



# Volunteer Centre Camden Annual Report 2010 - 2011

[www.volunteercentrecamden.org.uk](http://www.volunteercentrecamden.org.uk) - Email: [info@volunteercentrecamden.org.uk](mailto:info@volunteercentrecamden.org.uk)  
Tel: 020 7424 9990 - Volunteer Centre Camden, 293-299 Kentish Town Rd, NW5 2TJ



Camden Volunteer Bureau is a company limited by guarantee registered in England and Wales No. 2476916, Charity No.1001907, funded by the London Borough of Camden, charities and private donations.

# Contents

---

- P. 3**            **Introduction from the Trustees**
- P. 4**            **Mission statement, aims and objectives**
- P. 5-6**        **Brokerage Service**
- P. 7-8**        **Brokerage Service Data**
- P. 9-11**      **Best Practice Support**
- P. 12-13**     **Hands on!**
- P. 14**        **Camden Befriending**
- P. 15**        **Employer Supported Volunteering**
- P. 16**        **Volunteering and the Olympics & Working with Job Centre Plus**
- P. 17-18**     **Finances**
- P. 19-20**     **Acknowledgements**



## Introduction from the Trustees

2010-11 has been an exciting year for us. Our annual report tells you about the projects we have delivered.

The trustees, staff and volunteers have also taken time this year to create a new organisational business plan which sets out our vision for how we will shape volunteering in Camden. Based on feedback and ideas from our member organisations and insights from the external environment, it sets out 4 key priorities:

We will continue to provide a database of opportunities with something for everyone looking to volunteer in Camden. Our events and activities for people wanting to volunteer will now focus on supporting those who most need our help and support.

Our best practice work will focus on organisations in Camden that employ paid staff, as this is where we believe we can make a meaningful impact for the greatest number of volunteers.

We will launch a “Volunteer Bank” to support professional people to volunteer their time and skills in the Camden community.

We will work to develop and promote trusteeship as a valued volunteering activity because good trustees are needed to support the development and growth of Camden organisations.

We are excited about the future of volunteering in Camden and look forward to working with our member organisations to ensure that volunteering in Camden is a positive experience for all.

# Mission statement, aims and objectives

Volunteer Centre Camden exists to support and encourage volunteering and promote equality of access to volunteer opportunities for all people in Camden. Volunteer Centre Camden works with organisations to develop volunteering opportunities, ensuring high standards in volunteer management.

---

## Aims:

- To improve quality of life in Camden through active citizenship
- To increase volunteering in Camden
- To improve the accessibility of volunteering to all in Camden
- To increase the quality of volunteer involvement in Camden for the benefit of volunteers, community organisations and the wider community

## Values

In our work we will:

- Be positive
- Be inclusive
- Adapt
- Work in partnership
- Deliver quality

## Objectives:

- To offer a brokerage service that empowers people who are looking to volunteer to find a role that interests them, and to help promote organisations' volunteering opportunities
- To excite and inform people in Camden about the potential of volunteering to benefit both themselves and their communities
- To promote the development of good practice in relation to the involvement of volunteers among volunteer involving organisations
- To create new volunteering opportunities in Camden
- To comment and campaign on national and local issues that affect volunteering or volunteers
- To take an active role in the strategic development of volunteering



## Brokerage Service

The Brokerage Service has undergone many improvements in 2010-2011.

Weekly drop-in sessions were replaced by monthly open sessions from January 2011. Open sessions provide a chance for potential volunteers to meet with organisations that are currently recruiting volunteers. They also have a chance to search our database of hundreds of volunteering opportunities in Camden. Open sessions have proved popular with volunteers and organisations.

We were able to speed up the process for people who want to start volunteering by directly forwarding all enquiries received through the [www.do-it.org.uk](http://www.do-it.org.uk) website to organisations. This has also significantly reduced the amount of time spent administering this process.

Our role includes promoting volunteering and enthusing people about getting involved in the

Camden community. We have led a number of initiatives this year that have helped to do just that!

For people interested in becoming trustees we had a speed matching session (thanks to our partner Emap for providing the venue). Speed-matching sessions follow the speed-dating format and are a fun and lively way of meeting a number of organisations that are looking for trustees to join their management committee.

We have held a number of 'Go Volunteering' events, where we invite people who are interested in volunteering and organisations recruiting volunteers to meet each other informally. Following the success of these events, we have made some improvements to our services so that we can offer these events to organisations and volunteers on a monthly basis. From January to the end of March, we ran 3 events which were attended by 103 people, of which 29% started volunteering as a result.

# Brokerage Service

---

## Feedback from organisations

### June 2010

'It was an incredibly productive and worthwhile day that scored me some volunteers.'

### January 2011

'Successfully recruited a volunteer'

### September 2011

'Volunteers can clearly see the roles on offer and I could discuss their skills/time available'

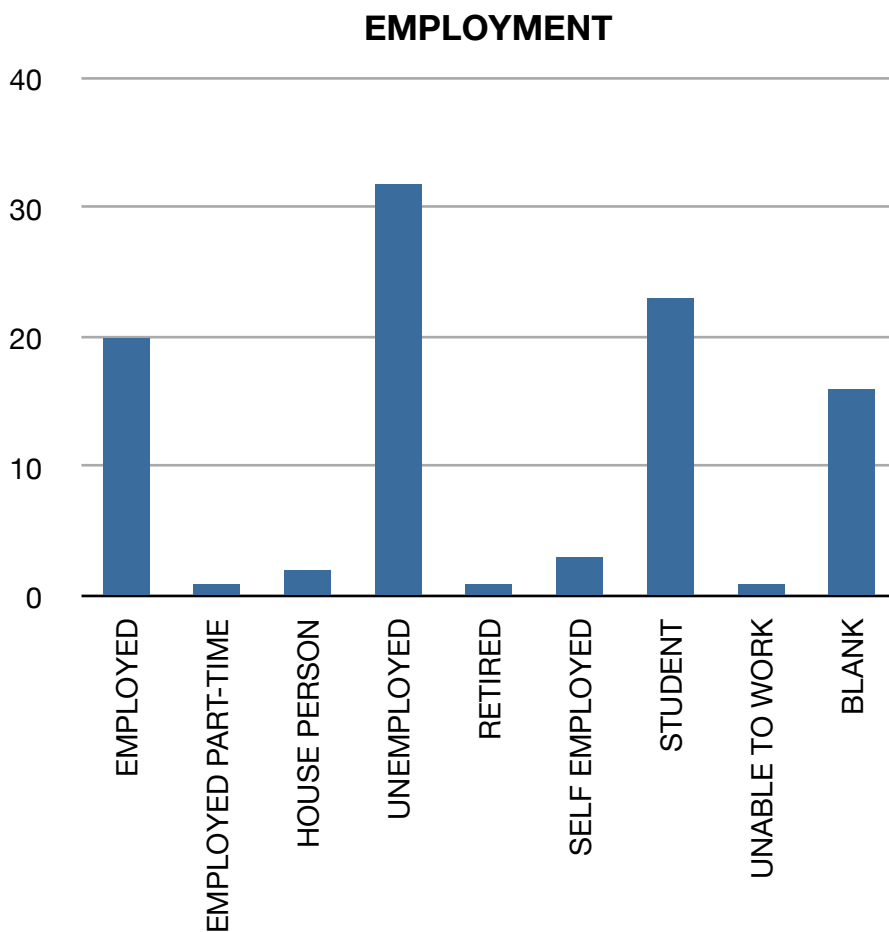
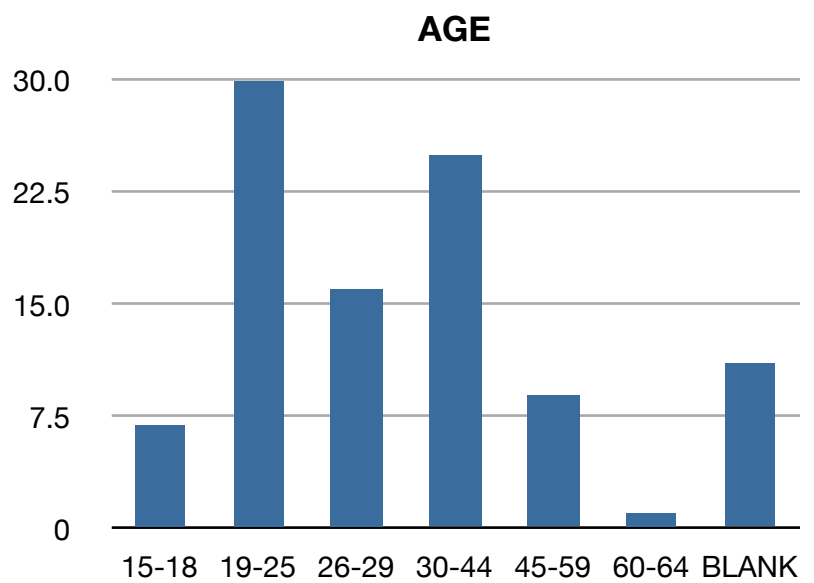
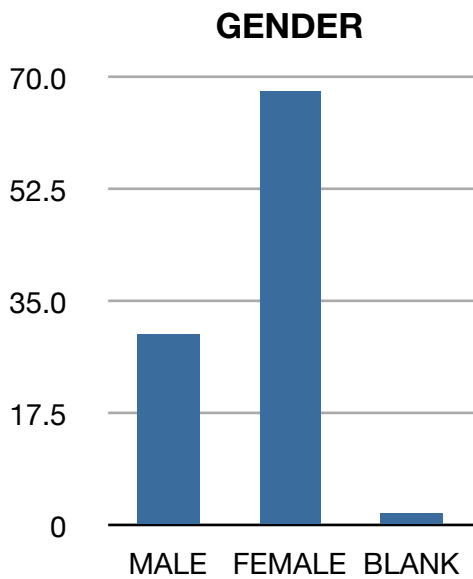
---

Working with the Healthy Communities Team at Camden Council, we hosted a guided volunteer walk for the first time. This involved a walk leader taking a group of 15 for a guided walk in the Somers Town / Kings Cross area and showing them all of the places that they could go and volunteer. This demonstrated the huge variety of opportunities people could get involved in locally and helped raise awareness of some of the things voluntary and community sector organisations are doing in the area.

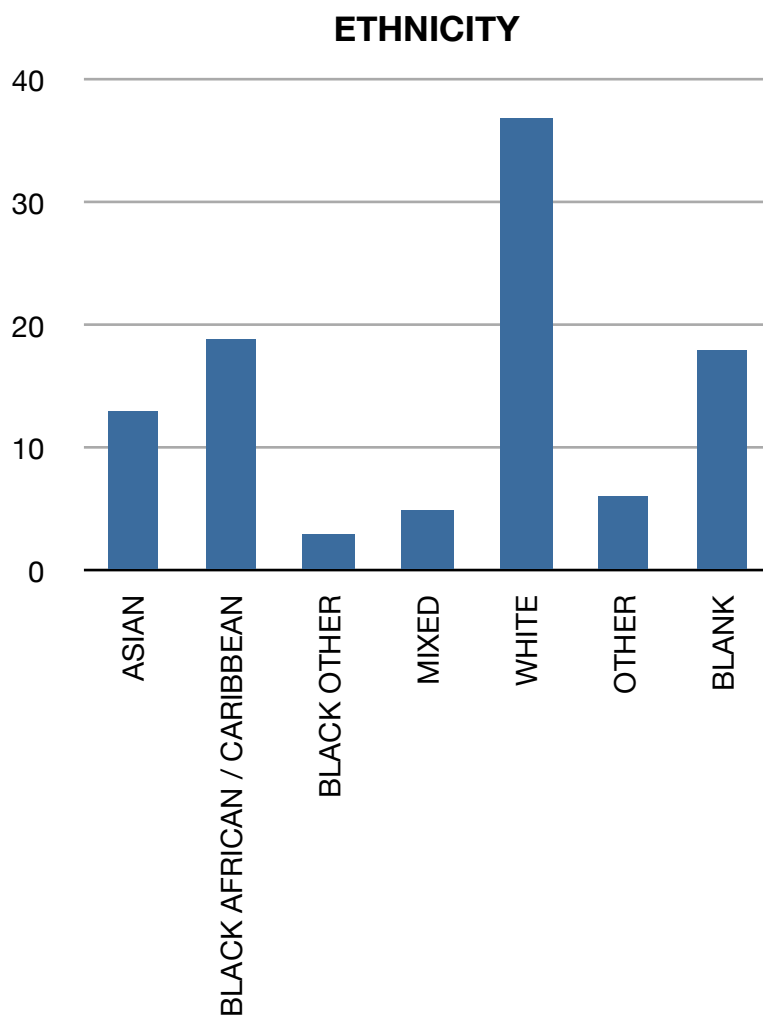
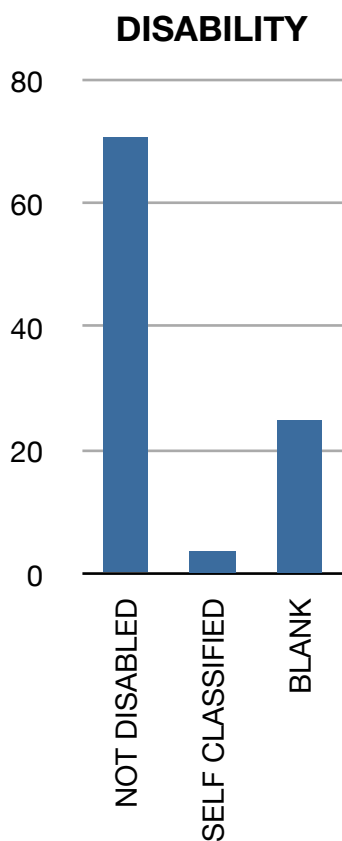
This year also saw the introduction of appointments at Kentish Town Job Centre Plus, offering job centre clients a convenient place to meet with one of our brokerage assistants.

As in previous years, we attended a number of events and outreach sessions to promote volunteering in Camden for organisations such as: The Single Homelessness Project, Hopscotch Asian Women's Centre, St Mungo's, Clean Break, Training Link, La Sainte Union, UCL, Camden Working, Hampstead School and Camden Central Mosque and Communities' Centre, among others.

# Brokerage Service Data



# Brokerage Service Data



**\*All graphs as percentages**



## Best Practice Support

The Best Practice Service was funded by Capacity Builders until March 2011 and we were able to support 25 groups with no dedicated volunteer co-ordinator and 16 groups who did have in 2010-11. The support focused on 1-to-1 coaching meetings between people who work with volunteers and the Best Practice Manager, during which a Foundation Level Health Check was completed to thoroughly look at the details of their volunteering programme. Organisations were provided with relevant resources such as templates and guides to help implement improvements identified through the meeting. Positive feedback about the service was received, including:

“I now have a clear plan for taking my project forward. I received some very sound advice from Jack Wratten to ensure that I can recruit and retain volunteers. I also have the relevant policies to manage my project effectively.

“I feel more confident that my project will be successful because I have SMART goals linked to my action plan”.

(Emua, Laamiga Women’s Mentoring and Training)



## Best Practice Support

---

# Training Workshops and Action Learning

A series of training workshops entitled “Beginners’ Guide To Involving Volunteers” as well as a programme of Action Learning Sets were delivered as part of the Best Practice Service. Action Learning provides a focused opportunity for a small group to support each other through problems in their work over a 6 month period. Positive feedback about the service was received, including:

“The ALS has provided me with an opportunity to step outside my role and view it critically.”

“Talking through issues with people from outside my team and sector (sport & physical activity) has thrown up new ideas and solutions.”

“I would definitely recommend action learning sets as a great way to gain a new perspective on your role.”

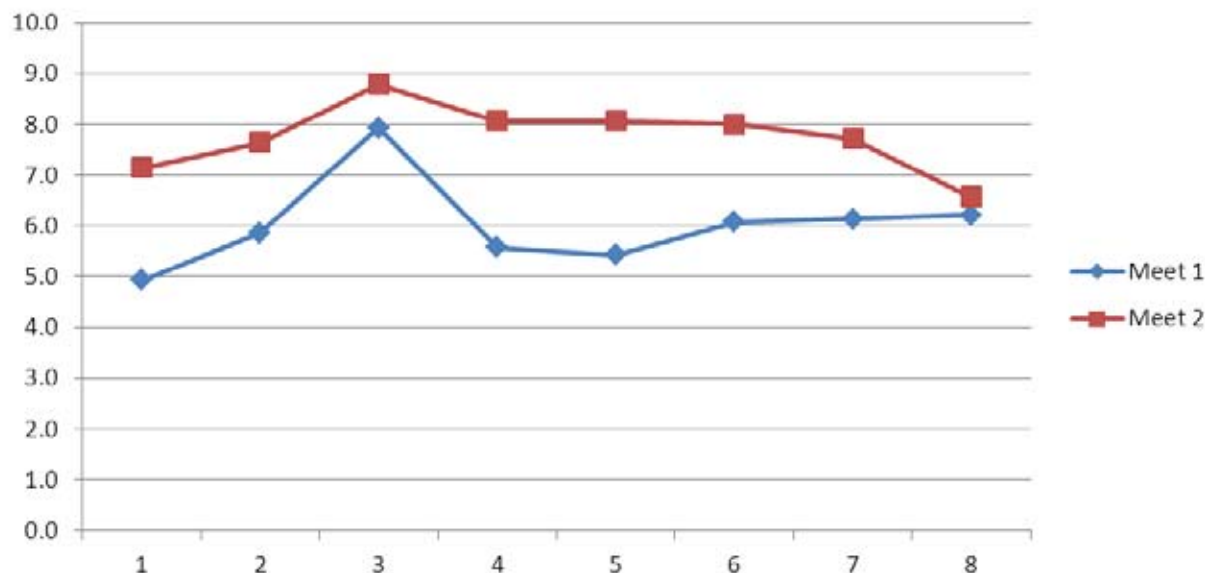
# Best Practice Support

## Confidence level monitoring after follow-up meetings

The confidence levels of the volunteer co-ordinators was assessed in the following 8 areas before and after the support was offered and found to have increased 29% on average.

	Question:
1	Developing structures and systems to support volunteers
2	Maintaining a healthy, productive & safe volunteering environment
3	Understanding the role of volunteers in the organisation
4	Knowing where to access information about volunteer management
5	Knowing how to access appropriate support about volunteer management
6	Knowledge and ability to recruit volunteers
7	Knowledge and ability to retain volunteers
8	Having volunteers from a diverse range of backgrounds

## Average confidence score for each question:





## Hands on!

Hands On! supports Camden residents with mental health issues into volunteering.

Through the year, our volunteers have offered their time and skills to a variety of organisations and in many different roles. These include selling charity Christmas cards, facilitating art and creative writing groups, clearing riverbanks and stocking shelves and serving customers at the People's Supermarket. When asked, 100% of volunteers said they would recommend volunteering, with all but one reporting an improvement in their mental health.

Some comments from our volunteers include:

My self-confidence has increased a great deal

I have something to talk about when I meet people.

I have a lot more energy, feel more relaxed and able to chat.

# Hands on!

---

## Case Study



Anna described her life as ‘boring’ before she began volunteering. She would do anything to pass the time, including getting on a bus to go to wherever it went and back again. Anna had no friends and often felt ‘down’.

She didn’t know what to expect from volunteering, but knew she needed to occupy herself. For 2 months, Anna volunteered 20 hours a week, over 4 days, at the People’s Supermarket. Her tasks included working on the till, cleaning, checking fridge temperatures, putting out the fruit, helping customers and much more.

Now, Anna says she is “more like herself now: happy, kind and talkative.” She enjoys the atmosphere at work, where the manager cracks jokes and everyone is friendly. What’s more, a Channel 4 TV crew has recently filmed her at work, as part of a documentary.

# Camden Befriending

This service matches isolated Camden residents with mental health issues with a volunteer to do enjoyable activities together.

Many of the volunteer befrienders also have a history of mental health need. Over the year, 16 pairs met and got to know one another. Some played badminton, others chatted in a café, went to exhibitions or for a walk.

---

## Case Study

Dennis and Peter had lots in common. They went to several museums, including the Science, British and Freud museums, as well as going for walks. This was a way of talking about ideas that interested Dennis, as he had no-one else to discuss them with. He also found out a lot about football, as Peter was very knowledgeable. These meetings were very stimulating for Dennis who finally had a chance to explore and share ideas and opinions with someone sympathetic and interesting.

Mostly they met in the mornings, which gave Dennis a reason to get up and out. He was worried that if he was late and kept Peter waiting, Peter would give up and not carry on seeing him. However, Dennis soon found, on the contrary, that the one time he forgot to go, Peter phoned him and was concerned, not cross. In the past, Dennis has found it hard to trust people but this, among other things, helped him build a strong relationship with Peter.

Although Dennis no longer sees Peter, he no longer spends hours in bed during the day and feels generally 'more optimistic'. Now, he is considering doing some studying and volunteering to help adults and children with maths.



Image by camdenkit.

## Employer Supported Volunteering

This year we started working on 3 new projects to support businesses to involve their staff in volunteering. One business will be matched with a collection of community centres offering a varied choice of volunteering roles for staff. With another business we will be training and placing staff as trustees in Camden. With a third business we will work with 3 other London Volunteer Centres to develop an online resource to match skilled professionals with organisations involving volunteers.

We are very pleased to be further developing this area of our work to meet community need in Camden.

# Volunteering and the Olympics

Towards the end of 2010 the deadlines for 'Games Makers' and 'London Ambassadors' were fast approaching. Volunteer Centre Camden provided information to 91 people through workshops to promote the

volunteering roles and supporting people who were interested to apply. Information was given to a further 108 people who registered with us to find out more, and we spoke to 300 students at outreach events.

---

## Working with Job Centre Plus



In November 2010, we started a regular weekly outreach site at Kentish Town Job Centre. We plan to continue this throughout 2011-12.

We have also been working with staff from Job Centres across London and have organised 2

volunteering days for their staff. We set them a challenge to distribute publicity materials around Camden to promote volunteering in many weird and wonderful locations. They rose to the challenge well!

# Finances

Income and expenditure	2010-11 £	2009-10 £
Grants received	204527	205174
Donations and other income	17525	17087
Total	222052	222261
Projects and running costs	221916	212, 657
Transferred to funds	136	9, 604
Balance funds 1 <sup>st</sup> April	48728	39124
Balance funds 31 <sup>st</sup> March	48864	48728

## Reserves policy

Volunteer Centre Camden is dependent on the London Borough of Camden and other donors for its income. These sources of income are vulnerable to considerable fluctuation. The Charity employs a number of permanent professional staff whose work requires planning at least a year ahead. To provide a measure of job security and continuity of the work, the Trustees aim to maintain minimum reserves for

staff and operating costs equivalent to 25% of the previous year's incoming resources.

This summary is extracted from the accounts on which the auditors have given an unqualified report. Copies of the full report may be obtained from Volunteer Centre Camden.

# Structure, governance and management

Trustees are elected to the Board of Trustees by member organisations. When someone is interested in joining the board, we invite them to attend a meeting to see how we work and the issues under discussion. They can then meet with the Chair and another trustee to discuss what expertise they can bring to the board and we encourage them to visit the office to meet the team before formally being elected to the Board of Trustees. We are actively seeking more trustees from our member organisations that work with Black and Minority Ethnic groups, and are keen to see more female trustees joining us.

---

## Volunteer involvement

We would like to thank our volunteers for their dedication, hard work, and commitment to promoting and supporting volunteering in Camden. During 2010-11 volunteers contributed 9882 hours of support, valued at £178,510. We could not achieve the high standard of service delivery without this much valued contribution.



## Acknowledgements

Funders: London Borough of Camden, Hampstead Wells and Campden Trust and Capacity Builders.

A big thank you to our trustees for their continued support and hard work;

Russell Brooks (Chair)

David Hastings (Treasurer)

Ryan Nazareth (Vice Chair)

Samantha Edwards

Gus Alston

June Campman

Cameron Fitzwilliam –Grey (joined the Board in January 2011)

Chris Rennoldson (joined the Board in January 2011)

John Robinson and Mashfiqul Alam resigned from the Board of Trustees and we would like to thank them for their support. Charles Watson and June Campbell resigned from the Board after completing the maximum service under our constitution. June was the Chair for 2 years, and our treasurer prior to that. She contributed a significant amount of time to the organisation, and we would like to formally pass on our thanks and wish her all the best for the future.



# Acknowledgements

Company Secretary: Hayley Watts

Volunteer Centre Camden staff

April 2010- March 2011

Hayley Watts (Director)

Sheila Norris (Brokerage Service Manager)

Diana Young (Supported Volunteer Manager)

Jack Wratten (Best Practice Manager)

Marianne Tuva- Mwangi (Administrator)

Thanks to all of the volunteers that give their time to Volunteer Centre Camden. We benefitted from 9882 hours of volunteering this year, all of which is much appreciated.