

The Vale of Glamorgan Council

Voluntary Sector Joint Liaison Committee: 8th July 2015

Report of the Voluntary Sector

Vale Volunteer Bureau (VVB) Annual Review 2014-15

Purpose of the Report

1. To present to the Committee the achievements of the Vale Volunteer Bureau Annual Review from April 2014-March 2015.

Recommendation

That the Committee receive the report for information.

Reason for the Recommendation

As required by terms of the VOGC & VVB Deed of Grant.

Background

2. The VVB provides a one-stop resource for information, advice and guidance on all aspects of volunteering for both volunteers and recruiting organisations. Our aim is to link the skills, experiences, time and enthusiasm of local people looking to volunteer with organisations seeking to develop their services.
3. The VVB operates from shop fronted premises on Holton Road, Barry and Boverton Road, Llantwit Major. At both these locations recruiting organisations and members of the public can drop in and obtain information, advice and guidance from staff on all aspects of volunteering. Further outreach facilities are currently provided in Penarth Library and in partnership with Job Centre Plus in Barry.
4. In 2012 the VVB changed its structure to become a charitable company limited by guarantee, and is managed by a Board of Trustees. During this reporting

period the VVB employed a total of 6 members of staff (4 from core and 2 project staff). Our work is further supported by 2 volunteers.

5. The organisation works within the national core services framework which is based on the Welsh Governments Partnership Agreement. In 2009 the VVB were awarded with Investing in Volunteers which is the UK quality standard for all organisations that involve volunteers in their work. This was renewed in 2014.

6. An audit of voluntary activity was firstly undertaken by the Vale Volunteer Bureau in 2000 where the monetary value of volunteering was calculated to be £8,207,136. During 2013/14 a figure of £46,470,000 was calculated as the monetary value of voluntary activity in the Vale of Glamorgan. The exercise to determine the monetary value of volunteering for 2014/15 is currently underway and will be reported back to a later meeting of this Committee

7. Within each Unitary Authority area in Wales there is a volunteer bureau service which is provided by County Voluntary Councils or Independent Volunteer Bureau.

Relevant Issues and Options

8. Through the Volunteering Wales website www.volunteering-wales.net staff responded to 1,350 enquires from potential volunteers. A total of 683 potential volunteers were interviewed by staff of which 360 were placed. We recruit for 220 organisations who have a wide range of volunteering opportunities available to potential volunteers.

9. This year we received additional project funding from the Vale of Glamorgan Council's Voluntary Action Scheme to run a supported volunteering project. This project supports unemployed and/or economically inactive people aged (25+) who reside in the Vale of Glamorgan to identify suitable volunteering placements that meet their requirements. Volunteers will also have an opportunity to gain an Agored Cymru accreditation in Volunteering and Community Participation. A full report is attached as **APPENDIX 1**

10. During this financial year we were able with funding from GwirVol and BIG Lottery grant to be able to continue on a full time basis the work that we do with young people. In order to further promote volunteering to young people we run a youth led grants panel called "Dish out Dosh". This group of young people were recruited and trained to administer a grant of £5,000.

11. On our website www.vvb.org.uk there is an array of information for both volunteers and recruiting organisations. Potential volunteers can have access to information on volunteering opportunities 24/7, register online, note when the next outreach session is taking place, register as a Millennium Volunteer and see what the latest top 10 volunteering opportunities are. There is also a specific section on young people and volunteering.

13. For recruiting organisations there are downloadable newsletters, information on how to apply for funding from the Dish out Dosh Grants Panel and the Millennium Volunteering Programme, help and support on how to gain Investors in Volunteering status as well as a wealth of advice from the free information sheets.

14. Our presence in the Western Vale of Glamorgan continues by having shop fronted premises in Llantwit Major.

15. Our volunteers are an essential part of our organisation, and they support us by complementing the role of paid staff and bringing added value and expertise to the organisation. In doing this we ensure they have quality opportunities where the volunteers are able to utilise existing and develop new skills as well as have personal development opportunities.

16. As part of the other celebrations for Volunteers Weeks we had the annual appreciate event on Kings Square with a range of free activities for all the family. This event was well supported by Third Sector Organisations and volunteers giving their time and skills to make the event a huge success.

Resource Implications (Financial and Employment)

17. None

Legal Implications (to include Human Rights Implications)

18. There are no legal implications arising from this report.

Crime and Disorder Implications

19. Through working with organisations and volunteers the VVB contributes to reducing crime and disorder.

Equal Opportunities Implications (to include Welsh Language Issues)

20. The VVB policies, procedures and working practices underpin the work of the organisation and its commitment to equal opportunities.

Corporate/Service Objectives

21. The work of the VVB contributes to the Council's priorities for Community Strategy.

Policy Framework and Budget

22. N/A

Consultation (including Ward Members Consultation)

23. N/A

Relevant Scrutiny Committee

24. All Scrutiny Committees.

Background Papers

Contact Officer

Rachel Connor, Chief Executive, Glamorgan Voluntary Services

Officers Consulted

N/A

Responsible Officer:

Rachel Connor, Chief Executive, Glamorgan Voluntary Bureau.

ANNUAL REVIEW 2014 - 2015

VALE VOLUNTEER BUREAU

Title of Project	STEP FORWARD		
Start Date	09/07/2013	End Date	31/03/2016

PROGRESS REPORT

Title of Document	Progress Report
Reporting period	From 01/04/2014 to 31/03/2015
Author/Title	Gemma Murphy – Volunteer Support Officer
Report Date	31 st March 2015

TARGETS ACHIEVED TO DATE

From project commencement to end of this reporting period:

Output	Target	Actual	Comment
Volunteers Placed	95	128	+33
Case Studies Completed	10	9	I have identified 2 additional case studies which will be completed asap
Volunteers gaining accreditation	37	17	-20 due to training need in order to deliver.

ADDITIONAL OUTPUTS ACHIEVED 2014/15

Referrals to external agencies	
Barry Communities First	21
Wallich – Streets Ahead Project	4
Shaw Trust	3
Adult Community Learning	9
Other organisations	7

**Please note these were not recorded 2013/14*

ADDITIONAL MONITORING

I have developed a survey to capture information on the impact of volunteering and whether the volunteer is still engaged. I issued the first survey in September 2014 and the second in March 2015. The results for September 2014 – March 2015 are attached as appendix 1.

I also capture age, gender, main reason for volunteering and main barrier to volunteering on a quarterly basis. The full year is attached as appendix 2.

Please note that this wasn't required as part of the reporting process in year 1 and has been brought in for years 2 and 3.

PROJECT RELATED ISSUES

Between April 2014 and March 2015 144 volunteers were interviewed and met the criteria for the Step Forward project. The original target was to place 60 volunteers in volunteering opportunities.

ANNUAL REVIEW 2014 - 2015

Out of 144 participants 71 were placed into a volunteering opportunity (20 were carried forward from last financial year). The majority of referrals come via Barry and Penarth Job Centre. The barriers that people are facing when considering volunteering are varied although the main barrier apart from unemployment is Mental Health or a Disability. 30% of the people I see have a Mental Health condition although I suspect this figure should be higher as many people choose not to disclose their mental health condition even though it is an obvious barrier.

	Placed	Ongoing	Expressed Interest
Mental Health	19	6	15
Criminal Conviction	0	0	3
Disability	10	3	10
Foreign Language	1	0	1
Learning Disability	4	3	3
Unemployed	28	7	31
Retired	0	0	0
Single Parent	4	1	8
Drugs / Alcohol	5	0	1
Other	1	0	0
Total	72	20	72

I have had an increase in single parent referrals from the job centre. This has meant additional time is spent looking at their childcare options and finding suitable opportunities which would accommodate their limited available time. As a result I have built a link with the Vale of Glamorgan Assisted Places Scheme to get additional advice and support for parents and also linked up with Gingerbread in the Vale of Glamorgan as an additional service to refer and sign post to. Benefits changed 3 years ago for Single Parents whereby they are transferred to either Job seekers allowance or Employment Support Allowance when the child turns 5 rather than 7. This may be adding additional pressure to single parents to get involved in volunteering especially if they have been out of work for 5 years.

JOB CENTRE REFERRALS

From April 2014 – March 2015 219 people were booked to see me. Out of these 171 turned up to the appointment and of these 105 were referred to opportunities. I am referring 60% of everybody I see at Barry and Penarth job centre. Not everybody who is seen is ready for volunteering so in the majority of these cases I give them the information and ask them to speak to their advisors. I work closely with the advisors and feedback any information I have given and also any concerns regarding claimants feeling pressurised into volunteering.

There have been issues recently, especially with those volunteers who are part of the work program. One charity shop in Penarth is now refusing to take people from the Job Centre as often once the volunteer becomes settled they are pulled from the placement in order to attend a training course or a different placement. One volunteer was required to do a 30 hour mandatory placement and was already volunteering within the charity shop. Unfortunately the shop manager was unable to accommodate a 30 hour placement but was happy for the volunteer to continue doing half a day a week. The agency then turned up at the shop unannounced to chat to the shop manager regarding

volunteering. Later that week the volunteer arrived to start his 30 hour placement which the manager was completely unaware of. The agency the Job Centre was working with had a shortage of placements and so if their client was already volunteering they were contacting the host organisation in order to secure the 30 hours needed. This is obviously a negative thing as it could have an impact on both the VVB reputation and also an impact on the number of voluntary placements available. I highlighted my concerns with the advisor I had worked with in Penarth and the situation is currently being dealt with.

ADULT COMMUNITY LEARNING

I have been working with Adult Community Learning in the Vale on their 'Get back on track' program. I have also attended stakeholder events in order to influence what courses are run in the Vale for job seekers. It has been a positive experience as the courses that are being delivered are more focussed towards upskilling learners in work related subjects. For those not already involved with ACL I have made direct referrals. Due to the nature of the courses (rolling, no specific dates) I have been giving out course information rather than booking them specifically onto a course. I found that once the ACL booklets were printed the courses became out of date relatively quickly and so the potential learner was put off booking.

RISK ANALYSIS

AGORED CYMRU

The target for volunteers achieving Agored Cymru certificates hasn't been met this year. This is largely because I was unable to deliver the workbooks until I had completed the relevant training with the YMCA. In addition, the number of hours spent teaching on one to one basis was underestimated as we were not aware that at the time that it required 10 teaching hours per booklet. I completed initial training in Credit Based Assessment in May 2014 which allowed me to initially deliver the booklets. I then started a PTTLs course in September 2014 which I completed in January 2015. In total I have delivered 17 booklets so I am short by 20 booklets for this financial year. From completing PTTLs training I have devised a scheme of work to deliver the booklets to groups rather than on a one to one basis.

I have sent an email to all our registered organisations outlining the training and the benefits, I have also delivered talks at Newydd Housing and Vale Voluntary Action and Community Development Network meeting to generate interest. I have had interest from 4 organisations who have one or two suitable volunteers who are interested. I have found it difficult to identify suitable candidates as well as promoting the training. As I am going on maternity leave in May I have limited time to deliver the booklets but will be having a thorough handover with Clare Humphreys who will be covering my post whilst I am away. She has a teaching degree so is qualified to deliver. I think meeting the Agored target should be a focus when I am on maternity leave as volunteer placements are currently over target.

REFERRALS

Barry Job Centre had a fire on Wednesday 11th March which has led to the temporary closure of the job centre. Claimants are being sent to Cardiff and Penarth to sign on. This will have an impact on referrals to the project although an email has been sent out to advisors to let them know to either

book potential volunteers in to the bureau or ask them to drop in. Sessions in Penarth are still running every Tuesday 10am – 12pm, again Barry Job Advisors are aware of this and could utilise the appointment slots there. It has been anticipated that the Job Centre will reopen in August 2015 although this hasn't been fully confirmed.

SOCIAL SERVICES

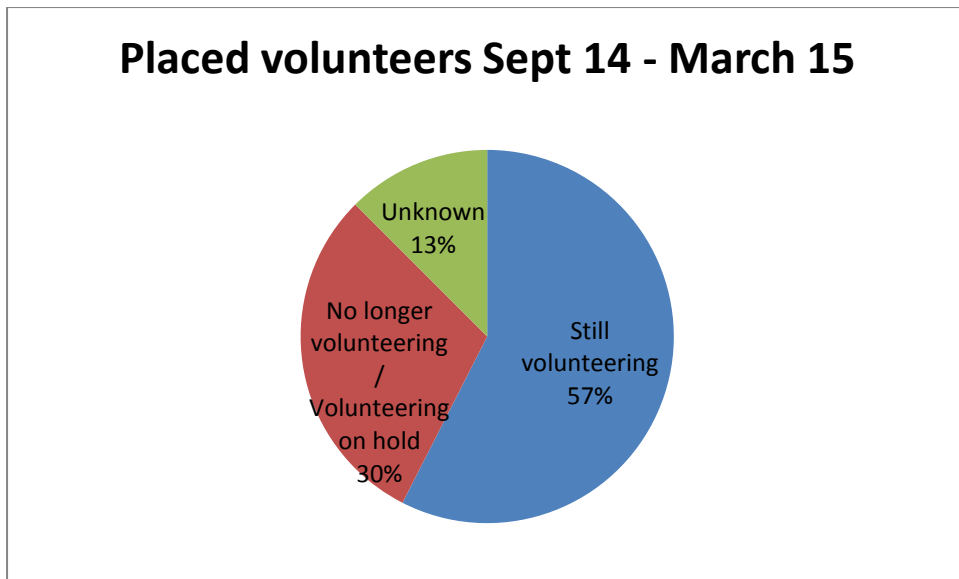
I have met with various members of the Adult Services team in March as a number of clients have been reassessed as 'too able' to attend their current support (Day Centres etc) which has led to their support being reduced or withdrawn. I have been contacted by the social services team and have initially met with 2 clients who are looking to volunteer in order to keep busy and do something rewarding with their time. I can see that this may generate additional referrals and with that a demand for placements suitable for those with additional needs. I have received referrals from the Amy Evans Centre throughout the year with clients with more serious mental health conditions such as Bipolar and Schizophrenia. Again this has meant allowing time to identify placements which will meet the needs of both volunteer and organisation. Valeways was a very popular opportunity for those with mental health conditions and as a result became full. Charity Shops are also a popular choice for those with additional needs. However, shops have a business need and aren't always able to accommodate someone with additional needs.

FUTURE DEVELOPMENTS

VVB will be merging with VCVS to become Glamorgan Voluntary Services. As well as this I am going on Maternity Leave on 22nd May 2015 – January 2016. This is obviously a big change for both my project and the organisation as a whole. Maternity cover has been arranged so I will be ensuring a sufficient handover period.

Signature _____

Line Manager _____

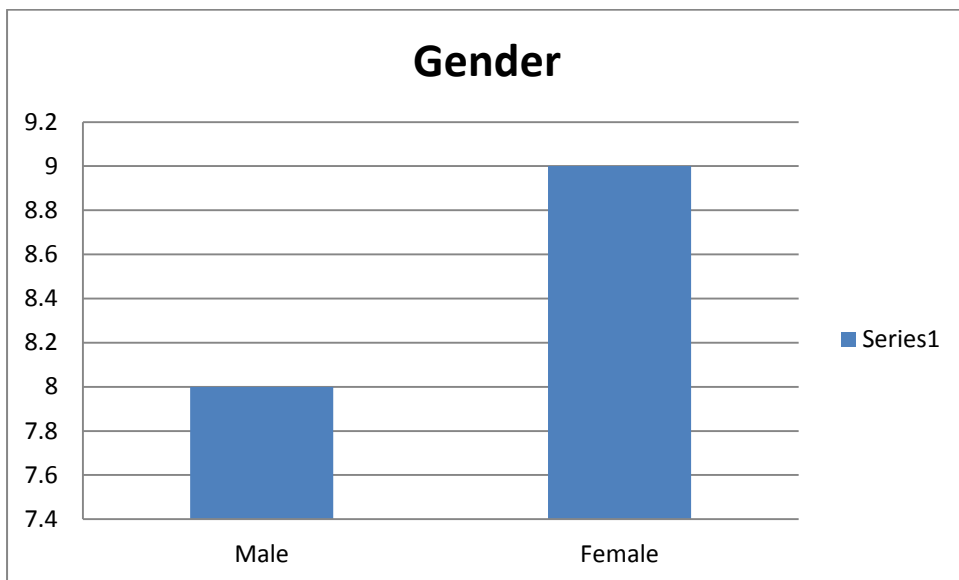


Out of 40 volunteers placed Sept 14 – March 15:

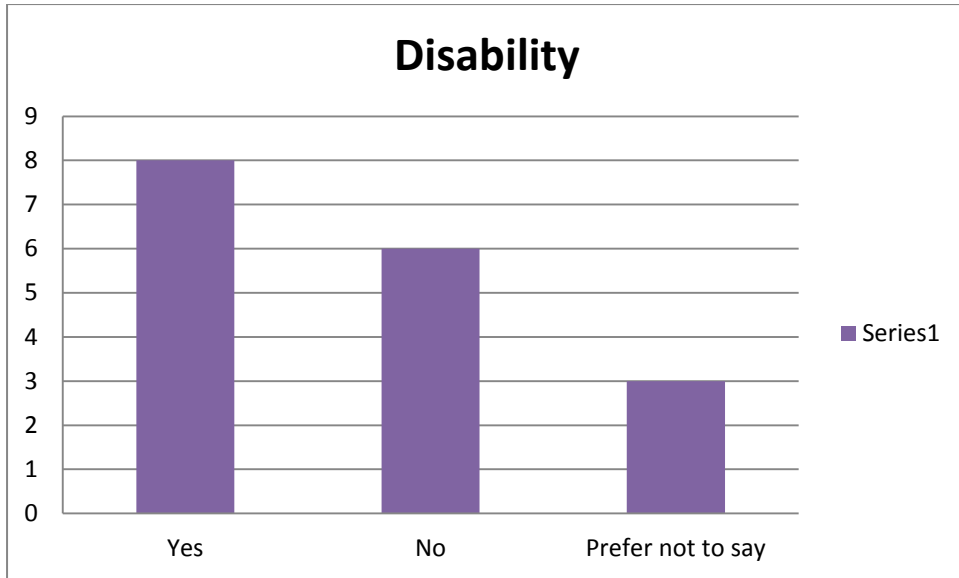
Still volunteering*	23
No longer volunteering / Volunteering on hold*	12
Unknown	5

*Confirmed by organisation

Of the survey respondents (17 out of 40):

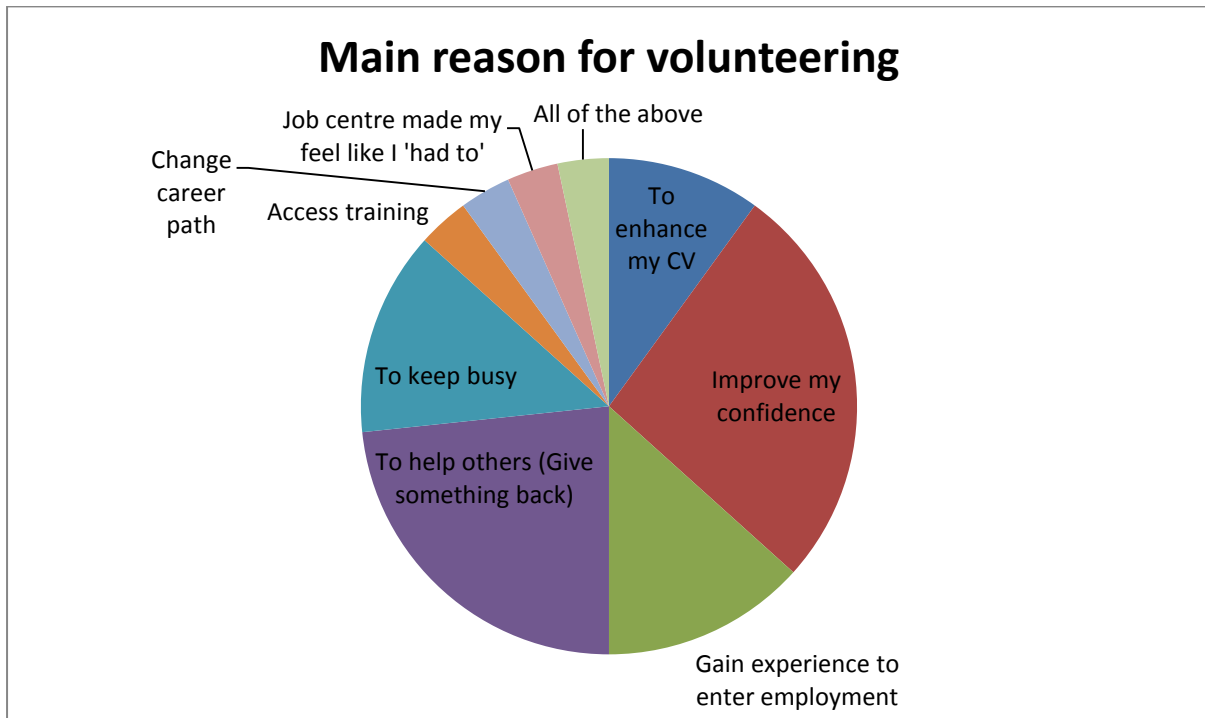


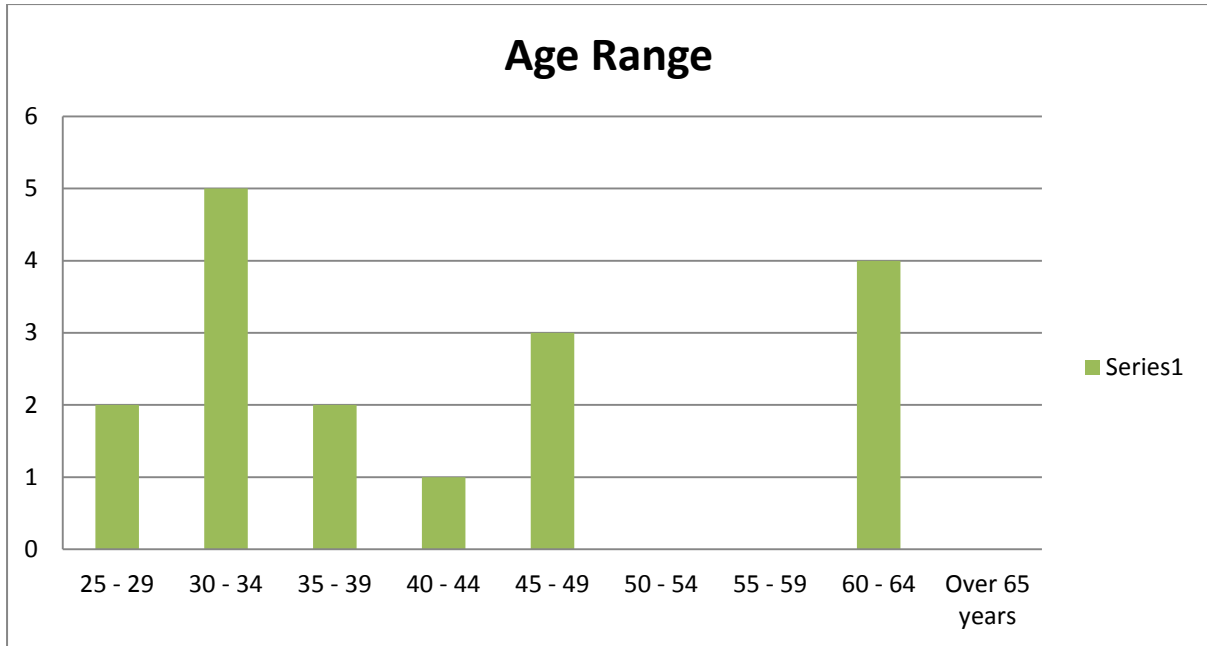
Male	8
Female	9



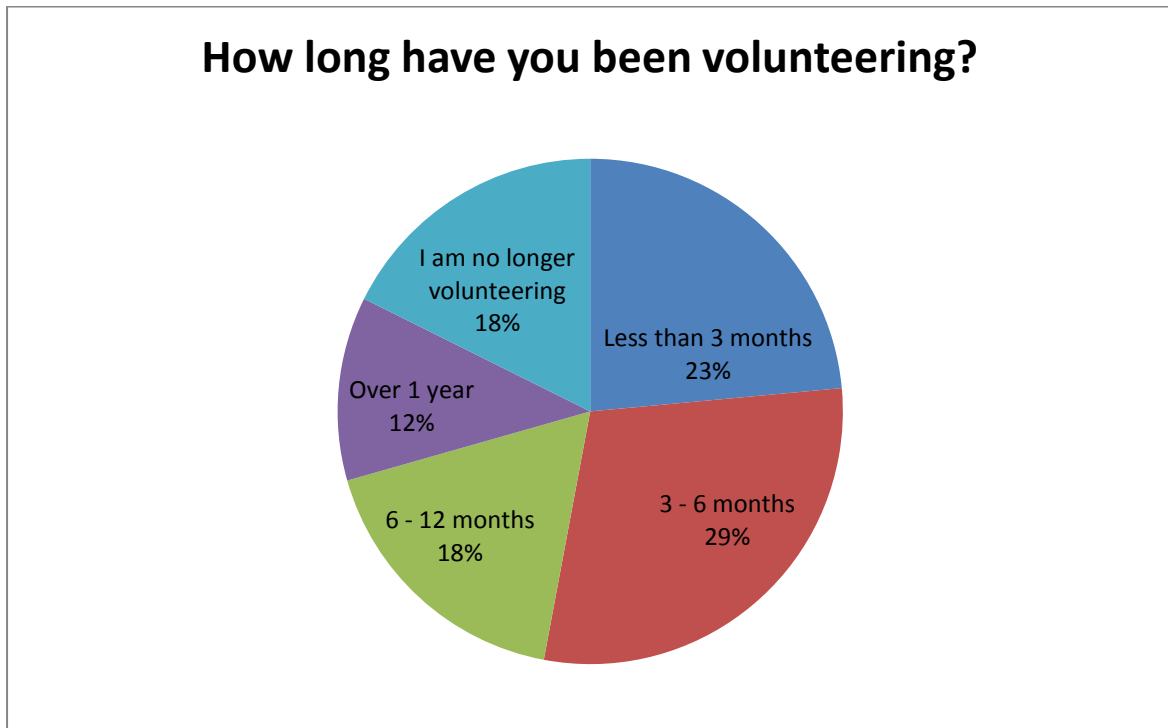
2. Disability

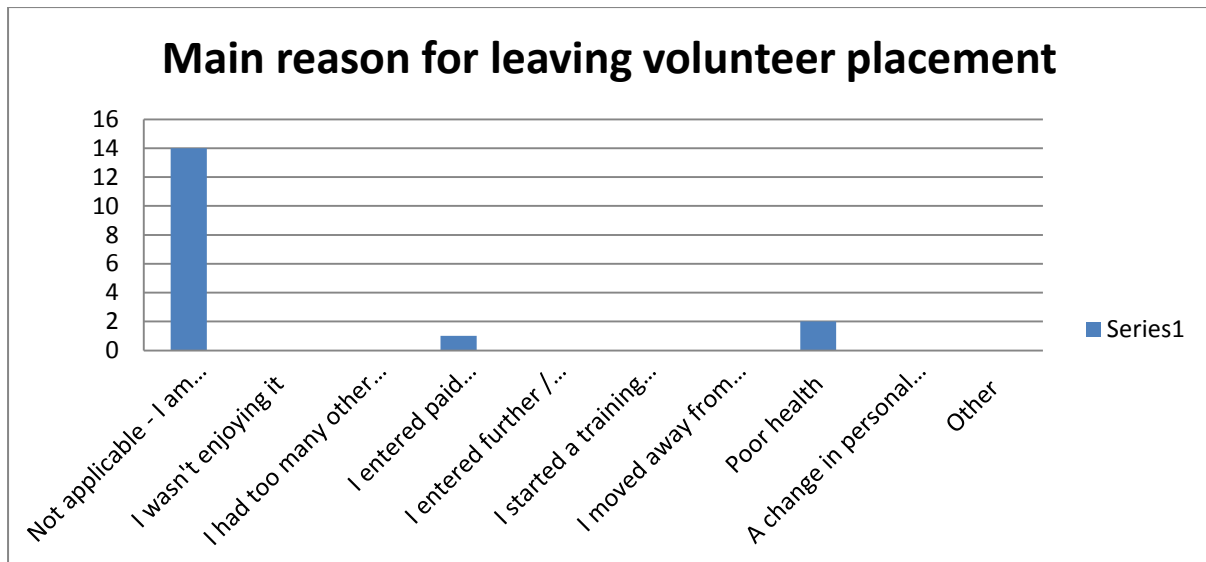
Yes	8
No	6
Prefer not to say	3



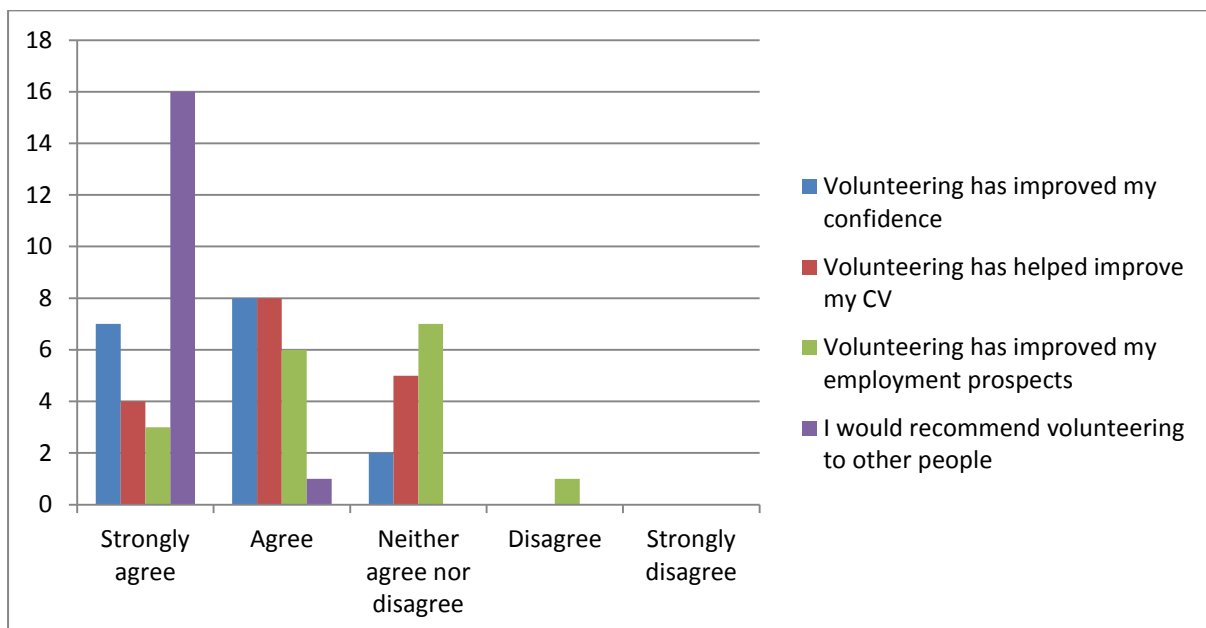


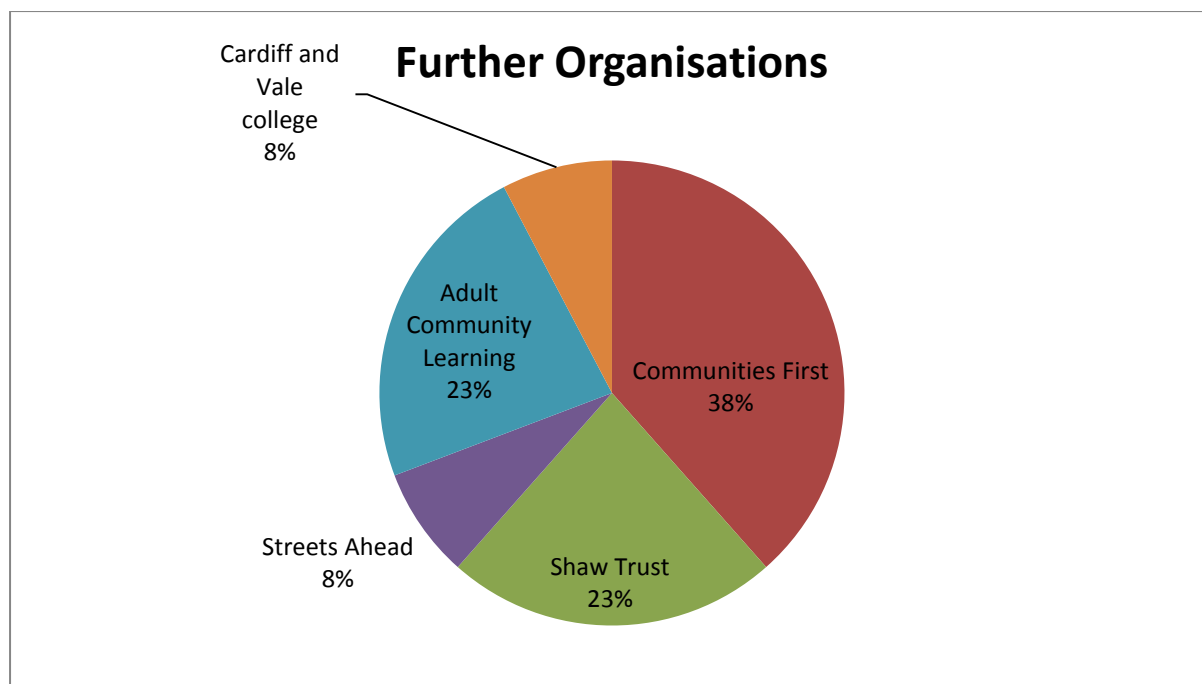
25 - 29	2
30 - 34	5
35 - 39	2
40 - 44	1
45 - 49	3
50 - 54	
55 - 59	
60 - 64	4
Over 65 years	





Not applicable - I am still volunteering	14
I wasn't enjoying it	
I had too many other responsibilities	
I entered paid employment	1
I entered further / higher education	
I started a training course	
I moved away from the area	
Poor health	2
A change in personal circumstances	
Other	





Have you been given information on the following organisations

Communities First	5
Shaw Trust	3
Streets Ahead	1
Adult Community Learning	3
Cardiff and Vale college	1
Other	

Additional comments

I feel that you need to find something that interests you

Gemma has been amazing , in not only setting me up with volunteering in something which suits me and could help land me a job in the field I want to work , but also with constantly checking in and to offer help where needed. Gemma is definitely a credit to the VVB. I love my volunteer work , I have gained confidence and feel with the knowledge and experience I am gaining I will be back to work and in a paying job soon

I'm very happy to become a Digital Champion of IT users. I feel I can develop myself and looking forward to change my career.

The support of the Vale Volunteer Bureau gave me the confidence to become a volunteer.

Really grateful of the support, advice and referrals the VVB has provided for me

Volunteering is a great way of getting to know people

Would recommend volunteering to anyone who has spare time to give, it opens up a lot of opportunities in a variety of placements and training avenues for all skills and ages

I have all the help I have needed from Gemma and the team, very nice and helpful :)

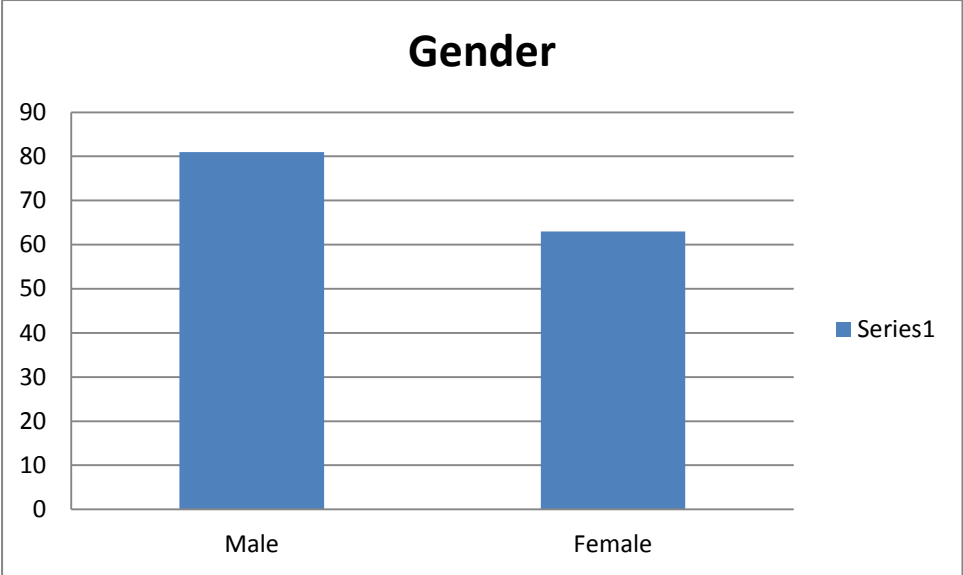
Volunteering is good, I would recommend it to anybody. It makes me feel happier and good about myself, it gets me out of the house.

I like working at the PDSA, there are nice people there and there are nice people at the Vale Volunteer Bureau

I did enjoy working in the charity shop but it was too much for my back so had to give it up but I will be looking in the future.

I am a volunteer with Valeways. It gets me out of the house and in fresh air. It makes me feel a bit better with myself when I get my benefits. I really enjoy my day out working and I find the leader Rebecca a very nice and professional person. I would like more voluntary work outdoors. Thank you for everything Gemma and the VVB

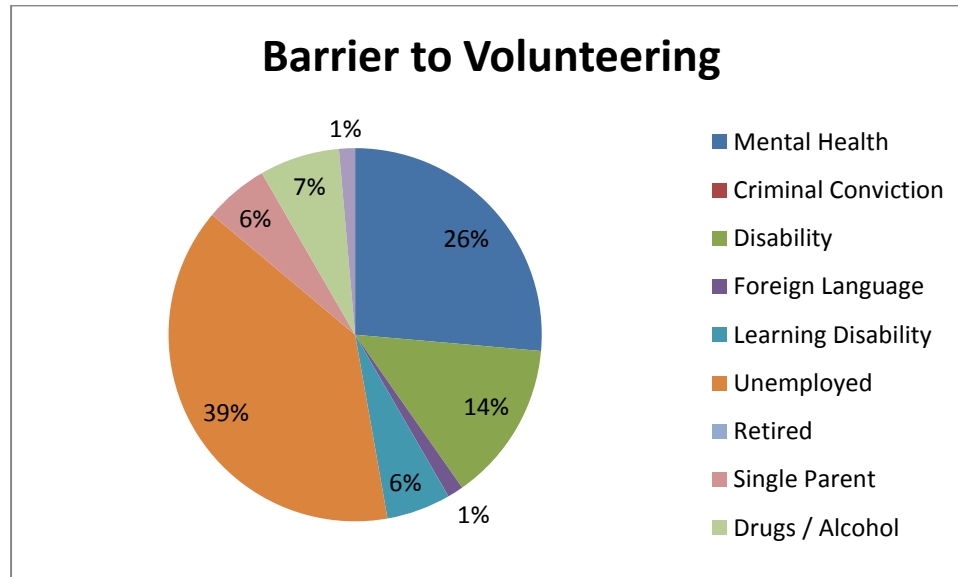
Appendix 2 - Step Forward Stats April 2014 – March 2015

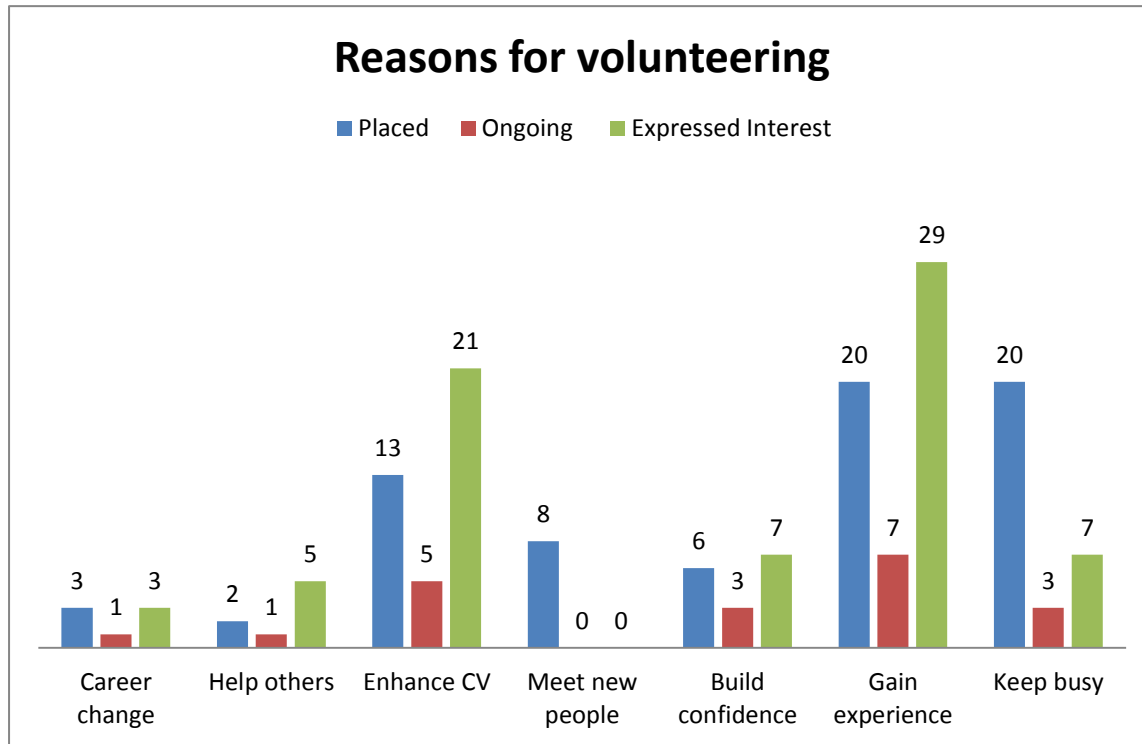


Male	81
Female	63

Appendix 2 - Step Forward Stats April 2014 – March 2015

	Placed	Ongoing	Expressed Interest
Mental Health	19	6	15
Criminal Conviction			3
Disability	10	3	10
Foreign Language	1		1
Learning Disability	4	3	3
Unemployed	28	7	31
Retired			
Single Parent	4	1	8
Drugs / Alcohol	5		1
Other	1		
Total	72	20	72





	Placed	Ongoing	Expressed Interest
Career change	3	1	3
Help others	2	1	5
Enhance CV	13	5	21
Meet new people	8	0	0
Build confidence	6	3	7
Gain experience	20	7	29
Keep busy	20	3	7
	72	20	72

Appendix 2 - Step Forward Stats April 2014 – March 2015

Age	
25 - 29	23
30 - 34	23
35 - 39	24
40 - 44	13
45 - 49	17
50 - 54	8
55 - 59	13
60 - 64	9
Over 65 years	0
Unknown	14
	144

