

Annual Review 2010



volunteer centre

Ionad d'Obair Dheonach Fhine Ghall

FINGAL



Volunteering

While 2009 broke all records for Fingal Volunteer Centre, registrations leveled out in 2010 with 748 registering, down from the peak of 898 registrations in 2009.

By far the largest nationality was Irish with 536 volunteers. This was the first time in a number of years that we had such a large percentage of volunteers being Irish.

Many of those 2009 registrations continued to engage with us, with many of them finding volunteering opportunities.

Many more people have been coming to us again this year due to free time, wanting to gain new skills and for work experience.

We hosted a series of workshops and information sessions for volunteers in 2010. The largest of these events was jointly run the Garda Reserve in Blanchardstown Centre, the feedback from volunteers to these events was very positive.

Other events were run in conjunction with the community schools in Fingal as part of our events for the National Day of Volunteering 2010. These workshops proved to be very successful with young people signing up for “random acts of volunteering” and some getting involved in group volunteering projects. We are delighted to report one School in involved in an international volunteer project.

Preparations were made at local, national and international level for the European Year of Volunteering and the staff of Fingal Volunteer Centre were involved in a number of preparatory working groups in support of programmes and activities.

Our Fingal Volunteer Managers and Coordinators Forums continued to prosper in 2010. The forums provided support to those who participated in our Volunteer Management Training courses in this and previous years.

For UN International Volunteer Day (December 5), we launched an additional five leaflets explaining what volunteering is in a number of languages. Many thanks to all our volunteers that assisted this initiative.

Our web site continued to grow from strength to strength with 11,509 unique visitors in 2010 and 1,683,594 hits during the year. New pages were added in the news and events section on a regular basis to ensure that site was relevant to potential volunteers and organisations.

Our social networking presence increased in 2010 with larger numbers of volunteers and interested parties joining our networks. Towards the end of the year we started to develop a new web site based on feedback from volunteers and organisations.

Feedback to our online volunteers survey was very positive: 22% said our service was excellent, 41% said it was great and 28% said it was satisfactory.



Volunteer Involving Organisations

In 2010, 101 new voluntary and community organisations registered with the Centre, well above our target of 60. We started a new project to identify additional organisations across Fingal who were not on our database and to carry out a mapping project of volunteer involving organisations and opportunities across Fingal.

While we had an increased number of opportunities registered online in 2010 we were still seeking additional opportunities across Fingal, in particular in the more rural areas. Our mapping project will help to identify gaps and 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 volunteers more 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 organisations to ensure that there was no conflict in roles between volunteers and staff in organisations taking on additional volunteers in their organisations.

Our web site (www.volunteerfingal.ie)

was updated to provide additional support to organisations on a monthly basis and new resources were added to help support them in their work.

Our monthly e-zine has over 600 organisations registered and this proves to be a useful tool for us to communicate with organisations during the year. We added additional interactive elements in 2010 and will continue to do so.

We launched “Managing Volunteers – a 16 page step by step guide for organisations”, which is available in hard copy and for download from our web site. The feedback has been very positive to this and a number of online downloads we launched for organisations during the year.

Feedback from our organisational online survey was also positive for 2010: 44% rated our services as excellent, 56% rated our services as good. 33% were extremely satisfied with the services we provided and 44% were quite satisfied. 88% felt that we fully understand their organisation’s volunteer needs.

To help improve the brand of our Volunteer Centre and our 21 sister centres we produced new promotional materials and displays during the year which will be available from Fingal Libraries and County Council offices across the county.

Volunteer Management Training Feedback

“Great, lots of new ideas”

“Made me realise the importance of Volunteer Management”

“Well structured and well timed”

“I thought it was excellent, well done to both of you”

“It gave focus to the volunteer management process”

“Well done on a great training”

“Excellent delivery and very supportive to my role”

Training Course Participants 2010

- Le Cheile
- Phoenix FM
- Frontline
- Lambay Media
- Garden Well
- Castleknock Community Centre
- Foróige
- Terre Des Homes
- Fingal Leader Partnership
- Community Games
- Baldoyle Family Resource Service
- Scouting Ireland
- Dublin City North Volunteer Centre



Volunteer Statistics

What are the main reasons people chose when registering?

Give something back	157
Gain or improve skills	91
Make a difference	75
Do something in community	62
Free time	87
Work experience	57
To feel good	8
Meet new people/make new friends	40
Try something different from job	7
Because I was asked	10
Religious beliefs	0
For fun	3
Company volunteering team	4
New challenge	29
Recently made redundant	25
Interested in issue	20
For School / College	25
Get out of the house	14

What are main methods of recruitment used by the centre?

Internet	305
Leaflets / fliers	19
Media	37
Referred by another agency	48
Family / Friend	128
Outreach	4
Supported project	5
Passing by	6
Through work	8
School/College	14
Word of mouth/knew about centre	19

What are the volunteers age group?

Under 16	17
16 – 25	185
26 – 35	231
26 – 49	140
50 – 59	50
60 – 70	11
70 +	1
Not given	113

Have you volunteered before?

Yes	260
No	488

The Volunteers

What are volunteers interested in? (based on their applications)

Not sure *	94
Youth / Children	66
Education and Literacy	51
Office	38
Animals	37
Social Work	35
Health / Disability	33
Arts culture and media	26
Older People / Active Retired	24
Practical Work	23
Childcare	22
Computers	19
Befriending	17
Information Giver	16
Environment	14
Shop / Retail	13
Management	13
Phone Line Help	10
Sports / Recreation	10
Campaign & Awareness Raising	8
Time Limited Commitment	7
Mentor	6
Driver	6
Virtual Volunteering	3
Fundraising	1
Church / Religion Based	1

* 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 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.





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.

Staff at Fingal Volunteer Centre have been involved in a wide variety of community and voluntary based projects and have a wealth of experience in volunteer management.

Our trainers have been trained - accredited through Open College Network Northern Ireland (OCNNI) - to deliver the National Volunteer Management Training Programme. This four module programme (which can also be run as 4 modules over 2 full days or 4 modules over 4 evenings) 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 2010 we ran two very successful Volunteer Management Training Programmes, one daytime course in Baldoyle 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 five 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.

We can deliver our four module National Volunteer Management Training course to your organisation directly. If you already have gained some of these skills and would like to have further training on a specific volunteer management topic please contact us in Fingal Volunteer Centre and we can carry out a volunteer management training needs assessment and deliver bespoke training specific to your organisation.

We can also provide one or more of the NVMT sessions directly to your organisation with a minimum number of participants at a venue and time that suits or organisation.

In 2010 we provided consultancy on all aspects of volunteer management and will continue to develop and expand this element of our service.

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 to help you and your organisation.

Volunteer Numbers

2008

478

2009

898

2010

748

Volunteer Status

Registered

474

Registered Interest

268

International

6

Volunteer Source

Internet

307

Family / Friend

149

Word of Mouth

24

Referred by Other Agency

174

Company details

Board of Directors 2010

Michela Benassi	Blanch, / Dublin 15 Citizens Information Centre
Noreen Colgan	Fingal Leader Partnership
Bryan Gavin	Foróige
Pauline Mangan	Blanchardstown Area Partnership
Terry McCabe	Blanchardstown Area Partnership
Amanda McLoughlin	Citizens Information Board

Staff 2010

Louis Colley *	Organisational Support Worker (from 10 / 2010)
Glynis Dunne	Development Worker (Maternity leave from 05 / 2010)
Stuart Garland	Manager
Helen O'Broin *	Administration & Support Worker (to 10 / 2010)

Volunteers

We would like to take this opportunity to thank all those who have volunteered with us in 2010, in particular Louise Moloney, Lorraine Norton and Sherifat Toke Raji.

Audited accounts summary

Income	2010	2009
Dept. of Community Equality & G.A.	€101,168	€119,854
Fingal County Council	€8,000	€14,400
Blanchardstown Area Partnership	€8,337	€8,710
Fingal Leader Partnership	€3,880	-
Other income	€575	€549
Total	€121,960	€145,513

Expenditure	2010	2009
Employment costs	€73,663	€107,401
Rent	€6,495	€11,450
Administration & Programme	€27,132	€26,364
Total	€107,470	€145,215



Funders & supporters

Fingal Volunteer Centre was funded in 2010 by the Department of Community, Equality & Gaeltacht Affairs, Blanchardstown Area Partnership, Fingal Leader Partnership and Fingal County Council; and supported in its work by Volunteer Centres 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 Fingal Volunteer Centre © 2011.

* FÁS Community Employment Scheme employees.





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



European Year of Volunteering 2011

www.volunteerfingal.ie

 facebook.com/fingal.volunteercentre

 youtube.com/volunteerfingal

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