

vinvolvedderby city

Our work so far
April 2008 – September 2009



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Introduction

The youth volunteering team, involved Derby City, based at Community Action, exists to inspire young people aged 16-25 to volunteer around Derby. The team supports young people to access local volunteering opportunities and also helps young people to gain national recognition for their volunteering under the national inspired awards. The team also works closely with volunteer-involving organisations to help with best practice advice and to explore ways to involve and support volunteers in their work. The team consists of the Youth Volunteer Development Manager (YVDM), a Youth Volunteer Adviser (YVA) and the Youth Action Team (YAT), a team of young volunteers aged 16-25.

involved Derby City started in April 2008. The programme is funded by the national charity v and it is currently funded up until March 2011. This report highlights the key pieces of work done by the team from the start up to the 18 month stage (September 09). It includes feedback about it's work from volunteer-involving organisations, partner organisations and volunteers.

Community Action is the umbrella organisation for the City's voluntary sector and the main provider of support for local voluntary and community groups in Derby. It is a member of the national Councils for Voluntary Service network and it currently provides services to over 300 member organisations.

Community Action achieved the Investing in Volunteers (IiV) quality standard in May 2008. Investing in Volunteers is the UK quality standard for all organisations which involve volunteers in their work. Community Action is a registered charity no 1043482 and a company limited by guarantee number 2994798.

The involved Derby City team would like to thank all of the organisations and volunteers who have worked with us since April 08 and those who have specifically fed into this report. We would particularly like to thank Carina and Nadege, two wonderful YAT members, who have helped to design surveys that have shaped this report.

Simon Hancox
Youth Volunteer Development Manager

Thom Kellogg
Youth Volunteer Adviser

October 2009

Background about v



The national charity **v** is at the forefront of youth volunteering in England. **v** is an independent charity aiming to inspire a new generation of young volunteers. The charity does this by funding and supporting voluntary organisations all over England to create inspiring and diverse opportunities.

The charity also supports voluntary organisations to overcome any barriers they may come across in their work, such as the negative stereotype of volunteering. **v**'s aim is to create a culture where volunteering comes naturally – and where the benefits of volunteering are understood and celebrated.

v was launched in May 2006 as a result of the Russell Commission Report, A National Framework for Youth Action and Engagement. A key recommendation within the Russell Commission report was around youth volunteering and recognition. **v** have responded to this by setting up a national awards scheme, the **vinspired** awards, exclusively available for young volunteers aged 16-25. There are three national **vinspired** awards for young volunteers to work towards:

vthank-you - The thank you certificate can be awarded to any young person who spends time volunteering within a project.

vfifty - The **vfifty** can be awarded to any young volunteer aged 16-25 who has completed 50 hours of volunteering experience within a 12 month period.

vimpact - The **vimpact** award is designed to be a progression route from the **vfifty** award. All young volunteers who sign up for the **vimpact** award will be expected to demonstrate sustained commitment to volunteering, undertaking a minimum of 100 hours activity in any 12 month period.



For the period April 08 – September 09, the vinvolved Derby City team has processed, validated and awarded the following national awards young people in recognition of their volunteering

vthank you	250
vfifty	67
vimpact	1

Volunteers can apply for their v50 and vimpact awards online via the www.vinspired.com website or they can be completed in a hard copy format with the support of the vinvolved Derby City team. Simply speak to the team for more info.

The first 18 months

Transition from Millennium Volunteers to v

Community Action hosted a Millennium Volunteers project which ran from 1999 to it's close in 2008. vinvolved Derby City has similar aims to that of the Millennium Volunteers project, particularly in achieving targets for placing young people into volunteering. However, the vinvolved Derby City team has a remit to work closer with groups in focusing on best practice and support in developing new volunteering opportunities. vinvolved Derby City is also more youth led than Millennium Volunteers as it hosts a Youth Action Team (YAT), a team of young volunteers on the ground championing youth volunteering at every opportunity. . The work of a vinvolved team actually aligns much more closely with Community Action areas of work than Millennium Volunteers did as it has shifted the focus towards work with groups, without losing the emphasis of youth involvement.

Setting the right tone

We held a work planning residential with 5 Youth Action Team volunteers in March 2008. The weekend consisted of classroom time and numerous activities including high ropes, crate climbing and the infamous leap of faith. The residential experience helped us to get to know each other and understand the different ways of working. The residential also gave us the opportunity to identify our priorities and set objectives and targets for the project.



Our very first batch of YAT members – Edale March 2008



The involved team sits within Derby Volunteer Centre at Community Action. Since April 2008 the involved team has developed a highly productive working relationship with the staff and volunteer adviser team within the Volunteer Centre. This covers areas including:

- Development of volunteering opportunities
- Best practice for groups
- Volunteer brokerage (placing of volunteers)
- Volunteer management training
- Promotion and marketing opportunities

The volunteering enquiry service (brokerage) is open to the general public on Monday, Wednesday and Thursday 10-5. This service is delivered by trained volunteer advisers and is supported by the Volunteer Centre and involved staff team. The service is set up for potential volunteers of any age to drop in and enquire about what's available and how to get involved. Working in partnership with the Volunteer Centre has enabled the involved team to allocate time and resource in meeting groups, delivering outreach services and presentations, and establishing partnerships with key service providers around the city.



Reach success

Every v funded project has a contract requirement to achieve the national quality standard REACH.

REACH is Youth Action Network's quality system for youth volunteering agencies. Organisations self-assess and submit evidence of their practice within a range of indicators and areas including safety, induction, support, networking, and partnership working. Community Action achieved REACH status in August 2009, being one of the first organisations in the country to do so.

We built REACH into our involved work plan and set ourselves an action plan for achieving the standard. The work involved assessing and reviewing current policies and procedures, making necessary changes and successfully submitting three indicators to Youth Action Network per quarter. Our Youth Action Team (YAT) has been fully involved in this process. YAT members have spent time with our board of trustees, they have been involved with staff brief sessions and they feed into team meetings on a regular basis too. Their input has helped to demonstrate that volunteering, and in particular youth volunteering, is taken seriously within the organisation.

Strategic engagement

Strategic engagement is key in enabling involved Derby City to reach its targets and in providing positive outcomes for young people through volunteering.

The team currently sits on the local 'Make a Positive Contribution' outcome group as part of the Governments Every Child Matters initiative.

The team also regularly attends the public sector led Derby City Children and Young People's Participation group and actively supports and engages in developments from within these groups.

involved Derby City is also regularly involved in planning and running group sessions and supporting staff and young people at Voices in Action. This is a representative group of young people from Derby City aged 11-19 who give their views to influence decision makers to improve services for children and young people in Derby.

The team is also a member of the Children and Young People's Network (CYPN). The CYPN provides the opportunity for anyone involved in Children's Services in Derby to share information with the aim of improving the lives of children, young people and families. The forum is Voluntary Sector led meeting bi-monthly and is the key group representing the Voluntary Sector for Children and Young People's Services.

Involvement in these strategic groups has enabled the involved Derby City team to develop a number of creative partnerships with key partners. The team works closely with Connexions, Princes Trust, Derby College, Derby University and many Derby City schools to ensure that youth volunteering remains high on the agenda. Partnership agreements have been established with many young people service providers in the city with an aim to provide positive outcomes for young people through their volunteering.

'We are building robust links from our staff and the involved team. So far this is proving a positive exchange that is ultimately helping young people. We have increased our referrals to involved considerably since April 2008. We now have visual displays in our centre including the regular promotion of specific volunteering opportunities. The exchange of information between us has helped our team and our service gain a greater understanding of youth volunteering and subsequent issues around this'

**Jonie Centro, Team Leader, Centre Delivery, Connexions Derbyshire Ltd
September 2009**

A key focus for the involved team is around promoting volunteering to young people and supporting them to get involved. The first 18 months of our project has seen the team link in with, and promote youth volunteering to, a wide range of groups, service providers and networks across all sectors including:

- Derby College – all sites
- University of Derby
- Prince's Trust
- Derby City Schools and sixth forms
- Derby City Youth Service
- Derby City Libraries
- Various training providers across the city
- Connexions
- NACRO

The team has also been involved in many events with key partners across the city to support various initiatives and events and to raise the profile of youth volunteering. These include:

- Derby City Council – key partner on 'young people for a brighter future' celebration event
- Derby City Council – mystery shopping with young people
- Derby College – several careers and development events for students across different Derby College sites
- Derby City Council – Voices in Action – ongoing work
- University of Derby – Volunteering Fayre
- Speed Volunteering in Spondon – an informal fun volunteer recruitment event funded by the Spondon Neighbourhood Board
- Volunteers week awards events 2008 & 2009 – events aimed at recognising the achievements and contribution made by volunteers across the city
- Make a difference campaign – the team supports this national volunteering campaign by encouraging staff and volunteers at Community Action to organise a one-off community volunteering project

Training and support for organisations

The project launch took place at Community Action in April 2008. The session saw local managers, volunteer co-ordinators and youth workers come together to learn more about the project and to discuss partnership working.

Since the launch event in April 2008, the team has gone on to deliver several volunteer management training and network sessions in the form of the Volunteer Co-ordinator Forum (VCF). The bi-monthly session topics have included:

- How to engage young volunteers
- Tools for creating innovative volunteering opportunities
- Volunteering and the Compact
- Volunteering motivational factors and recruitment
- Supporting and supervising volunteers

The sessions are usually delivered by the Youth Volunteer Development Manager in partnership with the Volunteer Centre. Members of the Youth Action Team are also involved in the design and delivery. The team will be involved in the delivery

of all of the VCF sessions for 2010. The topics confirmed so far include vetting and barring, under 16 volunteering, and social networking and volunteering.

The involved team often supports volunteer involving groups on a range of volunteer management topics, usually on a one-to-one basis. Between April – September 2008 the team had supported 129 individual volunteer-involving organisations on a range of matters including:

- Planning – helping an organisation to draw up a volunteer policy
- Recruitment – helping organisations to plan for recruitment
- Risk assessment – helping organisations to risk assess volunteering roles
- Supporting volunteers – helping organisations to develop tools, policies and procedures for supporting volunteers

The team has many challenging targets to meet during it's lifetime. A key target for the team is to broker young people into volunteering – see table below. The team has met their brokerage targets for year 1 and is currently on target to meet their brokerage targets for year 2.

Year	Existing vols target	Existing vols actual	New vols target	New vols actual
1	60	61	250	292
2	120		350	
3	120		400	

Total number of volunteers brokered by the team over the three years **1300**



2012 pledge success

Derby City Partnership is challenging individuals, communities and organisations to inspire themselves and in doing so make Derby a better place to live. To do this they are asking people to make a pledge linked to the theme of 2012. They want people to step up make a pledge and make a difference in Derby.

The involved team decided to take part in the pledge scheme. We set ourselves a target to collect evidence of over 2012 youth volunteering hours running from October 2008 to October 2009. We also wanted to offer national recognition for young volunteers taking part in the pledge. We achieved our 2012 pledge success in July 2009, helping over 40 young people achieve national recognition for their volunteering via the national vnspired awards in the process.

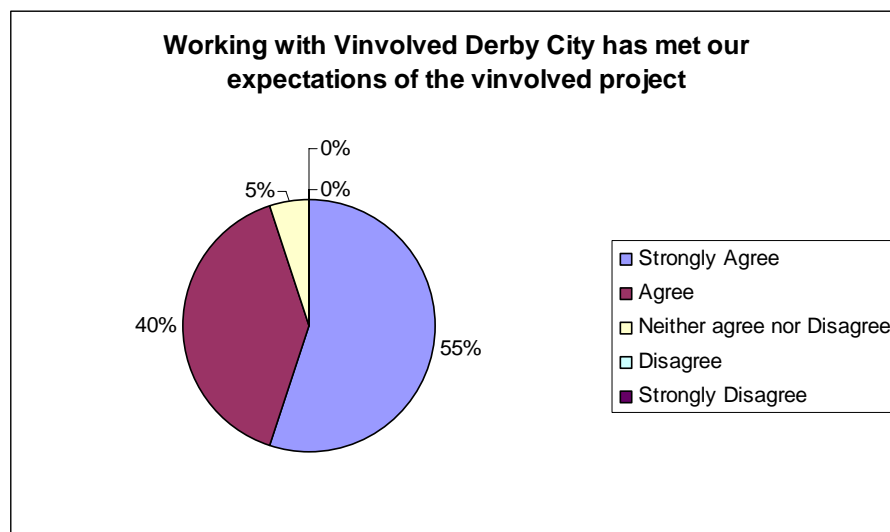
Partners snapshot 360 survey

At the end of our first year, we wanted to ask local organisations about their experiences of working with involved Derby City.

We put together a 360 survey which was sent out to 134 organisations we had worked with in the previous 12 months who are either:

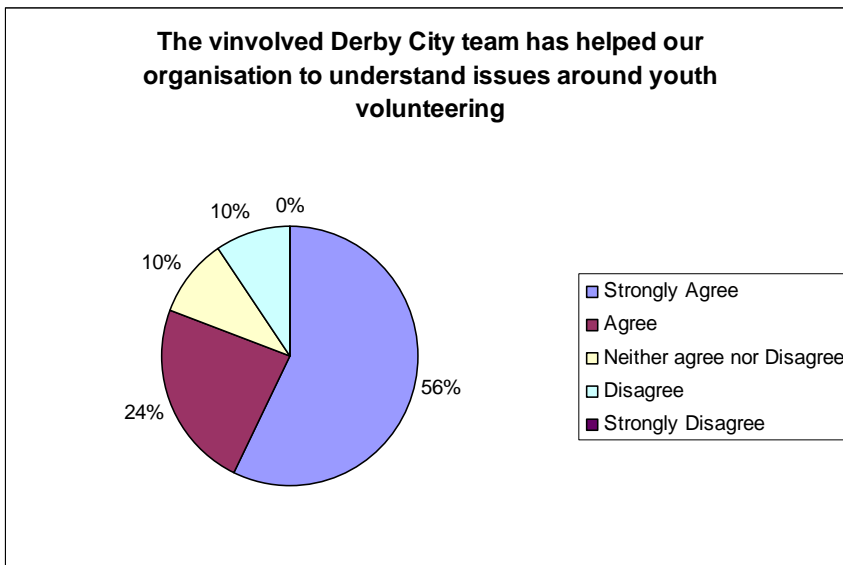
- Providing a service for young people
- Currently involving volunteers in their work
- Looking to involve volunteers in their work

A total of 22 surveys were returned. Survey data including some commentary from respondents can be found below.



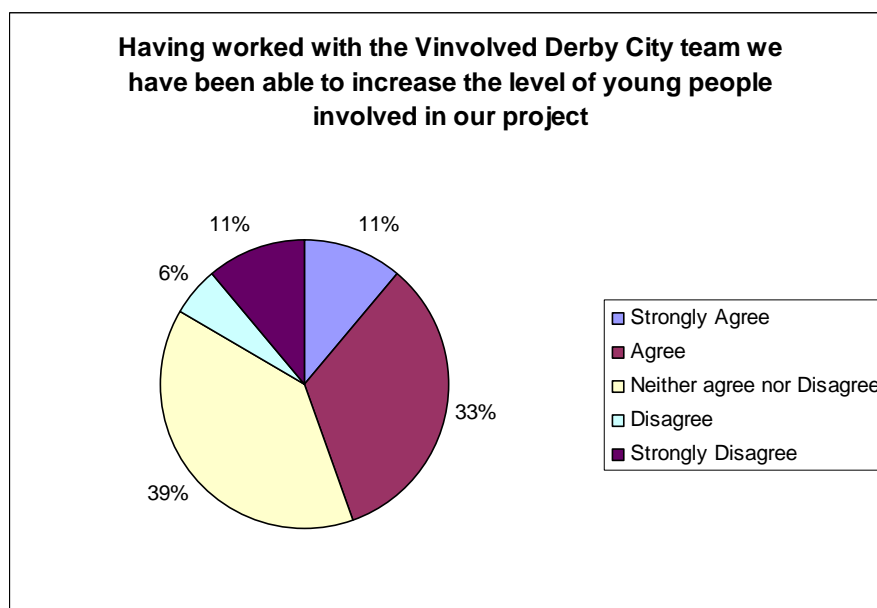
‘We felt that the project would help organisations to increase levels of young people volunteering in the city. We also felt that the team would support organisations like ours to develop new roles. This has happened’

‘We thought that the team would help us to develop youth volunteering within our organisation. This has happened and our expectations have been met’



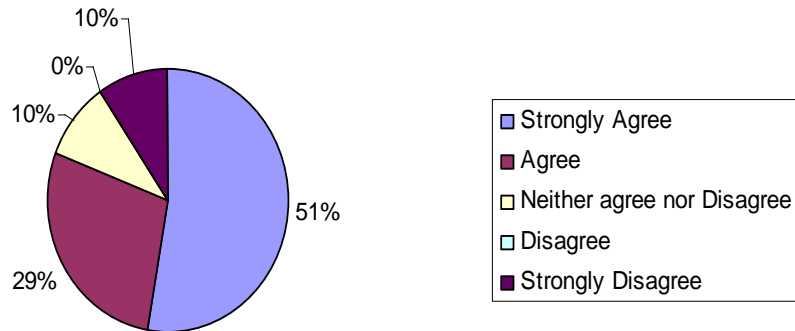
'I believe that vinolved has highlighted the positives of involving young people in volunteering for our project'

'This has been achieved through practice - the celebration event and the mystery shopping and is backed up by the DVD and involvement in meetings such as VIA, participation network and MAPC'



'The work carried out by Thom Kellogg has been excellent, he has been very flexible in his approach to working with young people and sees the longer term benefit of developing working relations with young people. His involvement in the jobs and money group at Voices in Action has been excellent'

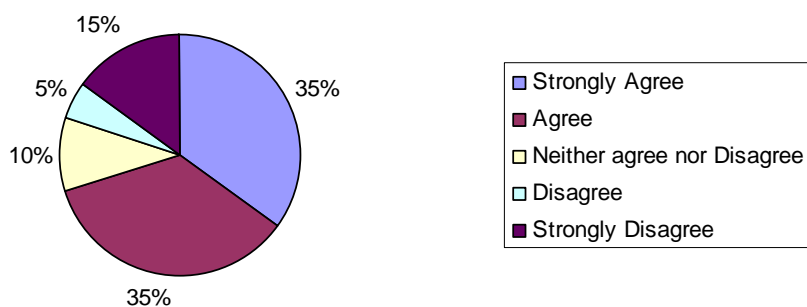
Working with Vinvolved Derby City has helped our organisation to recognise that volunteering is a positive outcome for young people



'I didn't realise the scope of possibility or benefit before meeting with vinvolved'

'vinvolved has helped the school to evaluate its position and make change to the programme offered to ensure that all students have the opportunity to have a positive and rewarding experience volunteering'

Working with Vinvolved Derby City has given our organisation the opportunity to provide positive outcomes for young people



'Certainly for 16+ as it has widened the net for where young people hear about us'

'Our students are able to feel the benefit of helping other students and to reap the rewards of this. They are also able to enhance their development and use the experience to enhance their UCAS and university application forms'

'The Derby City Council's b-active volunteer programme is for people who would like to volunteer in sport and physical activity in Derby city.

The working relationship which we have formed with vinvolved has to date proved to assist us in our aims. We are continually kept updated with local and national volunteering news, which includes useful guidance and funding opportunities. In addition, our project regularly attends the local Volunteer Co-ordinator Forum (VCF) meetings organised by the vinvolved team. The innovative speed volunteering event in April this year ably demonstrates the passion the vinvolved team has in working within a local community.

The test of any organisation is how it fulfils its basic role. vinvolved constantly achieves high standards in the way it promotes our volunteer opportunities for us to its young clients and this is reflected in the high numbers which show interest in our programme'

**Lee Parry, Senior Volunteer Officer, Sport and Leisure, Derby City Council
August 2009**

'The vinvolved team have put on Volunteer managers forums supported by the Youth Action Team (YAT) who have helped give a valuable insight into what young people want from their volunteering and what has worked well for them and what hasn't. This insight has helped with how we communicate and promote our opportunities to appeal to younger people.

We have worked with the vinvolved team around promoting the vinspired awards to our new and existing volunteers. Our training now incorporates the signing up to the vinspired awards as part of our induction process'.

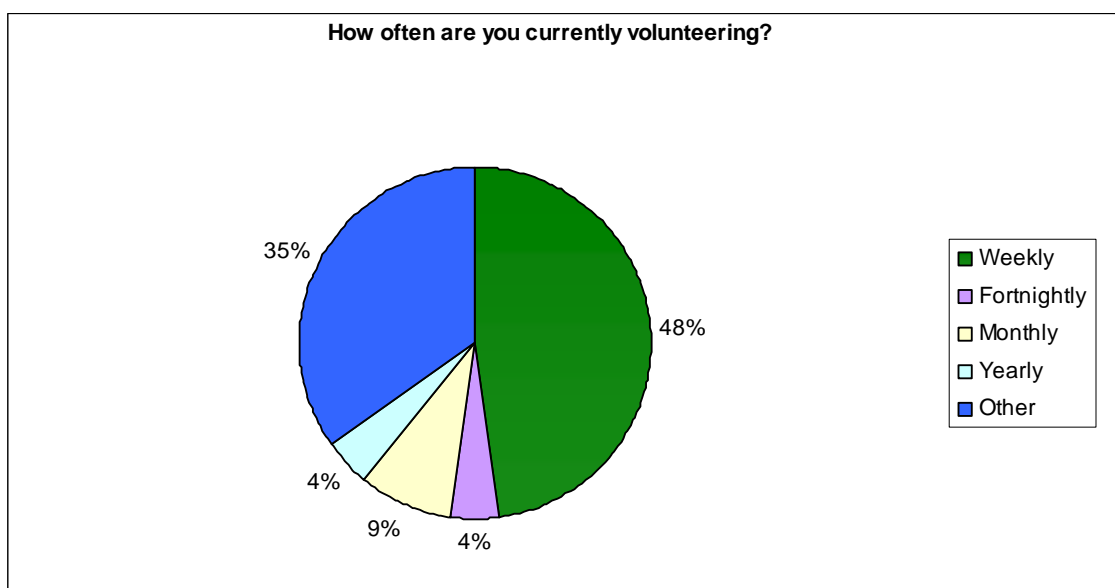
**Rachel Stanhope, City Outreach Worker, Umbrella
September 2009**

Volunteers snapshot 360 survey

At the end of our first year, we wanted to capture young people's views about their volunteering. The aim was to see if the young people, and others, had benefitted from their volunteering. We also asked about their negative volunteering experiences. This information can help us and others to understand the barriers and important issues and how we can effect change to overcome these.

The Youth Action Team put together a questionnaire to capture this information (full copy including returns can be provided on request). The survey was sent out to 130 young volunteers we had helped into volunteering within the previous 12 months.

A total of 23 surveys were returned. Survey data including some commentary from respondents can be found below.



What positive experiences have you had (if any) during your volunteering?

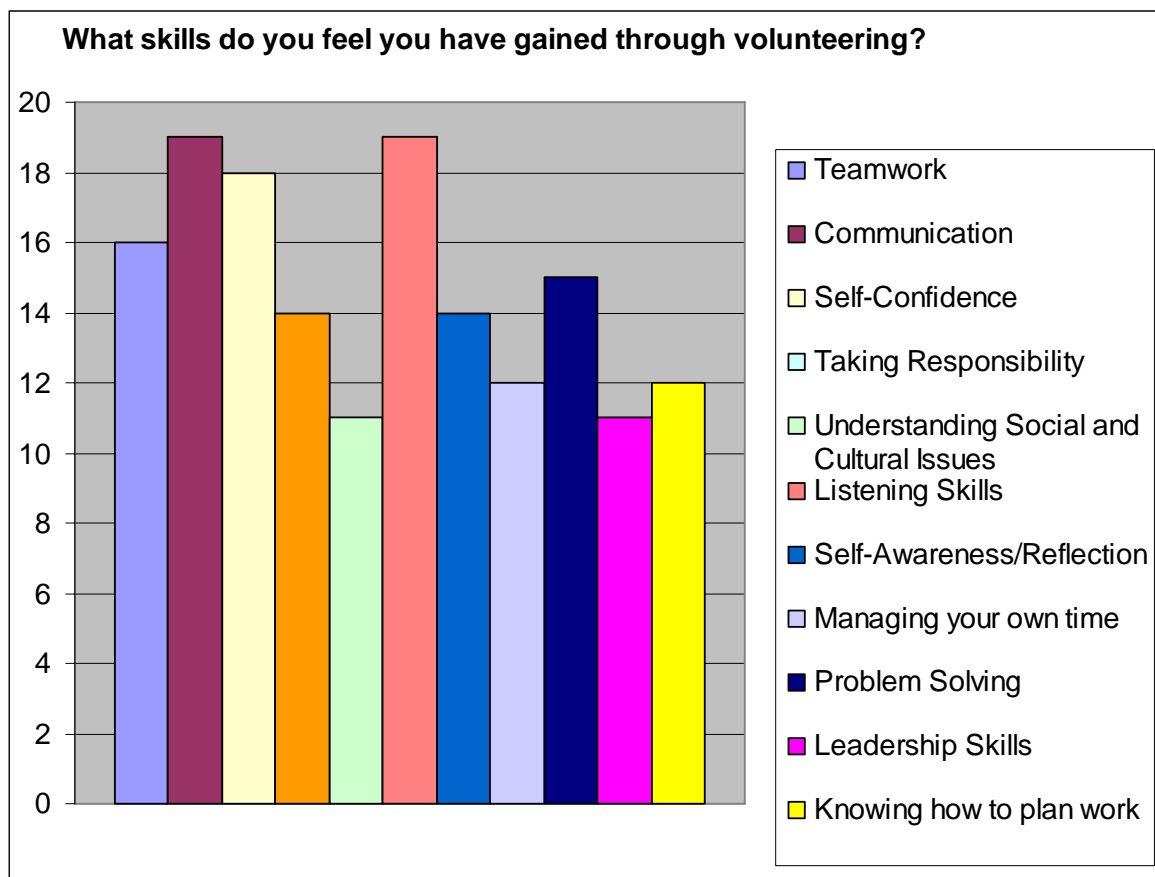
'I am growing more and more confident around people with impairments that I felt inadequate to deal with prior to joining the group and this should help open up the work field a bit more for me in the future....It also helps that they're all really lovely people'

'Experience of working in a team and learning from each others experiences'

What negative experiences have you had (if any) during your volunteering?

'Having to find places by myself (i.e. on buses etc) and getting there but not having anyone to meet you'

'I did not get any training or preparation, when I first started with the charity'



Transferable skills such as communication, team work and listening skills featured very high amongst the responses received for this section of the survey. The increase in self confidence for nearly all the respondents is also something to take note of.

If you could change anything about volunteering, what would you change?

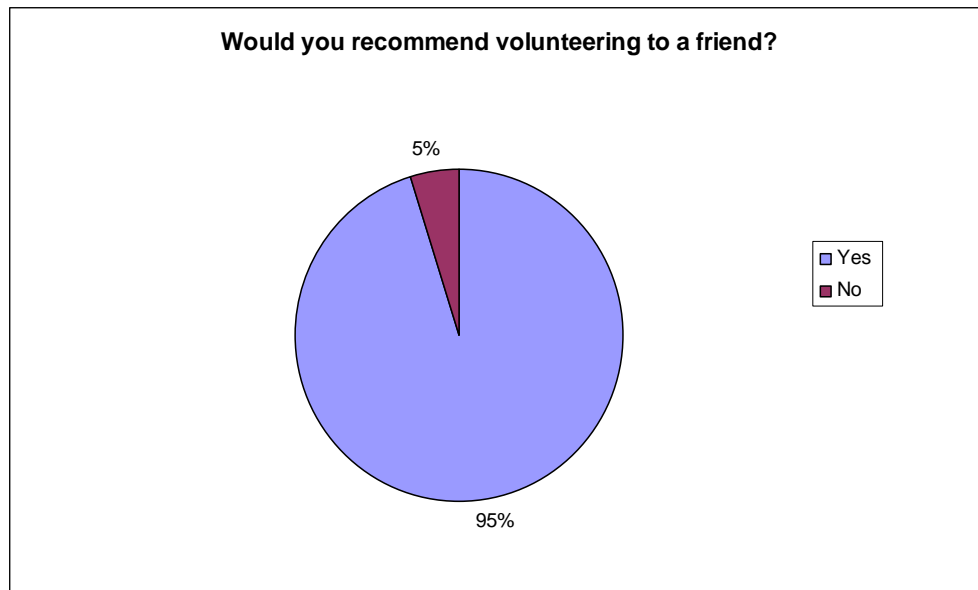
‘Just to get more organisations to give younger volunteers a chance’

‘I would like there to be more opportunities for me and other volunteers within our project to get to know one another’

Has volunteering changed your intended career path at all or has it aided your chosen career?

‘It has confirmed my choice to become a Police Officer and work with and help people’

‘It has definitely aided my chosen career as it has given me many new skills such as teamwork and experiences which I can then transfer to my chosen career. I can also put my experiences and skills in my CV which again helps me in the future’



I decided I wanted to give something back to the community and I wasn't sure what sort of opportunities were on offer in the city so I looked at www.do-it.org.uk - a website for volunteering that I had heard about while at university. As I work full time, I wanted a volunteering opportunity that I could comfortably fit around my job. On the website I was able to specify location and time periods that I would be available to volunteer. From the search results, I found the title "volunteer shopper" and it sounded perfect. I applied through the Do-It website and Community Action Derby then passed my details to Disability Direct, the charity that organises volunteer shoppers in the area. The aim of their service is to allocate volunteers who can do a weekly shop for an elderly or disabled person, who cannot go to the supermarket by themselves. The commitment time is only 1-2 hours per week and of course I can do my own grocery shopping at the same time - even though it means juggling quite a few carrier bags!

On my first week shopping, a representative from Disability Direct met me and introduced me to Mary*. At first I found it challenging to deal with Mary's forgetfulness, as initially she did not recognise me from one week to the next. However over time, I have built up a relationship with her and I have become more patient and understanding.

I would definitely recommend volunteering - whether you are looking to broaden your knowledge and skills, or just keen to find a rewarding activity, there are plenty of opportunities for young people to get involved in.

*name changed



Amy M, volunteering with Disability Direct

Youth Action Team (YAT)



Photo of some YAT members taking part in involved youth volunteering film project

The Youth Action Team (YAT) is an integral part of the involved Derby city team. YAT members are young volunteers themselves and they champion youth volunteering at every opportunity. YAT members come from all walks of life and each one brings something positive to the group. Their work since April 2008 includes:

- Attending a launch residential in March 2008 to help shape the whole project. This involved classroom time as well as crate climbing and high ropes!
- Designing and delivering youth volunteering presentations to young people out in the community
- Applying for external funding to run their own youth led projects – such as the Youth Volunteering in Derby film resource (to be launched in October 2009)
- Designing promotional materials to encourage more young people to volunteer
- Designing surveys and gathering information from young people and organisations about their youth volunteering programmes and experiences
- Helping local volunteering involving organisations to develop new volunteering roles

YAT members ensure that the involved Derby city project is as youth-led as possible. YAT members have also helped to raise the profile of young people within the host organisation, Community Action Derby. They feed into organisational developments to ensure that young people's views and needs are considered when shaping services within Community Action Derby. YAT members have also been involved in designing and delivering workshops and training sessions to volunteer managers as part of the regular volunteer co-ordinator forum (VCF) held in Derby.

Oliver Dreutt has been a YAT member since April 2008. In that time Oliver has helped to raise the profile of youth volunteering in the local area. Oliver has also achieved the national v50 award for his volunteering. Here's a rundown of some of Oliver's volunteering activities:

"I joined the Youth Action Team in March 2008, as I wanted to meet new people and promote volunteering. Ever since I have started volunteering my confidence and socialising skills have improved a lot, this has helped when I go for job interviews and when I have had a job I can communicate better with staff. Being part of the YAT has enabled me to co-organise a lot of events like the celebration event, the launch event and speed volunteering. I have travelled round school and colleges round Derby with the team promoting volunteering and trying to get more people involved. Working towards my v50 national award has helped me to reflect on my volunteering experiences and to recognise the skills that I've gained".



Oliver proudly displaying his v50 award

Volunteer managers feedback (after a Volunteering workshop co-delivered by YAT members)

'Lovely to see the youth volunteers - their enthusiasm was brilliant'

'Icebreaker from YAT was brilliant'

'YAT members are an inspiration to us all'

Next steps

The team has worked hard over the past eighteen months in attempting to establish itself in the city. A key success for the team is around the mutually beneficial partnerships developed with organisations such as:

- Connexions
- The Prince's Trust
- Derby High School
- Chellaston School
- University of Derby
- Derby College
- Voices in Action

It is important that the team maintains these partnerships in addition to developing new working relationships with similar service providers, with the aim of continually raising the profile of youth volunteering in Derby.

The Youth volunteering in Derby film resource will be ready early October 2009. The resource pack consists of a 9 minute film, lesson plan and user guide. It is linked to the national curriculum, giving teachers and tutors a great opportunity to run a structured volunteering workshop in and outside a classroom environment with young people. The session can link into a broader scheme of work exploring citizenship and extra curricular activities in the community. It is hoped that the film pack will encourage more youth workers and tutors to run volunteering information sessions for students and young people as part of their service. This in turn should see a rise in the number of young people accessing volunteering in Derby.

The team has recently taken on the role as v regional lead for the east midlands region. The team will be working closely with v, the 8 other regional leads in England and the east midlands v funded network to develop and deliver quarterly conference events with an aim of strengthening and supporting the whole v network.

The initial v funding for the vinvolved team covers the period April 08 – March 2011. The current pressures on public sector spending do make things appear uncertain for the future of the existing programme beyond 2011. A final impact assessment will be undertaken in September 2010 with a report published in January 2011.

Main priorities for the team October 2009 – March 2011.

- Ensure programme targets are met
- Continue to promote and validate the national v awards
- Continue with existing partnerships and develop new strategic and operational partnerships with relevant service providers
- Focus on sustainable funding
- Support the v regional network

vinvolvedderby city

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