

Volunteer Cambridge



**ANNUAL REPORT 2015 -2016**

## Centre Manager's Report 2015 - 2016



The year 2015 – 2016 has been one of ups and downs for the Volunteer Centre. Like many organisations city and county wide, we are facing real challenges in stretching our funding and we have to come up with ever more creative ways to keep the incredibly high standard of work which we insist on providing for both our volunteers and organisations.

In June of 2015, we held two successful events. Firstly, during volunteer's week, we organized a Thank You for our supported volunteers, organisations and agencies, attended by the Counsellor, Gerri Bird and our amazing patron Dame Fiona Reynolds. This morning was a real tribute and thanks to those people, who, in whatever capacity has shown how volunteering really does change lives. It was a day we are very proud of hosting and we hope to do more such events in the future.

On a very wet day at the end of June, we hosted a garden party to celebrate our 25 years of existence at Fitzwilliam College Masters Lodge. We were incredibly fortunate to be offered this lovely place by the Master of Fitzwilliam, Nicky Padfield and her husband Christopher and, despite the rain, were delighted to welcome funders, organisation representatives, our amazing volunteers and of course our Patron, Fiona Reynolds.

It was a wonderful opportunity to talk about our successes, thanks our funders and look forward to our future, and, finally, the rain stopped and we all got a chance to have a look around the beautiful grounds of the Lodge and college.



## Chair's Report 2015 – 2016

I became a volunteer interviewer at CVC about four years ago and in that time I've found out quite a bit about volunteering, about the kind of people who volunteer and the kind of people who recruit and manage them. Occasionally I look at one or two of the current opportunities and think to myself 'That looks interesting – maybe I could do that'. Just over a year ago I said to Sarah that I'd quite like to be a trustee for one of the organisations we deal with, and she immediately said why don't you become a CVC trustee?! Shortly after that the 2016 AGM came up; the previous chair wasn't available and so I was asked to chair it. That's how I became chair of the trustees - I'm still pretty much a newcomer in this role.

In my time with CVC I've seen it take on new challenges such as the very successful Supported Volunteering project. I've seen it doing more and more outreach work to reach a wider community of volunteers. I've seen it raise significant sums of money through effective fund-raising, and I've seen it bring together the best, most talented and hard-working team it's ever had.

That's just one of the reasons why it's so sad and so frustrating that right now this highly effective and much-needed organisation has its very existence threatened because of the reduction in funding across the entire charity sector. Our staff have already reduced their hours of work to help with the financial situation and yet they are still striving to deliver the same high standard of service. We can struggle on for a few more months but unless we can generate a reliable source of future funding rather than just a series of one-off donations and grants, there is a high possibility that we will no longer exist in the not so distant future.

I hope that everyone agrees with me that Cambridge Volunteer Centre is an institution worth preserving. Given a chance we have all sorts of new ideas to expand and improve the services we offer – by reaching out to new communities to find more volunteers and by offering a range of training and other professional services to the organisations who recruit them. I hope that the Cambridge volunteering community will help me, my fellow trustees and the CVC team to achieve that.

Richard Peoples

### **Volunteer For Cambridge – the second year!**

In February 2016, we once again took part in this event organised by Cambridge City Council and The Cambridge Hub, at the Guildhall, which this time attracted over 900 volunteers, which is an astonishing number. Such events really do raise the profile of the organisations that work so well with volunteers and of course, offer many people the chance to get an idea of what is available. We have, at any one time, around 300 organisations on our database which shows that the need and demand for volunteers is as high as it has ever been.



## Training and Development

We have continued to roll out our popular programme of volunteer manager training, developed in response to requests from member organisations. We ran 6 workshops, these were repeated a number of times during the year, and covered the key aspects of volunteer management:

- Legal Issues -a concise and engaging review of the information needed to ensure organisations meet their legal obligations towards volunteers.
- Recruiting & Retaining Volunteers gives an overview of best practice on recruiting and retaining volunteers together with a very detailed resource pack. Experienced managers find it a useful course for reflecting on current activities and less experienced managers gain masses of information and confidence.
- Managing Challenging Behaviour is for those who want the skills and confidence to know how to handle and limit difficult behaviour.
- Communication Skills explores how communication works, reviews key tools and looks at how to apply them to meet objectives.
- Inclusive Volunteering gives information to support managers in delivering equality and diversity and operating an inclusive approach to volunteering.
- Supervision Skills looks at skills and procedures needed to motivate volunteers and balance volunteer needs with those of the organisation.

This year we have also run bespoke training for organisations, specifically developed to meet the training needs of their organisation. A further undertaking has been our involvement in a nationally accredited volunteer manager qualification available by distance learning offered in collaboration with our colleagues at Voluntary Action Sheffield. Our training officer, Chris Trevorrow is the online tutor for the level 4 qualification.

In addition to offering training we have supported volunteer managers with their queries on volunteer policy and procedure - the level of service has ranged from an informal discussion to a full scale review.

### *Feedback from organisations:*

'Thank you so much for all of your invaluable help with this. It feels very exciting and I think we have things in place to be able to offer a volunteer some interesting work .... I'm very grateful for all your help and support.'

'That was absolutely brilliant. Thanks for patching me up and thanks for all the various bits and pieces which I have already incorporated 'CDVC took a thorough, but practical look at what was needed and rather than end up with a set of standard policies, took the time and interest to develop a set that are customised to our needs. We are very pleased with the outcome and we would have no hesitation in recommending C&DVC.'



## Supported Volunteering

I believe that 2015 was a very important time for the Supported Volunteering Project in which we all have witnessed the great success of the programme in the lives of many people who have participated since its foundation.

When I arrived in April, I found an already well established project, incredibly needed by the most vulnerable people in our community. I instantly loved the spirit and values that have created the project and I felt extremely lucky to be part of it. Since then, we have seen the number of people using our services increasing month by month, and so it can be said for the organisations getting involved with our work. We built a strong network of people working together to make our community truly inclusive and diverse. Most importantly we have seen people taking up a journey that led them to build their confidence, improving their skills and their resilience. In 2015 alone we had 79 1:1 interviews; we have seen all the participants of the Drop Ins getting involved in meaningful activities and we have had around 15 outreach meetings with groups - from homeless organisations, to disability, to mental health.

Probably one of the things I enjoyed the most was organising with our Drop In participants, the fundraising campaign for Mind in Cambridgeshire and witnessing the incredible steps each and every one of them did, becoming more confident every time, showing real care and willingness to make a change with their efforts. Gary for example, who did not know Mind beforehand, really appreciated their presentation during one of our sessions. He was supported to find out more information about them and to understand the impact of this charity to people experiencing mental health challenges. He, who had experienced depression in the past, could relate easily to their clients. The whole group was extremely committed and they went knocking on the doors of many businesses in Cambridge, involving the University colleges and community Organisations in this campaign. In the beginning Gary was very afraid; he thought that the response of the community would be not so positive and that people would not appreciate the effort they have put into this campaign. He was extremely self-conscious about his disabilities, lack of confidence and experience. However after only a few meetings he became much more confident and truly started to enjoy participating as a main actor to the campaign. He was able to go out and ask for gifts for the raffle in several businesses, get lots of people involved with donations and sold so many tickets. The whole experience gave him such an incredible boost in confidence and reliance that after that he participate in many more campaigns, and he is now volunteering in 3 different organisations.

I look forward to the new challenges that being part of this amazing organisation will bring.

**Eleonora Lee**

**Supported Volunteering Co-ordinator**



## The Future

As we look forward, we know that things are changing a lot for volunteering. Swingeing funding cuts and the way in which the landscape around volunteering has altered, means that we are in a precarious position now. We have moved to our new premises at Arbury Court, which, in itself, brings challenges of access and opportunity to some of our potential volunteers, but despite all of the barriers, we are determined to keep our doors as wide open as possible.

Our Supported Volunteering project has been the most successful scheme we have ever undertaken and will become the backbone of our work as we move into the future, but our core values remain as strong as they ever were – to give anyone who wants to volunteer, whoever they are, that opportunity.



**The Christmas tree lights go on outside our office at Arbury Court in December**



## Cambridge & District Volunteer Centre Annual General Meeting

Wednesday January 18th 2017 at 16 – 18 Arbury Court Cambridge

### Minutes of the last AGM 17/11/15

#### Present:

Maggie Brown	Cambridgeshire Libraries
Tim Coatsworth	Trustee
Sarah Colwell	Cambridge & District Volunteer Centre
Amy Forgacs	Supported Volunteering Volunteer
Richard Peoples	Cambridge & District Volunteer Centre Trustee
Joanne Phanco	Cambridge & District Volunteer Centre
Chris Trevorrow	Cambridge & District Volunteer Centre
Lizzie Petrie	Uttlesford Volunteer Centre
Nicholas Shaw	Treasurer C&DVC
Amanda Page	GAP Learning
Dame Fiona Reynolds	Patron
Laura Gough	Cambridge Past Present and Future
Victor Lucas	High Sheriff of Cambridgeshire
Shirley Fieldhouse	CPRE
Alex Collis	Trustee
Carole Langton	Safer Communities
Ellie Lee	Cambridge & District Volunteer Centre
Kathryn Sullivan	The Shetland Pony Trsut

### Minutes

#### 1. Welcome by the Chair

Richard Peoples, acting Chair of the Trustees welcomed guests and introduced himself and Sarah Colwell, Centre Manager. He then invited guests to introduce themselves individually.

He also thanked the staff, office volunteers and trustees for their hard work over the course of the year.

## **Apologies for Absence**

Gill Alconbury	Allen Lane Foundation
Gill Burgess	Cancer Research UK
Emma Gerard	Wintercomfort for the Homeless
Cllr Sebastian Kindersley	
Sally Lawrence	C&DVC
Anne Littlefair	C&DVC
Julie Miles	ex C&DVC
Lynda Murphy	RDA Green Hedges
Linda Neate	Pos+ability
Sarah Pocklington	British Red Cross
Francesca Raphaely	Trustee
Penny Wilson	Trustee
Alisdair Corbett	Chair of trustee board

## **2. Minutes of the last AGM held on 28<sup>th</sup> November, 2013**

The minutes were agreed as correct and signed by the chair (proposed by Nicholas Shaw, seconded by Sarah Colwell).

## **3. Election of Trustees**

The following Trustees were re-elected unopposed:

Penny Wilson

Tim Coatsworth

Richard Peoples

The following officer posts were appointed:

Nicholas Shaw Treasurer

Francesca Raphaely – Secretary

## **4. Annual Report Review of 2014 - 2015**

The Centre Manager summarised the main activities as reviewed in the Annual Report

Sarah also reported that

- From April 2015 to March 2016 we had 1819 enquiries from people interested in volunteering
- We interviewed 182 of these



- The Supported Volunteering Project saw 125 individuals and held monthly drop in workshops attracting between 7 and 15 volunteers each time.
- C & DVC attended the second annual Volunteer 4 Cambridge fair in February 2016 and assisted with the evaluation of this event

## **5. Accounts 2014 - 2015 and Treasurer's Report**

Nicholas Shaw, treasurer, presented the main points of the accounts for 2014 – 2015:

The total income for the Cambridge and District Volunteer Centre in the financial year was £76,987

The majority of the income for the charity comes in the form of grant payments. The key funders are:

- Cambridge City Council (£28,000) and Cambridgeshire County Council (£19,000).

Additional generous donations include:

Varrier Jones Charity (£10,000),

The Allen Lane Foundation (£5000) ,

The Baily Thomas charitable trust (£5000)

The following Cambridge Colleges kindly donated amounts totalling £1900:

Trinity Hall

Trinity

Jesus

St Catharine's

Corpus Christi

Fitzwilliam

Clare

The charity made a small surplus of £51 due to the generosity of our donors which obviated the need for the charity to use cash reserves this year. This is fortunate because the County Council funding will no longer be available from the middle of 2016.

There were no questions and the accounts were accepted and agreed. Proposed by Christine Trevorrow, seconded by Joanne Phanco

The Chair also thanked the City and County councils for their on-going support of the Centre.

## **6. Appointment of Independent Examiner**

It was proposed by Sarah Colwell and seconded by Richard Peoples that Geoff Mann be re-appointed as Independent Examiner for the accounts.

## **7. Any Other Business**

In April 2015, we appointed Eleonora Lee as our Supported Volunteering Co-ordinator and she has continued to make this project a huge success working with such agencies as:

The Richmond Fellowship

JobCentre Plus

CPFT

Make do and Mend

Lifecraft

GAP Learning

And other local organisations who support and refer clients to the scheme



## **8. Presentation by Amanda Page of GAP Learning**

Founded by two sisters, Amanda and Teresa, GAP delivers practical and creative workshops for people living through difficult circumstances to promote positive life changes. We work with people with mental and physical health challenges, the long-term unemployed, women ex-offenders and survivors.

GAP stands for Generating Alternative Possibilities through transformative learning. This means engaging and encouraging our learners to set their own life goals with the aim to progress into volunteering, further education or employment: ultimately our mission is to create financial independence.

Amanda gave us a really interesting and positive talk on the different workshops and activities this successful CIC runs and promotes. She also brought along some lovely items that had been created by the service users.

## **9. Dame Fiona Reynolds - Patron of Volunteer Centre**

Dame Fiona made a short speech talking about her passion for volunteering and belief in volunteering for everyone – she also thanked staff and volunteers of both the volunteer centre and all those who attended today

## **10. Networking and Lunch**

A chance to enjoy a buffet lunch and network with each other

---

**Accounts 2015 - 2016**

**ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016**

<b>ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016</b>									
<b>STATEMENT OF FINANCIAL ACTIVITIES</b>									
						2016		2015	
					Unrestricted	Restricted	Total	Total	
					Funds	Funds	Funds	Funds	
					Notes	£	£	£	
					£	£	£	£	
<b>INCOMING RESOURCES</b>									
Incoming resources from generated funds:									
Investment income					759	0	759	58	
Incoming resources from charitable activities:									
Grants			2		39,695	30,000	69,695	65,046	
Other income			3		6,533	0	6,533	6,418	
					-----	-----	-----	-----	
						--	----	----	
<b>TOTAL INCOMING RESOURCES</b>						46,987	30,000	76,987	71,522
					-----	-----	-----	-----	
						--	----	----	
<b>RESOURCES EXPENDED</b>									
Charitable activities						46,536	30,000	76,536	68,918
Governance costs						400	0	400	390
					-----	-----	-----	-----	
						--	----	----	
<b>TOTAL RESOURCES EXPENDED</b>					4	46,936	30,000	76,936	69,308
					-----	-----	-----	-----	
						--	----	----	
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>						51	0	51	2,214
<b>RESERVES BROUGHT FORWARD</b>						51,394	0	51,394	49,180
					-----	-----	-----	-----	
						--	----	----	
<b>RESERVES CARRIED FORWARD</b>						51,445	0	51,445	51,394
					-----	-----	-----	-----	
						--	----	----	
<b>STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES</b>									
There were no recognised gains or losses for 2016 or 2015 other than those included in the Statement of Financial Activities.									

**A full copy of the accounts is available on request**



**We would like to thank our core funders:**

Cambridge City Council

Cambridgeshire County Council



**Without your support we would not be able to do the work we do.**

**Thank you**

**Additionally, we need to offer huge thanks to the following:**

The Varrier Jones Foundation

The Baily Thomas trust

The Allen Lane Trust

*Who have given us grants to keep our Supported Volunteering Project running so successfully.*

**And the Following Colleges who kindly donated to the project:**

Emmanuel

Trinity

Trinity Hall

Clare

Jesus

Fitzwilliam

Selwyn

**Thank you**

**Organisation Structure 2015 – 2016**

**TRUSTEE BOARD**

**CENTRE MANAGER**

Sarah

**OFFICE MANAGER**

Joanne

**TRAINING AND  
DEVELOPMENT OFFICER**

Chris

**SUPPORTED  
VOLUNTEERING CO-  
ORDINATOR**

Ellie

**VOLUNTEERS**

Richard

Amy

Lesley

Sally

Cambridge & District Volunteer Centre, 16 – 18 Arbury Court, Alex Wood Road, Cambridge CB4  
2JQ Tel: 01223 631820 Email: [info@cam-volunteer.org.uk](mailto:info@cam-volunteer.org.uk) [www.volunteercambridge](http://www.volunteercambridge)

---