

Annual Review 2012



volunteer centre

Ionad d'Obair Dheonach Fhine Ghall

FINGAL



Corporate Volunteering Session
at IBM Blanchardstown

Volunteering

2012 was another active year for the centre as we built on the legacy of European Year of Volunteering 2011.

We ran three Volunteer Expos this year; Balbriggan, Swords and Blanchardstown where volunteers could find out about local volunteering opportunities.

December 5th, International Volunteer Day 2012 was a very important day for over 120 volunteers representing the broad range of volunteering across Fingal.

2012 was a good year in terms of registrations with 796 new volunteers registering and over 2,200 applications to volunteer.

2012 was the third year in a row that we saw increasing numbers of Irish people coming forward who never volunteered before. Further supports to Irish and non-Irish volunteers are currently being developed and will be rolled out by a number of the Dublin Volunteer Centres in 2013

Many of our 2011 registrations continued to engage with us in 2012, with many of them finding volunteering opportunities and they continue to receive communications from the centre via our e-zines and social media networks. The e-zines have proved very successful in getting volunteers abreast of the latest opportunities.

Our Outreach Volunteer Sessions ran in nine Fingal Libraries again this year and the number of potential volunteers accessing this service has increasing during the year in the 3 main locations of Balbriggan, Blanchardstown and Swords.

For the National Day of Volunteering 2012 we had a Canal Clean Up in Clonsilla in association with Waterways Ireland. During the week we also held a Dublin Volunteer Management Seminar and Volunteer Expo.

We provided nine volunteering workshops to groups in Fingal and further afield. We managed the NYE Dublin 2013 Volunteer Programme and we were part of the Dublin Tall Ships 2012 Volunteer Management Team.

Our web site and our social networking presence increased with larger numbers of volunteers and interested parties joining our networks.

Through the media we have again communicated the message that volunteering is for everyone to as wide as audience as possible and will continue to encourage people to volunteer and let them know of the wide range of opportunities in Fingal.

2012 saw the development of a new Strategic Development plan *A vision for Volunteering in Fingal 2012 – 2014* was developed by the Board with external input and consultation within the sector.



Feedback to our Volunteer Management Training continued to be very positive in 2012.

Volunteer Involving Organisations

In 2012, 94 new voluntary and community organisations registered with the Centre. 3 new organisations started working on their applications for the Fingal Managing Volunteers Award during the year while Baldoyle Family Resource Service and North Dublin Befriending Service both achieved the award.

While we had an increased number of opportunities registered online in 2012 we are still continuing to seek additional opportunities across Fingal, in particular in the more rural areas. This is a challenge for us and other volunteer centres.

As reduced funding opportunities made itself felt throughout the voluntary and community sector, organisations increasingly spent more time exploring how to involve more volunteers in helping them achieve their objectives.

We provided support and advice to many Fingal organisations to ensure that there was no conflict in roles between volunteers and staff in organisations taking on additional volunteers in their organisations. Along with our colleagues in other Dublin Centres we delivered the Dublin Volunteer Management Seminar, attended by 75 participants.

Our web site (www.volunteerfingal.ie) was updated regularly to provide additional support measures

Our monthly e-zine now has over 980 registered readers and this proves to be a useful tool for us to communicate with organisations during the year.

We launched a new training called *Volunteer Information Sessions* after a very successful pilot phase aimed at people who have never volunteered before. We will continue to develop new training in 2013 based on feedback from organisations.

Feedback from our organisational online survey was also positive for 2012: 62% rated our services as excellent, 27% rated our services as good. 43% were extremely satisfied with the services we provided and 49% were very satisfied. 87% felt that we fully understand their organisation's volunteer needs.

We delivered four Volunteer Managers & Coordinators Forums during the year and each covered a volunteer management topic. Feedback to these events has been very positive and these forums will continue in 2013 when we commence a Dublin wide initiative.

We ran two volunteer management training courses for in Fingal and ran one course for Dublin City North Volunteer Centre and delivered a train the trainer session for Volunteer Ireland to help upskill other managers.

Volunteer Management Training Feedback

"The follow up service and access to services is a real comfort. When we finished the course we felt that help was always a phone call away"

"The information provided was very useful as a resource for recruiting volunteers"

"The training was very informative"

"The Trainers were very helpful and friendly"

"There was a lot of very good useful information that helps organisations"

"Made me think a lot about how to advertise for volunteers in specific areas"

"Very detailed information and back up resources were provided"

"Group work sessions were very useful as were the experience shared by the trainers"

"The training brought up lots of volunteer topics and gave me a lot to think about"

"The training gave us the opportunity to practically go through the process of creating a volunteer policy"

New "Thinking of Involving Volunteers" Training sessions delivered in Blanchardstown & Ballyboughal.



Volunteer Statistics

What are the main reasons people chose when registering?

Give something back	145
Gain or improve skills	99
Make a difference	88
Do something in community	75
Free time	70
Work experience	65
To feel good	11
Meet new people/make new friends	31
Try something different from job	12
Because I was asked	12
Religious beliefs	1
For fun	2
Company volunteering team	2
New challenge	26
Recently made redundant	10
Interested in issue	28
For School / College	36
Get out of the house	19

What are main methods of recruitment used by the centre?

Internet	393
Leaflets / fliers	26
Media	28
Referred by another agency	18
Family / Friend	183
Outreach	15
Supported project	10
Passing by	16
Through work	10
School / College	28
Word of mouth / knew about centre	31

What ages are the volunteers?

16 – 25	90
26 – 35	87
36 – 49	93
50 – 59	26
Other	16
Not given	46

The Volunteers

What are volunteers interested in? (Based on their initial application)

Not sure	135
Youth / Children	47
Education and Literacy	47
Office	51
Animals	66
Social Work	55
Health / Disability	54
Arts culture and media	44
Older People / Active Retired	43
Practical Work	29
Childcare	20
Computers	23
Befriending	18
Information Giver	5
Environment	19
Shop / Retail	19
Management	17
Phone Line Help	13
Sports / Recreation	14
Campaign & Awareness Raising	11
Time Limited Commitment	5
Mentor	6
Driver	18
Virtual Volunteering	2
Fundraising	2

When volunteers register with us they are able to choose one of the Categories that interest them. As you can see, the largest number have yet to make up their mind about what it is they would like to do.

About us

Mission Statement

Fingal Volunteer Centre is an independent and free matching service to encourage more people to become involved in volunteering across the county. We aim to promote, support and encourage volunteering and good practice in volunteering.

Our role is to provide information and advice to people interested in volunteering and to organisations looking for volunteers. Fingal Volunteer Centre acts as link between such organisations and individuals. We will advertise vacancies, advise people on their options and help organisations support their volunteers by adopting principles of best practice

Our understanding of volunteering is that:

- Volunteering is always a matter of choice and is done of the volunteers' own free will and without coercion.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering benefits both the community and the volunteer and gives people a sense of ownership of their local community.
- Voluntary work is unpaid.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.

We believe that:

- Volunteers should be treated with respect and dignity.
- Everyone should have an equal opportunity to volunteer.
- Volunteering should respect the rights, dignity and culture of others.
- Everyone should have a positive experience of volunteering.
- Volunteering should be a "win – win" situation for both the volunteer and the organisation.



One of our Volunteer Expos in Swords was attended by 18 Volunteer Involving Organisations.



Training

Fingal Volunteer Centre provides advice and training on good practice in volunteer management, in addition to the ad-hoc support we provide to organisations.

We are delighted to present some of the feedback we got from the range of trainings we provide.

- **95.3% said our content was very relevant**
- **96.6% said that our delivery was very effective**
- **96.3% said our materials were very helpful and**
- **93.5% said they found our events were very useful.**

Our trainers have been trained - accredited through Open College Network Northern Ireland (OCNNI) - to deliver the National Volunteer Management Training Programme. This is delivered in a hands-on, participative style and is designed to provide you with a best practice volunteer management framework for involving volunteers in your organisation.

In 2012 we ran two very successful Volunteer Management Training Programmes, one daytime course in Malahide and one evening course in Blanchardstown. This is a four module training covers planning for involvement, recruitment & selection, support & supervision and policy development.

We also provided six bespoke

trainings to organisations after identifying their specific needs. We continued to offer a wide range of training tools for a variety of small, medium and large volunteer involving organisations.

During 2012 we delivered workshops at the Dublin Volunteer Management Seminar and the National Volunteer Management Conference. Our Trainers are now accredited to deliver Volunteer Impact Assessment Toolkit Training with Volunteer Now. In 2013 we will be trained as Advisors / Mentors for Investing in Volunteers (IiV) which compliments our Fingal Managing Volunteers Award.

We hope to extend the diversity and range of volunteer management topics we provide to organisations in the coming months.

In 2012 we continued to provide consultancy on a range of volunteer management topics and will continue to develop and upskill our staff to expand this service and provide an extensive volunteer management system to volunteer involving organisations.

If you are looking with managing Volunteers we are here to help you and your organisation.

Volunteer Numbers

2012

796

Volunteer Status

Awaiting placement

46

Referred to organisation

165

Awaiting Training

5

Not Placed

60

Placed

94

Main recruitment method:

Web Site

New organisations in 2012:

94

Volunteer vacancies for 2012:

353

Company details

Board of Directors 2012

Michela Benassi	Blanchardstown / Dublin 15 Citizens Info. Centre
Noreen Colgan	Fingal Leader Partnership (<i>Chair of the Board</i>)
Jenny Feeley	Cappagh National Orthopaedic Hospital
Bryan Gavin	Foróige
Monica Lawless	Blanchardstown Area Partnership
Terry McCabe	Blanchardstown Area Partnership
Philip O'Callaghan	Independent member

Staff 2012

Daiga Ancikovska ¹	Placement Officer
Glynis Dunne ¹	Placement Officer
Nazam Ezeugoh ²	Organisational Support Worker Intern
Stuart Garland	Manager

¹ Part time role(s) from February 2012. ² JobBridge Intern from October 2012 onwards.

Volunteers

Thank all those who have volunteered with us in 2012: **Elaine Arthurs** (Event Management) **Leah Carroll** (Photography) www.leah-carroll.com **Dave Davis** (Graphic Design) **Grainne Evans** (Accounts) **Andrew Foley** (Photographer) **Paula Merity** (Placement Support & Event Management) **Roisin Nic Oireachtaigh** (Event Management) **Peter Notini** (Event Assistant) **Natasha Page-Wood** (Event Management) **Gordon Walters** (Event Assistant)

Audited Accounts 2012 Summary

Income	2012
Department of Environment, Community & Local Government	€ 104,370
Fingal County Council	€ 9,000
Blanchardstown Area Partnership	€ 7,253
Fingal Leader Partnership	€ 4,028
Other Income	€ 6,496
Total	€ 131,147
Expenditure	2012
Employment costs	€ 89,234
Rent	€ 5,538
Administration & Programme	€ 48,504
Total	€ 143,276

Funders & Supporters 2012

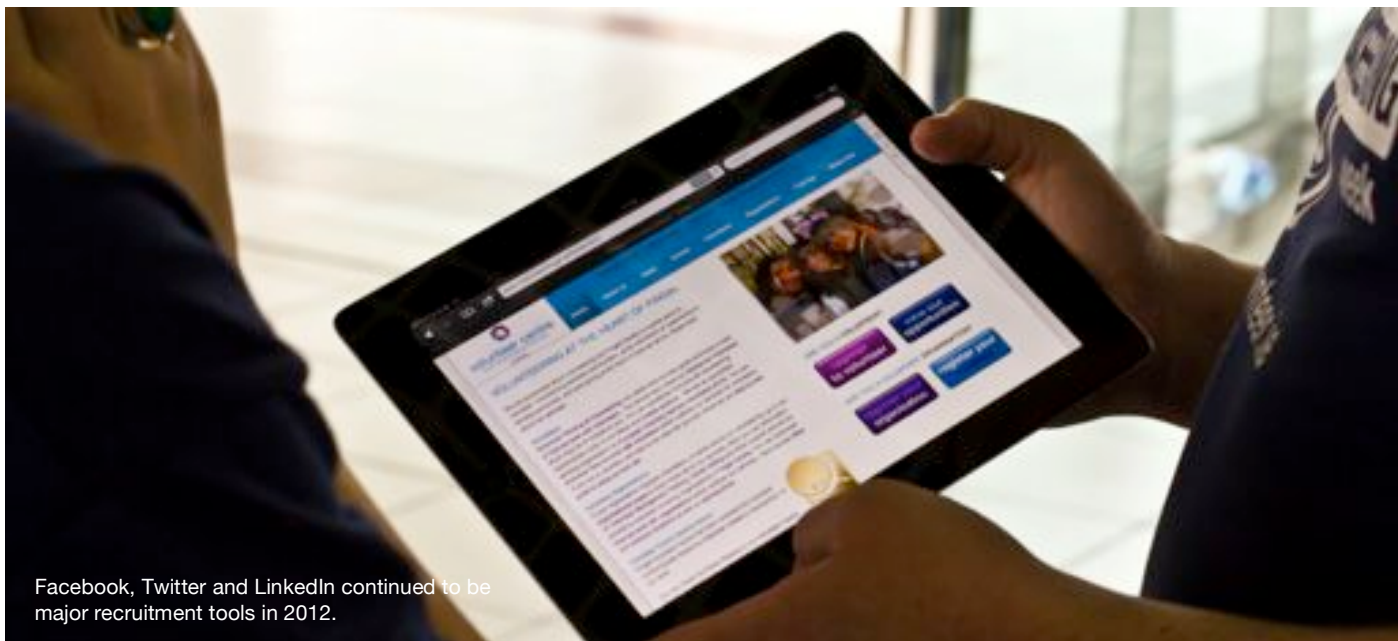
Fingal Volunteer Centre was funded in 2012 by the Department of Environment, Community and Local Government, Blanchardstown Area Partnership, Fingal Leader Partnership and Fingal County Council; and supported in its work by Volunteer Ireland.

Fingal Volunteer Centre Limited is a company limited by guarantee and not having a share capital, registered in Dublin, Ireland, with a registered office at Dillon House, Unit 106, Porters Road, Coolmine Industrial Estate, Dublin 15. Registered Number: 434396; Charity Number: CHY 17730. Copyright © 2013 All Rights Reserved Fingal Volunteer Centre 2013.

Photography by Leah Carroll [www.leah-carroll.com] and Stuart Garland



Outreach sessions took place in nine Fingal Libraries and five mobile libraries during 2012 in association with Fingal County Council.



Facebook, Twitter and LinkedIn continued to be major recruitment tools in 2012.



Fingal Volunteer Expo featured 22 organisations recruiting volunteers and took place in The Blanchardstown Centre, Pavilions Swords and Millfield Shopping Centre, Balbriggan.



volunteer centre

Ionad d'Obair Dheonach Fhine Ghall

FINGAL

Dillon House
Unit 106, Porters Road
Coolmine Industrial Estate
Dublin 15

t (+353 1) 820 9550
f (+353 1) 820 9551
e info@volunteerfingal.ie
w www.volunteerfingal.ie

Outreach sessions at nine Fingal Libraries: Balbriggan, Baldoyle, Blanchardstown, Garristown, Howth Malahide, Rush, Skerries and Swords. Check our web site for our Outreach Schedule.



Comhshaol, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government

www.volunteerfingal.ie