

An Awarding Year

The VOLUNTEER CENTRE WILTSHIRE REPORT

2011 / 2012

www.volunteercentrewiltshire.org.uk



Volunteer Centre Wiltshire is accredited by Volunteering England



Grow is a service of DEVELOP Enhancing Community Support

Head Office: 3-4 New Road, Chippenham, Wiltshire, SN15 1EJ. Tel: 01249 654089

Develop Enhancing Community Support Limited is a Company Limited By Guarantee registered in England and Wales 01986363. Registered Office is the Chippenham address above. Registered Charity 1096008. Develop Enhancing Community Support is a member of the National Association for Voluntary and Community Action (NAVCA). www.developecs.org.uk

Develop

Enhancing Community Support

GROW Wiltshire | ECBL | Volunteer Centre Wiltshire



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Volunteer Centre Wiltshire

Volunteer Centre Wiltshire offers help and information to individuals and organisations across Wiltshire.

If you're an individual looking for a suitable volunteering opportunity we'll help to match you to the best placement we can.

If you're an organisation we can help you find volunteers and provide good practice information.

Volunteer Centre Wiltshire is accredited by Volunteering England to fulfil 6 core functions - brokerage, marketing, good practice development, developing volunteering opportunities, policy response & campaigning, and strategic development.

You can contact Volunteer Centre Wiltshire by phone or email or (by appointment) face to face and we will support you to find the information that you need.

If you would like more information, please visit our website:

**www.volunteercentrewiltshire.org.uk
volunteer@growwiltshire.org.uk
Volunteer Centre Wiltshire, 3-4 New Road,
Chippenham, Wiltshire, SN15 1EJ**

**Tel: 0845 034 5250
Textphone: 0845 034 2113**

Volunteer Centre Wiltshire is funded by Wiltshire Council through the GROW service. GROW is a service of DEVELOP Enhancing Community Support. DEVELOP is a local development agency providing support for the voluntary and community sector in both Wiltshire and B&NES. We are a registered charity. DEVELOP places its members' needs at the heart of its activities and provides a range of services, which aim to promote and develop the effectiveness of the local voluntary and community sector.

To do this DEVELOP have been commissioned to operate several different services throughout Wiltshire & Bath & North East Somerset.

If you require materials in any other languages or formats, please contact us and we will endeavour to provide them where possible.



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DEVELOP Gains Two Prestigious National Quality Awards

Demonstrating our quality service to the VCS

The team at DEVELOP are celebrating having received formal, national recognition for its work, by being awarded both the NAVCA Quality Award (National Association for Voluntary and Community Action) and the Volunteer Centre Quality Accreditation (VCQA) by the national volunteering umbrella body: Volunteering England.

This financial year saw the culmination of a lot of hard work from our teams, firstly DEVELOP Enhancing Community Support successfully gained the NAVCA Quality Award.

The NAVCA Quality Award goes to local voluntary sector support and development organisations which meet NAVCA's performance standards. The five standards are outcomes focused and address the difference local support and development organisations make through the delivery of their services:



- Standard 1: Supporting the identification of needs in local communities and facilitating provision to meet those needs.
- Standard 2: Assisting local voluntary organisations and community groups to function more effectively and deliver quality services.
- Standard 3: Facilitating effective communication, networking and collaboration amongst local voluntary organisations and community groups.
- Standard 4: Enabling the diverse views of the local sector to be represented and in supporting structures which promote effective partnership working.
- Standard 5: Ensuring the voluntary and community sector's role as an integral part of local planning and policy making.



The Quality Award is given following a rigorous independent audit process which is subject to moderation. The NAVCA Award sets standards across all of the services which DEVELOP provides now and in the future.

We are also very proud to inform you that Volunteer Centre Wiltshire also recently received national accreditation! We are delighted to demonstrate to our service users, funders, supporters and stakeholders that we are committed to quality and that we have been nationally recognised for the work which we are delivering locally. In 2010 we promised to establish and develop a quality accredited Volunteer Centre for the County of Wiltshire within three years. We are overjoyed to announce that we have achieved the award in 2012!



The VCQA is a quality framework for Volunteer Centres, initially developed by Volunteering England in 2000. This externally assessed standard measures and tests a Volunteer Centre's ability to deliver the six core functions Volunteering England believes are required to create an environment within which volunteering can flourish at a local level. The accreditation is evidence of our commitment to excellence in delivery of our services and the six core functions, which are:

- Brokerage of volunteering opportunities
- Marketing volunteering
- Good practice development
- Developing volunteering opportunities
- Policy response and campaigning
- Strategic development of volunteering

The process of completing both Quality Awards required us to identify and tackle our weaknesses as well as build on our strengths, so we feel that this has helped us to create a stronger organisation. Now we can build on the good work that we have already started and continue to help both the Voluntary & Community Sector and individuals in Wiltshire.

We hope these awards will help us in our pursuit to become a more sustainable structure and to become more attractive to funders, so that we can continue to deliver a range of quality services to our beneficiaries.

Meet the Team

Who's who & what we do



Employee Team

Led by: **Janice Fortune** - Chief Executive Officer

Operations Team

Rachel Nouch - HR Manager
Emily Tsang - Finance Manager
Beth Wilson - Operations Manager
Jo Croston - Operational Support

Delivery Teams

Led by: **Meryl Hecquet** – Strategic Services Manager

GROW & ECBL

Maria Van De Vorst - Senior Development Officer
Carl Davis - Development Officer (ECBL)
Jackie Crowther - Training & Development Worker
Lisa Thornton - Development Worker
Sarah Culbert - Services Support (GROW & ECBL)

Volunteer Centre Wiltshire

Simone Lord - Volunteer Centre Manager (from Apr 12)
Emma Johnson - Volunteer Centre Manager (to Mar 12)
Vanessa Wells - Development Worker
Ruth Ross - Volunteering Information Worker
Grant Hayward - Development Worker (Employer Supported Volunteering) WREN

Develop Bath & North East Somerset

Paula Cannings - Project Manager
Katherine Tanko - Funding & Development Worker
Sue Evans - Administrator

Record Volunteer Enquiries

Volunteer Centre Wiltshire has seen a dramatic increase in the number of people registering to volunteer this year.

The recession has seen a massive increase in the number of people seeking to volunteer in their local communities. New figures released recently show that the amount of citizens who are prepared to give up their time to help others has more than doubled over the past year.

For the first time the numbers of people aged 30 – 50 is

increasing whilst

those of young people coming forward to volunteer remain steady. The release of these figures from Volunteer Centre Wiltshire coincides with the statistics from the Volunteering England, which shows that in 2008/09 35 to 49 year olds were by far the most likely age group to formally volunteer at 47%. Younger volunteers were relatively more likely to volunteer informally than formally.

Over 1,300 individuals have registered to volunteer with Volunteer Centre Wiltshire



Make your life sweeter by volunteering!

during 2011, this represents an increase of more than 99% on last year.

There has also been a steady increase in the number of not-for-profit organisations registered with Volunteer Centre looking for volunteers to assist them. This figure now stands at 343 representing an increase of 12% over the past year.

The CEO of DEVELOP, Janice Fortune, says the most striking aspect of the figures is the changing profile of volunteers in Wiltshire and how people are reacting to the recession.

“One positive consequence of our changed economic circumstances has been an explosion in active citizenship as people are seeking to re-engage in their communities and help both others and themselves by volunteering,” said Janice. “It has become

abundantly clear that so many people who have either lost their jobs or, indeed, cannot find work after graduating from second or third level education are being proactive and are seeking out fulfilling opportunities and the chance to learn skills that could lead to full-time employment.

49% of volunteers are 30 years of age or younger. 84% of these are below the age of 25. Redundancy and lack of employment opportunities has also pushed up the number of 30 – 50 year olds volunteering in the county, 35% of our enquiries this year came from that age group.



So why would people want to spend their free time giving to others?

It turns out volunteering is good for your health. A number of studies show that people who volunteer live longer, and function at a higher rate. But that's not all, volunteers say they actually feel much better after serving others and believe they receive much more than what they give. There is another bonus for those who are unemployed, or under-employed, by volunteering you learn new skills, make new friends, network, stay active, plus you experience the joy and satisfaction that comes from serving a larger cause. Janice said "We have witnessed several situations where people who have volunteered have found work directly as a result of that process and who continue to volunteer while working."

Regular volunteer, Jane Milligan, says, "I volunteer one morning a week for Volunteer Centre Wiltshire. I help by entering information onto the database system. I also volunteer for St Andrews church where I have taken on the responsibility of child protection representative, along with helping to run the coffee shop and the admin for weddings and baptisms. I enjoy volunteering as it develops the mind and keeps my working skills updated. I also like the work routine. If I didn't volunteer I would miss the camaraderie of working with others".

Keeping You Informed

The weekly newsletter that's straight to the (bullet) point

Each week we produce weekly newsletters that are sent out by email, during the year we sent out 48 ebulletins.

Wiltshire's Ebulletin covers information regarding and relevant to our services GROW, Volunteer Centre Wiltshire and ECBL. It is circulated to over 1,900 recipients each week. Our customers find it easy to scan and pick out useful information for their organisation from the useful sorting into two sections: "Wiltshire News" and "General Updates".

The Bath & North East Somerset bulletin covers the DEVELOP B&NES service and has a particular focus on Funding Information and Support, highlighting the work of our dedicated funding adviser for that area. The B&NES bulletin is circulated to 387 voluntary groups.

Ebulletin Impact - Overall the ebulletin creates over 91,000 opportunities to share information with the voluntary sector each year.

"I would just like to say the General information you send through in this ebulletin is fantastic, I have found the information invaluable, particularly around the changes in the law. I circulate relevant information out to both colleagues and also to other organisations who are members of SPAN." Lynn Campbell, Single Parent Action Network

"This email is one of the most useful sources of information that receive." Simon Killane, Wiltshire Councillor for Malmesbury



"The ebulletin provides a regular pit stop of information on what's available and what's happening at both a local and national level. Everything from training courses to voluntary sector events and HR guidelines. It is easy to scan for articles of interest, items are short enough to read when time is pressed and the ebulletin is a great resource to just highlight and email to colleagues for further information. Thank you please keep them coming..." Gill Murray, Rural Needs Initiative

Managing Volunteers all year

Volunteer Managers Network proves invaluable for information, networking and good practice

During the last 12 months, Volunteer Centre Wiltshire has been hosting Volunteer Managers' (VMN) Networking events to provide an opportunity to share and develop good practice in volunteer management.

Over the last year we have held 4 meetings and had 88 attendees from a variety of organisations across Wiltshire.

Meetings have sought to provide:

- A general meeting for sharing information relevant to Volunteer Management
- Good Practice workshops
- Networking opportunities.

Lessons Learnt

The VMN meets a need. It delivers on providing good practice, useful information and providing networking opportunities.

Feedback shows it makes a

difference locally because managers feel supported and more able to tackle difficult issues. We were very pleased with the feedback we received and will continue to run these meetings.

The topics covered this year included:

- Volunteers and the Law
- Involving Ex-Offenders as Volunteers
- Recruitment and Retention of Volunteers

However, in the coming year we will also offer more in depth workshops around particular issues outside of the meetings so as to give a more comprehensive good practice development service and reach a wider audience.



Based on an attendee evaluation the topics to be covered in next year's workshops are: Involving volunteers from different backgrounds; Funding for your volunteering project; Volunteer Welcome Packs; Volunteer Contracts; Training for Volunteers.

We will also offer more in depth sessions in the months following to include: Risk assessing volunteering; Volunteer Contract; and Managing volunteer expectations.

We will increase the time of the meetings until 1pm to allow for longer networking opportunities for those organisations who would like more time to meet others and discuss experiences.

Volunteer Managers Network - What was the Impact?

We asked the following questions:

- Attending the VMN event is a great way to share information? 87% Strongly Agree
- The information shared is generally very useful? 82% Strongly Agree
- Attending the VMN event is a great way of Networking? 82% Strongly Agree

“I think the information sharing at these events is essential, well organised and hugely useful for all involved. As a lone worker managing 90+ volunteers it is my only opportunity to hear how others manage a certain situation and what other people do to recruit / help / support their volunteers and it has also been a great outlet for me. If anything I think a little longer could be spent on meetings, but I appreciate everyone is busy and the meetings can't be too long.”

“The meeting on the legality of volunteering was very useful, it made me relook at our action plans which volunteers were signing. As a result of your meeting, we no longer use them.”

“I would like more volunteer managers network meetings as

the contacts I have made had helped us access more opportunities and information for our own clients.”

“Great variety of organisations / sectors represented at the VMN which is great for both professional and personal networking”



“Networking is always a key benefit of meetings of this type. A good start to developing new and effective business / development relationships”

“Contacts with other groups and agencies have made my job easier and opened up more opportunities to get more volunteers, put in place best practice or flag up areas of concern to be addressed”

Good Practice Workshops - What was the Impact?

We asked the following question:

- Attending the VMN event is a great way of accessing a good practice workshop? 78% Strongly Agree

“These have been an essential place to gather Good Practice information that I may not have otherwise come across or spent hours searching the internet for. Again they have opened my eyes to other ways of doing things. The volunteers and the law information was especially helpful as this can be such a minefield”

“These workshops have been very useful, particularly the one on Volunteers and the Law. I rang your office after this session and got even more helpful advice, thank you”



What did you think?

We asked some of our customers to talk about their experiences using our services

“**GROW** have given the project considerable help and support over the years particularly when we were first setting up. GROW is seen as a trusted source of help and advice for any matters concerning the voluntary sector.”

“The team has been hugely supportive since I was first in touch. It has been great to know they are there to bat ideas around with and ask advice from (especially as I work alone in an office so no one else to run things past). They are always full of ideas and great at responding promptly and fully and signposting.”

“Getting together with people who face the same daily challenges saves a lot of time. There is usually someone present at these meetings who can offer positive help, either information needed or good advice. Running a community

hall can be daunting and getting together with others doing the same thing tends to shrink problems down to size and makes one feel supported” Community Centre Network (B&NES).

“The team’s support has been absolutely brilliant in the enhancement of Newlife For Transplantees. There is always someone to speak to when in need of help and advice whether it be by telephone or e-mail.” Terry Sell, Newlife for Transplantees.

“Thank you for your invaluable help. It was a great session with very practical advice and I am sure it will help me gain my confidence whilst presenting in the future” Mary Hardwidge, Community First.

“This service is invaluable to the voluntary sector. It puts us, as a charity, in touch with local funders. Regular news updates regarding funding – who was giving out what to who. Well worth the money.”

Develop B&NES Funding Information Service.

“I would like to thank you and the other staff members from GROW for your time and dedication re Trowbridge Cluster. These groups are now in a position to network with each other and know where to obtain support (ranging from governance to fundraising) through GROW who can also signpost them to other agencies.” Maryrose Mantle, Trowbridge Guild.

“Thanks for all the help support you have given us over the past year – you’ve done an amazing job of creating a support network for voluntary organisations.” Chris Fegan, Barnardo's.

“I found the day very useful in meeting others working at reducing re-offending, and found the speakers in the plenary sessions interesting. It was interesting to see the stalls of other agencies,



and the Clinks guides on working with volunteers are excellent. All in all a well organised and useful day! “ Lena Higginson, Youth Offending Team, B&NES.

"You gave me some fantastic ideas and advice about good practice when working with volunteers. The information was invaluable and has had a very positive influence on my work. I wouldn't hesitate to go back to the Volunteer Centre Wiltshire if I ever needed more help and guidance. You've given me more confidence about working with volunteers." Jenny Wilcockson, Wiltshire Online.

“On contacting GROW and speaking to their very helpful staff, I was very pleased to find that they could help us in all sorts of ways. As a relatively new developing charity we have found it difficult to keep up with all the policies that were needed. GROW had the answer, and were quick to render assistance. GROW also advertised on our behalf for volunteers, and we were surprised how many applications we have had. I would like to thank the staff of GROW for all their help.” Hazel Jackson, Hope Nature Centre.

“As a small charity with no Fundraiser it was really helpful to speak to Katherine and clarify our thinking. We left feeling supported and encouraged.” Develop B&NES Funding Information Service.

What were you looking at? Website Statistics

DEVELOP has several websites that work in tandem. Our company website www.developecs.org.uk highlights the organisation, about us and the different services we offer in general detail.

We then have a website which specifically covers our services working in Wiltshire www.growwiltshire.org.uk and a website that covers our services in Bath & North East Somerset www.developbanes.org.uk. Both have in depth information about the services on offer alongside a wealth of resources and information for groups in the voluntary & community sector to access.

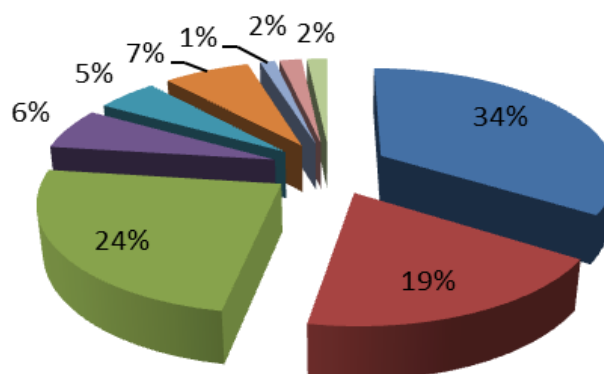
GROW Website - Some Statistics

24,444 page views

11,890 absolute unique visitors

Each user looked at an **average of 4 pages** on the website each time they logged on

Wiltshire Website - Most Popular Sections



- About the Service & Contacting Us
- Volunteer Centre Wiltshire
- Voluntary Sector Vacancies
- Resources Bank & Ebulletins
- ECBL
- Training & Events
- Funding Information
- Voluntary Sector Forum
- Community Development

What did we do?

This year we recorded that 627 groups have been supported by our Wiltshire teams

In year 2 GROW & ECBL have recorded that **627** groups have been supported by us, to do this we have recorded **2,282** different pieces of work.

Some highlights:

232 different organisations attended training courses, represented by **388** different attendees.

The Volunteer Centre team have enabled volunteering development with **143** different organisations, across **256** different pieces of work.

456 separate pieces of work contributed towards our outcome “delivery of a consistent countywide volunteering service”.

138 new organisations signed up to be on the Wiltshire Directory of Voluntary Organisations, **427** groups in total now appear in the Directory.

An average of **1,900** contacts receive our ebulletin each week, that's **91,200** occurrences of people receiving the newsletter this year.

140 items of work recorded towards our outcome “the VCS are provided with increased opportunities to network effectively” these include the setup and development of our new cluster info share groups.

114 pieces of work supporting trustees of voluntary groups with issues such as the governance and management of the organisation.

127 records of supporting groups to network and collaborate with others.

79 instances of practical support for example printing a newsletter for a group or loaning them equipment for an event

Our Community Development team alone worked with **318** different groups providing **763** instances of support.

1,194 new volunteering opportunities promoted with us

2,748 volunteering opportunities have been updated during the year.

1,194 brand new volunteering opportunities promoted with us.

Our ECBL team worked with **127** different groups providing **511** instances of support.

127 new members signed up to take an active part in our website.

39 different pages within our Resource Bank were produced and updated, including ones on ICT, Equalities, Human Resources, Law and Trustees & Governance.

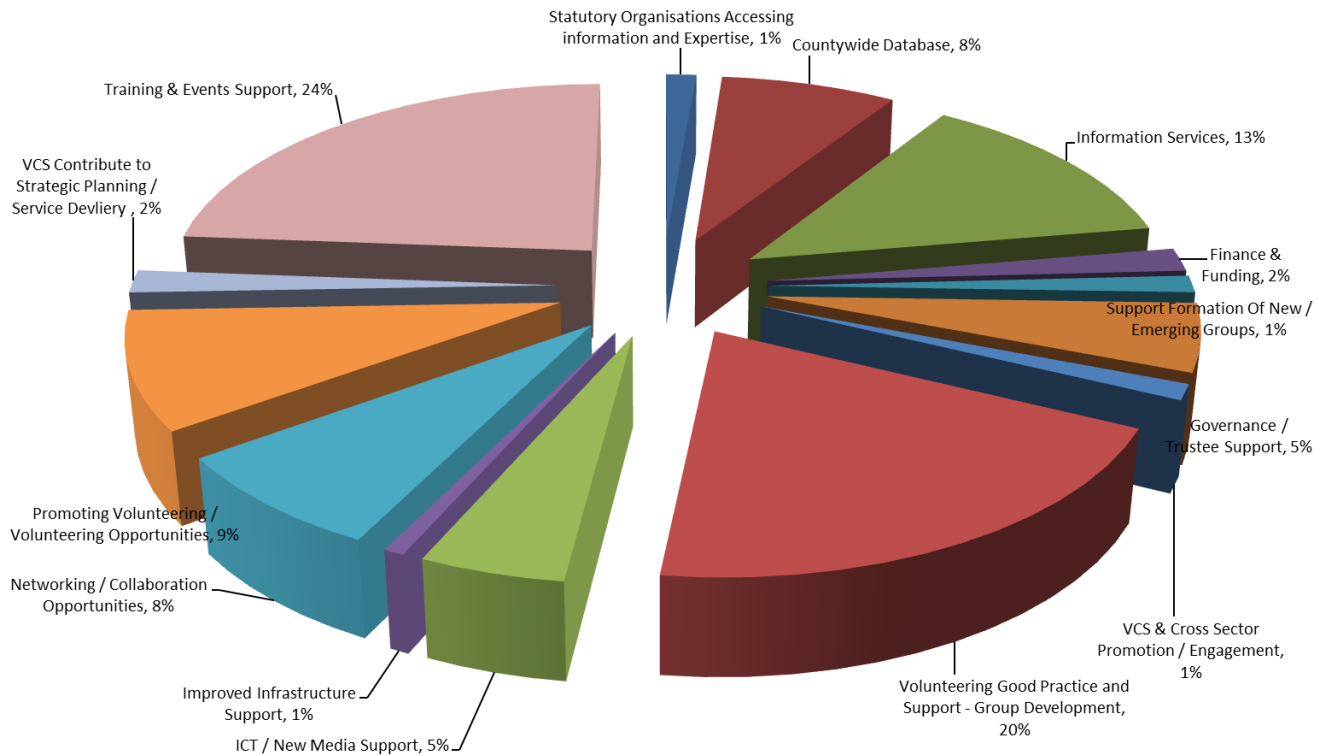
Team members made strategic contributions to meetings, reports or documents, including assisting statutory

organisations with policy a total of **26** times.

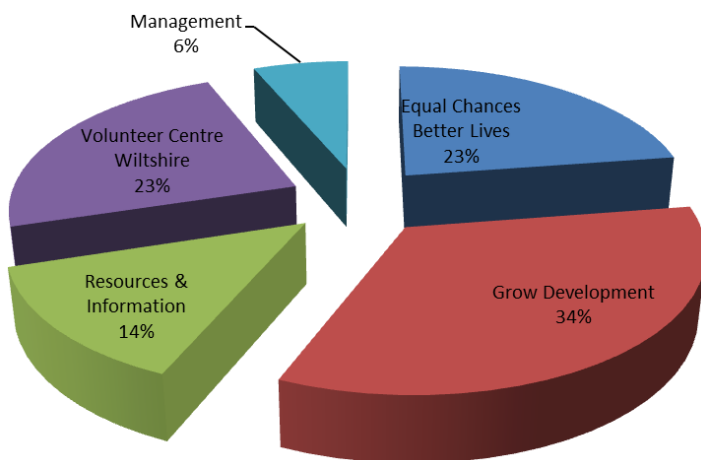
35 courses or events were run by our team including **4** Volunteer Managers Networks, **4** Voluntary Sector Forum events, **5** Wiltshire Equality Networks, and **5** tailored training courses.

423 pieces of work contributed to our outcome of “A well managed VCS with strong governance arrangements and better equipped to function effectively”.

A breakdown of what we did



How our teams are split



We will continue to let groups know what free support is available within the **GROW** service and through our partnership organisations. A range of press releases highlighted the service to the general public.

Ongoing planned promotion of the service includes a mass mailing to groups we have not yet worked with.



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