



Volunteer
Centre
Merton
Annual Review 2009

A Message from our Chair

Merton Volunteer Centre continues to develop and expand volunteering to meet the real needs of our communities and I welcome you to our annual review to share this. Please take a few minutes to look at our ongoing and new achievements. Of note this year are the Home Visits Library Service for people who are housebound, our mentoring programme supporting some of the most vulnerable members of our community and the increasing work in youth volunteering. As always I commend the staff team for their dedication and very hard work, but the real stars here are you our volunteers and our supporters. This is your annual review and volunteers, staff and trustees at VCM are proud to be part of the process of bringing together your talents and commitment with those people and organisations from our vibrant and diverse communities.

My thanks to you all.

Ian Petherbridge

Cover photo: 100 hours of volunteering Awards Ceremony



Mayor holds reception for volunteers, trustees and staff

The Core Functions of VCM

VCM is committed to deliver and extend the six core functions of a Volunteer Centre, as required by Volunteering England to achieve the Volunteer Centre Quality Accreditation:

1. **Brokerage:** To recruit and match volunteers with appropriate opportunities in the local community.
2. **Marketing volunteering:** To stimulate and encourage local interest in volunteering and community activity.
3. **Good practice development:** To strengthen volunteer management, delivering training and supporting local organisations to achieve 'Investing in Volunteers'.
4. **Develop volunteering opportunities:** To work in partnership with the statutory, private, voluntary and community sectors to develop local volunteering opportunities for all, and overcome barriers to volunteering.

5. **Policy response and campaigning:** To lead on campaigns concerning issues and legislation that affect volunteers, and to give volunteering a higher profile in Merton.

6. **Strategic development of volunteering:** To contribute to strategic partnerships; and play a leading role in the development of the local volunteering infrastructure.



Volunteer in Action: Charity Shop

Achievements and Performance in 2008/2009

Our achievements and performance have been evaluated against the objectives set out in our Strategic Plan 2005-2009, under five strategic aims:

Developing Volunteering

- Further increase in the number of new volunteers recruited through the VCM personal placement service to 823, directly benefiting 238 volunteer-involving organisations or projects in Merton, with 2,821 additional enquiries from those interested in volunteering, an increase of over 1,000.
- 287 young volunteers recruited and placed, maintaining the increased level of volunteering achieved in the previous year, working with 18 schools and colleges.
- Established a team of over 100 events volunteers, increasing the number of volunteers placed with sports clubs from 18 to 116.

Good practice for Volunteer-involving organisations

- Worked with volunteer involving organisations and projects to develop new volunteering opportunities. 420 different roles provided opportunities for one or a number of individual volunteers during the year.

- Maintained a good practice service supporting 45 volunteer-involving organisations, running 10 training courses and 2 support forums, despite the absence of dedicated funding.
- In partnership with five Volunteer Centres progressed a proposal to deliver good practice across South London.
- Supported 15 Sports Clubs to involve more volunteers.



Volunteers in Action: Deen City Farm



VCM Help Service

- 78 Help Service users supported by 51 volunteer befrienders, drivers and gardeners; but the number of new clients waiting was 92.
- Recruited, trained and managed a 50 strong volunteer team to deliver the Home Visits Library Service; that achieved all its targets and supports 185 clients, who are amongst the most vulnerable and isolated of Merton's residents.



Volunteer in Action: Library Service volunteer with Mrs Brett, a 100 year old user of the service

Supported Volunteering

- VCM's established programme for people who have experienced mental health problems interviewed and referred 80 new volunteers, holding 37% more 1to1 support sessions and running 6 group support sessions for volunteers; developing a strong working relationship to support Merton Mainstream service users.
- VCM supported 35 people with physical and sensory disabilities, and worked with the LBM Learning Disabilities Service to support 11 people with learning disabilities to volunteer; running 200 1to1 support sessions and exceeding targets for supporting volunteers with disabilities as a route to employment under 'Mitcham means Business'.

VCM Youth Action

- The VCM Youth Action programme met South London Connexions targets, continuing to support over 100 young people to become involved in their local community and progress towards employment through volunteering.



Achievements and Performance in 2008/2009

- 287 young volunteers recruited and placed, maintaining the increased level of volunteering achieved in the previous year, working with 18 schools or colleges.
- The involved South London project added a new dimension to our youth volunteering programme developing 648 new volunteering opportunities and establishing VCM's own team of 18 Youth Action volunteers.



Members of VCM's new Youth Action Volunteer Team

Management and Capacity Building

- Completed the process of incorporating VCM as a 'Company Limited by Guarantee'. The transfer took place on 1 April 2009.
- Successful renewal of Investor in People in March 2008.
- Continued to support Greater London Volunteering and Volunteering England to lobby for adequate funding to support the local volunteering infrastructure.

Marketing

- Profile of volunteering raised through our regular promotion events held at Centre Court Shopping Centre, Mitcham Carnival, Wimbledon Village Fair, Merton Adult Education, Vestry Hall Volunteers Fair, Merton Celebrating Age Festival, Colliers Wood Library, Mitcham Library, Morden Library, Insight, Connexions, South Wimbledon Youth Centre and Merton College.
- Developed a new Marketing Strategy with the aim of working with partners to recruit more new volunteers to meet the Local Area Agreement target focusing on a new marketing campaign – 'Go on--- make a difference--- volunteer'; and achieving wider media coverage, including regular articles in My Merton promoting volunteering.

- An equal focus on recognising and promoting the achievements of volunteers, centring on hosting Awards Ceremonies to mark 100 hours service and outstanding contributions.

Partnerships

- Continued to support the development of the Merton Compact, and work within the Merton Partnership to raise awareness about the contributions of volunteers.
- Leading role in delivering the Merton Volunteering Strategy, chairing the Volunteering Board under the Merton Partnership.
- Continued to support the local and sub-regional Change Up consortiums; to contribute to pan-London initiatives through the Greater London Volunteering Network; and to strengthen the South London Volunteer Centres partnership to deliver core functions across South London.
- Stronger partnerships with public sector partners:
 - to develop the contribution of volunteering through the Children and Young People's Plan;
 - to pilot the delivery of the Home Visits Library Service by a team of volunteers with the Libraries Service.

- to establish an innovative new mentoring project to support the most vulnerable Merton residents with SW London and St Georges' Mental Health Trust and LBM Adult Social Care;
- to support Merton Council to set up an employee volunteering scheme and find placements for their staff;



VCM and partners at Mitcham Fair Green Recruitment Event



- to maintain a strong working relationship with Merton Mainstream to place and support their 'service users' through the VCM Supported Volunteering programme;
- to establish a scheme to provide additional support to volunteers with learning disabilities under an agreement with the Learning Disabilities Service;
- to refer volunteers under Train2Gain through a new agreement with Merton Adult Education;
- to work within CSPAN to increase the number of volunteers placed with sports clubs from 18 to 116 and establish a team of events volunteers.



Volunteer in Action: IT class at St Mark's Family Centre

Contribution of Volunteers

Volunteering makes a very significant impact in Merton. Research undertaken by Roehampton University mapped over 800 volunteer-involving organisations or projects and estimated a volunteer force of 40,000.

Our own team of VCM volunteers continue to play essential roles that enable us to maintain and extend our services. This year the established team of Help Service volunteers who befriend and support older people has provided the foundation for a 50 strong team of volunteers who now deliver the Home Visits Library Service.

We received considerable support from our team of volunteers based at the VCM Office. This has grown to support the delivery of the Local Area Agreement volunteering 'stretch target' and include the VCM Youth Action volunteer team. It now contributes over 4,000 hours during the year; interviewing volunteers, helping at recruitment events, monitoring volunteer hours and undertaking essential office support, marketing, media, administration, IT and database work.

Our trustees are all volunteers and contribute a considerable amount of time bringing a range of skills to overseeing the development of VCM.



A Higher Profile for volunteering in Merton

More volunteers and more volunteer opportunities needed

Over the last two years 1,637 volunteers were recruited by VCM a 25% increase over the previous two years. The recession has seen a further increase in the number of volunteers recruited. VCM is encouraging and supporting volunteer involving organisations and projects to develop more opportunities for volunteers. VCM holds a directory of over 250 different opportunities for new volunteers but we need more to meet the demand from new volunteers.

Register your opportunities with VCM now

Delivering the LAA Target by working in partnership

Merton's Local Area Agreement 2007-2010 included volunteering as one of 12 'stretch targets', recognising the potential of volunteering to make a significant contribution to meeting the borough's development needs. Its achievement will earn further financial support for Merton as a reward. VCM and the Merton Partnership are relying on all organisations to report on volunteers who achieve the target

of 100 hours in one year. 43 across the sectors completed full returns for the first two years of the LAA. We owe them a real debt, but we need all organisations and public sector projects involving volunteers, including schools, youth groups, faith organisations and sports clubs to complete a simple one page form.

Complete your LAA return now

Support the local volunteering infrastructure

VCM is working with our partners in Merton and within the local Change Up process to build on the impetus created by the priority given to volunteering in the Local Area Agreement

- to secure adequate funding for projects delivered by the voluntary and community sector that rely on volunteers
- to achieve a more sustainable funding position for volunteering support infrastructure in Merton during 2010/2011 to maintain the increased levels of volunteer recruitment achieved through the delivery of the Local Area Agreement volunteering target



Summary of Financial Activities

SUMMARISED STATEMENT OF FINANCIAL ACTIVITIES For the Year Ended 31 March 2009

	Unrestricted Funds £000	Restricted Funds £000	Total 2009 £000	Total 2008 £000
Incoming Resources				
Incoming Resources from Generated Funds	73	1	74	74
Incoming Resources from Charitable Activities	18	231	249	205
Total Incoming Resources	91	232	323	279
Resources Expended				
Charitable Expenditure	68	234	302	275
Governance Costs	5	1	6	3
Total Resources Expended	73	235	308	278
Net Incoming Resources	18	(3)	15	1
Transfer between Funds	0	0	0	0
Net Movement in Funds	18	(3)	15	1
Fund Balances brought forward	43	36	79	78
Funds Transferred to Volunteer Centre Merton (Registered Charity No. 1126945) at 31/3/2009	61	33	94	0
Fund Balances Carried Forward	0	0	0	79

The summarised financial statements do not constitute full accounts and may not contain sufficient information to allow for full understanding of the financial affairs of the Centre.

The information has been extracted from our Financial Statements for the year ending 31 March 2009. These were approved by the Trustees on 19 October 2009 and reported on without qualification by the Independent Examiner, D Roberts FCA DChA of Strover Leader & Co, whose report was dated 20 October 2009.

The Annual Report and Accounts have been filed with the Charity Commission. For further information the full Financial Statements should be consulted, copies of which are available on request.

SUMMARISED BALANCE SHEET As at 31 March 2009

	2009 £000	2008 £000
Current Assets		
Debtors	8	0
Cash	89	80
Creditors	(97)	(1)
Net Assets	0	79
Financed by:		
Funds		
Unrestricted Funds	61	43
Restricted Funds	33	36
Funds Transferred to Volunteer Centre Merton (Registered Charity No. 1126945) at 31/3/2009	(94)	0
	0	79

Independent Examiner's Report to the Members of Volunteer Centre Merton

I have examined the summarised financial statements for the year ended 31 March 2009.

Respective responsibilities of Trustees and Examiner

You are responsible as Trustees for the preparation of the summarised financial statements. I have agreed to report to you my opinion on the summarised statements' consistency with the full financial statements, on which I reported to you on 20 October 2009.

Basis of Opinion

I have carried out the procedures I consider necessary to ascertain whether the summarised financial statements are consistent with the full financial statements from which they have been prepared.

Opinion

In my opinion the summarised financial statements are consistent with the full financial statements for the year ended 31 March 2009.

D Roberts FCA DChA

20-22 Worple Road
Wimbledon
London SW19 4DH

STROVER LEADER & CO
Chartered Accountants
& Reporting Accountants



VCM Core Values and Services

VCM Core Values

- Personal care and attention given to volunteers and users of our services.
- Upholding quality standards for volunteer-involving organisations.
- Developing individuals by providing support to volunteers and valuing their contributions.
- Equality of opportunity and diversity in volunteering for all groups and communities.
- Working for a better quality of life for Merton communities and individuals.
- Involving people in building their community.

VCM Services 2008-2009

- **The Recruitment and Placement programme** promotes volunteering and recruits volunteers, offering a personal placement service to match volunteers with the requirements of organisations, and provides support for new volunteers.
- **The Good Practice programme** provides training, information and support to volunteer-involving organisations
- **The VCM Youth Action programme** is supported by LBM Children Schools and Families, involved and the Wates Foundation. It develops new volunteering opportunities for young people and engages, recruits, places and supports young people as volunteers, working with local schools and colleges.
- **The Linking Communities** project brings young people from different ethnic backgrounds together through volunteering and is funded by the Big Lottery Fund.
- **The VCM Help Service** recruits, trains and supports volunteers to provide a befriending, driving and gardening service for elderly, isolated or disabled Merton residents, and assists them to remain in the community.
- **The Home Visits library Service Volunteer team** select and deliver books to elderly and housebound Merton residents.
- **The VCM Supported Volunteering programme** offers extra support to people with disabilities and mental health problems to enable them to volunteer.
- **The ACE project** recruits, trains and supports volunteer mentors to support some of the most vulnerable and disadvantaged Merton residents.
- **The Volunteers into Sport project** is funded by Sport England to strengthen club/volunteer links and increase volunteering.
- **LBM Learning Disabilities Service project** funds VCM to support people with learning disabilities to volunteer.

Volunteer Centre Merton involves people through volunteering in helping those in need and building active and vibrant communities in Merton.

**GREATER LONDON
VOLUNTEERING**



**Volunteering
England**



INVESTOR IN PEOPLE

VCM gratefully acknowledge the support of:

Merton Borough Council
Sutton and Merton PCT
SW London and St George's NHS Trust
Government Office for London
London Development Agency
Greater London Volunteering
Volunteering England
South London CVS Partnership
Connexions South London
Big Lottery Fund
Vinvoled
Wates Foundation
Dorus Trust
Marie Helen Luen Trust
Sport England
Youth Action Network
Merton Voluntary Service Council
The Wimbledon Guild
Merton Mainstream
Merton Mind
Capacity Builders
All Ware Systems Ltd

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