

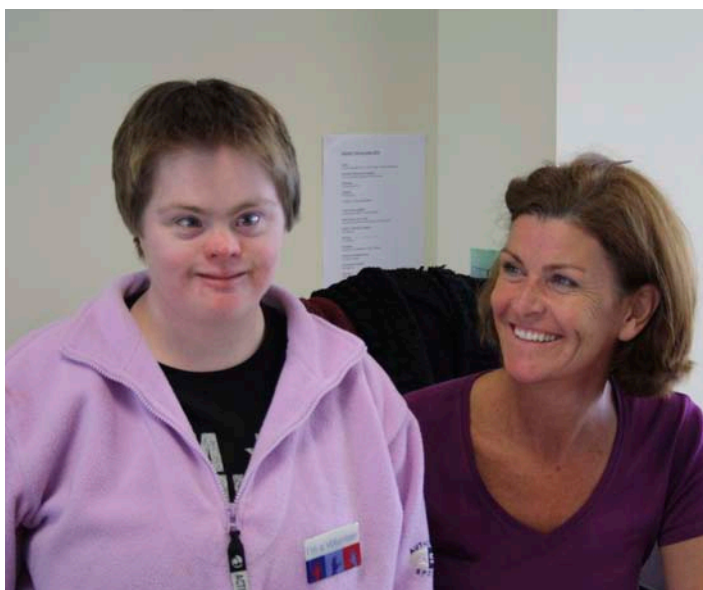


# volunteer centre

Ionad d'Obair Dheonach Contae Átha Cliath Theas

SOUTH DUBLIN COUNTY

# annual review 2010



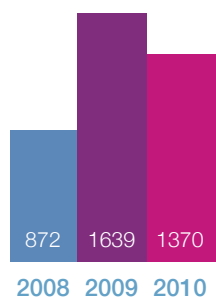
south dublin county  
volunteer centre

[www.volunteersouthdublin.ie](http://www.volunteersouthdublin.ie)





# volunteering

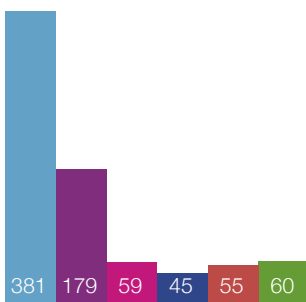


2008 2009 2010  
volunteer numbers



### Volunteer Status

- Registered
- Registered Interest
- International
- Project



### Volunteer Source

- Internet
- Family/Friend
- Word of Mouth
- Referred by other agency
- leaflets/media
- other

Following on from 2009, when we saw a 100% increase in volunteer registrations, we saw levels of registrations maintained at a high level in 2010 (albeit not reaching 2009 levels). 1370 volunteers registered with the centre and we went on to work with 777 of those volunteers who actively chose volunteering opportunities with the centre. 473 volunteers registered an interest in volunteering with us but did not follow up on their initial registration, despite 4 contacts from the volunteer centre.

Alongside these volunteers, we also engaged 474 volunteers in once off "employer supported volunteering" opportunities over 15 projects.

In total, there were 384 volunteer placements during the year and they in turn generated approximately 37,000 volunteer hours (which equates to 23 full time jobs). It also equates to inkind income of 550k when multiplied by the average industrial wage.

Most of our registered volunteers heard about us via web searches (381 in total) with a significant number also being referred by family and friends and via word of mouth.

We promoted the service (and volunteering in general) via press releases, poster campaigns and email campaigns. We also took part in several outreaches during the year to promote volunteering including the IT Tallaght, schools in the local area, outreaches in the local libraries and other public events.

As part of our Active Citizenship week, we organised a volunteer recruitment fair across the county which attracted over 50 organisations. 100's of volunteers dropped in to view potential opportunities to volunteer.

Many people come to us now as they have more free time and want to gain new skills.

One of our volunteers, Lorraine, sums up her experience:

"If I won the lotto in the morning I would probably volunteer for the rest of my life. Even though I only do a few hours of volunteering each week, the experience is so satisfying for me. I feel that I get so much more out of it than what I put in. It has really helped my self esteem and I feel a sense of belonging to a group of people who really appreciate me for helping them out. It enriches my life and it makes me happy."

# volunteer involving organisations

In 2010, 88 new voluntary and community organisations registered with the Centre - well above our target of 40. This brought the total number of organisations registered to 646.

These organisations (plus previously registered organisations) added 398 new volunteering vacancies across a whole range of categories, again well above our target of 200.

With many community and voluntary organisations experiencing reductions in funding, organisations increasingly spent more time exploring how to involve volunteers more in helping them achieve their objectives. While volunteers should never replace paid staff, organisations are always able to look at how to increase volunteer involvement sustainably, with some bringing in volunteers in new and exciting ways.

Our web site ([www.volunteersouthdublin.ie](http://www.volunteersouthdublin.ie)) continued to be a source of information on good practice for organisations on all aspects of volunteer management. There were 90,000 unique visitors to our site during the year with 3694180 hits!

Organisations can register directly online as well as adding new vacancies to volunteer on an ongoing basis. This has proved to be very useful for organisations as well as us here at the Centre and more and more have been using this option.

Our web site was further developed to allow organisations to publicly "thank your volunteers" online. In addition, we further developed our online resource library with various information sheets as well as adding new sections on best practice in volunteer management.

We continue to operate a vast mailing list of "time limited/once off" volunteering

vacancies that get posted to our website plus mailed on a monthly basis to over 3000 volunteers. Over 50 organisations have availed of this service - mainly for fund-raising purposes.

South Dublin County Volunteer Centre continues to provide support and consultancy to volunteer involving organisations on all aspects of volunteer management.

During 2010, we again provided our modular volunteer management training to organisations in the South Dublin County area. This is a 4 module training course and covers planning for volunteer involvement, recruitment & selection, support & supervision and policy development.

As well as this course, we also provided one to one support and consultancy to over 50 local organisations, advising them on such topics as volunteer expenses, volunteering and social welfare, dealing with problem volunteers, developing a volunteer policy, garda vetting and screening and volunteering and the law.

Further individual bespoke volunteer management training was provided to organisations such as the National Advocacy Patients Alliance and An Cosan. This training was developed individually to meet their particular volunteer management needs.

During the year, we had the first meeting of the South Dublin County Volunteer Managers forum - a support forum for those who manage volunteers as part of their daily role. 16 organisations were in attendance and bi-annual meetings are planned for 2011.

## volunteer management training feedback:

"clear informative presentation that was very relevant"

"extremely interesting and beneficial with aims and objectives met in full"

"the whole course was tremendous"

"brought up issues we could explore - it was good to hear others having the same issues as myself"

"an excellent input"

## training course participants 2010:

st. dominic's community centre, ballyroan community centre, clondalkin intercultural centre, speisialta, dodder valley partnership, st. kevin's family resource centre, killinarden sports complex, carlow volunteer centre, tallaght centre for the unemployed, leinster rugby, cherry orchard hospital, tallaght rehabilitation project, cardo, palmerstown wildcats special olympics club

## organisational survey feedback:

South Dublin Volunteer Centre have been excellent in forwarding on individuals details who have approached them to volunteer. They are extremely friendly and approachable when contacted.

I would have been lost without the advice of the volunteer centre

They have gone out of their way to understand the needs of our project and have had plenty of time to meet with us , include us in events and to take emails and calls when needed!

Staff members responded to my requests and really support me in managing volunteers. I really got very good information and support to be able to manage volunteers in my programme. Also training was crucial for me. Thank you

Quick follow up.

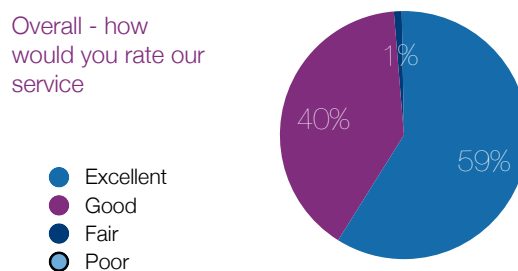
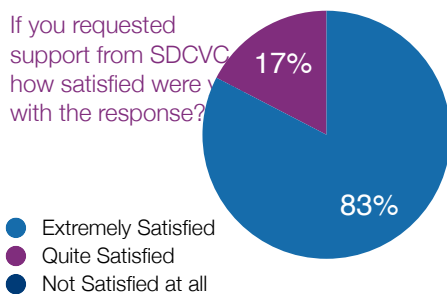
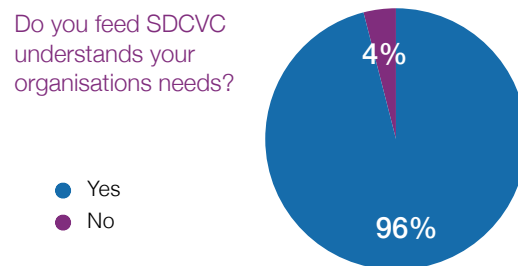
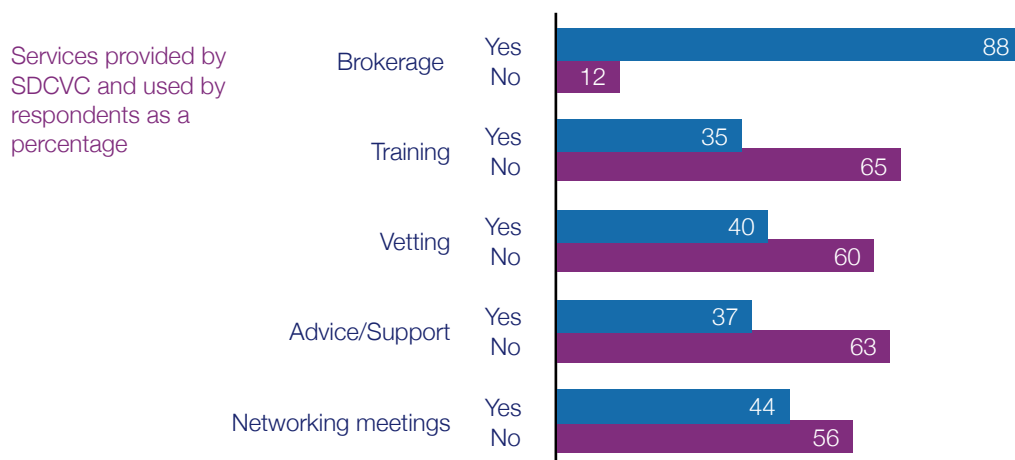
South Dublin County Volunteer centre is very professional and in tune with needs of communities and businesses in the County

Yes, staff members are very supportive and identify successfully volunteers that can provide support to our program. Thank you

They are very well informed regarding volunteering.

# survey of organisations 2010

As part of our commitment to quality, openness and transparency, SDCVC carried out a survey of organisations availing of our service in 2010. There were 72 replies to the survey and a synopsis of the results are below.

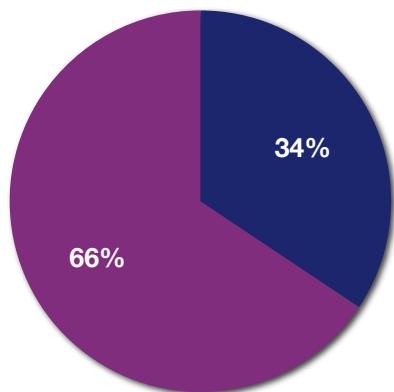


Has your interaction with South Dublin County Volunteer Centre helped you to do any of the following (percentage of respondents who said yes)



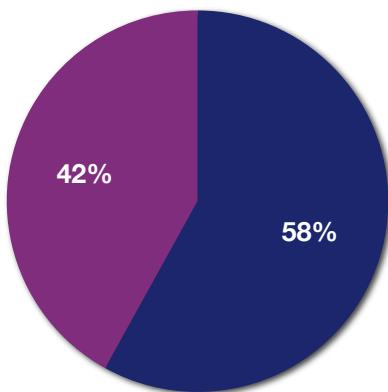
# statistics 2010

Volunteer Gender



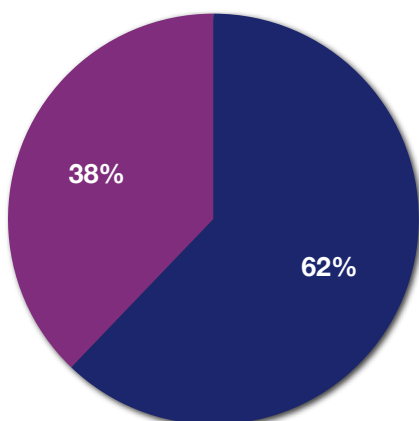
● Male ● Female

Volunteers who volunteered before



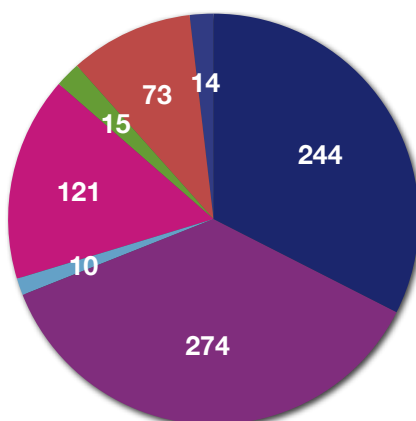
● Yes ● No

Volunteer Status



● Registered  
● Registered interest

Volunteer Age Group



● 16-25 ● 26-35 ● Under 16  
● 36-49 ● Over 70 ● 50-59  
● 60-70

volunteer hours for volunteers 2010:

**37,853**

total number of volunteers registered:

**6,302**

initial volunteer registrations 2010

**1,370**

volunteers who actively pursued volunteering following registration

**777**

total number of organisations registered

**646**

number of organisations 2010

**88**

sum of volunteer placements 2010

**384**

main reason for volunteering

**Give something back**

Main recruitment method

**Website**

Main recruitment local area in South Dublin County

**Tallaght**

percentage of volunteers who had not volunteered before

**42%**





# why and how do people volunteer?

What are the main reasons people choose to volunteer when registering

give something back	138
make a difference	101
gain of improve skills	98
do something in my community	80
free time	72
work experience	64
interested in issue	48
for school/college	34
recently made redundant	33
new challenge	26
meet new people	19
to feel good	14
because I was asked	11
get out of the house	11
something different from job	10
religious beliefs	9
for fun	5
part of company team	2

What is the main recruitment method of volunteers via the volunteer centre.

internet	381
family/friend	179
word of mouth	59
referred by another agency	45
leaflets/fliers	30
media	25
school/college	19
through work	13
outreach	12
passinb by	10
supported project	4

# the volunteers

what are volunteers interested in (based on their applications)?

Not sure	85
Social Work	74
Office	59
Youth/Children	59
Health/Disability	58
Education and Literacy	54
Arts culture and media	47
Active Retired	46
Animals	43
Practical Work	34
Computers	30
Shop/Retail	28
Phone Line Help	23
Childcare	20
Sports/Recreation	19
Environment	16
Befriending	16
Management	12
Information Giver	16
Time Limited Commitment	12
Campaigning	9
Mentor	7
Driver	6
Virtual Volunteering	6
Fundraising	4



## how we work

When someone new registers with the service either in person, by phone or via our web site ([www.volunteersouthdublin.ie](http://www.volunteersouthdublin.ie)) they receive an email from us outlining how the service works and inviting them to make an appointment with us if they want.

Once we have established what particular volunteer vacancies the volunteer wishes to pursue, we will contact the relevant organisation on their behalf and pass on details of the volunteer and their interests.

All volunteers will receive a call (or email) from us within a 4 week time frame to check on how things are progressing with the organisation. Should things have not progressed (for various reasons) we will then follow up further on the volunteers behalf.

Once they find an opportunity and begin volunteering, we will try to keep in touch with them via newsletters and mass emails to see how they're getting on.

For many organisations, the time between applying and starting can take a couple of months due to applications, interviews, references, Garda vetting and induction training.



# other services

As well as our placement service and supports to community and voluntary organisations, the Volunteer Centre also provides several other services to local groups.

Most importantly, the volunteer centre acts as an “authorised signatory” for Garda Vetting for local groups that do not have access to garda vetting themselves.

Currently over 50 local groups avail of the service from large national organisations such as Peata and Teenline to small local community groups in the South Dublin area.

Over 1000 vetting applications were processed in 2010. 16 new organisations registered for this service with the volunteer centre.

As well as providing the Garda Vetting service, we offer advice, support and consultancy to local groups on the “ins and outs” of Garda Vetting and help them with implementing and effective and efficient Garda Vetting System in their organisation including support with policy formulation.

In early 2010, along with the other Dublin based volunteer centres - we organised a conference on garda vetting. Over 120 organisations were in attendance on the day and Supt. Pat Burke presented.



## active citizenship week

The volunteer centre are the lead agency (with South Dublin County Council) in delivering an active citizenship week annually in South Dublin County along with several other partner organisations.

2010 saw the roll out of another highly successful week. Events included.

- Launch by Minister Pat Carey.
- A volunteer recruitment fair
- Active Citizenship Together event entitled “time for change - time for action”
- Launch of thank your volunteers on line website
- Launch of new “manage your volunteers” online website
- Garda reserve outreach campaign in shopping centres across the county
- Blood bank
- Classical music in Tallaght Hospital
- Charity coffee morning in Tallaght Hospital
- Volunteering celebration for those involved in Community centres hosted by South Dublin County Council

The week culminated in the national day of volunteering which saw 12 projects happening across the county with over 1000 volunteers from schools and businesses involved in various “once off” volunteering opportunities. All of these projects were facilitated by and organised by the volunteer centre.



# company details

South Dublin County Volunteer Centre is an independent and free matching service to encourage more people to become more involved in volunteering across the county. We provide information and advice to people interested in volunteering and to organisations looking for volunteers.

## management committee

Our Management Committee for 2010 consisted of: Niamh O Doherty (citizens information board), Vikki Hughes (tallaght citizens information centre), Marie Price Bolger (trustus), Cecil Johnston (cpln area partnership), Paul McAlerney (south dublin county council), Sheilanne Monaghan (dodder valley partnership), Valerie Scully (tallaght youth service).

## staff

Colette Gallagher	Placement officer (Clondalkin)
Pat Kavanagh	Placement officer (Tallaght)
Deirdre Mc Nicholas	Organisational Support Worker
Tricia Nolan	Manager

## acknowledgements

We would like to take this opportunity to thank all those who have volunteered with us in 2010 particularly Emily Healy, Elizabeth Fields, Emma Martin, Audrey Harris and Lisa Mujcek.

## audited accounts summary

Income	2010	2009
Dept. of CEGA	172,816	196,032
South Dublin County Council	20,000	20,500
CPLN Partnership	11,200	12,436
Dodder Valley Partnership	12,329	11,884
Training	475	1,380
Garda Vetting	2,948	130
Grants	3,000	-
<b>Total</b>	<b>222,809</b>	<b>242,362</b>

## Expenditure

Employment costs	161,424	190,600
Rent	30,456	36,750
Administration & Programme	21,187	16,483
<b>Total</b>	<b>213,067</b>	<b>243,833</b>

## funders & supporters

South Dublin County Volunteer Centre was funded in 2010 by the Department of Community, Equality & Gaeltacht Affairs, CPLN area partnership, Dodder Valley Partnership and South Dublin County Council and supported in its work by Volunteer Centres Ireland.



**An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta**  
Department of Community, Rural and Gaeltacht Affairs

**Comhairle Contae Átha Cliath Theas**  
South Dublin County Council

**cpln area partnership**  
Your Community, Your Solutions



**dodder valley partnership**  
páirtíocht ghleann na dothra  
we're for sustainable communities

**volunteer centres**  
Ionaid d'Oibrí Deonacha na hÉireann  
IRELAND



# contacting us



## main office:

south dublin county volunteer centre  
unit F block 2  
exchange hall  
tallaght  
dublin 24

## outreach office in:

south dublin county council,  
clondalkin village  
tuesday - thursday.



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