



## WINTER NEWS 2011/12

*The volunteering newsletter for Bournemouth and Poole*

# WHAT'S MAKING THE HEADLINES?

## VOLUNTEERING ENGLAND WANTS FREE PORTABLE CRB CHECKS FOR VOLUNTEERS

Volunteering England has asked the Government to show its commitment to volunteering by ensuring that portable Criminal Records Bureau (CRB) checks, due to come into force in 2013, are free to volunteers. Under the proposed new system, the checks will be portable but not free. Not only that but it would mean unnecessary paperwork and bureaucracy for organisations. The government is due to decide whether to charge volunteers in about six months' time, when the Protection of Freedoms Bill is to become law.

(<http://www.volunteering.org.uk/aboutus/news-releases/2173-sector-leaders-oppose-charging-volunteers-for-portable-criminal-records-checks>)

## STUDENT VOLUNTEERING WEEK—20-26 FEBRUARY

Now in its eleventh year this national campaign helps to raise awareness of student volunteering and the infrastructure supporting it. The sponsor for 2012 is Santander. (<http://www.volunteering.org.uk/policy-and-campaigns/student-volunteering-week-2012>)

## RESULTS OF WORLD GIVING INDEX 2011

According to the newly released World Giving Index, the UK has the second most generous people in the world for giving money to charity. 79% of people interviewed said they had given money in the past month. Thailand was in first place with 85%. Twenty-eight per cent of UK people said they volunteered in the past month, placing it in 32nd place overall, and 63% said they had helped a stranger, which was joint 70th. Turkmenistan had the highest volunteering levels and Liberia was best for helping a stranger. (<https://www.cafonline.org/>)

## REPORTS RELEASED ON INTERNATIONAL VOLUNTEERING DAY (5 December)

'*Choosing to Volunteer*' is a survey carried out by Ofsted into what works best in engaging young people in volunteering within schools, colleges and in the community.

<http://www.ofsted.gov.uk/resources/choosing-volunteer>

AND

## STATE OF THE WORLD'S VOLUNTEERING 2011

'*The State of the World's Volunteerism 2011*' was released on International Volunteering Day and came with a call from the UN for countries to recognise the importance of volunteering and encourage more people to get involved. Download the report (pdf, 2.21MB) from <http://preview.tinyurl.com/cn2sr7d>

### WHAT'S IN THIS ISSUE:

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## CARRIE'S COMMENT

Happy New year to one and all...

Looking back, we had a very busy year in 2011. We undertook a short-term project funded through the Home Office in partnership with Clinks. This helped to draw in extra funding to support organisations working with offenders. Carrying on from this, we'll be producing a guide to volunteering in the criminal justice system in 2012.

We also commenced a project assisting PHP (Poole Housing Partnership) to set-up and manage their volunteering programme, helped the college of further education set-up their new Community Link rooms on both sites in Bournemouth and Poole and promoted volunteering to their students and staff.

We also started work on our Lloyds TSB-funded project. This involves developing sessions to help people with barriers into volunteering which will run this year. Throughout 2011 we of course carried on supporting you through the provision of our bi-monthly volunteer managers' meetings. Subjects covered were Working with Offenders, Support & Supervision for Volunteers, the Investing in Volunteers Standard, problem solving policies (for Volunteers), Webinar viewings – Bridging the Gap webinar and an Open Space session looking at your volunteering issues!!

We also hosted Volunteers Week and the annual awards as well as signposting over 2,500 volunteers to your volunteering opportunities! Phew!!

Also, you may remember that we asked for feedback on our services to you during the last quarter of the year. This will help us complete the next round of our quality assurance and we hope accreditation from Volunteering England. Some of the results are shared with you on pages six and seven. We'll be taking on board as many of your suggestions as we can for this year's work.

It looks like 2012 is also shaping up to be busy for us too. Here's some notable volunteering dates for your diaries:

February – Student Volunteering Week 20-26 February  
June – Volunteers Week 1-7 June  
October Make a Difference Day 27 October  
Trustees Week (date still to be announced)

We're very much looking forward to working with you all in the New Year!

*Best wishes, Carrie*

# VOLUNTEER CENTRE NEWS

## VOLUNTEER CO-ORDINATORS MEETINGS 2012

Here are the dates for the Volunteer Co-ordinators Meetings this year. They are held in the Community Link Room/s in one of the two College sites from 10am to 12.30pm. As always they are free to attend, but please let me know ([carrie.smith@poolecvs.org.uk](mailto:carrie.smith@poolecvs.org.uk)) if you plan to come so we can arrange enough seating and refreshments. Thanks!

Tuesday 21 February – Lansdowne

Thursday 26 April – Poole (North Road)

Tuesday 26 June – Lansdowne

Thursday 30 August – Poole (North Road)

Tuesday 30 October – Lansdowne

Thursday 13 December – Poole (North Road)

## AWARDS

### LEAGUE OF MERCY AWARDS

League of Mercy awards are made to volunteers who work in the area of care who have given at least seven years service to a voluntary organisation. If their nomination is successful they will receive one of up to fifty awards of the League's Order of Mercy which are made in June each year. Nomination forms should be sent **by the end of February**. See [www.leagueofmercy.co.uk](http://www.leagueofmercy.co.uk)

### LAUNCH OF THE DORSET MENTORING AWARDS

The Dorset Mentoring Partnership has been established to bring together mentoring organisations throughout Dorset to raise awareness of the different mentoring services in the area, develop partnership working and improve the quality of mentoring in the region.

From Autumn 2012, the Partnership will invite nominations for both organisations and individuals who have given an outstanding contribution to mentoring over the previous year. They will select outstanding nominations and celebrate their successes at the following year's conference and award ceremony where the winners will be presented with an award and certificate in recognition of their contribution.

Awards will be made for the following categories: Individual Mentoring Champion of the Year Award and Organisational Services to Mentoring Award.

Further details, nomination forms and who to contact for more information, can be obtained by emailing [dorsetmentoringpartnership@hotmail.co.uk](mailto:dorsetmentoringpartnership@hotmail.co.uk)

If you'd like to hear (approximately 15 minutes) from a mentor working for Footprints then go to: [http://www.bbc.co.uk/iplayer/episode/b017c9p9/Coming\\_Out\\_Daniel/](http://www.bbc.co.uk/iplayer/episode/b017c9p9/Coming_Out_Daniel/)

# MEET THE CO-ORDINATOR

## So Donna, who do you work for and what's your title?

I am the Museum & Arts Administrator for Poole Museum and Poole Arts Development Unit, part of Culture and Community Learning at the Borough of Poole Council.

## How long have you been in this role?

I have been in the Museum & Arts Administrator role since September 2007, and developed the volunteer programme as part of my role from February 2008.

## Give us some examples of what your job covers.

Within the administrator's aspect I deal with the Museum and Arts finance, procurement, personnel administration and act as a central point of information and support to the staff. Within the volunteer programme, I develop and manage the volunteer programme for the Museum and Arts Development Unit and I co-ordinate and manage volunteers as part of the volunteer programme.

## How many volunteers do you currently have?

There are around 250 volunteers currently signed up to receive alerts of current opportunities.

## Tell us about your recruitment methods

A potential volunteer may come into the museum or phone up enquiring about any opportunities we have. We also advertise our opportunities with various organisations including Poole CVS, Bournemouth University's 'The Hub', Poole Volunteer Centre, the Job Centre and various arts newsletters. We also have a small flyer that can be given out at external museum and arts events, providing a short description of the things you can get involved with and the contact details.

Once initial interest is established, we ask the volunteer to complete a general application form to help us to understand the volunteer's needs, skills and expectations. We can also offer informal chats, formal interviews, CRBs and trial periods depending on the type of opportunity the volunteer is applying for.

## And what sort of training do you give your volunteers?

We offer all kinds of training to the volunteer depending on the type of opportunity. The volunteer may receive in-house training from our staff on anything from using databases and spread sheets to object handling. We can also arrange for training for groups of volunteers who are helping us with particular projects.

A good example of this is at the Roman Farm, Upton. Over the winter of 2008/2009 a team of volunteers were recruited to work on the conservation and maintenance of the site, to re-daub the house, renew the fire pit, build a bread oven and tidy the grounds. They trained in hurdle making and furniture making through collaboration with the Dorset Coppice Group and achieved all the above through training with our Learning Officer.

## What do you think the volunteers enjoy about volunteering with you?

I think that the volunteers find our opportunities quite unusual and varied. You could be knee deep in mud, daubing a roman house one week, and stewarding an amazingly vibrant festival on Poole Quay in the next.

## Donna Price (centre) with some of her volunteers



# MEET THE CO-ORDINATOR

Some Volunteer quotes:

One of our volunteers went on to study for an NVQ and take on paid employment as a result of the skills she developed with us. She said “. . . it's good to put in practice some of the skills I gained from working with you and the team.” **Museum & Arts Volunteer**

“Just to say thanks to all for Saturday, I thoroughly enjoyed the day!” **Museum & Arts Volunteer**

And some quotes from partners who have used our volunteers:

“My thanks goes to the wonderful volunteers that you brought in. They were brilliant” **Lisa Foster, Centre Manager, Lighthouse, Poole's Centre for the Arts**

“I'm very grateful to all the stewards as we'd not be able to deliver such a smooth event without them - brilliant help!” **Louisa Clark, Wave**

## Do you have to do any fundraising for your project?

We do not currently have funding for the volunteer programme but I am looking into it for the future.

## Tell us about your volunteer awards.

We hold an annual celebration to have the opportunity to thank the volunteers, highlight the year's achievements and award outstanding contributions. We ask local businesses to sponsor us by providing awards (Poole Pottery have kindly donated pottery awards for our volunteers for the last two years), food, flowers, items for goodie bags for our volunteers and photography for the event.

This year the categories for the awards were: Young Volunteer Award, Contribution to a Single Project, Personal Achievement Award, Versatile Volunteer Award, Volunteer of the Year, Skills Sharing Award, Museum Award, Arts Award, Jolliffe-Allenby Award.

We also project images on the walls of volunteers in action on various different museum and arts opportunities so that all the volunteers can see what everybody gets up to. The celebration is such a wonderful event and draws the group together.

## How much control do you have over your project?

I develop and steer the entire project.

## What challenges do you think there will be for your project over the next three years?

The challenges the project will face over the next three years will probably relate to the changing times within the Council. My administrative role has become more demanding and so I will require more support with the volunteer co-ordination and communication within the volunteer project. Without this support we will be unable to strive for the best practice for the programme. I have recently recruited two volunteers to help me co-ordinate the programme and I hope this will enhance the service and allow me to develop it in other areas.

## Finally, if you had one wish for your project, what would it be?

To have more time to develop new ideas I have for the volunteer programme, including active recruiting for young volunteers, group and family volunteering and micro-volunteering with the possibility to develop opportunities which will make use of the growing technology of today.

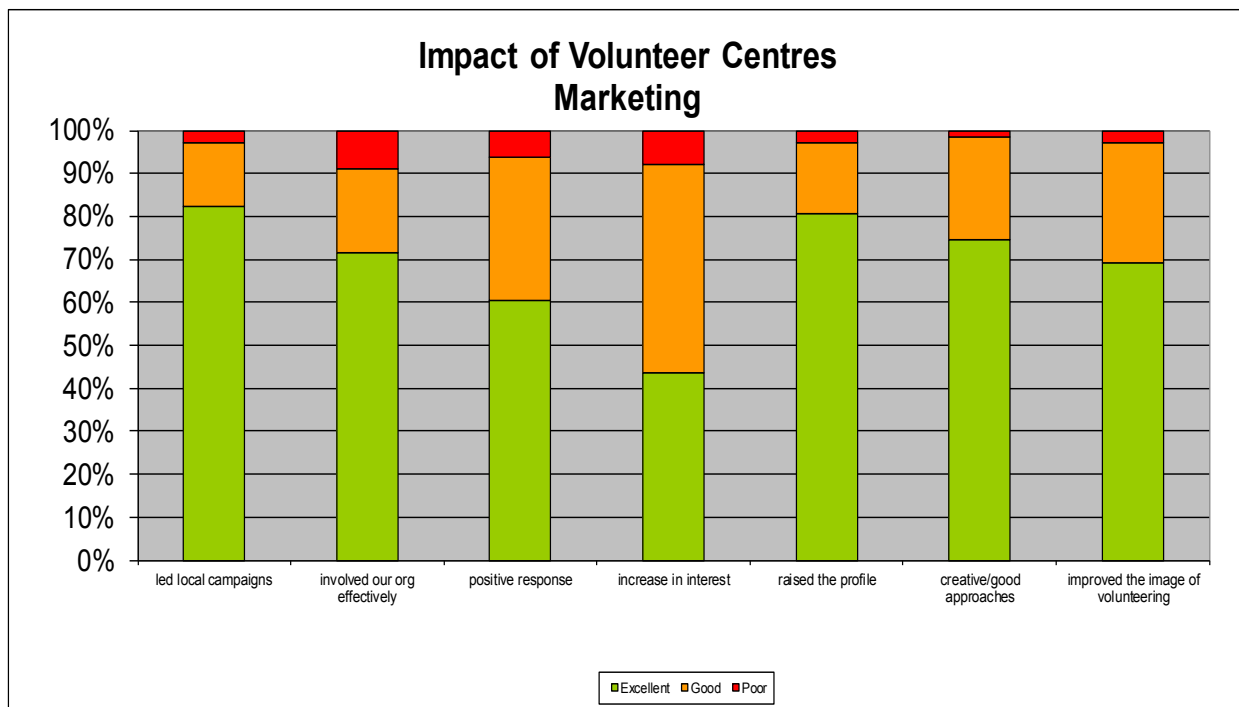
Many thanks for giving us this interview, Donna.

# SURVEY RESULTS

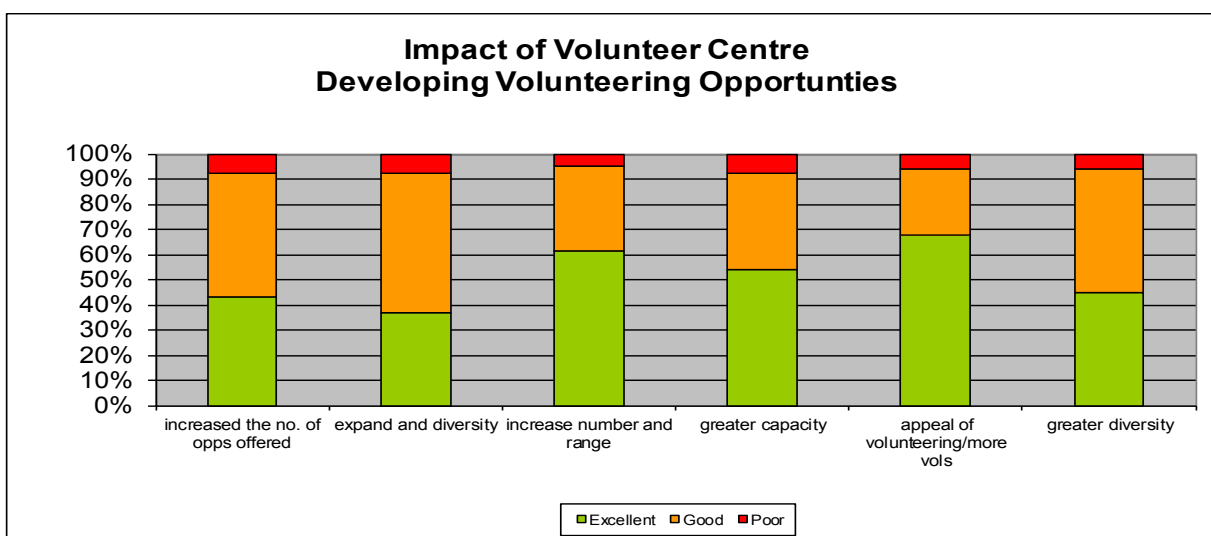
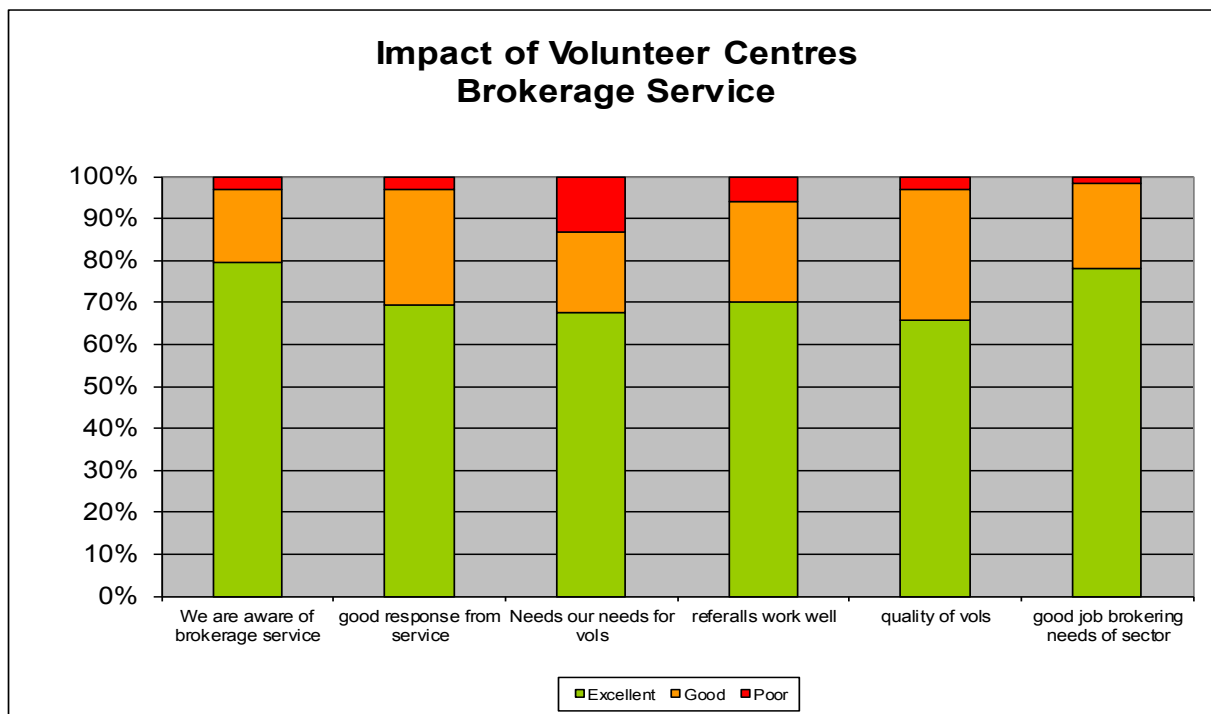
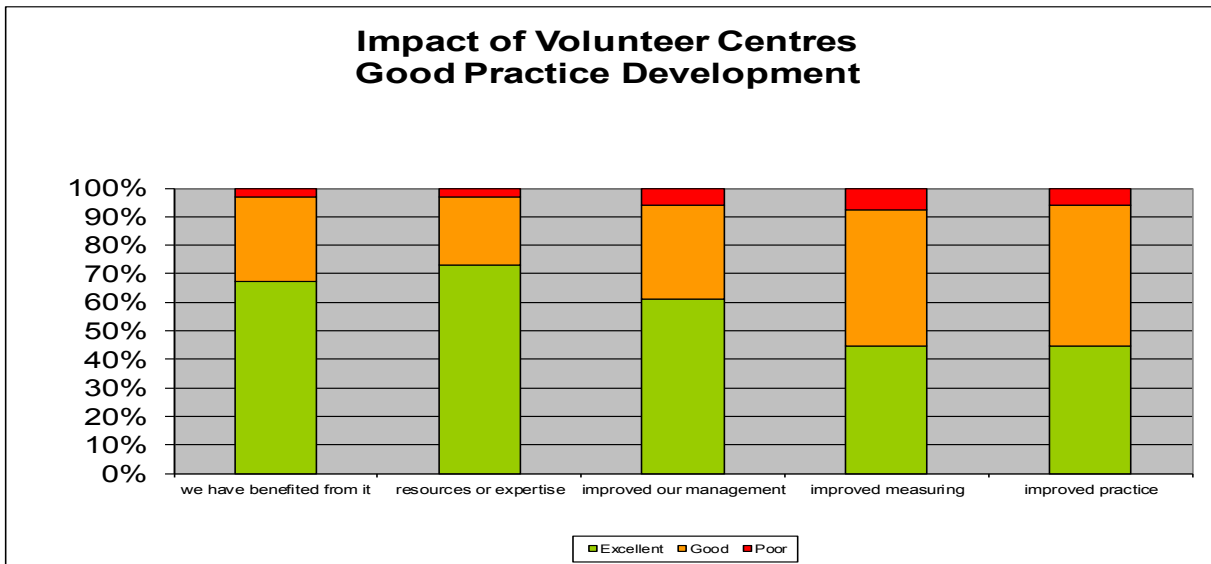
Every three years we have to show how we meet the core functions of a volunteer centre and collate the feedback for Volunteering England in order to renew our Quality Standards. So, back in October last year we asked you to complete our survey to help us with this. Here are the results with a few of the comments we received. We're very pleased to say that all sections of the survey saw an increase over the results for 2009. Thank you to everyone who took part.

## COMMENTS

- Always helpful and supportive. Unfortunately we, as an agency, have not been able to involve ourselves enough in the wider activities of the Centre.
- I think you provide a vitally important service, especially in the current economic climate where many people are looking to volunteer to improve their chances of finding paid employment in the future.
- The system is difficult to maintain, largely due to the ever changing nature of our voluntary roles, many becoming out of date as soon as they are posted. However, the Volunteer Centre has always been supportive of our efforts to recruit people swiftly.
- The BCVS and PVC make frequent referrals - this is now our main source of signposting potential volunteers and we have become extremely reliant upon their assistance in this respect.
- The Volunteers Centre provides excellent leaflets, and the meetings are great for learning new aspects, changes in the law, best practice and meeting other managers who can exchange ideas.
- In my capacity of Volunteer Manager, I have found the bi-monthly Volunteer Managers' Meetings extremely beneficial. Not only by the information that is covered in the workshops, but also meeting other members in the same role as myself. These are always extremely well conducted, and the topics covered are always positive and interesting. The sessions are always held in a friendly environment.



# SURVEY RESULTS



# FUNDING

## GRANTS FOR DORSET GIRLS

Soroptimist International Poole is delighted to confirm that Grants for Girls is open for 2012 applications. The scheme offers grants of up to £250 for individual young women resident in Dorset and aged 16 - 25 years at time of application who are undertaking voluntary work which meets Soroptimist International criteria. The voluntary work can be either in the UK or overseas. Applications must be received by **31 March 2012**. See their website for further information: <http://soroptimist-gbi.org/poole/grants-for-girls/>

# NEWS AND SNIPPETS

## THE VALUE AND DANGER OF VOLUNTEERING IN EMERGENCIES

The International Federation of the Red Cross published '*Volunteering in emergencies*' at their international conference last year, where volunteering was the main theme. The report raises the problems and dangers, encountered by volunteers in emergency work. The report summary and call to action is available at <http://www.ifrc.org/en/what-we-do/volunteers/volunteering-in-emergencies/>

## THE ROLE OF VOLUNTEERS IN SOCIAL ENTERPRISE

An article on The Guardian's Social Enterprise Network says that social enterprises can learn from how Divine, the chocolate producers, mobilised volunteers and supporters. They should recognise the significant potential of volunteers and perhaps involve volunteer groups in the ownership and marketing of social enterprises. <http://www.guardian.co.uk/social-enterprise-network/2011/dec/12/divine-chocolate-supporters-social-enterprise-lesson?INTCMP=SRCH>

## WORKER SKILL IN COMMUNICATING WITH YOUNG PEOPLE

The Children's Workforce Development Council has produced '*Communication and engagement with children and young people: An employers pocket guide*'. Contents should equally apply to developing skills of volunteers as well as paid staff. <http://www.cwdcouncil.org.uk/employers/communication-and-engagement>

## INSTITUTE FOR VOLUNTEERING RESEARCH LITERATURE REVIEW ON VOLUNTEERING AND HEALTH

The Institute has published a literature review to inform the Department of Health's strategic vision for volunteering in health and social care. The literature shows how volunteering not only increases the capacity of the health and social care workforce, but also the quality of the services provided. See: <http://www.ivr.org.uk/ivr-evidence-bank>

## STRATEGIC VISION FOR VOLUNTEERING

The Strategic Vision for Volunteering was launched last October and sets out the Government's long-term vision for volunteering and social action. '*Social action for health and well-being: building co-operative communities*' builds on the consultation undertaken in 2008 and joint work with key partners across the Voluntary Sector, local Government, NHS and the Trade Unions. It highlights the contribution volunteering and wider social action makes to health, public health and social care. Download a copy from: [www.dh.gov.uk](http://www.dh.gov.uk).

# NEWS AND SNIPPETS

## IMPROVED ADVICE FROM JOB CENTRES

Customers and volunteering organisations have expressed their concern that the advice Job Centres give regarding voluntary work and benefits is not always accurate and consistent. They are now addressing this issue through improved guidance to staff and through the revised customer leaflet: **Volunteering While Getting Benefits-DWP 1023** <http://www.dwp.gov.uk/docs/dwp1023.pdf> They are also improving the information on volunteering on the Directgov internet site to highlight its value and signpost people to appropriate routes into voluntary work. The Working Together element of the Get Britain Working measures encourages advisers to signpost customers to volunteering opportunities in their area.

## FREE COMMUNITY TOOLKIT PACK

My Community Starter is a free online resource for people who want to get involved in organising small, straightforward community activities. It provides guidance on some legal, health and safety, insurance and planning issues. See [www.communitytoolkit.co.uk/](http://www.communitytoolkit.co.uk/)

# RESEARCH FROM CANADA



## BRIDGING THE GAP

'**Bridging the Gap**' was a research paper carried out on behalf of Volunteer Canada in 2010. At our October volunteer managers' meeting, we all watched the webinar 'Bridging the Gap'. For those of you who missed the meeting, the webinar was based around this research and we've summarised the main points for you below:

### Volunteers want:

- Group activities
- Roles which give them something different to their usual working life
- To have the opportunity to create their own volunteer role
- Short-term opportunities
- To have their own personal goals met.

### Common Trends

- Today volunteers are more goal-oriented, autonomous, tech-savvy and mobile
- Volunteering needs to meet the goals of both volunteer and organisation
- Volunteering in groups appeals to all ages for social and business networking
- Finding satisfying volunteering is not easy for everyone.

### How Organisations can Improve the Volunteer Experience

- Get to know your volunteers' needs and talents
- Be flexible and accommodating and recognise your volunteers' other time commitments
- Respect the gender, culture, language and age of your volunteers
- Provide more online volunteer opportunities
- Let volunteers know the impact of the time they contribute
- In order to keep your volunteers, look at adjusting roles to fit in with the changing needs of your volunteers as they age etc.

To read the full report go to: [www.volunteer.ca](http://www.volunteer.ca)

# TRAINING

## FEELING LEFT BEHIND BY SOCIAL MEDIA OR BLOGGING?

You could be using Facebook or Twitter to raise your group's profile and funds! Come along for an introduction and demonstrations on Wednesday 25 January 1pm to 4.30pm at Rossmore Community and Learning Centre, Herbert Avenue, Poole BH12 4HR.

The tutor will be Liz Gordon – MD of local social enterprise Brilliant Fish PR & Marketing Ltd. Cost is £10 per person (tea and coffee will be provided).

To book, please contact Jacqueline Salazar: 01202 466130

[jacqueline.salazar@bournemouthcvs.org.uk](mailto:jacqueline.salazar@bournemouthcvs.org.uk) For any queries about the course, please contact Roland Robinson: 01202 682046 [roland.robinson@poolecvs.org.uk](mailto:roland.robinson@poolecvs.org.uk)

## SAFEGUARDING ADULTS AWARENESS TRAINING—BOROUGH OF POOLE ADULT SOCIAL CARE

Are you a group of volunteers, or do you know of any volunteers who are supporting adults who may be at risk from harm or abuse?

We would like to offer you a 2 ½ hour **free** awareness raising session on how to recognise and what to do if you suspect that a vulnerable adult is being harmed or abused.

To arrange a session for a group of volunteers please contact Theresa Divall on 01202 262361 [theresa.divall@poole.gov.uk](mailto:theresa.divall@poole.gov.uk)

## MOVING & HANDLING TRAINING - BOROUGH OF POOLE ADULT SOCIAL CARE

Are you a group of volunteers or do you know of any volunteers who support adults who need support with walking, getting in and out of chairs/cars? Do you help in loading wheelchairs in and out of the boot of your car?

We would like to offer you a 3 hour **free** practical training session on how to take care of your back by using safe moving & handling practices.

To arrange a session for a group of volunteers please contact Markéta Vymětalová 01202 633412 [m.vymetalova@poole.gov.uk](mailto:m.vymetalova@poole.gov.uk)

## VOLUNTEER SOLUTIONS TRAINING PACKS

Volunteer Solutions are a company providing training packs for the voluntary sector for use in-house. Prices start at £22 and packs contain everything you need including timings, templates of handouts etc. See their website for further details:

[www.volunteersolutions.org.uk](http://www.volunteersolutions.org.uk)

## THE QUAY FOYER – TRAINING DATES FOR PRACTITIONER TRAINING – SPRING 2012

Training for people that work with young people and for clients (16-25yrs). Subjects include: Basic Counselling Listening Skills, DV/Abuse Levels 1 and 2, Working with Anxiety, Working with Anger, Working with People Suffering Grief and Loss, Addictions and 'The Power of Games in Recovery' and Difference and Diversity. For more information, or to book a place, contact: Amanda Rocha, Community Learning Centre Coordinator, The Quay Foyer 01202 463603.

While every effort has been made to ensure that the material contained in this newsletter is correct, Volunteer Centre Bournemouth and Volunteer Centre Poole cannot be held responsible for any inaccuracies that may occur. Nor can it endorse goods or services mentioned herein.