



Volunteer Centre

Greenwich

Volunteer Centre Greenwich



Annual Report
2014 - 2015

Vision, Mission, Values

Vision

Lives and communities positively changed through volunteering.

Mission

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

Values

- Respect – we embrace diversity and are committed to equality
- Excellence – we maintain and enhance our reputation by being the best we can be
- Responsive – we adapt and improve in an ever-changing environment
- Service Focused – we design everything we do around the needs of the people we support
- Teamwork- we support, respect and value each other

Staff and Volunteers 2014 – 2015

Core Staff

Chief Executive		Michelle Martin
Operations Manager	From Sept 14	Isabelle Terrisson
Volunteering Services Manager		Nadine Fulker
Membership Services Officer		Stephanie Pinner
Training Manager	Until Nov 14	Lyn Asquith
Finance Manager		Adrian Hull

Project Staff

Community Learning Champions

Development Worker	Until June 14	Sarah Murrow
Development Worker	June 14 to Jan 15	Stephanie Pinner
Development Worker	From Jan 15	Lorelei Freeman

Supported Volunteering Project

Development Worker	From June 14	Sarah Murrow
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Young People's Project

Development Worker	Until June 14	Lisa Buchanan
Development Worker	From August 14	Kay Doragh

Volunteers

- Adriana Cristina Condrea ● Aimee Samba ● Alison Johnstone ● Aminata Kone ● Annie Grey
- Aoife Bird ● Brendon De Freitas ● Cerise Grant ● Chadia Jahan ● Chinedu Onyilofo
- Corinne Bardin ● Darren Fletcher ● Elham Aghaei Moghaddam ● Halima Rahman
- Hannah Amusa ● Huguette Kuza ● Isabel Tan ● Jayne Dunkwu ● Jennifer Ogundimu
- Joan Rix ● Karthika Nishal ● Kate Igbinovia ● Lauren Percy ● Lisa Harmon ● Lydia Namusoke
- Lynne Holloway ● Maureen Robinson ● Michael Donaghy ● Myriam Ngwende
- Olatokunbo Osikoya ● Omar Osman ● Rowan Timm ● Rozgar Mammand ● Ruth Ilegbusi
- Salome Osodo ● Samantha Pomeroy ● Temitope Adaramola ● Timothy Sottin ● Tu Thanh Selami

Achievements and Performance

As at 31 March 2015:

- 489 groups registered with Volunteer Centre Greenwich
- 1,446 volunteering opportunities registered
- 4,875 enquiries received about volunteering
- 2,701 local people were signposted on to groups with volunteering opportunities

This year has seen a drop in the number of enquiries and local people signposted into volunteering. At the beginning of 2015 the provider of the online national volunteering database put the database out to tender, which was secured by a new company, underwent a total redesign and emerged as a self-servicing web-based system. Throughout 2015 complications were experienced with the new database and VCG took the decision to commission an alternative database which will be fully up and running later this year.



Consultancy and Training

VCG has continued to develop its consultancy and training offer, securing a contract with Royal Borough of Greenwich to deliver the volunteering programme for the Tall Ships Regatta in September 2014. This year saw VCG move into new premises in Woolwich Town Centre which includes a substantial training room which we share with GAVS. As a

result the training arm of VCG has continued to go from strength to strength and the quality and frequency of courses on offer have grown considerably.

'Since the establishment of its volunteering program in 2011, the National Army Museum has engaged Volunteer Centre Greenwich (VCG) to deliver all of its bespoke training to in-house volunteers, managers and co-ordinators, and the Human Resources (HR) team. The quality and delivery of the training is always excellent, and I would have no hesitation in recommending VCG to other service users. The trainers have worked closely with the Museum's HR team to develop an on-going programme of training to enhance the skills and development of our in-house team, which has included recruiting and managing volunteers to more strategic training around diversity, evaluation and monitoring the impact of the volunteering programme across the Museum'.

Teresa Scott, HR Manager, National Army Museum



Opportunities For All

The project continues to engage with both local organisations seeking volunteers and local people seeking volunteering opportunities. It has been enhanced further, through one to one support, local events and presentations, to increase volunteering opportunities in the Black, Asian, Minority Ethnic and Refugee (BAMER) communities.



The project has worked with:

- 73 local borough organisations
- 48 new organisations have been registered – 14 BAMER focused.
- 475 local people successfully placed in volunteering roles.

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. It has also increased engagement with existing and newly registered members, providing a more focused service through a team of trained membership volunteers with an emphasis on providing one to one support.



Young People's Project



Experiencing long term unemployment in your teens can lead to patchy employment, lower pay and higher rates of depression. That's why we run the Young People's Project, which aims to help young people gain experience and confidence through volunteering and a mentor.

This year we worked with 60 young people and trained 24 adult volunteer mentors. Our mentors support young people once a week for up to six months, providing practical support and encouragement in finding their future. We are currently building good partnership links with a wide range of local organisations, including other charities, training providers and school careers services.

"I knew I wanted to work with children but didn't know how to get there. My mentor was so easy to talk to, she made me feel comfortable and really helped me out. I was so happy when I got my apprenticeship!"

Rae, 17

Community Learning Champions Project

The long-running Community Learning Champions project had a successful year in 2014-15 with twelve new volunteers being recruited to support adults to access learning opportunities across the Royal Borough of Greenwich. Along with the existing Learning Champions, they undertook a Level 3 Award in Community Development, which will help them understand and expand their role in the community. Several Learning Champions also achieved an accredited qualification in Advice and Guidance, which will also be invaluable for their role. The Learning Champions engaged with over 170 learners at the various community events they attended, as well as undertaking in-depth learner referrals on a one-to-one basis. They helped to facilitate focus groups with learners at the seven Adult & Community Learning providers in the Borough, and elicited valuable feedback to inform and improve their course provision. Going forward, the Learning Champions will also be assisting with the project's Community Engagement strategy to forge closer links with key organisations and communities across the Royal Borough of Greenwich and increase the Project's reach.



Enhanced Volunteering Project

VCG secured some funding from SERCO which enabled an additional 8 residents to be recruited at the end of this year for this project. Participants recruited will undertake an NCFE accredited, level 2 qualification in Customer Service Knowledge; complete an in-house IT software package and will acquire valuable volunteering experience in reception duties, with a specific focus on enhancing employment skills.



Supported Volunteering Project

This was the last year of this project, which provided valuable support to people from social housing or with additional support needs, on their journey to increase their employability. Beneficiaries who joined the programme were provided with a trained mentor; access to a supported volunteer placement; accredited training opportunities; and help with job search. The project was successful in assisting 23 local residents into employment.



VOLUNTEER CENTRE GREENWICH

SUMMARY STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2015

	Unrestricted £	Restricted £	2015 £	2014 £
INCOMING RESOURCES				
From generated funds	1,080	60,000	61,080	60,306
From charitable activities	91,029	217,837	308,866	275,224
Total Income	92,109	277,837	369,946	335,530
RESOURCES EXPENDED				
Cost of generating funds	-	20,861	20,861	21,825
Charitable expenditure	111,045	270,558	380,603	333,220
Total Expenditure	111,045	291,419	401,464	355,045
NET OUTGOING RESOURCES	(17,936)	(13,582)	(31,518)	(19,515)
Transfers between funds	1,486	(1,486)	-	-
	(16,450)	(15,068)	(31,518)	(19,515)
Fund Balance brought forward	56,198	52,902	109,100	128,615
Fund Balance carried forward	£39,748	£37,834	£77,582	£109,100

VOLUNTEER CENTRE GREENWICH SUMMARY BALANCE SHEET AS AT 31 MARCH 2015

	2015 £	2014 £
Fixed assets	-	-
Current assets	107,941	150,675
Current liabilities	(30,359)	(41,575)
NET ASSETS	£77,582	£109,100
FUNDS:		
Designated fund	-	13,493
General funds	39,748	42,705
Restricted funds	37,834	52,902
TOTAL FUNDS	£77,582	£109,100

TRUSTEES' STATEMENT ON THE SUMMARISED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015

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 29th October 2015 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 VOLUNTEER CENTRE 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 2015.

Myrus Smith

Chartered Accountants and Registered Auditors

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

29th October 2015

Keeping the Tall Ships afloat



We recruited, trained and managed 170 volunteers for the five-day Tall Ships Festival in September 2014, in partnership with the Royal Borough of Greenwich. Volunteers completed two full days of training in working with the public, how to project the right image and health and safety issues. We also worked with Visit Greenwich to ensure volunteers were confident in encouraging visitors to make the most of Greenwich as a tourist destination.

70 Volunteer Ship Liaison Officers were recruited from across the UK and Europe to take care of the ships and their captains for the event, with tasks including sleeping onboard. 100 local people were recruited as Volunteer Festival Navigators, welcoming more than one million visitors across four sites as well as providing information, directions and crowd management.

The tired but happy volunteers were thanked with a celebratory event at the Town Hall led by Cllr Mike Hayes, Mayor of Greenwich. Many of the Festival volunteers have gone on to participate in further volunteering across the borough.





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