



Volunteer Centre

Dorset

Volunteer Centre Dorset

Registered Charity Number: 1113758

Company Number: 5685988

**The Coach House
Acland Road
Dorchester
Dorset
DT1 1EF**

Telephone (01305) 269214

**ANNUAL REPORT
2013/2014**

VOLUNTEER CENTRE DORSET

Charity Number 1113758 Company Number 5685988

Board of Directors

2013/2014

Hedley Harrison
Rod Hoare
Robin Potter
Alec Bailey
Marie Waterman
Diane Cooper
Alistair Chisholm
Jaqueline Sewell

Chair
Vice Chair
Director
Finance Director
Company Secretary
Director
Director
WDDC Representative

STAFF

Marie Waterman
Craig Womble
Karen Jones
Gill Muhl
Ken Brearley
Shaun Hollywood
Lisa Mitchell

Manager
Deputy Manager - Help Scheme Co-Ordinator
Outreach Worker - West Dorset
Outreach Worker - North Dorset
Outreach Worker - East Dorset/Purbeck & Christchurch
Administration Assistant
Administration Assistant (from November 2013)

Office

The Coach House
Acland Road
Dorchester
Dorset
DT1 1EF

Telephone: 01305 269214

Email: info@volunteeringdorset.org.uk

Opening Hours

Mon 9am-4.30pm
Tues 9am-4.30pm
Wed 9am-4.30pm
Thur 9am-4.30pm
Fri 9am-4.30pm

Volunteer Centre Dorset commits to promote, support and develop volunteering for all within Dorset.

www.volunteeringdorset.org.uk

VOLUNTEER CENTRE VOLUNTEERS
2013/2014

OFFICE

Lisa Mitchell
Dominika Kaczynska
Lawrence Southall
Helen Southall
Gary Penfold
Andrew Bush
Jenni Bristow
Sue Wilkinson
John Hobbs
Victoria Waller

WEST DORSET
Lucy Armstrong
Alison Slack

GARDEN HELP SCHEME

Neil Dreher
David Beagley
Valerie Scriven
Adrian Morton
David Dean
Michael Stamper
Konrad Menzel
Daniel Pascoe
Ian Curtis
Christopher Harvey
Nick Marsden

EAST, PURBECK & CHRISTCHURCH

Ceceila Hector
Sue Black
Jane Gadd
Nicola Barnes
Gill Whitney

COMMUNITY CREDITS

Judy Davis
Ceri Davis
Nick Marsden
David Beagley
Patrick Bond
Ted Caine
Ian Curtis
Mary Davies
Mark Ellis
Marlene Heinrich
Natalie Hodgson

Christina Kendall
Dan Milne
John Milton
Julia Moore
Suzie Ruffles
David Tune
Victoria Waller
Christopher Ward-Jones
Martin Young
Helen Davis

COMPANY AT CHRISTMAS 2013 VOLUNTEERS

Paul White - **Coordinator**

Edward Pope—**Transport Coordinator**

Aldrich Sanae

Barbara and John Askew

Ann Brandt

Max and Emily Harding

Danielle and Sophie Colley

Dee Dade

Carolyn Evans

Ian Fergusson

Toni Guyton

Graham Hopkins

Gail Hopkins

Diane Hutchinson

Barbara James

Stephanie and John Jeffrey

Patricia Merrett

Annie Perkis

Catherine Scanlon

Terry and Joy Sinnick - **Entertainers**

Jacqueline and Emma Thursdfield

Jo Whitfield

Susan Wreford

Chairman's Report 2013

Chairman's Report 2014

Before reviewing the year can I first express the Board's and the staff and volunteer's thanks and appreciation to Robin Potter whose stint as Chairman has come to an end. Encompassing as it did the Olympics and the final achievement of coverage of the whole of Dorset his tenure has covered a period that has been very challenging but also has seen the organisation come to full maturity.

2013/2014 has been a successful year. It has been a year of consolidation, of the organisation expanding its role in the community, of developing and embedding relationships within not only the voluntary and community sectors, but also the public sector and increasingly with the private sector. The most powerful examples of this last have been the partnership activities undertaken with Waitrose and the expanding involvement with many leisure organisations in support of the now well-established Community Credit Scheme.

During the year we have re-established our presence in Christchurch in collaboration with the District Council. We have steadily developed our activities in Weymouth and have continued our mutually supportive relationship with the Portland volunteering activities. Our partnership with Magna Housing has evolved significantly during the year.

The 'head-office' has continued to expand and diversify. With input from both staff and volunteers we have steadily expanded our use of the social media platforms and other Internet-based means for both advertising our activities and for enhancing the volunteering experience. The Garden Help Scheme, Company at Christmas, and the Annual Awards Evening were all again successful during the year. They were much appreciated, and are now firmly identified in the community consciousness with the Volunteer Centre and its contribution to Dorset.

The world in which the Volunteer Centre has operated during the year has not been an easy place to be and there are no signs that things will improve anytime soon. I would like to express our gratitude to our funders and our other partners for their faith in us and for their continuing support.

As I cannot stress too often or too strongly, none of this would be possible without the dedicated and enthusiastic contribution of our staff and volunteers. They are the people who make it happen, they are the face of the Volunteer Centre, and they are the real success story. On behalf of the Board, and I am equally grateful to them, can I offer my heart-felt congratulations and thanks to all these special people.

Hedley Harrison
Chairman

Manager's Report

As I read through the previous years reports I realise that we have maintained a high level of service across Dorset for some considerable years now and it's a pleasure to report that 2013/14 has again been consistently positive in all of our activities; old and new.

We have seen increased activities over the last year with a focus on volunteer development increasing opportunities in Dorset. You will read about some of these projects in this report but I will include an overview of the activities we now have in place.

Our services reflect our mission for inclusiveness and we have focussed much of our support for people who may need extra support to volunteer, these may be people who have physical disabilities, mental health issues, are unemployed, or unable to work and especially those that are young and looking at volunteering as a means to gain valuable work experience.

During this year we have developed strong partnerships with support agencies such as Stepping Stones, Community Health Forums, Job Clubs and Job Centre's, raising the awareness of the benefits of volunteering for their client groups and supporting staff to understand how the volunteer centre works and just how people can access our services. All of the Volunteers Centre's staff have given talks and presentations covering all aspects of our work, whether it be at a college for young students, an older peoples forum meeting or talking to a group of people at the Job Centre who have been out of work long term.

We have worked closely with the statutory sector developing our services around social care needs especially the Community Credits Scheme which has had such a positive impact on those involved. I would like to take this opportunity to thank all those involved that have ensured the success of the scheme, from the funders, organisations, businesses and all the volunteers who have made such a difference in their community.

Social Media has played a larger part of our publicity and promotion this year and as part of the Managing Volunteers Network Karen has included mini sessions on using social media to attract more people into volunteering. As much as we rely on IT in our daily work and in promoting volunteering, face to face meetings remains the most successful way to ensure people find the right role for them.

Event volunteering since the 2012 Olympic games has been embedded into the centres activities despite very little funding, we have a team of over 200 people willing to be contacted and to help out at various different events across Dorset throughout the year, and the Weymouth & Portland Ambassadors donned their pink and purple to meet and greet visitors to the Weymouth celebration anniversary of the games during the summer of 2013. In the future we would love to develop a fully supported Dorset Event Volunteers Programme that can support all events and volunteers across Dorset.

We have a strong ethos of working in partnership with others to ensure that peoples' volunteering needs are met and this last year has been no exception. We have been working closely with Poole and Bournemouth Volunteer Centre's and the Dorset Probation Trust to support people wishing to volunteer in the criminal justice system, we have provided recruitment, training and volunteer management and have recruited 20 volunteers who have been part of an initial pilot project and are now working on a second year to develop volunteer roles within the Probation Services.

We have over the last 18 months been working closely with Waitrose branches across the County, raising awareness of the variety of volunteering opportunities that their partners (staff) can participate in as part of Waitrose's commitment to be involved in their communities. Their partners have taken part in many activities and events over the year and have also raised a considerable amount of money for the Centre as part of their Community Matters scheme.

Manager's Report

In 2013 I was asked to visit Guys Marsh Prison to talk to a group of older men about the benefits of volunteering. During this discussion they asked if we could arrange volunteering whilst still in custody, some prisoners volunteered but many found they had little to do with little or no work or training. Working in partnership with Dorset Recoop and the Prison Governor and prisoners we have developed a volunteering project that enables prisoners wishing to volunteer their time and skills and develop new skills to volunteer on currently three programmes. The project is currently funded by the Noel Buxton Trust and will help older prisoners progress positively in custody and the centre aims to support them when released if they wish to continue to volunteer. The project is now in its early stages but already we are seeing a difference to those involved.

Our existing and long standing project such as the Volunteer Help Scheme and Company At Christmas continue to be much appreciated by those in receipt of our volunteers help, without them these projects would not happen so a big thank you for all their dedication.

The Volunteer Awards Evening grows each year and is such a celebration of volunteering. It's a chance for the centre to raise awareness and show thanks to all those that get involved in volunteering across Dorset.

Much of our work with organisations has been consolidating good practice, updating and developing volunteering opportunities and providing training for groups on Volunteer Recruitment and Management, Social Media, Emergency First Aid for volunteers and Safeguarding. With the new legislation and the new Disclosure and Barring Service now fully operating there has been major changes in the way volunteers are checked and for organisations this has been a challenging time to adjust and learn about the new criteria and legislation. We have developed lots of helpful information and guidance for organisations and volunteers on our website and have delivered training on safeguarding and the Disclosure and Barring Service. We continue to carry out checks for volunteers that meet the criteria and work in partnership with Dorset Youth Association keeping the checks free of charge.

Funding remains a challenge but we have secured funding from a variety of sources, increasing our contracts and securing grants to continue our services. There has been many discussions about how we maintain a high level of service for less and how we can diversify our funding streams, we cut our cloth accordingly and have reduced overheads where we can and we will continue to develop an income strategy over the next year to ensure a secure future for the centre.

Our staff, volunteers and trustees at the centre are truly wonderful, offering their time and talent to help with the smooth running of the centre. Behind the scenes our volunteers keep everything up to date, communicate, process and deliver services every day. We cover a large area and manage thousands of volunteer enquiries, support over 1300 organisations with over 2000 opportunities; without our volunteers our centre would be a much smaller and far less efficient. We are lucky to have such a great team of paid staff who always give that bit extra, and we have a very skilled dedicated team of trustees who support and guide the centre in all that it does. Thank you to everyone who helps us make such a difference.

I could write a book on everything we do throughout the year but you will see a snapshot of the activities of the Volunteer Centre during 2013/14 in this report. This is my thirteenth year as manager of the centre and I remain as positive and enthusiastic as ever and still feel there is so much potential and opportunity in an ever increasing changing climate of volunteering.

Marie Waterman

Centre Manger

Training and Volunteer Development

The Volunteer Centre has been active in providing a wide variety of training for organisations involving volunteers and for volunteers. Over the year we have provided training across Dorset on:

- ◆ Emergency First Aid
- ◆ Recruitment of Volunteers
- ◆ Managing and Supporting Volunteers
- ◆ Using Social Media in the Voluntary and Community Sector
- ◆ Volunteer Recruitment Fairs across Dorset
- ◆ DBS and Safeguarding Training for Volunteer Involving Groups
- ◆ Project Argus for Event Volunteering

Over the year we have organised 4 emergency First Aid Courses for 48 volunteers, thanks to Ouch training, who have delivered practical training for volunteers.

We have delivered Good Practice training on volunteer management and recruitment for groups to over 80 organisations across the County.

The Dorset Volunteer Managers Network Forum is now in its second year and proved to be of value to those attending, Karen Jones coordinates the sessions and has gathered feedback from the volunteer managers and designed the sessions based on their input and need. This year has a focus on social media and how to get the most from it whether raising awareness of the organisations activities or recruiting volunteers.

Following the success of the 2012 Ambassadors we have continued to support event volunteering throughout Dorset and we managed the Ambassadors who participated in the Anniversary to Summer to remember" event in Weymouth.

We have continued to carry out Disclosure and Barring checks for volunteers that required them and also delivered a workshop for groups to enable a better understanding of the new legislation and to improve their knowledge on safeguarding and good volunteer management.

We have evaluated all of our training and feedback shows that training is a vital part of volunteer development and organisations really benefit from being able to access training and development for their groups and their volunteers.

Some feedback comments:

" Knowledgeable explanations on a complicated subject" (Safeguarding Training)

"Good hands on approach to training session" (Project Argus for Event Volunteers)

" Practical and got to use what we learnt by practicing on each other" (Emergency First Aid)

Statistical Information 2013/14

Volunteer Centre Dorset has maintained and increased its level of services across Dorset and during 2013/14 have now increased its drop in sessions and increased its coverage to include Weymouth and Christchurch. Volunteering has remained high on the agenda for people in Dorset. We have noticed a shift in the pattern of people volunteering and have supported a high number of people who are out of work, unable to work and young people looking to volunteer to improve their skills and gain experience.

Overall Volunteer applications have remained high with people out of work, people with health issues and young people being the highest to register at the centre. = 1493

Volunteer Opportunities registered at the Volunteer Centre = 2317

Number of Organisations registered at the Volunteer Centre = 1309

Number of CRB checks carried out by VCD for volunteers = 445

The minimum number of Volunteer hours provided by our own team of Volunteer Centre Volunteers = 12,640 this does not include those who volunteer at events and one off volunteering for the centre. This amounts to £94,168 worth of time based on the living wage.

Volunteers in Dorset who registered during 2013/14 via the Volunteer Centre which we calculate at the average wage for Dorset this amount of volunteering equates to over £5.5million worth of time, skills and knowledge. And this is a minimum calculation and only those who register at the Volunteer Centre!!

Our figures show that Dorset's residents are willing and keen to give their time to Volunteer—so just ask!



Nick & Daniel working as part of the Princes Trust



David and Adrian at Dorchester Carnival



Camp Bestival 2013



Directions Group helping at The Luncheon club



Girls at Gorge Café presenting hampers for Company at Christmas



Volunteers & Wessex FM at Best Of Dorset in Weymouth



Certificates presented to Waitrose Volunteering team



Summer to Remember Ambassadors



Volunteer Centre Awards Evening



Waitrose Community Matters

Company At Christmas

COMPANY AT CHRISTMAS 2013 VOLUNTEERS

"To all those that have volunteered your time, driven guests, donated gifts and funding to support the project, a very big thank you from the team at Volunteer Centre Dorset and especially thank you from those guests who attended the day, without your support we couldn't do what we do, thank you for help in 2013 and we look forward to your support in 2014."

As usual, the "Company at Christmas" event, took place in the Damers Restaurant at Dorset County Hospital. The aims of the event are to give those who normally would have been home-alone on Christmas Day a safe place to go to where they are able to enjoy the company of other people, have a hot meal, be entertained, and have fun.

34 guests came, mostly elderly, some in wheelchairs. The guests were cared for by 25 volunteers who gave their time to come alongside the guests and help make the day go as smoothly and successfully as possible.

The volunteers were from all walks of life and all ages. Some were regular helpers at this event and some were new to the event. Some were engaged in transporting guests from their homes to the hospital, others welcomed guests as they arrived, some engaged the guests in conversation, others served food and drink, or entertained with music and dancing.

A traditional Christmas meal was provided by the staff at the Damers Restaurant, who not only provided a hot meal for the guests but also for the volunteers as well. The restaurant staff also "set" the tables in a Christmas style.

There was a great atmosphere, a real buzz of conversations, aided by age appropriate music, the giving of a present and raffle prize for each guest, and a mixed food hamper to take home. The feedback from the guests and volunteers was that the event was a great success.

As always there were areas where improvements can be made. Ed Pope found the collecting and returning home of guests in wheelchairs very time consuming. He had only one volunteer to help, he needs at least two. Taking the walking disabled and wheelchair disabled in the same minibus added to the amount of time it took. Perhaps for next year's event consideration could be given to either having a second minibus so that walking disabled and wheelchair disabled could be split, or all walking disabled are collected by volunteers with their own transport.

Paul White
Volunteer Coordinator

Company At Christmas 2013



Community Credit Scheme

The Community Credit Scheme a new pilot project has just completed its first year! I have been so lucky to be involved in such a rewarding project. Much has been achieved in its first year most of all in raising awareness of people with learning disabilities and their ability to volunteer with such commitment, loyalty and achievement.

Many people with learning disabilities have enough to cope with in life without extra barriers being put up. I have felt that we the 'Volunteer Centre Dorset' have broken down some of these barriers and much conceived ideas about Learning Disabilities but there is still much work to do.

The target for the first year was to have 20 volunteers with Learning Disabilities and 20 mentors to support the volunteers and this was exceeded. We have 18 Buddy/Mentors, 73 People with Learning Disabilities Placed.

Workshops:

I delivered basic learning disability awareness training twice in the year to group of volunteer buddies this covered, Scope & Boundaries, Confidentiality, Communication and History of Learning Disabilities

I hired a First Aid Trainer to put on a first aid class to 9 volunteers with learning disabilities this was a tailor made course and 6 out of the 9 completed the introduction to First Aid and gained a certificate.

Events:

I have also raised awareness of learning disabilities by holding a Fun Event in partnership with Mencap this was very successful

Another large recruitment event was held at Community Fire Station Weymouth. The event was different in that we had people offering massage, dance classes and nail painting along with many other activities. Other events included Camp Bestival, Dorchester Centre/Corn Exchange and Bridport explaining about the project and where credits could be earned and exchanged.

Presentations to: Learning Disability Partnership Board, Fulfilling Lives, Dorset County Council, Adult Learning Group, Friendship Club, Rotary Club, Adult services Team, NHS Team

Marketing/Promotion

A film is being produced and will be on show after August

Many successful partnerships have been made with local businesses, 23 in total and organisations offering placements.

A drop in session has been established in Weymouth Library the first Tuesday of the month and this raises awareness of the project whilst also recruiting volunteer buddies/mentors.

The Credit Scheme joined Weymouth & Portland Council in partnership to deliver an inclusive arts project in Weymouth. Working with You and Synergy Housing donated £1300 towards the project. We held workshops where over 60 people took part from different sectors of the community. This will be erected soon at the Old Fire Station in Weymouth with the Volunteer Centre Dorset's web details.

Through this project many people's lives have been changed dramatically please see quote.

Siobhan Davis
Project Coordinator

Volunteer Help Scheme

Although the season is far from over, the Volunteer Help Scheme has come on leaps and bounds this year. This is due to the increase in terms of manpower, the recruitment of two new volunteer drivers willing to support the team of dedicated volunteers and of some recent successful funding bids. Currently we have four permanent drivers supporting four teams. Consequently all our gardens are receiving a four weekly service and we are able to undertake a variety of tasks to support elderly and disabled local residents. Requests for the service is still tends to overtake our resources but we manage to help everyone or pass clients on to someone else who can help. Even if the weather is against us our volunteers are still busy carrying out tip runs or other essential tasks for our clients. One area we have noticed an increase in is removing large items for disposal or recycling, and physical help and support for house moves, packing and moving furniture around to accommodate disabled equipment helping those with disabilities etc.

We have submitted successful funding bids with Market Car Boot sales £2000, The Health and wellbeing Fund £500, Magna £1500, and have several more pending, including Signpost Housing, Hall and Woodhouse. Due to the varied nature of the work carried out by volunteers we have seen an increase in donations to the scheme which is always welcome and much appreciated, the Volunteer Help Scheme only costs about £5000 per year and works out at very good value for money considering the amount of visits our volunteers make each year, the costs cover equipment, van and fuel costs, volunteer expenses and volunteer training.

Volunteers involved in the project are themselves either supporting others as mentors or being mentored. The outcomes are easily measured in terms support for the community, and also meaningful voluntary activities for volunteers who feel part of a team, have a greater sense of purpose and of course the rewards of helping others, especially enjoying the tea and cakes offered by those we help which all very much appreciated.

During the year several volunteers have successfully completed First Aid at Work qualifications, and we have programmed in Brushwood Cutters and Strimmer's training for supervisors for later in the year.

All volunteers have been very supportive of the centres work and regularly take part in social activities, as well as other volunteering.

Possible expansion of the Scheme is under review due to the impact this type of work has on volunteers including regularity, team activity, mentoring aspects, the effects to health and well- being.

In small close knit teams, confidence quickly grows and the results are tangible. The challenge as always are the resources and selling the positive elements. It is not just a 'Gardening Scheme' but a Volunteer Help scheme serving the community, whilst helping the individuals.

Craig Womble
Deputy Manager & VHS Coordinator

West Dorset Outreach

It's been a fun filled busy year, there have been more demands, new challenges and new directions for outreach in West Dorset. The drop in sessions continue to be a valuable point of contact for organisations and those seeking volunteering opportunities in their local communities.

I set myself the challenge to get organisations to be more connected and aware of each other; this was achieved through the community lunches I put on in Bridport with Churches Together and in Beaminster with Dorset Community Action but also with various recruitment events I put on for the local voluntary organisations and small group networking meet ups.

This year also saw the start of doing an outreach pilot in the Weymouth areas, from awareness events, visiting organisations, job clubs, attending local community lunches and also putting on a special recruitment event for volunteers with Learning disabilities in partnership with our Community Credits Scheme.

The Dorset Volunteer Managers Network is now into it's second year and I really pleased to see a continued demand for this and also more new faces coming along to take part in a topic that relates or could help them in their work with volunteers. They share information and experiences whilst undertaking a short creative workshop in Social Media and how to get the most out of it.

I was asked by ivo, the new owners of the national volunteering site - do-it.org, if I would like to be on the new Volunteer Centre Advisory Group to help with representing Volunteer Centres nationally in the run up to the new do-it.org site that will go live in the later part of 2014. This has involved feeding in suggestions, helping other Volunteer Centres with the changes to the improved service and feeding into the ivo group the things that Volunteer Centres will need the new do-it to be able to do and the future of the site for the next 5 years. I organised an event with Marie Waterman to spread this message across the South West Region as I had the opportunity to ask it's CEO Jamie Ward-Smith to come to Dorset to do a presentation to over 25 representatives from South West region Volunteer Centres and related volunteer placing organisations, This was very well attended, followed by a very informative Q&A session afterwards.

Social Media is growing all the time plus it has been good to see how voluntary organisations can use this as an extra tool in their work and finding ways around any imagined barriers in using it.. I have been advising on a pilot scheme with Shine UK on their Silver Dreams project to demonstrate that it is possible for a group of vulnerable volunteers to run a closed Facebook group to address their needs and make new friends, share advice and volunteer through this. It has developed more and gone onto provide many with volunteering opportunities using social media. This was a new direction for outreach advice and there could be more on the horizon as we move more into the digital age.

Partnership working has increased and continues to work well. This year we are working on a new project with Magna Sheltered Housing to help their older residents put on new activities or attend activities with volunteer help.

My personal big thanks list; To Nicky Jenkins and the Dorset Fire & Rescue HQ for providing a venue for the DVMN to meet plus the volunteer crew at the Weymouth Station. To Jo O'Farrell who despite everything really inspires me and is great to work with, to the ivo team and Jamie Ward-Smith, Linda Bullock & Bridport Town Council, Tessa Greenaway & Bridport Local Area Partnership, Jill Forsey & her team at Sherborne Library and not forgetting Bridport United Church Hall for providing a drop in venue.

Karen Jones

West Dorset Outreach

North Dorset Outreach

This has been a good year generally for the North Dorset outreach for the Volunteer Centre Dorset with a steady response of people coming forward to find out about volunteering opportunities across the region. I have continued with the established timetable of Drop-in sessions so that people and organisations know when and where to contact me. On a Tuesday I am in Shaftesbury & Gillingham and on a Thursday I visit Sturminster Newton & Blandford Forum. I use the libraries for three of the Drop-in sessions as I feel that these are neutral locations where people are happy to come to find me. In Blandford I am based in the DT11 Forum Community Office, this has good internet connections but is a little out of the way for the public to find.

The Disclosure & Barring Service checks that we are able to offer free of charge for volunteers continue to be well used. I have carried out DBS checks for Home-Start North Dorset, the Gillingham Car Link, Hope Projects Shaftesbury, Milton Abbas Neighbourcar, Hillside Car Scheme Hazelbury Bryan, the Gillingham Shaftesbury & Mere Lions Club, Shaftesbury Neighbourcar, the Probation Service & the Dorset Lavender Farm based in Fiddleford. I was invited to attend a PING (POPP Interactive Neighbourcar Group) Meeting to clarify some queries surrounding the changes to the DBS checking procedure. The services that these Neighbourcar schemes provide are becoming more and more in demand particularly with the cuts to rural bus services.

Altogether I have met with nearly 100 prospective volunteers and supplied them with information and advice on the volunteering opportunities available to them. Many more people use the Do-It website to access information having been made aware of the internet site from the VCD Newsletter, posters & other promotional publicity. I regularly submit articles to the local community news sheets - Unity.com in Sturminster, Forum Focus in Blandford, Shaftesbury Matters & Gillingham Matters.

I have attended events across the region such as the Community Coffee Mornings organised by the Sturquest team, the POPPs locality meetings, Blandford Expo, North Dorset Community Lunch organised by DCA and the Dorset County Show.

In February 2014 a new neighbourcar scheme was launched to cover the Shaftesbury area & the surrounding villages. I carried out the DBS checks for all their volunteer drivers & helped with the publicity and recruitment. The scheme is now well established and thriving. BUS2GO is another much welcome established project set up by Margo Kirk from Milborne St Andrew covering the rural villages around Blandford. They use the Dorset Community Transport buses, which have space for wheelchairs & pushchairs, to go on outings to local attractions and events across Dorset. This door-to-door service enables people to enjoy visits to places that otherwise they would not be able to go as they do not have their own transport.

A new organisation to register with us is the Scientific Exploration Society (SES) based in Motcombe near Shaftesbury. The SES is a registered charity which focuses on scientific, conservation, education & community aid projects throughout the world. Their present day focus is as a meeting point & resource centre to both their members and to those planning expeditions throughout the world, as well as planning community aid to be carried out during the expeditions.

Gill Muhl
North Dorset Outreach

East Dorset and Purbeck Outreach

Looking back over the last 12 months prior to April 2014, has proved interesting, especially with regard to the Volunteers presence in Christchurch. It was in February 2013 that negotiations were still progressing, with frequent meetings with officials at the respective councils. Also at this time I was making frequent visits to the area to support organisations and help the coordinator, So when it all came to fruition in March 2014 with an "Opening Event" held at the main Library with the Mayor present it was a special time. Following the event, there has been weekly "Drop Ins" which in the main have been very busy Christchurch area is very large and encompasses Highcliffe, New Milton, Somerford and beyond and a huge potential for volunteering.

Waitrose in particular, the branch at Wimborne have been of great benefit, not only financially through their "Community Matters Scheme" but also with their staff taking on numerous volunteering projects.

I have attended and taken part in numerous events including, Job Fairs at Bovington, Information Days with POPPs, and numerous Community Lunches with DCA as well as running our own Volunteer Fair at Wimborne (July).

I ran "Drop Ins" at Wimborne, Wareham, Swanage and Ferndown (Volunteer led) with other visits made to Bovington, Upton, Verwood and West Moors.

One of the main events I was involved in was the linking of Moors Country Park and the National Trust at Kingston Lacy for the Activity program, designed to encourage people to be more active. Volunteers were recruited and were heavily involved in all the programs

I have retained the approach, which I believe to be the main point of my position that is to recruit Volunteers and find the right placement for them and to support organisation wherever possible.

I still have a steady flow of new volunteers and enquiries and also organisations looking for opportunities to be filled.

I have also commented before that my involvement with organisations as provided me with a splendid group of friends, which makes my job so much more worthwhile and satisfying.

Ken Brearley

Christchurch, East Dorset & Purbecks Outreach Worker.

Company Registration No. 05685988 (England and Wales)

Registered Charity No. 1113758

VOLUNTEER CENTRE DORSET
TRUSTEES' REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2014

E d w a r d s & K e e p i n g

Chartered Accountants

VOLUNTEER CENTRE DORSET

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VOLUNTEER CENTRE DORSET

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2014

The trustees present their report and the unaudited financial statements for the year ended 31 March 2014.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005).

Reference and administrative information

Charity/company name	Volunteer Centre Dorset	
Other names	Dorchester Volunteer Bureau Volunteer Centre Dorchester	
Charity number	1113758	
Company number	05685988	
Registered office	The Old Coach House Acland Road Dorchester DT1 1EF	
Company Secretary/Centre Manager	Marie Waterman	
Trustees/directors		
Chairman	Hedley Harrison	(from 25 September 2013)
	Robin Potter	(to 25 September 2013)
Vice-chair	Harry Rodney Hoare	(from 25 September 2013)
	Hedley Harrison	(to 25 September 2013)
Honorary Treasurer/Finance director	Alec Bailey MA FCA	
Other trustees/directors	Alistair Chisholm	
	Dianne Cooper	
	Timothy Harries	(to 25 September 2013)
	Robin Potter	(from 25 September 2013)
Independent examiner	I M Carrington MA FCA Edwards and Keeping Unity Chambers 34 High East Street Dorchester Dorset DT1 1HA	
Bankers	Barclays Bank PLC Financial Service Authority 1 Churchill Place London E14 5HP	Co-operative Bank Southampton 61 Above Bar Street Southampton SO14 7DZ

VOLUNTEER CENTRE DORSET

REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2014

Structure, governance and management

The Volunteer Centre Dorset was incorporated as "Dorchester Volunteer Bureau" as a company limited by guarantee on 24 January 2006 and registered as a charity with the Charity Commission on 12 April 2006. The charity commenced operations on 1 July 2006, taking over the net assets and charitable activities of the unincorporated charity of the same name (charity number 1004015). The affairs of the charity are governed by its memorandum and articles under which the members of the company are its trustees and directors and control the charity and its property and funds. The charity changed its name to "Volunteer Centre Dorset" by special resolution dated 8 April 2009.

Trustees are recruited by advertisement or nomination. There is no determined maximum or minimum number. By agreement all trustees retire each year and are re-elected and new trustees elected. Customarily West Dorset District Council (WDDC) and Dorchester Town Council (DTC) nominate a member of the Board, the WDDC nomination sits as a trustee, the DTC nomination sometimes only as an adviser; no organisation is entitled to appoint a trustee. No formal induction or training of trustees is considered necessary.

Objects, activities and performance

The objects of the Centre are to benefit local communities by undertaking voluntary work in education, social services and other areas of charitable activity and encouraging others to do so. This is achieved primarily through informing, guiding and supporting persons willing to undertake voluntary service, advising and guiding organisations using volunteers and establishing and maintaining a centre for the conduct of its activities and as a meeting place in connection with such activities.

The Centre provides the services defined above through Outreach outside of the greater-Dorchester area (excluding Weymouth and Portland and Christchurch) including the provision of appropriate training both to individual volunteers and organisations using volunteers, the organisation of seminars and advertisement of its services. The Centre provides specific support in some areas, for example, through its Garden Help Schemes and Company at Christmas project.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Centre's aims and objectives and in planning future activities.

Total incoming resources for the year were £182,582 (2013 - £167,315), primarily received from funding agencies as grants. Additional funding of £4,599 relating to future periods has been deferred. Expenditure for the year totalled £192,066 (2013 - £162,545), of which 69% related to staff and volunteer salaries and expenses. The net deficit for the year was £9,484 (2013 deficit - £230).

At 31 March 2014, total funds amounted to £53,215.

Reserves policy

The trustees have examined the charity's requirements for reserves in light of the main risks to the organisation and have established a policy whereby the unrestricted funds held by the charity (not committed or invested in tangible fixed assets but including deferred income) should be 4 to 6 months of total expenditure excluding internal management charges. Free reserves are needed to meet the working capital requirements of the Centre and the trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a temporary drop in funding. Although free reserves at the year end were well below this target, the trustees are confident that sufficient funds are currently available to allow the Centre to continue in operation for the foreseeable future.

VOLUNTEER CENTRE DORSET

REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2014

Report of the Finance Director

It would be an unusual year, in fact the first, if I gave an upbeat report. But this is not entirely true. For an organisation with few reserves and many commitments each and every year we have survived and continue to prosper. We find partners and funders and provide the core services that we are established to perform. So let me say in the first paragraph that we have been cutting our cloth according to our means but remain very effective. Detail of how effectively we deliver in the community will be expounded elsewhere. But as an accountant I would suggest that our funders have not found a better provider of what we do.

We have sought and found new funders in this year and this process continues. Each funder may have a niche, perhaps for a part of Dorset or for a specific clientele but we have proved able to adjust our services to satisfy their demands. These are additional to the main service level agreement, in partnership with Dorset Community Action, with Dorset County Council and the health authority. Retaining and extending this contract into the future provides our largest source of revenue. This three year contract has provided much stability. The organisation would be even more secure if we could obtain other term contracts to reduce our dependence on this one.

Almost all of the income that we receive is 'earmarked' for specific services and, as I have noted we have few reserves. This means that services for which we cannot obtain income cannot be continued. This imperative will potentially impact on services that we may have always done and that we consider valuable and would wish to continue. Take for example the Volunteer Help Scheme which has morphed from the Garden Help Scheme and 'we have always done'. In most previous years this has been supported from our reserves. This year with a lot of work by the centre's staff we have several grants to fund this on-going year. However, for it to continue we need to maintain this revenue and replace a vehicle at some future date.

As with everything related to this charity, every little helps and is appreciated and so do not be concerned over coming forward to add your contribution and making us grow.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the trustees on 15 May 2014

**Alec Bailey MA FCA, Director of Finance
Trustee**

VOLUNTEER CENTRE DORSET

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VOLUNTEER CENTRE DORSET

I report on the accounts of the Volunteer Centre Dorset for the year ended 31 March 2014, set out on pages 5 to 10.

Respective responsibilities of the trustees and examiner

The trustees (who are also directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met: or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

I M Carrington MA (Oxon) FCA
Edwards and Keeping

4 August 2014
Unity Chambers
34 High East Street
Dorchester
Dorset
DT1 1HA

VOLUNTEER CENTRE DORSET

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2014

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2014 £	Total funds 2013 £
Incoming resources					
Donations		2,984	3,016	6,000	9,483
Grants and funding		45,324	108,953	154,277	139,222
Fees and training		1,340	5,366	6,706	1,934
Affiliation fees		952	-	952	1,075
Events and miscellaneous income		165	-	165	287
UK bank interest		955	-	955	418
Management charges		13,527	-	13,527	14,896
Total incoming resources		65,247	117,335	182,582	167,315
Resources expended					
Salaries		44,397	75,033	119,430	108,769
Staff, trustee and volunteer expenses		933	1,187	2,120	947
Staff travel		1,184	8,719	9,903	8,104
Training and fees		235	165	400	726
Vehicle costs		-	2,530	2,530	2,214
Repairs and renewals		-	224	224	242
Newsletter		429	2,200	2,629	2,331
Subscriptions		177	62	239	-
Premises		3,605	3,986	7,591	7,740
Miscellaneous		56	-	56	134
Postage		1,119	510	1,629	1,288
Telephone		1,318	2,511	3,829	2,385
Stationery		642	6,207	6,849	2,904
Advertising and promotion		460	849	1,309	423
Insurance		102	700	802	759
Office		728	720	1,448	1,136
Management charges		-	13,527	13,527	14,896
Events		7,297	2,322	9,619	4,287
Bookkeeping		5,137	-	5,137	4,933
Independent examination and accountancy		567	633	1,200	1,200
Depreciation		842	753	1,595	2,127
Total resources expended		69,228	122,838	192,066	167,545
Net outgoing resources before transfers		(3,981)	(5,503)	(9,484)	(230)
Gross transfers between funds		(2,208)	2,208	-	-
Net outgoing resources - net expenditure for the year	2	(6,189)	(3,295)	(9,484)	(230)
Reconciliation of funds					
Funds brought forward		37,748	24,951	62,699	62,929
Funds carried forward	9	31,559	21,656	53,215	62,699

VOLUNTEER CENTRE DORSET

BALANCE SHEET AS AT 31 MARCH 2014

	Notes	2014 £	£	2013 £	£
Fixed assets					
Tangible assets	4		4,786		6,381
Current assets					
Debtors	5	5,881		21,948	
Cash at bank and in hand		52,272		72,816	
		<u>58,153</u>		<u>94,764</u>	
Creditors: amounts falling due within one year	6	(9,724)		(38,446)	
Net current assets			48,429		56,318
Net assets	8		<u>53,215</u>		<u>62,699</u>
Funds					
Unrestricted income funds			31,559		37,748
Restricted income funds			21,656		24,951
	9		<u>53,215</u>		<u>62,699</u>

For the year ending 31 March 2014 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Approved by the trustees on 15 May 2014

**Alec Bailey MA FCA, Director of Finance
Trustee**

Company No. 05685988

VOLUNTEER CENTRE DORSET

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2014

1 Accounting policies

(a) Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005) and applicable accounting standards.

(b) Incoming resources

Grants are recognised in full in the statement of financial activities in the year received, unless related to a specific period, when they are deferred until used. Grants relating to a specific project are allocated to the appropriate restricted fund.

Other incoming resources are recognised when the charitable company is entitled to the income and the amount can be quantified with reasonable accuracy. All income is recorded gross with no netting off of related expenditure.

Management charges reflect overhead and administrative costs recharged to the individual restricted funds.

(c) Resources expended

All expenditure is accounted for when incurred on the accruals basis and includes any attributable VAT which cannot be recovered. The charity was registered for VAT from 1 April 2012.

All resources expended are allocated to the relevant cost or activity to reflect the use of the resource on the basis of time spent and estimated usage. Management charges reflect overhead and administrative costs recharged to the individual restricted funds.

Rental costs under operating leases were charged to the statement of financial activities in equal amounts over the period of the lease.

(d) Tangible fixed assets

Tangible fixed assets for continuing use by the charitable company are initially recorded at cost, or in the case of donated assets, at a valuation. Depreciation of fixed assets is provided at the following annual rates in order to write off the cost or valuation less any residual values of each asset over its estimated useful life as follows:-

Fixtures, fittings and equipment	25% on the reducing balance
----------------------------------	-----------------------------

(e) Fund accounting

Unrestricted funds are expendable at the discretion of the trustees in furtherance of the objects of the charitable company. Such funds may be held in order to finance both working capital and capital investment. Designated funds are unrestricted funds earmarked for specific purposes by the trustees.

Restricted funds can only be used for particular restricted projects or purposes within the objects of the charity. Restrictions arise when specified by the funder or when funds are raised for particular restricted projects or purposes. Expenditure which meets the restricted criteria is charged to that fund, together with a fair allocation of overhead and administrative costs.

VOLUNTEER CENTRE DORSET

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2014

2 Net outgoing resources - net expenditure for the year	2014	2013
	£	£
Net outgoing resources for the year is stated after charging:-		
Depreciation	1,595	2,127
Independent examiner's fees - independent examination	400	400
- accountancy	800	800
	<u> </u>	<u> </u>

3 Staff costs, trustees' remuneration and related party transactions	2014	2013
	£	£
Wages and salaries	111,569	101,587
Employer's national insurance	7,861	7,182
	<u> </u>	<u> </u>
	<u>119,430</u>	<u>108,769</u>

The average number of employees during the year was eight (2013: eight). No employee received remuneration exceeding £60,000.

No trustees received any remuneration, benefits or expenses during either year.

4 Tangible fixed assets	Fixtures, fittings and equipment £
Cost or valuation	
At 1 April 2013	27,129
Additions at cost	-
	<u> </u>
At 31 March 2014	<u>27,129</u>
Depreciation	
At 1 April 2013	20,748
Charge for the period	1,595
	<u> </u>
At 31 March 2014	<u>22,343</u>
Net book value	
At 31 March 2014	<u>4,786</u>
At 31 March 2013	<u>6,381</u>

VOLUNTEER CENTRE DORSET

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2014

5 Debtors	2014	2013
	£	£
Debtors	4,289	21,319
Taxes and social security costs	606	-
Prepayments and accrued income	986	629
	<u>5,881</u>	<u>21,948</u>

6 Creditors: amounts falling due within one year	2014	2013
	£	£
Deferred income	4,599	30,708
Taxes and social security costs	-	2,833
Other creditors and accruals	5,125	4,905
	<u>9,724</u>	<u>38,446</u>

Deferred income relates solely to funding received in advance, which is credited to the statement of financial activities in the year to which it relates:-

Deferred income brought forward	30,708
Credited to the statement of financial activities during the current year	(30,708)
Arising during the year on grants for 14/15	4,599
	<u>4,599</u>

7 Operating lease commitments

At 31 March 2014 the charitable company had annual commitments under non-cancellable operating leases as follows:-

	Land and buildings	
	2014	2013
	£	£
Expiry date:-		
Within one year	4,400	-
Between two and five years	-	4,400
	<u>4,400</u>	<u>4,400</u>

8 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fixed assets	3,855	931	4,786
Net current assets	27,704	20,725	48,429
	<u>31,559</u>	<u>21,656</u>	<u>53,215</u>

VOLUNTEER CENTRE DORSET

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2014

9 Funds

	At 1 April 2013 £	Incoming resources £	Outgoing resources £	Transfers between funds £	At 31 March 2014 £
Unrestricted funds					
Administration	17,748	65,247	(69,228)	(3,726)	10,041
Termination of activities provision	20,000	-	-	1,518	21,518
	<u>37,748</u>	<u>65,247</u>	<u>(69,228)</u>	<u>(2,208)</u>	<u>31,559</u>
Restricted funds					
Voluntary Help Scheme	2,591	270	(4,355)	1,494	-
Dorchester Outreach	13,084	7,000	(12,897)	-	7,187
East Dorset / Purbeck Outreach	5,891	24,400	(22,522)	-	7,769
North Dorset Outreach	-	14,989	(14,989)	-	-
West Dorset Outreach	-	18,053	(18,053)	-	-
Company at Christmas	1,390	1,100	(1,683)	714	1,521
Armed Forces	-	6,170	(4,964)	-	1,206
Probation	-	15,056	(14,283)	-	773
Community credits	1,995	30,297	(29,092)	-	3,200
	<u>24,951</u>	<u>117,335</u>	<u>(122,838)</u>	<u>2,208</u>	<u>21,656</u>
Total funds	<u><u>62,699</u></u>	<u><u>182,582</u></u>	<u><u>(192,066)</u></u>	<u><u>-</u></u>	<u><u>53,215</u></u>

Restricted funds arise when specified by the funder or when funds are raised for particular restricted projects or activities. Expenditure which meets the restricted criteria is charged to that fund, together with a fair allocation of support and administrative costs. Insofar as expenditure charged to restricted funds exceeds monies received, transfers may be made from unrestricted funds to cover any deficit that would otherwise arise.

10 Control

The Volunteer Centre is constituted as a charitable company limited by guarantee and with no share capital. Control of the company is therefore vested in the trustees.



What People Say About Us

"One of the most helpful things they did was to create a warm and positive environment. I also felt there was a degree of empathy that is not so common to find. I provided very little evidence to the Volunteer Centre that I could help them yet they provided me the opportunity to do so with a baseline trust. There were many skills there to learn that often go unnoticed and get taken for granted. It was nice to be able to learn them whilst being able to help others. They were also encouraging and open to offer any advice if I asked."

Lawrence— Admin volunteer who has now moved into a paid apprenticeship,

"Before volunteering I stayed in bed till late morning most days and then played on my play station. I now have more confidence and enjoy meeting more people".

Daniel volunteers four full days a week with the Community Credits Scheme.

"Their local knowledge and expertise help us to target our specific volunteer vacancies. They are also a great source of community knowledge and assist in linking groups together, avoiding duplication, facilitating sharing of & maximising resources and building networks for greater communication and cohesion within communities".

Lisa Knight—Locality Manager RVS

Very many thanks for all your support and encouragement. The help from the Volunteer Centre, DCA, NDC, Dorset POPP, County Councillors and Spectrum have made an enormous impact on the project.

Kind regards and grateful thanks

Margaret Kirk— Coordinator Bus 2 Go

VOLUNTEER CENTRE DORSET WOULD LIKE TO THANK ITS PARTNERS AND SUPPORTERS.

NCVO

Dorset County Council
East Dorset District Council
User Organisations
The Volunteers
The Board of Directors
Dorchester Arts Centre
DT11 Office
South West Forum
Dorset Libraries
Upton Country Park
Dorset Community Action
Dorset County Hospital
Dorset Communities Forum
Dorset Echo
Western Gazette
Wessex FM
BBC Radio Solent
Bridport United Church
Community Credit Scheme
Bridport Arts Centre
Bridport Gold Club
Bridport Leisure Centre
Dorchester Arts Centre
Dorchester Ghost Walks
Dorchester Town FC
Dorset County Museum
Plaza Cinema Dorchester
REMIX—young peoples drama group
Osprey Leisure Centre
Pitch & Putt Lodmoor Country Park
Riviera Hotel
RSPB Weymouth
Wessex Gold Centre
Weyline taxis
Weymouth College
Weymouth FC
Weymouth Sealife Centre

Funders

Signpost Housing Association
Dorset County Council
Dorset NHS
East Dorset District Council
Dorset Probation Trust
Armed Forces Covenant Grant
Magna Housing Association
Taste
Waitrose
West Dorset District Council
Noel Buxton Trust
Dorchester Lions
Beaminster Town Council
Health & Social Care Volunteering Fund
Dorchester Town Council
Donors—VHS

Many thanks to all groups, that have helped and been involved in a very successful year.