

## Staffing

Kathryn Mackenzie	Manager
Brenda Dom	Development Worker LaH
Philippa Lyttle	Development Worker LaH/CVI
Chris Knox	Youth Development Worker
Wendy Sutherland	Information Worker
Fiona Bissett	Family Support Worker
Elizabeth Adetayo	Bookkeeper
Dorothy Davie	Receptionist
Pamela McLauchlan	Clerical Assistant LaH/CVI
Jennie Patience	Training & Development Worker
Shona Clark	Sports Development Officer
Rachel Mitchell	Project Worker CVI – emigrated to New Zealand December 05

### Student

Clare McCance	Post Grad Community Education Jan – Mar 06
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### Volunteers

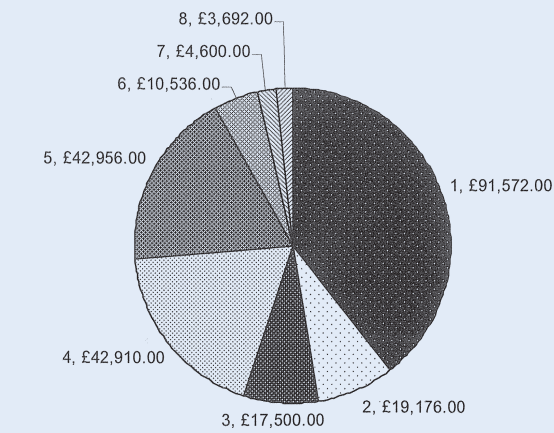
A special mention to all our Lend-a-Hand volunteers.

### Board:

Betty Ward	Convener
Bob Wishart	Treasurer
David Cabrelli	Company Secretary
Alison May	Vice-Convener
Pam Wardlaw	(retired Sept 05)
David Tares	(retired Sept 05)

## Accounts

	2004/05	2005/06
Income:	237,379	232,942
Expenditure:	166,757	269,444



### Income by Source

1. Scottish Executive
2. Voluntary Action Fund
3. sportscotland
4. Community Regeneration Fund
5. Working for Families Fund
6. Dundee Council Leisure and Communities
7. Big Lottery Fund
8. Others

### VOLUNTEERS SURVEY AND 'GET TOGETHER'

Clare McCance, postgraduate student, undertook a survey of volunteers. Of the 100 volunteers surveyed 60 responses were recorded. Those who completed the survey were then invited along to a 'volunteer get together' at the Queens Hotel.

#### Survey results:

- 76% felt it was easy to get involved in volunteering
- 13% found out about volunteering through Volunteer Centre Dundee
- 22% were asked by a friend to Volunteer
- 55% of those volunteering felt that a positive working environment was most important while 47% said it was hours to suit
- 84% started volunteering because they wanted to make a difference
- 82% said they found volunteering enjoyable and everyone surveyed would recommend volunteering to others.



# Take Action : Volunteer

## The Annual Report of Volunteer Centre Dundee 2005-2006



32% more young people took action  
147 signed up to volunteer

35% more choices of action to take  
we have 311 volunteer opportunities on our website

65% more action on our website  
we had 4139 visits per month

40 managers of volunteers took action to improve their skills at our  
training events



### Inside:

- improving the volunteer experience
- including young people in volunteering
- improving employability through volunteering
- taking action in sports volunteering
- volunteering in Douglas audit
- volunteers survey results
- volunteers week 2005

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## Convener's Report

This year's annual report is a success story from cover to cover with the Volunteer Centre taking action, on all fronts! More young volunteers, more opportunities, more training, more people using our website and more employers supporting volunteering. However, we do have 1 less Director and 1 less member of staff. Alison May and her husband Malcolm have moved to Milngavie after many years of championing volunteering and the voluntary sector in Dundee. Alison has taken the Volunteer Centre from a struggling new voluntary association through to being a substantial charitable company, both as a committed committee member and as Convener and Vice-Convener. If she does have any spare time we are sure that the Volunteer Centre in East Dumbartonshire would be delighted to offer her some local voluntary work. We also said farewell to Rachel Mitchell, who has emigrated to Christchurch New Zealand. We are hoping there might be some opportunities for volunteer study visits, after all volunteering is universal!! I would also like to thank Kathryn and the staff for all the hard work they have put in over the year as well as the volunteers and board members who have given freely of their time and talents to ensure the Volunteer Centre goes from strength to strength.

Betty Ward, CONVENER  
Volunteer Centre Dundee, July 2006

### TAKING ACTION TO IMPROVE THE VOLUNTEER EXPERIENCE

#### Training

We know that volunteers have a good experience, when the people managing them have the necessary skills and competence. We provide training, advice and support to organisations that involve volunteers. A full programme of training has been delivered this year including 5 Key Skills sessions delivered to 40 participants covering:

- Planning strategically for volunteer involvement
- Effective volunteer recruitment
- Matching volunteers to roles and tasks
- Increasing volunteer effectiveness through training and development
- Supporting and supervising skills

We know this training makes a difference from the feedback we receive, such as:

- I will be reviewing our induction training
- I will be listening to volunteers' wants and needs
- I will be making training accessible to volunteers
- I will be creating a volunteer policy
- I will be developing a new induction pack
- I will develop a support and supervision plan to use with future volunteers

### Forums

A volunteer managers forum has been meeting regularly enabling those working with volunteers to meet up and discuss any issues/share good practice tips.

### Advice

- Over 50 organisations provided with good practice advice e.g Disclosures, Expenses
- Fantastic new online resource available developed in partnership with Volunteer Development Scotland, Volunteer Centres, practitioners and other experts in Scotland.
- 17 organisations used our ID checking service and many small groups received support and guidance through the bureaucratic maze of vetting volunteers.

### Community Volunteer Initiative



Summer Festival Parade – August 2005  
This Mid Craigie and Linlathen project 'took action' for the summer festival by recruiting and supporting volunteers to assist in putting on a successful event.

### TAKING ACTION IN SPORTS VOLUNTEERING

The Sports Development Officer increased the number of sports opportunities on our database from 5 to 13 and took action with Sports Development Officers and Active Schools to produce new practice guidelines on working with volunteers in sport. Volunteer Centre Dundee contributed to 'Active Dundee': the City's strategy on physical activity.

### Lend-a-Hand



Lend-a-Hand's young volunteers who took action to complete one of the 55 jobs done throughout the year.

### VOLUNTEERING IN DOUGLAS AUDIT SEPT 2005

An audit of volunteering in the Douglas area was carried out.

- 15 groups who involve 134 volunteers responded to our survey
- they have 40 different volunteer roles
- these groups have between 1 and 10 volunteers
- each volunteer gives an average of 3 hours per week.

Additionally:

60% of groups are providing formal training  
67% have induction training for new volunteers  
67% have a volunteer policy  
53% pay expenses  
27% involved young volunteers

CVI shared the findings of the research with the groups in the area and they continue to offer support and best practice advice to groups working with volunteers.

**“The volunteers make the area a cleaner, safer and nicer place to live”**

Brian Bell, Dighty Environmental Group, Douglas

### TAKING ACTION TO IMPROVE EMPLOYABILITY

Many volunteers take action to find work through their volunteer experience. This year the Volunteer Centre has regularly worked with jobcentreplus staff, attended outreach events such as job shops, recruitment fairs, careers fairs as well as giving talks to students at Dundee University .

47 volunteers who were referred to us from other agencies were given 1:1 interviews. All were interested in volunteering to help change their lives as well as the lives of others. We currently work with over 30 referring organisations.

A survey carried out by TimeBank through Reed Executive showed that among 200 of the UK's leading businesses: 73% of employers would employ a candidate with volunteering experience over one without 94% of employers believe that volunteering can add to skills

### TAKING ACTION TO INCLUDE MORE YOUNG PEOPLE

The Youth Development Worker increased the number of young people volunteering as well as the opportunities available to them.

- 58 organisations were targeted to develop their opportunities to include young volunteers.
- 32% increase in young people registering to volunteer

### B1 Step Ahead

February 2006 saw the launch of our B1 Step Ahead advertising campaign, aimed at young people, featuring a new option to text the Volunteer Centre. This text messaging service is proving popular with young volunteers.

### MV Awards

The Volunteer Centre held its first MV Award Ceremony for 18 young volunteers who had collectively achieved over 2,000 hours volunteering. The Volunteer Centre is the sole provider of the Scottish Executive's MV scheme in Dundee.



Young volunteers receiving their 200 hours MV Awards

### Big Lottery Young People's Fund Local Youth Panel

The Volunteer Centre has a 2-year contract to recruit and support young people to evaluate local applications to the fund. To date 10 young people have been recruited, trained, and made their first recommendation.

### TAKING ACTION FOR VOLUNTEERS WEEK 2005

Last year was our 9th year of organising an event during Volunteers Week and our first ever outdoor event. Over 30 Organisations were represented, celebrating the

work of their volunteers throughout the City. Local groups provided entertainment and activities and the event was voted the "best ever" by the stallholders. More than 180 volunteers were recruited on the day.



Employee supported volunteers from the Inland Revenue who 'took action' and helped out at the Volunteers Fair.



**“This event has generated more interest for us than we could have hoped for”**

Fiona Leslie of Chest, Heart and Stroke Scotland who had 10 enquiries on the day from potential volunteers.