

VOLUNTEERING BRIDGE

Understanding the relationship between Black Minority Ethnic and Refugee (BMER) organisations and Volunteer Centres

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VOLUNTEERING BRIDGE: SUMMARY REPORT

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VOLUNTEERING BRIDGE: SUMMARY REPORT

1. INTRODUCTION

1.1 **Volunteering Bridge** is a partnership project funded by the London Regional Consortium for ChangeUp. The partners are:

- Greater London Volunteering (GLV) (lead agency)
- Black Neighbourhood Renewal and Regeneration Network (BNRRN)

1.2 This project was set up to explore why Black and minority ethnic organisations (including refugee and asylum-seeker groups), or BMER organisations, in London generally do not access volunteers and support from Volunteer Centres despite many experiencing acute human resource challenges. The project is one of very few focusing on support for BMER organisations rather than BMER volunteers.

1.3 The project was undertaken initially by Rita Chadha, and significantly by Janice Needham on behalf of the partnership.

1.4 The Volunteering Bridge project aims to

- Conduct a mapping exercise and survey (postal, telephone and focus groups) with BMER organisations in London to determine the reasons for limited links between BMER organisations and local volunteer centres
- Write a report and disseminate findings to the London volunteer centres, surveyed BMER organisations, BMER second tier organisations, the Volunteering Hub and other stakeholders
- Based on findings, to carry out an awareness-raising event

1.5 Currently, one of the most commonly used definitions of volunteering is taken from the Government Compact: *Volunteering: A Code of Good Practice*:

"Volunteering has been described as an important expression of citizenship and essential to democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice without concern for financial gain."

1.6 The term black and minority ethnic (BME) is used by the Home Office, Census Bureau, CRE and other official bodies dealing with race and ethnicity issues. BME is used here to mean 'visible' or non-white minorities, in line with Home Office and other research. BMER organisations are defined as organisations primarily led by and serving people from BME and refugee communities.

1.7 This report draws on:

- Discussions within the Advisory Group (see Appendix 1 for details)
- Questionnaires completed by 80 BMER groups
- Desk research

- A focus group discussion with four groups and telephone interviews with five groups
- Interviews with five Volunteer Centres
- Discussions at a Greater London Volunteering Network day in December, with 10 Volunteer Centres participating.

More details on methodology are given in Appendix 2 and a list of those contributing is given in Appendix 3 to the report.

2. CONTEXT AND BACKGROUND

2.1 BMER volunteering

2.1.1 The practice of giving voluntary help runs deep in many BMER communities but diversity produces a range of cultural understandings of volunteering¹. For example, there is not a word for volunteering in many Asian languages².

2.1.2 There is a more informal approach by many BMER volunteers and by BMER organisations to volunteering. This means that the increasingly structured approach to volunteering, with its use of standards etc may be seen as not appropriate by BMER organisations.

2.2 Challenges for BMER organisations

2.2.1 There has been a significant amount of research on BMER volunteers in recent years, but little research on volunteering and BMER organisations.

2.2.2 Research indicates that key challenges for BMER organisations in supporting volunteering are:

- Lack of capacity, including dedicated staffing for volunteer related work
- Language issues for some, including refugee community organisations
- Legal issues including CRB checks, payment of expenses

2.2.3 Research shows that BMER organisations are less likely than average to have a dedicated staff member for volunteer recruitment and support^{3 4}. The lack of dedicated staffing means that it is difficult to set up systematic recruitment systems, support, monitor train and manage volunteers, or find them suitable and interesting work to do

2.2.4 For some BMER organisations language is an issue, both in terms of recruiting volunteers with language skills and in accessing support from other agencies.⁵

¹ Gaskin 2003

² Lukka, Ellis

³ Gaskin 2003

⁴ Evelyn Oldfield Unit 2004

⁵ Evelyn Oldfield Unit 2002

2.2.5 Legal issues linked to volunteering are also potentially more complicated. For example, CRB checks can be more difficult for refugees due to identification documents required and refugees' frequent changes of address.⁶

2.2.6 Finally, it is important to acknowledge the diversity within BMER communities and organisations and ensure that there is not a 'one size fits all' approach to providing support and developing relationships.

2.3 Voluntary sector support for volunteering

2.3.1 More details are given in Appendix 4 to the report.

2.3.2 Greater London Volunteering (GLV) is the regional umbrella body for volunteering in Greater London. Its members include a network of London volunteer development agencies and GLV is dedicated to the provision and promotion of volunteering opportunities delivered through these agencies in the capital. Constituted from an informal network into a Company Limited by Guarantee in 2000, and subsequently granted Charity status in 2006, GLV's activities are in response to a growing need for coordinated promotion, support, information-sharing and strategic planning amongst Volunteer Centres and Volunteer Development Agencies. GLV currently represents about 30 organisations around London, including Volunteer Centres situated in almost every borough of Greater London, TimeBank, do-it, London Voluntary Service Council (LVSC) and Volunteering England.

2.3.3 Of the 33 boroughs in Greater London, 28 boroughs have volunteer development agencies and 26 are officially recognised as Volunteer Centres. There are a further 4 in development. Half of Volunteer Centres in Greater London are currently integrated within a Council for Voluntary Service (CVS). Volunteer Centres work with grassroots voluntary and community sector volunteer-involving organisations, helping them to achieve their aims by engaging volunteers and developing opportunities to increase the number of volunteers and participation by diverse groups in the community. Over 14,000 volunteers were registered with Greater London Volunteer Centres in 2005. Over 5,000 voluntary and community organisations are registered with their local Volunteer Centre in Greater London.

2.3.4 45% of Volunteer Centres in London have BMER schemes, aimed at recruiting and placing volunteers from BMER communities.⁷ Statistics show that enquiries to Volunteer Centres come from the following ethnic groups – 43% white, 22% Black, 11 % Asian and 19% others or not specified⁸.

2.3.5 The Evelyn Oldfield Unit provides specialist aid and support services for established refugee organisations in order to increase their capacity and potential for meeting the needs of their communities. Details of their Volunteering project are given in Appendix 5.

⁶ Wilson/Lewis 2006

⁷ Volunteering England Annual Membership Report 2005/6

⁸ Volunteering England Annual Membership Report 2005/6

- 2.3.6 The Black and Minority Ethnic Twinning Initiative was launched in 1999 by the Home Office to encourage BME organisations to twin with mainstream organisations. Evidence from the evaluation⁹ suggests that there is considerable potential for promoting twinning arrangements as a model for development, although it was acknowledged that lack of capacity of BME organisations could be a barrier to effective partnership working.

3. MAIN FINDINGS

3.1 Introduction

- 3.1.1 The use of networks to distribute questionnaires will probably have resulted in a bias in the results, as groups that are networked are more likely to be aware of differing forms of support. In addition, groups with at least one staff member are more likely to complete the questionnaire, so that volunteer-run groups are likely to be under-represented. The number of respondents is also relatively small. The results described below should therefore be taken as indicative. Information on the characteristics of the sample is given at Appendix 6.

- 3.1.2 The main results are presented below. Tables are given in Appendix 7.

3.2 Use of volunteers and support offered

- 3.2.1 89% of the groups responding to the survey used volunteers. The majority (64%) used a relatively small number (1-10) of volunteers in delivering services.
- 3.2.2 Two thirds of those responding recruited volunteers by word of mouth and 10% using Volunteer Centres. National surveys¹⁰ show that the vast majority of organisations use word of mouth to recruit volunteers.
- 3.2.3 62% of those responding stated that they had a specific staff member responsible for working with volunteers. (This compares with national surveys showing 80% of volunteer-involving organisations having a designated post.). Telephone interviews confirmed that lack of capacity is a key issue preventing many BMER organisations from accessing support for their work with volunteers. For example:
- Organisation A had a volunteer acting as volunteer co-ordinator 1 day a week. He was responsible for the work of 10 volunteers and the organisation used about 30 volunteers in total.
 - Organisation B had about 10 volunteers, including some 6-month placements from universities in Spain, but no-one responsible for volunteer management. One of the key workers covered this area in part along with many other responsibilities, but had no capacity to be proactive, make contact with the Volunteer centre, attend training etc.

⁹ Gaskin (2003)

¹⁰ Institute of Volunteering Research: 1998 National Survey

- 3.2.4 Over 80% of those responding stated that they provided induction and supervision and 72% said they provided ongoing training for volunteers (Again, these are slightly lower than national averages, with 90% providing supervision and 87% providing training).
- 3.2.5 Only 28% of those responding stated that they received funding for their work with volunteers, with 59% stating that they had money to pay expenses. From those responding and using volunteers, 79% gave expenses for transport and 68% for meals. This is broadly in line with the findings of the Evelyn Oldfield study ¹¹ (88% travel, 70% meals). The national picture shows a higher proportion paying expenses for transport (93%) and a lower proportion for meals (54%).

3.3 Needs

- 3.3.1 Nearly 80% of those responding stated that they needed more volunteers. Just over two thirds of those responding stated that they required volunteers from specific ethnic groups or with specific languages.
- 3.3.2 88% of those responding thought they would be able to recruit more volunteers if they could pay expenses.
- 3.3.3 From the focus group discussions, organisations said they would find it helpful to have sample role descriptions (e.g. for administrator) and accessible legal advice, perhaps presented as check lists for different volunteers (e.g. related to age, employment status)

3.4 Use of support

- 3.4.1 Just over half of organisations stated that they had had help or currently need help with recruiting or managing volunteers
- 3.4.2 Just under half of the organisations (48%) responding had had contact with their local Volunteer Centre and just under half stated that they are registered with the local Volunteer Centre. This is similar to the findings from other studies, e.g. Evelyn Oldfield research in West London¹² and a project for refugee community organisations in Yorkshire/Humber¹³
- 3.4.3 Of those not in contact, the main reason (given by 50% of those not in contact) was that they were not aware of a Centre locally. A further 13% stated that they did not see the need to be registered and 21% stated that they are not registered but use the Volunteer Centre as necessary. Lack of awareness was confirmed as a key issue from the telephone interviews. For example:
- Organisation C has three full time staff. They have made occasional use of volunteers in the past and want to develop their use of volunteers. They are aware that they need help with recruitment, job descriptions, finding

¹¹ Evelyn Oldfield 2002

¹² Evelyn Oldfield 2002

¹³ Wilson/Lewis (2006)

funds for expenses etc. They are in contact with the Evelyn Oldfield Unit, but were not aware of the local Volunteer Centre.

- Organisation D was aware of the local CVS, but not familiar with the work of the Volunteer Centre. They were particularly interested in legal advice, advice on insurance etc and their local Volunteer Centre had this information available on their web site!

- 3.4.4 When asked where they go to for support on volunteering related issues, the most common answer was the Volunteer Centre or CVS, with about a third of groups falling into this category. The majority of the remainder did not answer and so it could be assumed that they are not getting any support. A number of refugee community organisations stated that they had had support from the Evelyn Oldfield Unit.
- 3.4.5 39% of BMER organisations responding said that the Volunteer Centre had introduced them to new volunteers from their community. For those in contact with the Volunteer Centre, 60% said that the Volunteer Centre had introduced them to new volunteers from their community.
- 3.4.6 About 30% of respondents had attended training by Volunteer Centre and a similar number had been provided with legal advice about volunteering by Volunteer Centres. Of those attending training, 88% rated the training as good or excellent.
- 3.4.7 33% of those responding had information on volunteer management from the local Volunteer Centre and 25% had been provided with legal advice about volunteering.
- 3.4.8 Apart from those not aware of support, reasons for not accessing support given by several respondents included:
- Not accessible at times when free/training only available in office hours
 - Would prefer to speak to someone of own community who speaks the same language
- 3.4.9 When asked about their relationship with the Volunteer Centre, 13% said it was excellent, 25% good, 11% fair or poor. 24% stated that they don't have a relationship with the Volunteer Centre and a further 25% didn't answer the question and can also be assumed not to have a relationship.
- 3.4.10 From the Volunteer Centre's perspective, some have noted an increase in refugee organisations registering (e.g. Camden). Others noted the lack of input from BMER organisations, e.g. into volunteer co-ordinator's fora and a steering committee for Volunteers Week (an annual series of events held between 1-7 June across the UK).

3.5 Developing support

- 3.5.1 Proposals to develop support fall into three categories:

- raising awareness of services

- developing services provided
- developing how services are provided

Each of these is explored further below.

3.5.2 There are a significant number of groups who are not aware of support available and Volunteer Centres could take steps to raise awareness of their services. This could possibly be done in partnership with other support agencies who have BMER groups within their networks. Groups themselves suggested:

- More leaflets to introduce services
- Outreach visits to groups to assess needs

3.5.3 It was also felt that Volunteer Centres could do more to raise the profile of volunteering (and its benefits for the individual) within BMER communities, especially for young BMER people

3.5.4 Key to providing support for BMER groups is developing trust. This was emphasised in the Evelyn Oldfield study and reinforced in the focus group discussions.

3.5.5 Suggestions for developing services included:

- Help with accessing funding for volunteers
- Having a 'bank' of volunteers for occasional help. e.g. at events, delivering leaflets
- User-friendly information on the legal framework (e.g. checklist approach), as it applies to different categories, e.g. refugees, young people
- Some mentioned that Volunteer Centres are not able to provide volunteers with languages needed

3.5.6 Suggestions for improving how services are provided included:

- Reduce bureaucracy - long forms for both prospective volunteers and organisations to register are off-putting
- Provide language support to complete forms
- Provide support outside of office hours
- Some suggested more effective use of e-mail (eg newsletters) and web (e.g. good practice guides). But not all organisations have access.

3.5.7 It should be noted that many of the above suggestions would also benefit any small community-based group.

4. CONCLUSIONS AND RECOMMENDATIONS

Overview

- 4.1 A significant number of BMER organisations are accessing support from Volunteer Centres and are generally satisfied with the support provided.
- 4.2 It is clear that where BMER organisations are not accessing support, this is largely due to:
- lack of awareness of the Volunteer Centre and the support available
 - lack of capacity of BMER groups to be proactive in this area, e.g. contacting the Volunteer Centre, reviewing materials on websites, attending training.
- 4.3 Organisations can be considered at different stages in their use of volunteers and support required, e.g.:
- beginning to make use of volunteers – requiring help with recruitment, role descriptions etc
 - have had volunteers for a while but have no capacity to support them
 - have had volunteers for a while and have some capacity to support them.

It is recommended that Volunteer Centres develop a strategic approach to supporting organisations, tailoring packages of support according to the needs of the organisation.

Developing capacity

- 4.4 A priority should be to help BMER groups establish volunteer co-ordinator posts. This could be done by Volunteer Centres working together with BMER organisations and other infrastructure (local CVS or specialist such as Evelyn Oldfield) to support the preparation of funding bids. For refugee community organisations, another option could be that Evelyn Oldfield Unit applies for funding on behalf of a group of RCOs.
- 4.5 Another model could be that the Volunteer Centre employs a good practice worker who spends time with different organisations helping to write policies, set up recruitment etc. Volunteer Centres felt that this was one of the most effective ways of taking this work forward but acknowledged that it was difficult to get sustainable funding for such work.
- 4.6 It was proposed that the report is used by all to provide evidence to funders of the need to support good practice workers, who can work with BMER groups and other small community groups with limited capacity.
- 4.7 Several groups identified the need for support with fundraising for work with volunteers, as currently provided by Evelyn Oldfield Unit. It is recommended that Volunteer Centres consider providing such support, possible in partnership with

Councils for Voluntary Service (CVS). It is also recommended that promotional work is done to highlight the ability to include volunteers training and support costs in most funding bids.

Raising awareness of support available

- 4.8 It is recommended that Volunteer Centres take steps to increasing awareness of services and build trust with BMER groups. Possible partners for raising awareness of support available and building trust are:
- Evelyn Oldfield Unit, who are already providing support for volunteer management to refugee community organisations
 - Scarman Trust, who have a good reputation with many small BMER organisations
 - Local BMER networks/forum and refugee forum, who are often in contact with BMER and refugee groups and can publicise services or joint together for events
- 4.9 Some BMER groups wanted Volunteer Centres to undertake outreach visits to groups to assess their needs. This is possible for most Volunteer Centres if provided with the resources (funding for time, materials and staff), however in the meantime the spirit of 'reaching out' is one that could be adopted more widely.
- 4.10 Volunteer Centres should work closely with small groups advisors at CVS supporting cross-referrals to engage new groups for promotion of services, volunteering, funding for volunteers and training. Where there are no small groups advisors, it will be particularly important to link with existing BMER forums and events as a place to promote and provide outreach support for volunteering. Such initiatives should reduce costs of separate event organisation, promotion and marketing materials and save organisations' time and resources by a 'one-stop shop' approach for new groups.

Developing services

- 4.11 As well as help with accessing funding for volunteers, other areas for possible development are:
- Having a 'bank' of volunteers for occasional help. e.g. at events, delivering leaflets
 - Providing user-friendly information on the legal framework (e.g. checklist approach), as it applies to different categories, e.g. refugees, young people
- 4.12 Some mentioned that Volunteer Centres are not able to provide volunteers with languages needed.
- 4.13 Another possible new area for development is to develop 'twinning' between organisations in order to provide support on volunteering, i.e. with Volunteer

Centres acting as a broker between organisations. Research¹⁴ has shown that both BMER and generic organisations benefit from this approach.

Improving existing services

4.14 Volunteer Centres should consider improving how services are provided through:

- reducing bureaucracy
- providing language support to complete forms
- providing support outside of office hours
- more effective use of e-mail (e.g. newsletters) and web (e.g. good practice guides).

Resources

4.15 It is acknowledged that many Volunteer Centres have limited resources and that additional resources will be required to implement some of the above recommendations. Some Volunteer Centres have already proposed having a good practice worker to support BMER organisations.

4.16 There is a clear need for resources for groups as well as Volunteer Centres, to support e.g. the establishment of volunteer co-ordinators

4.17 Finally, there is a need for resources to support partnership working, consortium bids and joint lobbying by Volunteer Centres and BMER groups and forums

Next steps

4.18 The setting up of this project has itself led to useful sharing of information. It is recommended that the Advisory Group reviews its role and membership and identifies resources to enable developments in this area to be progressed and supported.

4.19 The report will be formally presented to stakeholders at a Regional ChangeUp Consortium meeting in January 2007 and distributed to London funders and other key stakeholders.

4.20 The recommendations will be taken forward at a GLV Network Day in 2007, with Volunteer Centres, Evelyn Oldfield Unit and other BMER infrastructure organisations.

4.21 Volunteer Centres will be encouraged to use the report to stimulate discussion locally on improving support and increasing resources for this work. Suggestions include:

- Make link with Local Area Agreements (LAA) where there may be commitments to increasing volunteering

¹⁴ Gaskin (2003)

- Meet with local BME forum and/or Refugee Forum to discuss the report
- Make links with the local Compact where appropriate

5. SUMMARY OF RECOMMENDATIONS

For Volunteer Centres:

- Develop a strategic approach to supporting organisations, tailoring packages of support according to the needs of the organisation
- Help BMER groups establish volunteer co-ordinator posts, working together with BMER organisations and other infrastructure
- Employ good practice workers who spends time with different organisations helping write policies, set up recruitment etc.
- Consider providing support in fundraising for work with volunteers, possible in partnership with Councils for Voluntary Service (CVS).
- Undertake promotional work to highlight the ability to include volunteers training and support costs in most funding bids.
- Take steps to increasing awareness of services and build trust with BMER groups, with appropriate partners, e.g. BMER forum
- Work closely with small groups advisors at CVS supporting cross-referrals to engage new groups for promotion of services, volunteering, funding for volunteers and training
- Consider developing 'twinning' between organisations in order to provide support on volunteering, i.e. with Volunteer Centres acting as a broker between organisations
- Use this report to stimulate discussion locally on improving support and increasing resources for this work
- Consider developing a 'bank' of volunteers for occasional help
- Consider providing language support to complete forms if not already available
- Consider providing support outside of office hours

For BMER organisations

- Seek resources to establish volunteer co-ordinator posts (these could be filled by volunteers themselves)

For funders

Provide resources to Volunteer Centres to implement some of the above recommendations.

- Provide resources for BMER groups, to support e.g. the establishment of volunteer co-ordinators
- Provide resources to support partnership working, consortium bids and joint lobbying by Volunteer Centres and BMER groups and forums

For Advisory Group

- Seek funding to continue forum, expand membership and coordinate pilot projects based on the recommendations

REFERENCES

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APPENDICES

Appendix 1. Advisory Group

The study was conducted with the support of an Advisory Group, with membership as follows:

Kerry Tweed	Greater London Volunteering (Chair and Lead Body)
Komlan Gnamatsi	Evelyn Oldfield Unit
Kate Bowgett	Off the Streets and into Work (OSW)
Sr Ann Ugoh	Volunteer Centre Islington
Johannes Hagos	Volunteer Centre Westminster
Bolaji Bank-Anthony	Black Neighbourhood Renewal and Regeneration Network (BNRRN)

Greater London Volunteering's (GLV) aim is to increase the quality, quantity and impact of volunteering in the capital by linking together and building capacity in London's existing Volunteer Development Organisations. By doing so, Greater London Volunteering hopes to engage more Londoners in becoming part of the solution to their city's social needs through volunteering.

GLV currently represents about 30 organisations around London, including TimeBank, YouthNet (do-it), LVSC (London Voluntary Services Council) and Volunteering England (the National Volunteering Umbrella body).

Black Neighbourhood Renewal and Regeneration Network (BNRRN) is a network of about 316 organisations whose services reach a large number of BME people in London. BNRRN provides support to its members to impact communities through the delivery of high quality and continuously improving renewal and regeneration services. In doing this, BNRRN promotes partnership working and the sharing of information.

Many of BNRRN's membership organisations are run by volunteers from within their communities. BNRRN provides information and support on volunteering, assists with the recruitment and matching of volunteers as well as providing support on governance issues. BNRRN is committed to taking the necessary steps to ensure that the volunteer role is valued and respected within BME communities and organisations.

The Evelyn Oldfield Unit was set up in 1994 to provide, develop and coordinate specialist aid and support services for established refugee organisations in order to increase their capacity and potential for meeting the needs of their communities. Its Volunteering Development Project (VDP) has been developed to support refugee-led community organisations (RCOs) in London to: improve their volunteer management, increase funding for volunteering and improve links and share expertise with mainstream agencies.

The Diversity Project at **Volunteer Centre Islington** works with Black and Ethnic Minority groups including Refugees and asylum seekers and provides them with volunteer opportunities.

Volunteer Centre Westminster VolEmploy Mentoring Scheme aims to improve the integration and employability of adult refugees through a volunteering and mentoring

programme. The purpose is to ensure that refugee beneficiaries are achieving their long-term goals of improved employability, raised confidence and increased motivation to start applying for jobs or to improve their ability to apply for jobs.

Off the Streets and into Work (OSW) is a registered charity that tackles homelessness by supporting individuals to access education, training, volunteering and employment. Their Volunteer Development projects work with Volunteer Centres across London to make links with local homelessness agencies and make volunteering more accessible to homeless people.

Appendix 2. Methodology

A questionnaire was prepared, distributed through BMER networks and sent to over 1,000 groups. A copy of the questionnaire is given overleaf. 80 questionnaires were completed by BMER groups.

A literature review was conducted.

A focus group was held with a small number (four) of BMER groups, supplemented by telephone interviews with a further five groups.

Notes of meetings held with five Volunteer Centres were drawn on.

Volunteering Bridge – a project funded by ChangeUp (The Office of the Third Sector)

Understanding the relationship between Black and ethnic minority, Refugee groups and Volunteer Centres

Please take a few minutes to answer the questions below. The questionnaire should take no more than 15 minutes.

Every organisation returning a completed form will be entered into a prize draw where you could win a Dell computer worth £300 for your organisation. All organisations who return a completed questionnaire will receive a copy of *Working with volunteers - A Management Guide for refugee community organisations by the Evelyn Oldfield Unit*.

All the information provided will be treated in the strictest confidence.

If you would like help in filling out the form, or would like to find out more about the Volunteering Bridge project, please call Kerry Tweed, Greater London Volunteering (GLV), on 020 7700 8135.

Deadline: 24 October 2006. Alternatively you can complete this form online at <http://www.surveymonkey.com/s.asp?u=101482564452>

YOUR CONTACT DETAILS

Title: Mr / Mrs / Ms / Dr

. First Name:

. Family Name:

. Organisation:

. Address:

.

.

Postcode:

In which London Borough is your organisation based?

. Daytime Telephone number: Email

.

B. MORE ABOUT YOUR ORGANISATION

1. Are you a registered charity? Yes ☐ No ☐

2. Are you a company limited by guarantee? Yes ☐ No ☐

3. What is your organisation's annual income?
4. Do you have paid staff? Yes ☐ No ☐ (If YES, how many?)
5. Do you currently use the service of volunteers? Yes ☐ No ☐
6. How many volunteers are responsible for delivering services for your organisation? . .
.....
7. How many volunteers are involved in managing your organisation?.
.....

C. ABOUT YOUR VOLUNTEERS

- 8 Does your organisation recruit volunteers? Yes ☐ No ☐
9. How do you recruit your volunteers?
Word of mouth ☐
Local press ☐
Ethnic press ☐
Local organisations ☐
Volunteer Centre / Bureaux ☐
Community Events
☐ (Other (*please state*)
10. Do you need more volunteers? Yes ☐ No ☐
11. Do you receive funding for your work with volunteers? Yes ☐ No ☐
12. Do you require volunteers from specific ethnic groups or who speak specific languages ?
Yes ☐ No ☐
13. Do you have an induction/introduction/welcome programme for volunteers? Yes ☐
No ☐
14. Do you offer supervision to your volunteers? Yes ☐ No ☐
15. Do you provide ongoing training for your volunteers? Yes ☐ No ☐
16. Do you have money to pay volunteers expenses? Yes ☐ No ☐
17. What type of expenses do you pay?
Travel Meals Other (out of pocket expenses)

D. VOLUNTEER SUPPORT

SERVICES

Umbrella bodies or infrastructure organisations are organisations which can support your work with volunteers. They exist in most London boroughs; this section asks more about your relationship with them.

18. Have you in the past or do you currently need help with recruiting or managing your volunteers? Yes ☐ No ☐
19. Where or who do you go to for the following (*please state name of organisation*)

- a) Help with recruiting volunteers
- b) Legal advice about volunteers
- c) Information on how to manage volunteers
- d) For advice on fundraising for volunteers
- e) Information on what is happening locally about working with volunteers
- f) Criminal Records Bureau Checks for your volunteers

20. Are you in contact with your local Volunteer Centre (previously known as Volunteer Bureau or similar) or with your local Council for Voluntary Services (CVS), with regards to volunteering?
 Yes ☐ No ☐

21) Are you registered with your local Volunteer Centre? Yes ☐ No ☐

If NO, please indicate why you are not:
 Am not aware of centre locally ☐
 Do not see the need ☐
 We are not registered, but use as necessary ☐
 Other (please state):

22) Do you read newsletters/publications from the Centre? Yes ☐ No ☐

23) Do you visit and talk to the staff at the Centre regularly? Yes ☐ No ☐
If NO, can you briefly explain WHY you do not:
 Too far ☐
 Not accessible at times when we are free ☐
 Would prefer to speak to someone of my community and who speaks the same language ☐
 Other

24) Have the Volunteer Centre introduced you to new volunteers from your community?
 Yes ☐ No ☐

25) Have you attended training provided by the Volunteer Centre? Yes ☐ No ☐

25a. If yes, how would you describe the training you received?

Excellent ☐ Good ☐ Fair ☐ Poor ☐

25b. If no, why not? *(please tick all that apply)*
 It is too expensive ☐
 Too far to go ☐
 Training is only available during office hours ☐
 Do not have the time ☐
 Other *(please state)*

26) Have your local Volunteer Centre has provided you with information on volunteer management ?
 Yes ☐ No ☐

27) Have your Volunteer Centre provided you with legal advice about volunteering?

Yes ☐ No ☐

28) How would you describe your relationship with the Volunteer Centre?

Excellent ☐ Good ☐ Fair ☐ Poor ☐ No comment/We do not have a relationship ☐

29) What could Volunteer Centres do to improve their service to organisations like yours? *(please continue on a separate sheet if required)*

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Please return this questionnaire by 24 October 2006 to:

Kerry Tweed
Greater London Volunteering
356 Holloway Road
London N7 6PA

Fax: 020 7700 8108

Appendix 3. List of contributors

Africa Reunion
African Swahiliphone Refugee Project in the UK
Arab Advice Bureau
Arabic-speaking Women's Association (ASWA)
Ariyana Afghan Association
Asian Foundation Forum
Barnet Refugee Service
Bengali Workers' Association
British Asian Women's Association
Camden Chinese Community Centre
Camden CSF Directorate
CAYSH
Centre for Armenian Info and Advice
Centre for Filipinos
Chinese Community Centre
Chinese Information and Advice Centre
Community Money Advices and Support Service
Community Supplementary Classes
Congolesse Action Group
Davish Enterprise Development Centre
European -African Talents Organisation
Federation of Refugees from Vietnam in Lewisham (FORViL)
Freightliners Farm
Friends of Grenada Hospital Association
Gargaar Somali Welfare Association
Generation Roots
Great Lakes African Women's Network (GLAWN)
Greenwich Vietnam Community
Hammersmith & Fulham BMER Network
IMECE - Turkish Speaking Women's Group
Inter-Africa Women's Development Organisation
Juthika
Kikiwa Counselling Centre
Kings Cross Brunswick Neighbourhood Association
Kurdish Advice Centre
Kurdish Cultural Centre
Latin American Association
Latin American Elderly Project (LAEP)
Latitude Care Network WD
Lewisham Refugee Network
Lightway
London Borough of Lambeth

List of contributors (continued)

London Irish Centre
Oasis Women's Group
Odu-dua Housing Association
One World Foundation Africa
Porshi-uk
Praxis Community Projects
Refugee Advancement and Health Care Promotion
Refugee Housing Association
RHODEN CSEP
Roma Support Group
Rwandan Community Association
Seeta Scot
South London African Women's Organisation
Southside Rehabilitation Association
St Pancras Refugee Centre
Streatham Drop in Centre
Street Wise Advocacy
The Carab centre
The Panjabi Centre
Uganda Children in Need
Urdu Majlis Language Association
Volunteer Centre Bromley
Volunteer Centre Kensington & Chelsea
Volunteer Centre Kingston
Volunteer Centre Southwark
Volunteer Centre Westminster
Wesleyan Day Centre
West Hampstead Women's Centre
YOUTH AID (Advice Information Development) Lewisham
Zimbabwe Community Association

Black Neighbourhood Renewal and Regeneration Network
Volunteer Centre Islington
Off the Streets and into Work
Evelyn Oldfield Unit
Greater London Volunteering
Volunteering England

Appendix 4. Summary of existing volunteering infrastructure and support organisations for volunteering in London

1. Greater London Volunteering: Regional coordination

Greater London Volunteering's (GLV) aim is to increase the quality, quantity and impact of volunteering in the capital by linking together and building capacity in London's existing Volunteer Development Organisations. By doing so, Greater London Volunteering hopes to engage more Londoners in becoming part of the solution to their city's social needs through volunteering.

GLV currently represents about 30 organisations around London, including TimeBank, YouthNet (do-it), LVSC (London Voluntary Services Council) and Volunteering England (the National Volunteering Umbrella body).

The main focus of GLV is to generate more volunteering activity in Greater London. Our key strength lies in our members' vast knowledge and experience in the voluntary sector. With members in virtually every borough in the region, we are committed to providing as wide a network of opportunity as possible.

GLV has developed a 5-year strategic plan in order to take full advantage of the current government's increased investment in the voluntary sector. The plan emphasises an expansion of our current membership and the development of a greater coordination, campaigning and representative role.

2. Volunteer Centres: Recruiting, training, matching and developing local Volunteers and opportunities

Volunteer Centres work with grassroots voluntary and community sector volunteer-involving organisations, helping them to achieve their aims by engaging volunteers and developing opportunities to increase the number of volunteers and participation by diverse groups in the community.

Volunteer Centres offer services and activities based around 6 core function areas. These function areas have been determined by the national infrastructure as the core activity areas which help promote and develop volunteering:

- **Brokerage**
 - Matching volunteers and opportunities
- **Marketing and communications**
 - To recruit volunteers
 - To promote the benefits of engaging volunteers to both the public and voluntary and community sectors
- **Policy response and campaigning**
 - Raising the profile and benefits of volunteering to stakeholders at a strategic level
 - locally (e.g. Local Authority, PCT)
 - regionally (Greater London Volunteering, Greater London Authority)

- nationally (Office of the Third Sector, Treasury, Volunteering England)
- **Developing volunteer opportunities**
 - Where volunteers can add value to the services and activities of the voluntary, community and public sectors
- **Good practice development**
 - Models of engagement
 - Policies and procedures
- **Sustainable development of volunteering infrastructure**
 - Ensuring a stable support mechanism for volunteer-involving organisations

Of the 33 boroughs in Greater London, 28 boroughs have volunteer development agencies and 26 are officially recognised as Volunteer Centres. A further 4 are in development:

- Lambeth Voluntary Action Council ran a pilot volunteering programme in the first half of 2006, and seek funding to develop a permanent Volunteer Centre.
- Haringey Council for Voluntary Service (HAVCA) has recruited a worker to help set up a volunteering programme.
- Brent is developing a strategy and business plan towards the creation of a Volunteer Centre, through the council for voluntary services in Brent, also known as BRAVA.
- Redbridge Council for Voluntary Service (CVS) has just received funding through ChangeUp to develop a Volunteer Centre for the borough.
- There is no known plan for a Volunteer Centre in the City of London at the time of publication.

Half of Volunteer Centres in Greater London are currently integrated within a Council for Voluntary Service (CVS).

Over 14,000 volunteers were registered with Greater London Volunteer Centres in 2005. Over 5,000 voluntary and community organisations are registered with their local Volunteer Centre in Greater London.

Nearly 7,000 opportunities are registered with Volunteer Centres across Greater London. Some of these opportunities require more than one volunteer. The opportunity roles range from one-off events or activities, to regular and short-term part-time or full-time volunteering commitment.

3. TimeBank: National media and targeted marketing

TimeBank is a modernising force for volunteering. It has 3 main streams of activity:

1. Working with organisations who need volunteers to create targeted recruitment campaigns that inspire and educate people
2. Delivering new types of volunteering opportunities that are designed to suit busy lifestyles

3. Harnessing the power of brands like Starbucks and London 2012 to inspire people to give their time

These aims are delivered through:

Communications: 5 years experience of delivering targeted campaigns that attract volunteers where they are needed.

Media Partners: a dedicated BBC producer and a highly developed network of relationships across local, regional and national media.

Information Technology: the capacity to build every aspect of an online recruitment campaign, from websites to viral games and online databases.

Customer Care: TimeGiver Care Package means that all 230,000 people registered with TimeBank get the type of support that you'd expect from the very best customer service organisations.

VAMU: the new Voluntary Action Media Unit is undertaking ground-breaking research that will enhance the ability to deliver effective, targeted campaigns.

4. YouthNet: Information and opportunities online

TheSite.org aims to be the first place that all young people turn to whenever they need confidential support and guidance. This is achieved by providing extensive factsheets and articles on all the important issues which young people face today: sex and relationships; drink and drugs; work and study; housing; legal and money issues; and health and wellbeing.

askTheSite provides young people with access to personal advice and communication with relevant experts, e.g. Addaction, Brook, bss, Samaritans, SANELINE, Shelter, Citizens Advice Bureau, and many respected relationship advisors and volunteers.

do-it.org.uk is the most diverse and comprehensive national database of volunteering opportunities in the UK. YouthNet has a strategic partnership with Volunteering England and do-it.org.uk will be the public facing website for volunteers as part of the Volunteering Hub.

The vast majority of opportunities are provided by over 370 Volunteer Centres in England. The opportunities are managed at a local level and kept up to date using bespoke software developed by YouthNet called V-Base.

National organisations, such as Marie Curie Cancer Trust, YouthNet's online poster system to promote opportunities and recruit and communicate with volunteers.

do-it.org.uk attracts an average of 40,000 unique users a month.

5. Evelyn Oldfield Unit Volunteering Development Project: developing volunteering in RCOs

Building on the success of a pilot project in West London, The Evelyn Oldfield Unit is running a three year Volunteering Development Project across London funded by the Big Lottery Fund. The Volunteering Development Project (VDP) has been developed to support refugee led community organisations (RCOs) in London to:

- Improve their volunteer management
- Increase funding for volunteering
- Improve links and share expertise with mainstream agencies.

There are three aspects to the project: Training, Consultancy and the Volunteer Sharing Scheme.

More details are given in Appendix 5.

Appendix 5. Evelyn Oldfield Unit Volunteering Development Project

The Evelyn Oldfield Unit was set up in 1994 to provide, develop and coordinate specialist aid and support services for established refugee organisations in order to increase their capacity and potential for meeting the needs of their communities.

The Volunteering Development Project (VDP) has been developed to support refugee-led community organisations (RCOs) in London to: improve their volunteer management, increase funding for volunteering and improve links and share expertise with mainstream agencies.

What is on offer?

There are three aspects to the project, all provided free to RCOs:

- **Training**

Training courses will run throughout the project focusing on various aspects of volunteering specific to RCOs including fundraising for volunteer project costs; volunteer recruitment, retention and supervision, legal and safety issues and developing volunteer policies.

- **Consultancy**

1:1 consultancies on volunteer management issues in RCOs in addition to telephone and e/mail support through dissemination of literature including guidelines on refugee volunteering.

- **Volunteer Sharing Scheme**

The Scheme aims to improve rapport between RCOs and their local mainstream agencies through exchanges of volunteers, sharing of expertise, learning and other resources and raising awareness within mainstream agencies about volunteering in RCOs. Partnerships will be established by the VDP Manager with local support agencies, such as Refugee forum or volunteer centres, matching RCOs to mainstream agencies relevant to their needs.

Key outcomes by September 2006:

- 1. Community integration through the volunteer sharing scheme**

- Improved links between RCOs and mainstream especially their local volunteer centres
- Increased awareness of RCOs about services provided by volunteers centres: 15 referrals made
- Opportunities offered to 15 individual refugees to volunteer in the wider society leading to better use of their skills and better understanding of the systems in the British working environment

- 2. Stronger and more accountable RCO sector**

- Training on volunteer management incl. fundraising: 50 RCOs
- Consultancy support incl. 1:1 and telephone to 25 organisations
- Increased quality of funding applications made for volunteer costs and volunteer projects: 10 organisations helped with at least two funding applications each. At present two have had a positive response. One for volunteer project, including a volunteer co-ordinator post, for from Home

Office, the other one for volunteer costs for £4, 000 from a local Primary Care Trust.

An application for Reaching Communities has made it to the second stage.

- Diversified means of recruiting volunteers including from local volunteer centres and local colleges leading to a better pool of volunteers not just ethnically connected to the organisations
- Improved systems of acknowledging volunteers' work in their organisations: 50 organisations enabled to produce Thank You Certificates to their volunteers
- More than 200 RCOs now in possession of volunteer Management In RCOs guidelines enabling them to improve on their systems
- Two training courses now delivered with 28 participants from 23 groups

3. Increase RCOs access to wider 2nd tier support about volunteer management

- 15 RCOs referred to Volunteering England and their local volunteer centres
- 4 RCOs referred to our general consultancy team
- Two training courses planned to be delivered in conjunction with two local volunteer centres as to make RCOs aware of the services provided by these centres

4. Raise awareness within mainstream organisations of volunteering in RCOs

- As a result of the workshop to Age Concern agencies, work has been done with at least two to improve recruitment from refugee and BME groups and one agency to be involved in the Volunteer sharing scheme
- Broadened knowledge about issues affecting refugees while volunteering and how to deal with them by the participants
- Talks at the two educational institutions, London Metropolitan University and University of East London, led to both considering this as a regular event during the life of the project. UEL is making the Volunteer Sharing Scheme part of their programme as an opportunity for their students on the MA in Refugees Studies to volunteer and to enable them to have first hand experience working with RCOs and by large refugees

Appendix 6. Characteristics of sample

1. Are you a registered charity?

	Response Total	%
Yes	63	83%
No	13	17%
Total Respondents	76	100%
No answer	3	

2. Are you a company limited by guarantee?

	Response Total	%
Yes	40	65%
No	22	35%
Total Respondents	62	100%
No answer	17	

3. What is your organisations' annual income?

	Response Total	%
£0	4	6%
under £1000	6	9%
£1001-£5000	7	10%
£5001 - 10000	3	4%
£10001-£20000	8	12%
£20001-£30000	7	10%
£30001 - £50000	3	4%
£50001- £70000	5	7%
£70001 - £10000	4	6%
£100000+	20	30%
Total Respondents	67	100%
No answer	12	

4. Do you have paid staff?

	Response Total	%
Yes	63	82%
No	14	18%
Total Respondents	77	100%
No answer	2	

5. Location of organisations

Barking and Dagenham	1
Barnet	1
Brent	2
Camden	11
Croydon	8
Ealing	2
Enfield	1
Greenwich	2
Hackney	2
Hammersmith & Fulham	1
Haringey	2
Harrow	1
Hounslow	1
Islington	9
Lambeth	4
Lewisham	3
Merton	1
Newham	6
Redbridge	1
Southwark	2
Southwark / Lambeth	1
Tower Hamlets	1
Waltham Forest	3
Westminster	3
Grand Total	69

Appendix 7. Questionnaire analysis

6. Do you currently use the service of volunteers?

	Response Total	%
Yes	68	89%
No	8	11%
Total Respondents	76	100%
No answer	3	

7. Does your organisation recruit volunteers?

	Response Total	%
Yes	65	89%
No	8	11%
Total Respondents	73	100%
No answer	6	

8. How do you recruit your volunteers?

	Response Total	%
Word of mouth	44	66%
Local press	2	3%
Ethnic press	4	6%
Local organisations	3	4%
Volunteer Centre/Bureaux	7	10%
Community Events	3	4%
Other	4	6%
Total Respondents	67	100%
No answer	12	

9. Do you need more volunteers?

	Response Total	%
Yes	57	79%
No	15	21%
Total Respondents	72	100%
No answer	7	

10. Do you have a specific member of staff responsible for working with volunteers?

	Response Total	%
Yes	38	62%
No	23	38%
Total Respondents	61	100%
No answer	4	

11. How many volunteers are responsible for delivering services for your organisation?

Volunteers delivering services	Number	%
0	5	8%
1-5	23	36%
6-10	18	28%
11-20	6	9%
21-50	8	13%
51+	4	6%
Total	64	100%
No answer	16	

12. Do you receive funding for your work with volunteers?

	Response Total	%
Yes	19	28%
No	48	72%
Total Respondents	67	100%
No answer	12	

13. Do you require volunteers from specific ethnic groups or who speak specific languages?

	Response Total	%
Yes	50	68%
No	23	32%
Total Respondents	73	100%
No answer	6	

14. Do you have an induction, introduction or welcome programme for volunteers?

	Response Total	%
Yes	60	81%
No	14	19%
Total Respondents	74	100%
No answer	5	

15. Do you offer supervision to your volunteers?

	Response Total	%
Yes	64	88%
No	9	12%
Total Respondents	73	100%
No answer	6	

16. Do you provide ongoing training for your volunteers?

	Response Total	%
Yes	52	72%
No	21	29%
Total Respondents	72	100%
No answer	7	

17. Do you have money to pay volunteers expenses?

	Response Total	%
yes	41	59%
No	29	41%
Total respondents	70	100%
No answer	9	

18. What type of expenses do you pay?

	Response Total	%
Travel	54	79%
Meals	46	68%
Other	1	1%
No answer and use volunteers	12	18%
Total respondents using volunteers	68	100%

19. Do you think you would be able to recruit more volunteers if you could pay expenses?

	Response Total	%
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Yes	45	88%
No	6	12%
Total Respondents	51	100%
(skipped this question)	14	

20. Have you in the past or do you currently need help with recruiting or managing your volunteers?

	Response Total	%
Yes	29	52%
No	27	48%
Total Respondents	56	100%
No answer	24	

21. Where or who do you go to for the following (please state name of organisation)

	Volunteer Centre/CVS	Local Authority	Evelyn Oldfield Unit	Volunteering England
a. Help with recruiting volunteers	20		1	
b. Legal advice about volunteers	16		2	1
c. Information on how to manage volunteers	20		2	1
d. For advice on fundraising for volunteers	14		2	1
e. Information on what is happening locally about working with volunteers	14		1	
f. Criminal Records Bureau Checks for your volunteers	5	3		

22. Are you in contact with your local Volunteer Centre or with your local (CVS) with regards to volunteering?

	Response Total	%
Yes	38	48%
No	32	40%
Total Respondents	70	88%
No answer	10	12%

23. Are you registered with your local Volunteer Centre?

	Response Total	%
Yes	36	53%
No	32	47%
Total Respondents	68	100%
No answer	12	

23a. If NO can you briefly explain why you are not:

	Response Total	%
Am not aware of centre locally	19	49%
Do not see the need	5	13%
We are not registered but use as necessary	8	21%
Other	7	18%
Total Respondents	39	100%
No answer	41	

24. Do you read newsletters/publications from the Centre?

	Response Total	%
Yes	36	65%
No	19	35%
Total Respondents	55	100%
No answer	24	

25. Do you visit and talk to the staff at the Centre regularly?

	Response Total	%
Yes	26	50%
No	26	50%
Total Respondents	52	100%
No answer	28	

25a. If NO can you briefly explain why you do not:

	Response Total	%
Too far	2	7%
Not accessible at times when we are free	7	26%
Would prefer to speak to someone of my community and who speaks the same language	4	15%
Other	14	52%
Total Respondents	27	100%
No answer	52	

26. Have the Volunteer Centre introduced you to new volunteers from your community?

	Response Total	%
Yes	27	61%
No	7	16%
Total Respondents	44	100%
No answer	36	

27. Have you attended training provided by the Volunteer Centre?

	Response Total	%
Yes	22	52%
No	20	48%
Total Respondents	42	100%
No answer	38	

27a. If yes how would you describe the training you received?

	Response Total	%
Excellent	7	41%
Good	8	47%
Fair	2	12%
Poor	0	0%
Total Respondents	17	100%
No answer	62	

27b. If no why not? (please tick all that apply):

	Response Total	%
It is too expensive	1	5%
Too far to go	0	0%
Training is only available during office hours	4	21%
Do not have the time	6	32%
Other	11	58%
Total Respondents	19	100%
No answer	60	

28. Have your local Volunteer Centre provided you with information on volunteer management?

	Response Total	%
Yes	26	58%
No	19	42%
Total Respondents	45	100%
No answer	35	

29. Have your Volunteer Centre provided you with legal advice about volunteering?

	Response Total	%
Yes	20	51%
No	19	49%
Total Respondents	39	100%
No answer	41	

30. How would you describe your relationship with the Volunteer Centre?

	Response Total	%
Excellent	10	13%
Good	20	25%
Fair	5	6%
Poor	4	5%
No comment/no relationship	19	24%
No answer	20	25%
Total Respondents	80	100%