



# volunteer centre

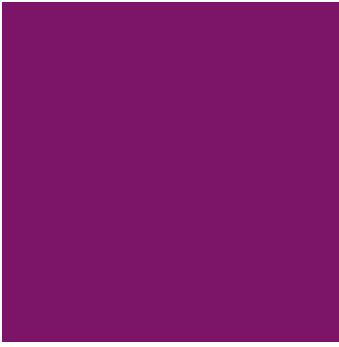
Ionad d'Obair Dheonach Fhine Ghall

FINGAL



## fingal volunteer centre annual review 2009

[www.volunteerfingal.ie](http://www.volunteerfingal.ie)



# volunteering

The New Year is always a busy time for Volunteer Centres, but 2009 broke all records for Fingal Volunteer Centre, as it did for many volunteer centres throughout the country. Between January and March 2009, 255 people registered with us. Over the same period in 2008, 112 new volunteers registered with the service. That's an increase of over 125%.

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

Many more people have been coming to us this year due to free time, wanting to gain new skills and for work experience. We had the following feedback from Kelly:

“I was finding it difficult to find employment and volunteering provided the perfect opportunity to get out of the house and also gain experience in other sectors.

In January I started with an organisation, making home visits. I thoroughly enjoy the position.

Meeting new people and helping others has helped me to put aspects of my own life in perspective. I volunteer with them one evening per week.

Always on the look out for something else I often check the Fingal Volunteer website for new positions. There was a position for a forum moderator with a Dublin based charity which I took up and have been involved with for several months now.

I am grateful to the Fingal Volunteer centre for providing the opportunity to myself and others.”

We hosted a number of workshops in 2009 including one aimed at those interested in volunteering on Boards. Presented by Boardmatch Ireland, the workshop aimed to demystify the workings of a Board of Directors.

For December 5<sup>th</sup>, UN International Volunteer Day, we launched a set of new leaflets explaining what volunteering is in a number of different languages including Polish, Romanian, Arabic and French. Many thanks to all our volunteers that assisted this initiative which we will expand in 2010.

# volunteer involving organisations

In 2009, 101 new voluntary and community organisations registered with the Centre, well above our target of 50. This brought the total number of organisations registered to 218. These organisations registered 261 new volunteering vacancies across a whole range of categories, again well above our target of 100.

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.

Our web site ([www.volunteerfingal.ie](http://www.volunteerfingal.ie)) was updated to allow organisations to register directly online. This has proved to be very useful for organisations as well as us here at the Centre and more and more have been using this option. To ensure these organisations know how we operate, we've produced a document entitled "How We Work With Organisations" that sets out our services and expectations.

Our newly updated web site this year also allowed us to highlight vacancies directly on the front of the website. This has proved very useful in pushing certain vacancies and always seems to

get greater interest. And of course every couple of weeks we send out an update of all new and re-advertised vacancies to all our active volunteers. We had the following feedback from one of our organisations:

"We have had a wonderful response, lets hope we can handle them all. We usually have about eight to ten in our training, at the moment we have 22 potential volunteers and a lot more for the next 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.

In 2009 we ran two very successful Volunteer Management Training Programmes. This is a 4 day modular training covers planning for volunteer involvement, recruitment & selection, support & supervision and policy development. The first module ran during the day in Blanchardstown, with the second in the evenings in Balbriggan. The feedback on these programmes has been very positive and they will be run again in 2010. If you require bespoke training to run for your organisation on any volunteer topic or subject please email us: [training@volunteerfingal.ie](mailto:training@volunteerfingal.ie)

We participated in a number of volunteer promoting events around the county in 2009 at a wide range of locations across County Fingal.

## volunteer management training feedback

"We constantly come across issues which are imperative to the efficient running of (our organisation). These issues in particular were getting people involved in our voluntary organisation, ensuring they work efficiently within the organisation, how best to ensure they are carrying out the work to the best of their ability and, of course, being properly supported within that role.

This practical course and guidance given has helped to give me and my organisation the direction in the implementation of these vital areas.

The direction given by both yourself and Glynis was excellent as well as a number of very useful insights and suggestion."

## training course participants 2009

- Daughters of Charity
- Dementia Rights
- Failte Balbriggan
- FAI - Football Association of Ireland
- Friends of Autism & ADHD
- Home Start Ireland
- Gorta
- Irish Wheelchair Association
- ISPPC - Irish Society for the Prevention of Cruelty to Children
- Prosper Fingal
- Rush Nursing Home
- Special Olympics Swimming
- Swords / Baldoyle Youth Service





# why and how do people volunteer?

What are the main reasons people chose when registering?

Give something back	118
Gain or improve skills	79
Make a difference	75
Do something in community	70
Free time	57
Work experience	45
To feel good	12
Meet new people/make new friends	11
Try something different from job	7
Because I was asked	7
Religious beliefs	3
For fun	3
Company volunteering team	1
New challenge	27
Recently made redundant	25
Interested in issue	20
For School/College	14
Get out of the house	14

What are main methods of recruitment used by Fingal Volunteer 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

# 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



## how we work

When someone new registers with the service either in person, by phone or via our web site ([www.volunteerfingal.ie](http://www.volunteerfingal.ie)) they receive an email from us outlining how the service works and inviting them to make an appointment with us if they want. All volunteers will receive a call (or email) from us checking on how they are progressing. Once they find an opportunity we will try to keep in touch with them while they go through the application process, becoming more actively involved if necessary.

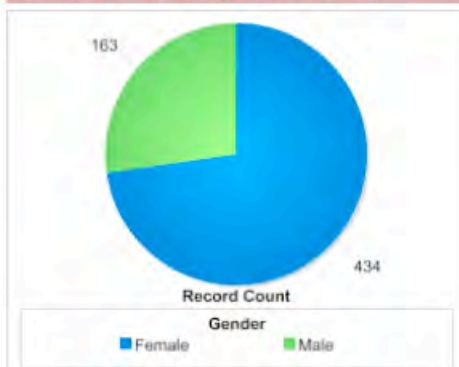
For many organisations, the time between applying and starting can take a couple of months due to applications, interviews, references, Garda vetting and induction training.

In 2010 we will be engaging our own additional volunteers to review and update all volunteers on our database on the outcomes in their cases. Volunteers will also be involved in outreach services to reach marginalised and rural groups throughout County Fingal.



# statistics 2009

Volunteer Gender for Current Year



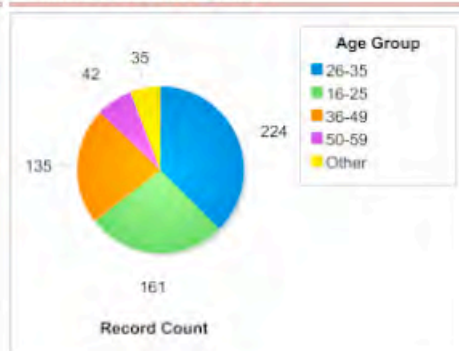
Volunteers who volunteered before



Volunteer Status



Volunteer by age group



volunteer hours for 2009:

**9,892**

registered volunteers:

**1,341**

registered organisations

**218**

number of volunteers awaiting placement

**167**

number of volunteers referred to organisations

**301**

main recruitment method

**web site**

the percentage of volunteers who volunteered before

**61%**

volunteer vacancies for 2009:

**269**





# company details

Fingal Volunteer Centre is an independent and free matching service to encourage more people to become more involved in volunteering across the county. We provide information and advice to people interested in volunteering and to organisations looking for volunteers.

## management committee

Our Management Committee for 2009 consisted of; Michela Benassi (Blanchardstown / Dublin 15 Citizens Information Centre), Noreen Colgan (Fingal LEADER Partnership), Bryan Gavin (Foróige), Pauline Mangan (Blanchardstown Area Partnership), Valerie McAllorum Byrne (Fingal County Council), Terry McCabe (Blanchardstown Area Partnership), and Amanda McLoughlin (Citizens Information Board)

## staff

Paul Harkin	Manager (to December 2009)
Stuart Garland	Manager (from May 2010)
Glynis Dunne	Development Worker
Helen O'Broin	Administration & Support Worker (FÁS CE Scheme)

## acknowledgements

We would like to take this opportunity to thank all those who have volunteered with us in 2009.

## audited accounts summary

	2009	2008
<b>Income</b>		
Dept. of Community Equality & G.A.	€119,854	€96,369
Fingal County Council	€14,400	€12,000
Blanchardstown Area Partnership	€8,710	-
FÁS Income	€549	-
<b>Total</b>	<b>€145,513</b>	<b>€108,397</b>
<b>Expenditure</b>		
Employment costs	€107,401	€63,436
Rent	€11,450	€9,904
Administration & Programme	€26,364	€20,006
<b>Total</b>	<b>€145,215</b>	<b>€93,343</b>

## funders & supporters

Fingal Volunteer Centre was funded in 2009 by the Department of Community, Equality & Gaeltacht Affairs, Blanchardstown Area Partnership and Fingal County Council; and supported in its work by Volunteer Centres Ireland, and Fingal LEADER Partnership.



# contacting us



**volunteer centre**

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FINGAL

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**Outreach Offices in Swords and Balbriggan  
Call us for an appointment.**



Find me on  
**Facebook** [www.facebook.com/fingal.volunteer.centre](http://www.facebook.com/fingal.volunteer.centre)

[www.volunterfingal.ie](http://www.volunterfingal.ie)



The European  
Year of Volunteering  
2011