



Hinckley and Bosworth District Quarterly Performance Report

July - September 2011

Volunteering : Key Developments this quarter

This quarter VAL's Volunteer Advisor has been concentrating on ensuring volunteer opportunities are accurate and up-to-date and also visiting local volunteer involving organisations (VIOs).

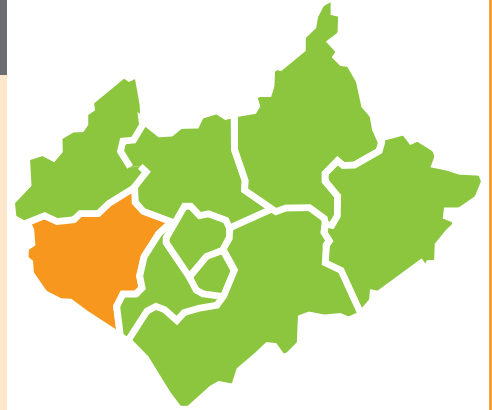
This has allowed VAL to develop and maintain strong relationships with local VIOs, offering them support and advice around volunteering good practice. The visits and updates mean that volunteers are provided with accurate information along with new volunteer opportunities.

16 new volunteer opportunities have been developed this quarter and **32** opportunities have been updated.

VAL has also been planning for the coming year and reviewing the way we promote our services. This has allowed us to reflect on what has worked well and not so well, providing an opportunity to be creative in developing new ideas and ways of raising the profile of volunteering in the district.

The volunteer drop-in session will now be held at The Wykin Community House in Hinckley. This will allow VAL to reach residents of Wkyin, one of the priority neighbourhoods, and will allow VAL staff to maintain a close working relationship with Community Action Hinckley and Bosworth.

Volunteer appointments will continue to be available at Hinckley Library, in addition VAL are currently investigating opportunities for another central Hinckley venues for those interested in accessing our volunteer services.



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Local Volunteering update and Key volunteering statistics

Drop In Service:

23 drop-in sessions were held in Community Action Hinckley and Bosworth and the George Ward Centre in Barwell. Volunteers have also been seen in Hinckley Library and Wykin Community House.

VAL's Volunteer Advisor has attended Hinckley Job Club on a monthly basis, along with working closely with MAC workers, which has allowed us to market our services to people who are looking for work.

Volunteer Enquiries:

246 volunteer enquiries were received from **150** potential volunteers.

continued overleaf...

Volunteer Enquiries continued:

11 from Bagworth, 5 from Barlestone, 1 from Barton in the Beans, 7 from Barwell, 12 from Burbage, 1 from Dadlington, 3 from Desford, 23 from Earl Shilton, 1 from Fenny Drayton, 9 from Groby, 50 from Hinckley, 1 from Higham on the Hill, 2 from Market Bosworth, 5 from Markfield, 2 from Newbold Verdon, 6 from Ratby, 2 from Stoke Golding, 2 from Thornton, 1 from Upton and 6 from Wykin.

How many people went on to volunteer:

Volunteers are contacted after 12 weeks to find out whether or not they are volunteering, and to offer them more support if they need it.

This quarter 82 (81%) people were contacted. Of these, 35 (42%) people responded. 15 (43%) of these had started volunteering.

Where did people go on to volunteer and what were the roles they undertook:

| Organisation | Roles undertook |
|--------------------------------|---|
| Hinckley Club for Young People | Youth Work volunteer (5 volunteers) |
| Citizens Advice Bureau | Gateway Advisor (2 volunteers) |
| Hinckley Mencap | Befriending and helping to serve teas and coffees |
| Hilltop Radio | Helping to produce radio programmes |
| Right to Read Project | Listening to children read |
| Victim Support | Supporting victims of crime |
| George Ward Centre | Gardener |
| Redgate Farm Charity Shop | Shop Helper |
| Clockwise Credit Union | Information Point volunteer |
| Salvation Army | Helping serving lunches |
| Glastonbudget | Festival helper |

NB: One volunteer volunteered for two organisations.

How accessible did volunteers find our service?: All the volunteers we contacted, 35

(100%), were happy or very happy with our service.

How satisfied were volunteers with their placements?:

All the volunteers contacted and were volunteering, 15 (100%), were happy or very happy with their placements. The general feeling was that the volunteering experience had been very self-rewarding and on many occasions helped gain new skills, work experience, meet new people and helped improve employment prospects.

Case Study: Volunteering

“ What a difference it makes”

Organisation: Friends of Chernobyl's Children (West Leicestershire)

Friends of Chernobyl's Children (West Leicestershire) is a registered charity, that provides 4-week recuperative holidays for disadvantaged Belarusian children (aged 7-13 years), whose lives are adversely affected as a result of the ongoing effects of the Chernobyl nuclear disaster.

Each summer, the charity brings a group of children to stay with local volunteer host families throughout West Leicestershire. During their stay, the charity runs a daily program of activities for the children to enjoy.

The charity approached VAL seeking volunteers to help them co-ordinate this program of activities.

Sue Platts commented that:

“ We were absolutely delighted when VAL put forward Louise as a volunteer. Louise's skills and personality were both great assets to us and we were very impressed with the contribution she made and the positive effect that she had on the children's visit. Louise's dedication to the project and sheer hard work during the 4-week assignment were remarkable. She was a real asset to the charity and played a major part in making the children's visit a huge success. The charity are delighted that VAL were able to assist us in finding such a capable and qualified volunteer and would have no hesitation in using their services in the future. ”

Inspiring and engaging local volunteers

Local volunteer promotional events and talks held this quarter included:

This quarter VAL has attended several events to promote and raise awareness of volunteering in the district. These have included attending

- Over 50s Day
- North Warwickshire and Hinckley College Freshers Fair
- William Bradford College Summer Fete
- Gwendoline House Open Day

These events have meant that potential volunteers could find out more about VAL's service and how to get involved in volunteering. They have targeted people who may not have known about, or had access to our drop-in service, such as people who work full time.

Key developments around supporting local groups

Due to the closure of the Hub Office of Community Action Hinckley Bosworth, located on Waterloo Road in Hinckley, both Officers have had to prepare a new way of delivering services to the District. The office has been a thriving Hub for many years, well known to the local Voluntary and Community Sector (VCS) as a point of information and advice around issues the sector face.

VAL's Development Officer and Volunteer Advisor will be work from Gwendolyn Community House on the Wykin estate where they will be running drop-in sessions for group support and volunteering advice, with the view to running services in other locations across the district, looking at where there may be gaps or particular needs.

To support the delivery of services partnerships have been forged with the Stronger Communities Officer, where joint delivery of work has been identified to give a greater impact on the services/shared intelligence delivered to the local VCS and particularly in local priority areas (see case study).

The Big Society Road Show is a good example of partners coming together in a local environment to promote services giving an opportunity to give shared intelligence to the VCS. It was a successful event, an opportunity to network with partners and local groups, which has potentially a huge impact for the local communities.

VAL received **9** enquiries around group support issues and volunteering opportunities, which resulted in a lot of follow-up work.

Update on local groups supported and key statistics

Face-to-face support and advice sessions:

29 sessions were provided for groups in Hinckley & Bosworth District.

Telephone advice sessions: 12 sessions were provided to local groups, of which **6** came from the County based VAL team and **6** from VAL's Central Team.

2645 pieces of information were distributed to groups in Hinckley & Bosworth District these have included:

- e-briefings
- Training brochure
- Training opportunities
- Tendering opportunities

The type of support VAL has provided in Hinckley & Bosworth District included:

| Organisation | Roles undertook |
|--|--|
| Art –Tea - Events | Opportunity for free research |
| Shuttleworth Clarke Foundation | Project Opportunity |
| Burbage Heritage and Tourism Foundation | Needs Assessment |
| Groby Parish Council | Fundraising |
| Twycross Zoo | Policies/Training/ Volunteer good practice |
| Community Action Hinckley Bosworth | Partnership working |
| Earl Shilton Social Institute | Application support/ Project planning |
| Hill Top Radio | Business Planning |
| Work Link Project (Churches together Hinckley) | Governance |
| Shackleton Railway Society | Fundraising |
| Acuherb Good Health Centre | Personal Budgets |
| Next Generation | Fundraising |

Training provided to local groups

Training was delivered to **2** groups during this quarter, the training courses VAL provided in Hinckley & Bosworth District included:

- Community Action Against Crime
- Financial Management

Information provided: VALs training brochure was sent out to **175** local groups.

Case Study: Volunteering “What a difference it makes”



1911



1950



2004

Organisation: Social Institute

Location: Earl Shilton

Individual: Social Secretary

Earl Shilton Social Institute is a 3-storey building, close to the town centre. It was set up in 1909 to provide activities to benefit the social welfare and health of the community. It has developed over the 100 years into a centre for meetings and activities for the community. Being based in an area of deprivation it provides a local and valuable service, reducing anti-social behaviour, reducing isolation and helps keep people engaged and active in their community. Young people under 20 years and older people aged over 60 make up most of the service users as they often have not got the disposable income to take them further afield.

The Secretary of the organisation contacted VAL's local Development Officer requesting support with filling out an application form for an Awards for All grant.

Significant time and effort has been put in to the application form, with VAL's Development Officer working with Julia, coaching, advising and making recommendations to her. Julia has responded to all the above and has worked tirelessly on the application until version three became the final draft, which was sent off at the end of August.

Outcomes achieved for the group included:

- Increased skills in project planning and application writing
- Continuation and development of services to the community

Feedback received from the organisation:

“Vicci (local Development Officer), has given invaluable support to our charity. She visited our facilities and quickly understood what we are about and what the needs are.

We had drafted a first application for a grant prior to this meeting, through her support and guidance we were able to develop this application over several weeks. Her support in person, by email, and over the phone were greatly appreciated and necessary to this process.

What I hope is now a strong application has been sent off, in addition to this I have been able to put together another grant application to a different source.

With Vicci's support I feel that we have the best possible applications, our fingers are crossed awaiting outcomes. ”

Support provided through working in partnership

Organisation supported: Bagworth Forward Centre Trust

Group supported: A new sub-group for the Trust

The Village history is one of Coal mining that took place on this site from 1902 to early 1984, mining caused widespread subsidence in Bagworth up to the 1980s. The village lost 200 houses, the primary school, businesses, churches and other meeting places due to subsidence. Since then there have been lots of new building in the area resulting in an increase in population.

The barriers the local population face are accessing key local services such as post offices, doctor's surgeries, primary schools, and convenience stores. Services are clustered around many of the surrounding villages, however to access these services, residents would need to access some form of public or private transport.

The Bagworth Community Centre Project is needed to address problems of rural isolation, lack of facilities and lack of opportunities for the communities.

The communities in Bagworth are very diverse and include: long term residents (mainly ex-miners); people new to the community (mainly living on the new estates), the Gypsy, Roma and Travellers (GRT) community who live just outside the village. The project will address the issues of providing the community space that will enable the development of social capital through, for example:

- Casual conversations at the community shop and cafe
- Youth groups including a GRT girls group
- Family events and meetings of local groups/clubs and societies
- Well-being clinics offering support to identify health issues and can eliminate some of the problems caused by not having a local GP service
- Community events and celebrations including events that involve the GRT communities
- Volunteering opportunities to support the shop/café

Stronger Communities Worker from Community Action Hinckley and Bosworth contacted VAL's Development Officer in April, asking if she would attend a meeting at Bagworth Forward Centre. She was needed to support a new group of

committee members representing various different groups using the community centre who were in the process of forming a new committee.

The new group were undecided if they needed to be separately constituted or to form a sub-committee of the existing Trust.

The community centre has undergone a lot of refurbishment inside and out, it is a thriving hub for the communities of Bagworth and Thornton, and needed to organise itself in terms of good practice.



A statue commemorating Bagworth mine - 1825-1991

The Trust has also recently written the second stage of application to Reaching Communities to address the needs it had identified, so it was crucial to have appropriate policies and procedures in place, perhaps to look at engaging in a quality system in the future.

VAL's Development Officer has attended meetings over the last six months giving support on terms of reference for the new sub-committee, helping them to form and develop a set of terms of reference, understand the responsibilities of the Chair and Secretary and the understanding of communicating and feeding information up to the Trust Committee. She has also provided appropriate model policies that the centre needs in place, they are at present developing this. VAL's Development Officer also offered to mentor the centre through the Practical Quality Assurance Systems for Organisations (PQASSO) to engage the centre to put in appropriate systems, structures and good practice, something to consider in the future. Outcomes achieved so far have included:

- The new committee meet regularly tackling issues that need to address in the centre
- The Committee are in the process of developing policies and procedures, they know I will support where ever necessary
- A second application for Reaching Communities has been submitted

Building local relationships and partnership to support local communities

Relationship building: with Pali Obhi Officer for Integrated Youth Support service for Hinckley/Bosworth District. The District Officers met with Pali to ascertain how we fit in and support the Local Partnership Group (LPG).

Val's local Development Officer attended the LPG to support the groups in the recruitment of a bank of volunteers who will support and mentor youth activities within the priority areas of Hinckley and Bosworth. Voluntary Action Leicestershire's role will be to provide support around policies, application writing, volunteering good practice and any training around these areas.

The meeting enabled the officer to link in to local organisations and officers working in priority areas to promote VAL services.

Community Forum for Ratby, Groby and Markfield:

VALs District Development Officer attended. The Community Team at the Leicestershire County Council have been through a re-structure resulting in new Community Team Officers in place. The Development Officer was able to link and network with local groups, Counsellors and new officers and other local agencies to promote VAL services.

Your local Voluntary and Community Sector Forum update

This forum run by local VCS representatives and supported by VAL and Community Action Blaby District took place on 20th September at George Ward Centre. VAL's Districts Team Leader and Development Officer have been supporting this group through attendance at Steering Group meetings.

The event was well attended and had presentations from Councillor David Sparason, Bill Cullen of Hinckley and Bosworth Borough Council, Malcolm Brown, Chair of the Forum and Clare Nagle from VAL. Lots of information was disseminated regarding funding and support available for the local VCS to those present, in addition it was a great opportunity for local groups and organisations to network.

The steering group are planning to meet in October to decide next steps and plan for a way forward to help engage with other local organisations. Details of future meeting dates will be sent out to members of VOICE in the near future.

Involvement in local meetings and networks

VAL locally based staff including the Development Officer and Volunteer Advisor attended local meetings in order to share their knowledge and experience through active participation, and to also maintain a good understanding of local community and VCS needs and concerns.

Some of the meetings staff have engaged in during the last three months included:

- Locality Integrated Youth Support Service Manager for Hinckley and Bosworth
- Community Forum run by Leicestershire County Council for Groby and Ratby
- VOICE VCS Forum for Hinckley and Bosworth
- Big Society Roadshow Event

Policy and Engagement update

- VAL have been working in partnership with VCS representatives to develop protocols and feedback mechanisms to enable VCS representatives to be more effective within their roles.
- VAL's work with representatives has also lead to the drawing a map of VCS representatives across Leicestershire
- Leicestershire's Compact is working with Leicestershire County Council to hold an event to re-refresh and re-launch the Compact at the Leicestershire Together VCS event on 8 November
- VAL continues to run the VCS Adult Health and Social Care Forum and Children and Young Peoples Forum each with engaging workshops and presentations from sector leaders, for more details please take a look at our website

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