borough of Greenwich residents enjoying the event and finding out what volunteering opportunities are available in the borough.

Promotion stalls were also held throughout the week at Asda in Charlton and Woolwich Town Centre and we also caught the early commuters at Eltham and North Greenwich train stations, handing out over a 1,000 copies of our in-house volunteering newsletter 'Volunteer Now'.

To thank our own VCG volunteers for their dedication to our centre over the past year, all volunteers and staff had a fantastic lunch at the O2 Arena Greenwich. What better way to round off the week.



VOLUNTEERS GREENWICH

SUMMARY STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2013

	Unrestricted	Restricted	2013	2012
	£	£	£	£
INCOMING RESOURCES				
From generated funds	235	60,000	60,235	60,212
From charitable activities	27,846	291,099	318,945	390,537
Total Income	28,081	351,099	379,180	450,749
RESOURCES EXPENDED				
Cost of generating funds	2,930	16,804	19,734	21,296
Charitable expenditure	16,374	339,880	356,254	375,187
Total expenditure	19,304	356,684	375,988	396,483
NET INCOMING RESOURCES	8,777	(5,585)	3,192	54,266
Transfer between funds	(472)	472	-	-
	8,305	(5,113)	3,192	54,266
Fund Balance brought forward	46,188	79,235	125,423	71,157
Fund Balance carried forward	£54,493	£74,122	£128,615	£125,423

SUMMARISED BALANCE SHEET AS AT 31 MARCH 2013

	2013	2012
	£	£
Fixed assets	-	1,000
Current assets	150,495	154,458
Current liabilities	(21,880)	(30,035)
NET ASSETS	128,615	125,423
FUNDS:		
Designated fund	-	6,268
General funds	54,493	39,920
Restricted funds	74,122	79,235
TOTAL FUNDS	£128,615	£125,423

**TRUSTEES' STATEMENT
ON THE SUMMARISED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2013**

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 25th September 2013 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, 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 2013.

Myrus Smith

Chartered Accountants and Registered Auditors

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

25th September 2013



**Volunteer Centre Greenwich,
The Forum @ Greenwich, Trafalgar Road, Greenwich, London SE10 9EQ**

Tel: 020 8853 1331

Email: info@volunteersgreenwich.co.uk

www.vcgreenwich.org.uk

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