



# volunteer centre

Ionad d'Obair Dheonach Corcaigh

CORK



## **ANNUAL REPORT 2018**

Submitted to the  
Department of Rural and  
Community Development  
June 2019



An Roinn Forbartha  
Tuaithe agus Pobail  
Department of Rural and  
Community Development

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**volunteer centre**

Ionad d'ObairDheonach Corcaigh

C O R K

# 1. Chairperson's Message

This report highlights the achievements of County Cork Volunteer Centre (CVC) in 2018. We offer support and guidance to individuals and Volunteer Involving Organisations (VIOs) to reach their individual and collective goals while making a significant contribution to their local community and society.

Cork Volunteer Centre has a prime location on North Main Street in the heart of Cork City. With a 'shop' front and reception open to all members of the public to inquire, register or book a meeting. Through our location, our social media channels, newsletters and press coverage, we are maximising the benefits and opportunities of volunteering as well as supporting the 600 non-profit organisations registered with us.

Seeking to create even greater inclusion, we are collaborating with the City and County Public Participation Networks, creating alliances and partnerships with the FAI and SHEP (Social Health and Education Project), and tailoring information sessions to the unemployed, migrants and new arrivals in our communities.

2018 saw the development of the team in the Volunteer Centre and we were delighted to welcome Julie Connelly, as our new Manager. With new beginnings, there are also endings, and we would like to express our gratitude and best wishes for the future to Joanna Karolini who served as acting Manager with us.

A special thank you to all who currently volunteer with us, and all on our board of directors. For your endless commitment, your ideas and time, thank you! As always, a huge thank you to our team in the Centre, for your insights, energy and expertise, we couldn't do it without you. Particular thanks are also due to our core funder the Department of Rural and Community Development; to the network of Volunteer Centres; and Volunteer Ireland for their ongoing support.

Finally, this year we continued to be inspired by the work of local groups and their volunteers. To all the people in our community we were fortunate enough to cross paths with in 2018, thank you for continuing to inspire and motivate us to promote and shape volunteering throughout Cork City and County. We are looking forward to working with you in 2019.

Chris O'Leary  
Chairperson



## 2. 2018 In Numbers



# 1525

New Volunteers



from **85** Countries  
contributed



# 44,481

 Hours

## 14%

Increase in  
Volunteers  
Placed

## 5%

Increase in  
Face To Face  
Meetings

## 9%

Increase in  
Hours  
Contributed

# 48

New Volunteer  
Involving Organisations

# 165

New Volunteer  
Opportunities  
Created



# €1,040,855.40\*

Value to Cork's Economy



## 30%

Increase in New  
Organisations registered

\*CSO Q1 2018 Average Hourly Earnings €23.40

## 3. Our Services

### To Volunteers

We offer *Volunteers* the following services:

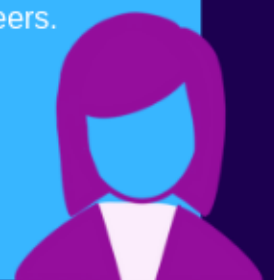
- The Opportunity to meet with a member of staff to discuss volunteering opportunities.
- Access to a database of volunteering opportunities so that the volunteer can be guided to the opportunity that best suits them.
- Information on the how, why and where of volunteering.
- Volunteer's rights and obligations; and best practice in volunteering.
- Ongoing support to the volunteer through regular contact.



### To Organisations

We offer *Volunteer Involving Organisations* the following supports:

- A free volunteer placement and referral service.
- Guidance and support in developing volunteer roles.
- Post Volunteer opportunities on our online database.
- Guidance and support on policy issues.
- Guidance and support developing new projects involving volunteers.
- Training, guidance and support around best practice when involving volunteers.
- Garda Vetting Service.
- Recruitment of trustees through TrustIE.





## 3c. Volunteer Leadership Training

We delivered Volunteer Leadership Training to a number of different organisations across Cork City and County as follows:



Seirbhís Sláinte  
Níós Fearr  
á Forbairt

Building a  
Better Health  
Service



First a Home, then Hope



Welcome English  
Language Centre



St. Michael's Centre  
Serving & Supporting Older Adults

# 100%

Of respondents reported a change in their knowledge skills and attitude after training.



*"You did a great job bringing the subject to life"*

*"The group activities were an excellent way of getting people involved."*



# 88%

Of respondents said it was very likely that they will apply what they learned in their role.

## 3d. TrustIE

In 2018, the Department of Rural and Community Development funded a pilot project which aimed to support community and voluntary organisations to recruit trustees. The project also aimed to support volunteers to find trustee opportunities to become involved in. This pilot project was entitled TrustIE and Cork Volunteer Centre (along with Dublin City, Dun Laoghaire Rathdown, Fingal, Galway and South Dublin Volunteer Centres) was one of the centres who participated.



There were three main aspects to the project;

1. A **workshop for organisations** wishing to recruit volunteers to their Boards.
2. An **information session** for volunteers interested in becoming trustees.
3. A **matchmaking event** where interested volunteers could meet members of the organisation wishing to recruit trustees.

## WORKSHOP

The workshop for organisations took place in Blackpool in June. The workshop was to get organisations to assess their needs in relation to trustees. For example, to consider the experience and knowledge required by their organisation. The workshop also assisted the organisations to design and write up the requirements of the trustee role.

10

Organisations in  
Attendance

6

New Volunteer  
Roles Created

# INFORMATION SESSION

An information session was held in St Peters, Cork in October which outlined the role and responsibilities of trustees to interested volunteers. The aim of the information session was to increase the knowledge of attendees about the role of trustees and about governance issues.

90%

Of respondents said their attitude to trusteeship or governance had changed



88%

Of respondents said they were interested in becoming a trustee.

Knowledge about the role of trustees  
before the info session (avg/10)

Knowledge about the role of trustees  
after the info session (avg/10)

5.16



8.69

# MATCHMAKING EVENT

A matchmaking event was held in the Imperial Hotel on South Mall in November.

5

**Number of Board Roles  
filled in Cork through TrustlE.**

*•'I had only managed to recruit one person with a skillset before the event to come on board in the new year, at and after the event we managed to get 2 more with skillsets we need for the board'.*



Olive Tree Consulting's evaluation of the TrustlE Project indicated that it has the capacity to respond to the needs of community organisations, in particular, the requirement of organisations to be compliant with the Charities Regulator's new code of governance. The report concluded that 'TrustlE demonstrated the Volunteer Centre's capacity to deliver the programme as well as the real opportunity for significant and long-lasting change for both volunteer-involving organisations and volunteers'.

**Cork Volunteer Centre continues to assist organisations with their recruitment of trustees.**



# 4. Our Activities

## Outreach

City Library, Fairs and Societies Days in UCC and College of Commerce, Adult Learning and Training Exhibition, Pre-retirement Seminars, Direct Provision, LGBT Lunch Talk, Animal Care Society (West Cork), National Learning Network Carrigaline, Cork Community Health Network, Cork Deaf Enterprises.



## Partnerships and Alliances

- A 3-year partnership with Social Health and Education Project supporting Reflective Course for practitioners.
- Alliance with FAI, Carrigaline and Midleton Football clubs (and community partners) supporting "Integration through Football" project.



## Our Networks

UCC Disability Support Services, Cork Community Health Network, Migrant Access Programme, Health Service Executive, Cork City of Sanctuary



## Garda Vetting

- Cork Volunteer Centre processed 2664 Garda Vetting forms in 2018.
- We ran 6 training sessions on Garda Vetting for 73 local organisations.



## 4b. National Volunteer Week

National Volunteer Week ran from Monday 14th May to Sunday 20th May 2018. To celebrate, Cork Volunteer Centre ran a number of free wellness themed workshops in the City Centre, including:



### Zumba

in association with Zumba Angele & The Roundy.

### Yoga & Meditation

in association with Quay Yoga & St. Peter's Cork



### Mindfulness

in association with Fusion Training & Development



### Empowerment

in association with Wonderous Online Women



## 5a. Our Impact on Volunteers

*'Volunteering is a fulfilling life. Once you find your purpose, then you will find your happiness'.*

95%

of Volunteers stated that is very important to have the support of the Volunteer Centre for their **community**

83%

of Volunteers stated that is very important to have the support of the Volunteer Centre for them.

94%

of volunteers would recommend Cork Volunteer Centre to others.

81%

of volunteers stated that Cork Volunteer Centre staff made them aware of what is expected of them as volunteers.

83%

of volunteers stated that Cork Volunteer Centre Staff made them aware of a range of Volunteering opportunities.

79%

Stated that Cork Volunteer Centre staff made it easy to volunteer.



## 5b. Our Impact on Organisations

According to our Volunteer-Involving Organisations our work has a significant impact on them and the community and it is very important that they have the support we offer.

84%

of Volunteer Involving Organisations were satisfied or very satisfied with our service.

86%

of Volunteer Involving Organisations stated that Cork Vullunteer Centre provided them with appropriate support and guidance.

73%

of volunteer involving organisations stated that because of Cork Volunteer Centre, their knowledge of volunteering increased or significantly increased.

54%

of Volunteer involving organisations stated that their ability to attract new volunteers has increased or significantly increased.





## 6. Our Finances

Annual Report - Period Ending	31 Dec 2018	31 Dec 2017
GROSS INCOME	203,426	202,912
TOTAL EXPENDITURE	173, 155*	188,646
Average number of employees	1 - 9	1 - 9
Average number of Volunteers	1 - 9	1 - 9

\*During the year under review there was a gap in employment, the recruitment of a manger for the centre and back office support took longer to replace than anticipated. This, resulted in a surplus of funds for the year under review. These positions have now been filled since year end and the surplus from 2018 has been earmarked for employment expenditure in 2019.

