



Volunteer Dundee

Highlights 2016-2017

CEO Foreword

I am proud to have been appointed to this role in May 2017. As leading volunteering organisation in Dundee we value our volunteers; we have over 100 who give their own valuable time and are integral to us being able to support volunteer involving organisations and individuals who want to volunteer. I would also like to pay tribute to Kathryn Mackenzie who established the Volunteer Centre in Dundee and who sadly passed away in 2016. Her dedication and hard work made Volunteer Dundee what it is today.

Eric Knox

New Home

In August 2016 Volunteer Dundee moved from the city centre to a new home at Gateway West, 7 Luna Place in Dundee Technology Park, where we share the premises with Carolina House Trust. These new premises have enabled us to provide a modern flexible space for our staff and volunteers. Our Health and Wellbeing Team has developed an outreach service across all the wards in Dundee and we are actively going into communities to meet potential volunteers as well as supporting on-going and new capacity building opportunities.



Volunteer Awards

We held our first Dundee wide Volunteering Awards in 2016 to celebrate the individuals who have gone above and beyond to help the communities they live in. We received nearly 50 inspiring nominations for six categories of award: Volunteer and Young Volunteer of the Year, Make a Difference Award, Lifetime Achievement, Board Member/Trustee and Volunteer Co-ordinator of the Year.

Volunteer Support

1,183 volunteering opportunities advertised

1,208 volunteers placed

Saltire Awards

This year we issued nearly 800 awards for young people contributing over 50,000 hours of volunteering across Dundee.



Volunteer Friendly

'The VFA helped us to ensure that we are creating a positive environment for volunteers'



Groups are fully supported to achieve the Volunteer Friendly Award by Volunteer Dundee. This has an impact on the groups' ability to recruit, retain and support volunteers and develop their knowledge and understanding of volunteer management.

- 83% increased knowledge of volunteer management
 - 67% increased ability to recruit volunteers
 - 83% increased ability to manage volunteers

Discoverin' Families Testing out new ways of working



"Enjoyed every second, had fun and learnt new things"

To start with we conjured up a bit of magic with the help of Mr Mudini and his family magic show, attended by 70 parents and children. The evaluation shows a resounding **YES** to monthly events. We have supported 310 parents and children to better outcomes.

Link Up

It has been another busy year for Link Up Whitfield and our allotment is coming on. We continue to develop new and exciting projects within the local area.

Some highlights:

- A 12 week programme focusing on families learning together about healthy eating and exercise. Feedback showed many were eating more fruit and vegetables and being more active in general.
- With the help of the People's Health Trust, Link Up Lunch Club was able to recruit a Development Officer, a post which we host on their behalf.
- The dance group participated in the Showcase The Street Crews Battle for the second year running, placing second overall and were also finalists in The Youth Volunteering Awards.
- Our Camera Club showcased the work they do at a Jamboree in Alloa with other community groups.
- Our annual Christmas Fayre saw over 200 people attend and 20 volunteers supporting us on the day.



"I have gained so much confidence. It also really helps me with what I am wanting to do in the future"

Dial-OP Helpline, Morning Call and Sources of Support

2016/17 saw Dial-OP grow in number of staff members and services on offer, with the introduction of an additional service – the Morning Call.

- The **Information Helpline** received 338 enquiries from individuals, workers and professionals looking to access information or support from local organisations and services – a call volume 36% larger than in the previous year.
- **Telephone Befriending** brought social connectivity to those who engaged with the service, with 151 calls made and almost 4,000 minutes of meaningful conversations exchanged between service users and volunteers.
- The **Morning Call** provided daily contact to vulnerable adults and the reassurance of knowing someone would be in touch on a regular basis. 206 calls made between January and the end of March.
- **Sources of Support** Volunteering Project continued its work of recruiting and training volunteers to support the existing Social Prescribing scheme in Dundee, in partnership with Dundee City Council and NHS.

Finance

	2017	2016
Income	£517,676	£635,823
Expenditure	£545,019	£591,340
Surplus/Deficit	(£27,343)	£44,483

Dundee Third Sector Interface (TSI) is a partnership between Dundee Social Enterprise Network, Dundee Voluntary Action and Volunteer Dundee.

Volunteer Centre Dundee, operating as Volunteer Dundee, is registered in Scotland as a charitable company limited by guarantee. Scottish Company No: SC257436, Scottish Charity No: SC027529 Registered address: Gateway West, 7 Luna Place, Dundee DD2 1XF

DUNDEE
Third Sector Interface