

Annual Review 2011



volunteer centre

Ionad d'Obair Dheonach Fhine Ghall

FINGAL



Staff, Volunteers and Board of Fingal Volunteer Centre being presented with the Volunteer Centre Quality Mark by Terri O'Brien, Volunteer Ireland.

Volunteering

2011 was a very active year for the centre as we were the local delivery agency for the European Year of Volunteering 2011. A number of events and activities were organised across the year and some of these are highlighted in this report, in addition we were also involved with a number of national events that were organised by Volunteer Ireland.

December 5th, International Volunteer Day 2011 was a very important day, not just for volunteers but also for the centre when we were presented the *Volunteer Centre Quality Award* by Volunteer Ireland in recognition of the work carried out by our Volunteer Centre. We were only the third volunteer centre to receive the award at the time.

While 2009 broke all records for Fingal Volunteer Centre, registrations leveled out in 2011 with 814 new volunteers registering.

By far the largest nationality was Irish with 492 volunteers. This was the second year in which we had seen a major increase of potential volunteers being Irish.

Many of our 2010 registrations continued to engage with us, with many of them finding volunteering opportunities and they continue to receive communications from the centre via our e-zines and social media networks.

We held two Fingal Volunteer Expos during 2011, the first in event was in Blanchardstown and the second in Swords. All our registered volunteers were invited as well as the general public. Feedback from attending organisations was very positive with plenty of volunteers registering with organisations on the day. We also hosted a series of workshops and information sessions for volunteers.

Our Outreach Volunteer Sessions ran in nine Fingal Libraries as well as the mobile Library service and the number of potential volunteers accessing this service has increasing during the year.

For the National Day of Volunteering 2011 we had two flagship events which ran in Baldoyle and Blanchardstown. Many thanks to the volunteers who participated in these projects.

We provided a number of sessions to groups including Crosscare, Fingal County Council, Blanchardstown Area Partnership and Fingal Leader Partnership.

For UN International Volunteer Day (December 5th), we held a county wide volunteer event in the Clarion Hotel, Dublin Airport attended by over 120 volunteers from the many Volunteer Involving Organisations in Fingal.

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



Volunteer Involving Organisations

In 2011, 77 new voluntary and community organisations registered with the Centre. We continued our mapping project to identify additional organisations across Fingal who were not on our database and to ensure they were aware of our services.

While we had an increased number of opportunities registered online in 2011 we still seek additional opportunities across Fingal, in particular in the more rural areas. This is a challenge for us and other volunteer centres in that we are always looking for additional volunteer roles.

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. While volunteers should never replace paid staff, organisations are always able to look at how to increase volunteer involvement sustainably, with some bringing in volunteers in new and exciting ways.

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. This is an issue that we think will become more prevalent in 2012.

Our web site (www.volunteerfingal.ie)

was updated regularly to provide additional support measures to organisations.

In March 2011 we launched the Fingal Managing Volunteers Award, a new joint initiative with Fingal County Council, a number of organisations are currently working towards levels 1 and 2 of the award.

Our monthly e-zine now has over 930 registered readers and this proves to be a useful tool for us to communicate with organisations during the year.

We launched a new training *Thinking of Involving Volunteers* after a very successful pilot phase. We are also developing a new *Information session for volunteers* with a number of other sister Volunteer Centres.

Feedback from our organisational online survey was also positive for 2011: 55% rated our services as excellent, 25% rated our services as good. 40% were extremely satisfied with the services we provided and 44% were very satisfied. 83% 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 2012.

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 session delivered in Blanchardstown & Ballyboughal.



Volunteer Statistics

What are the main reasons people chose when registering?

Give something back	119
Gain or improve skills	103
Make a difference	82
Do something in community	74
Free time	72
Work experience	68
To feel good	11
Meet new people/make new friends	28
Try something different from job	4
Because I was asked	9
Religious beliefs	1
For fun	2
Company volunteering team	2
New challenge	26
Recently made redundant	10
Interested in issue	28
For School / College	28
Get out of the house	13

What are main methods of recruitment used by the centre?

Internet	305
Leaflets / fliers	37
Media	29
Referred by another agency	94
Family / Friend	176
Outreach	13
Supported project	10
Passing by	16
Through work	7
School / College	29
Word of mouth / knew about centre	20

What ages are the volunteers?

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

Have you volunteered before?

Yes	262
No	501

What is the gender of the volunteers?

Female	239
Male	119

The Volunteers

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

Not sure *	91
Youth / Children	53
Education and Literacy	72
Office	35
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.





Volunteer Management Training Courses were run in Balbriggan (daytime) and Blanchardstown (evening) during 2011 by our accredited Trainers

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 2011 we ran two very successful Volunteer Management Training Programmes, one daytime course in Balbriggan 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 four 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 2011 we delivered workshops at the Cork Volunteer Management Seminar and the EYV2011 National Volunteer Management Conference. Our Trainers are currently being accredited to deliver Volunteer Impact Assessment Toolkit Training with Volunteer Now.

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

In 2011 we provided consultancy on all aspects of volunteer management 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 for help recruiting volunteers, keeping your volunteers motivated, developing a volunteer policy or figuring out how to involve a volunteer in your organisation for the very first time, we are here to help you and your organisation.

Volunteer Numbers

2011

814

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 2011:

77

Volunteer vacancies for 2011:

333

Company details

Board of Directors 2011

Michela Benassi	Blanchardstown / Dublin 15 Citizens Info. Centre
Noreen Colgan	Fingal Leader Partnership (<i>Chair of the Board</i>)
Bryan Gavin	Foróige
Monica Lawless	Blanchardstown Area Partnership
Terry McCabe	Blanchardstown Area Partnership
Amanda McLoughlin ¹	Citizens Information Board
Philip O'Callaghan ²	Independent member

Staff 2011

Louis Colley ³	Organisational Support Worker
Glynis Dunne	Development Worker
Stuart Garland	Manager
Jolanta Janczyk ⁴	Marketing & Public Relations Intern

¹ Resigned during 2011. ² Joined during 2011. ³ FÁS Community Employment Scheme employee. ⁴ JobBridge Intern (April 2010 onwards).

Volunteers

Thank all those who have volunteered with us in 2011, **Leah Carroll** (Photography), **Dave Davis** (Graphic Design), **Grainne Evans** (Accounts), **Padraig Faughnan** (Event Assistant), **Michelle Gurdis** (Volunteer Expo), **Deirdre Kavanagh Scott** (Volunteer Expo & Placement Support), **Katia Lacerda** (Events Assistant), **Paula Merity** (Placement Support), and **Barbara O'Reilly** (Events Assistant).

Many thanks are also due to **Amanda McLoughlin**, Board Member who resigned during the year for her hard work and dedication to the work of Fingal Volunteer Centre. Thank you from the Board & Staff.

Audited Accounts 2011 Summary

	2011	2010
Income		
Department of Environment, Community & Local Government	€ 104,470	€ 101,168
Fingal County Council	€ 3,000	€ 8,000
Blanchardstown Area Partnership	€ 8,337	€ 8,337
Fingal Leader Partnership	€ 5,072	€ 3,880
Total	€ 120,779	€ 121,385
Expenditure		
Employment costs	€ 88,981	€ 73,663
Rent	€ 5,471	€ 6,495
Administration & Programme	€ 50,242	€ 27,312
Total	€ 144,694	€ 107,470

Funders & Supporters 2011

Fingal Volunteer Centre was funded in 2011 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 © 2012 All Rights Reserved Fingal Volunteer Centre 2012.

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



Outreach sessions took place in nine Fingal Libraries and five mobile libraries during 2011 in association with Fingal County Council