

40% OF VOLUNTEERS ARE IN FULL TIME EMPLOYMENT
25% OF ADULTS IN EDINBURGH VOLUNTEERED DURING 2003.
1.52 MILLION ADULTS IN SCOTLAND VOLUNTEERED DURING 2003.

'The people who really make Edinburgh tick are not the movers and shakers or high profile figures, or any one person in fact. It is the thousands of volunteers who help in and support our community, making Edinburgh a better place to live.'

'The whole city is indebted to this huge network of fund-raisers, event organisers, committee members and many others who chip in and provide a much appreciated helping hand.'

Councillor Donald Anderson
 Leader of the City of Edinburgh Council

'One of the privileges of being Lord Provost is that I have the opportunity to visit volunteers from all over Edinburgh in the course of my job. Voluntary organisations make a huge contribution to the quality of life of Edinburgh residents, providing services and support quite literally from the cradle to the grave. It's these legions of volunteers that keep our city running and help make it great.'

The Right Hon. Lesley Hinds
 Lord Provost of Edinburgh

Chairman's Report

I was appointed to the role of Chairman following the retirement of Cynthia Milligan last October. I would like to express my thanks to her on behalf of the Volunteer Centre, for her skill and commitment in leading the organisation successfully through many changes over the last 4 years.

In this my first year as Chairman of the Board of Directors there has been plenty of activity within the offices and outside on behalf of volunteering in Edinburgh.

Staff, volunteers and Board members have had a busy and satisfying year. New people have joined the staff and some have retired or moved to other areas. New volunteers have been recruited to help in the office, and a whole new satellite office has been established in South Edinburgh and is going well.

The Volunteer Centre is now settled in splendid new offices in Queensferry Street Lane. With well defined signage outside, interested citizens are making their way into the office to discover the huge range of possibilities available to them in the world of volunteering.

Training of volunteers and their managers is an important part of the work here and the Board of Directors has not escaped the joys of the flip-chart this year. A four session training event was held for the Board and much was learned, understood and inwardly digested. This proved to be a successful way of ensuring that the Directors know and understand their responsibilities and are prepared to lead the organisation forward in a positive and energetic way. I would like to thank my fellow directors for their support during this year.

Finally, on behalf of the Board I would like to thank and congratulate the staff on the way they have dealt with new premises, low staffing levels for much of the year and an increasing work load as volunteering rises higher and higher on the City of Edinburgh's agenda. We look forward to an interesting and effective year ahead.

Gill Hamilton

ACCOUNTS 2003 - 2004

Income: £316,219
 Expenditure: £344,949
 If you would like a full copy of Volunteer Centre Edinburgh's audited accounts, please contact the office at the address on the back page of this review. These figures are extracted from accounts independently audited by DM Vaughan & Co Ltd, Chartered Certified Accountants.

PEOPLE

VOLUNTEERS Elaine Cunningham, Richard Jamieson, Isla Mair, Helen Walker-Boston

VOLUNTEER MENTORS Shamin Akhtar, Eileen Allen, Hannah Ayre, Alison Barker, Jan Bateman, Alan Barclay, Neil Barton, Sean Bolton, Carol Brackenridge, Rosemary Brock, Joan Burt, Lara Celini, James Collins, Louise Colville, Peter Davey, Fiona Donaldson, Heather Duff, Mary Duffy, Evelyn Forbes, Clive Gairn, Rebecca Grangeret, Yvonne Grieve, Gary Gunn, Fiona Hampson, Dave Harrold, Brian Hunter, Anne Jarvis, Mary Jordan, Jane Kille, Susan Killean, Dougie King, Lisa King, Gordon MacDonald, Myriam Madden, Laura Marcantonio, Philip Martin, Alison McGinty, Laura McLaren, Mike McLean, Susan Mears, Duncan Nicolson, Clive Redhead, Judith Rowan, Jules Russell, Edward Seto, Michaela Shave, Grainne Sheils, Robin Storm, Lee Walker, Steve Wallace, Julie Walton, Oliver Warner, Rachel Wilkinson, James Whyte

BOARD MEMBERS Gill Hamilton (Chair), Douglas King, Chris Phillips, Mike Reid (Treasurer), John Richardson, Anna Lawn-Thomas, John Murdoch, Jane Marryat, Councillor Kingsley Thomas (Observer)

PAID STAFF Paul Bennett, Ruth Boreham, Lara Celini, Sarah Cleary, Harriet Eadie (Director), Marion Findlay, Linda McNeill, Lynne Norris, Steven Piercy, Irene Saunders, Jill Smith, Mark Steven, Paul Wilson, Jude Wilson, Nick Woodhead, Irene Whittaker

FUNDERS

City of Edinburgh Council, Scottish Executive, Big Lottery Fund, Esmee Fairbairn Foundation, Unemployed Voluntary Action Fund, Lloyds TSB Foundation in Scotland, South Edinburgh Partnership, Capital City Partnership, European Year of People With Disabilities, Edinburgh Youth Social Inclusion Partnership

VOLUNTEER CENTRE EDINBURGH

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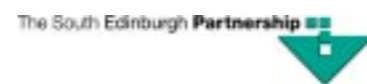
Mark Ballard MSP, Charlie Grierson and Samantha Barker open the Volunteer Centre's new premises in June 2003.



Annual Review 2003 - 2004

Volunteer Centre Edinburgh exists to involve more people more effectively in volunteering to solve problems and enrich communities.

Gill Hamilton joined the Board of Directors in 2002 after retiring from the post of Volunteer Services Manager at St Columba's Hospice. She is committed to volunteering and to all it means to the individual, to organisations and to society as a whole.'



Volunteer Centre Edinburgh

The Volunteer Centre provides an essential service to the people of Edinburgh. It enables people from all walks of life to find voluntary work in their local community, or their community of interest. It promotes voluntary activity as a means of personal and community development, and it works closely with hundreds of local organisations in order to develop their volunteering programmes.

New premises and better publicity attracted more volunteers:

- One to one volunteer enquiries rose from 2,000 to 2,500
- Unique web visitors rose 90% from 20,000 to 38,000
- Service review respondents (100 orgs) reported 20% of all current volunteers recruited directly through Volunteer Centre Edinburgh
- At year end we had registered 642 volunteering opportunities from around 500 different organisations.

Training

The Volunteer Centre ran 39 training courses and seminars during the year, for both volunteers and volunteer organisers. We continued to deliver the popular 'Core Skills' training for Volunteer Managers, as well as delivering a number of training events commissioned by other organisations.

South Edinburgh

Volunteer Centre South Edinburgh was set up in November 2003 to promote volunteering in Gracemount, Gilmerton, the Inch, Burdiehouse and Moredun. It is funded through the South Edinburgh Social Inclusion Project and brings all the services of Volunteer Centre Edinburgh closer to the South Edinburgh community.

Community Based Training and Support

Working in partnership with the Broomhouse Empowerment Project, we developed tailored training for paid and unpaid workers from eight organisations in the Broomhouse area. The training was followed up by one-to-one support sessions with workers from each organisation.

'Often questions only surface once you start putting what you've learnt into practice. Ongoing support gives you the opportunity to work through these issues.'

The participants also highlighted the usefulness of sharing ideas and experiences with other local organisations and this has led to them establishing Broomhouse Volunteer Managers' Forum in order to continue this process.

Robert

'I have been in post a little under a year at the PBC Foundation. Part of my remit is to manage a nationwide network of some 50 volunteers, who are a local focal point for our services to our members. I took my training just before our National Volunteer Conference, and my training helped me no end in motivating, and training, our Volunteers and introducing a brand new Volunteer Agreement at the conference. Since my training at Volunteer Centre Edinburgh, I have been involved in selecting, recruiting, training, supporting, involving and counselling out our Volunteers. I truly feel that I have been better placed to do this since I attended the course.'

Robert Mitchell-Thain, Development Officer
PBC Foundation (UK) Ltd

Support for Organisations

The Resource Unit provides essential services to volunteer involving organisations in Edinburgh. It maintains a comprehensive library of resources at our office, while the web-based resource is now among the most comprehensive in the world. The Resource Unit offers expert advice to volunteer organisers developing their volunteer programmes; and disseminates up to the minute information via newsletters, briefing papers and weekly email bulletins.

The Resource Unit answered 575 enquiries from 212 organisations (an increase of 79% from last year). In our service review for the year 75% of organisations said Volunteer Centre Edinburgh services had a 'significant positive impact' on how they worked with volunteers.

New Deal Mentoring

The New Deal Mentoring Towards Employment project continues to provide an essential service to people experiencing the difficulties long term unemployment. Over the year, using a pool of 54 trained mentors who cover a wide demographic, matches were made with 79 long term unemployed clients.

Alison and Gisela

'We've always been happy for anyone to come along and volunteer. We never needed policies and checks and things like that. But times change and you have to be more careful nowadays. Volunteer Centre South Edinburgh has organised meetings and offered advice on subjects such as screening volunteers so people at the Wednesday Club are as safe as possible.'



Allison McPhail and Gisela Stevenson are volunteers who run the Wednesday Club at Inch Community Centre providing lunch for local people. The club has been running for over 20 years.

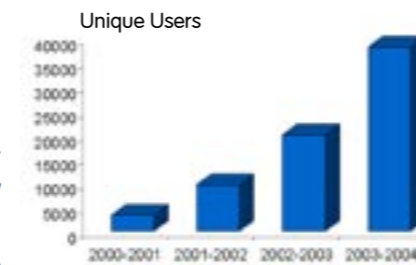
Support and Advice Team

In this year's service review 90 volunteers with additional support needs responded.

- 97% reported that volunteering made a positive difference to their lives
 - 95% reported actual health benefits
- Comments from volunteers included 'It saved my life'; 'Volunteering made a 100% difference. I soon felt confident enough to give up all my benefits on which I was totally dependent for more than ten years and return to full time employment.'

Web Site

Volunteer Centre Edinburgh's web site grew in popularity during the year by a massive 90%. Its status as one of the best web sites in the UK was confirmed by another Scottish Enterprise E-Commerce Award.



Diane

Diane has been volunteering for seven years. She is currently volunteering with the Children 1st Family Support Team, based in Gilmerton.



Since joining the team Diane has been involved in two transitional group-work projects aimed at supporting primary seven pupils, in their transition from primary school into secondary school, she also provides individual support to children, doing activities such as painting, cooking and homework. 'I enjoy volunteering; it gives me the opportunity to give something back. I have the chance to spend quality time with the children helping them to achieve their potential. I get 100% job satisfaction. I am also gaining invaluable experience, which will help me to eventually move into a career in community work or social work.'

Young People

Millennium Volunteers in Scotland was temporarily put on hold while the Scottish Executive completed an extensive review of the programme, however this didn't deter young people from getting involved in volunteering in Edinburgh with a total of 58 Millennium Volunteers receiving either the Award of Excellence or the MV certificate.

Meanwhile the Volunteer Centre decided to review its own approach to youth volunteering and with the aid of a small grant from the Edinburgh Youth Social Inclusion Partnership commissioned Lynn Wotherspoon, Researcher & Trainer, to consult local young people using the Participatory Appraisal approach. The resulting report 'Sorry, I don't Do Charity' is available on-line and the findings have been used to develop the new Youth Development work plan.

David

David Williamson volunteers at Edinburgh Headway Group as a management committee member and fund-raiser. Like many volunteers David wanted to 'give something back'. He now volunteers for around two days a week.



'During my career as an accountant I'd been involved in auditing lots of charities, so I had an understanding of the sector, and the stresses and strains of running a charity, and some of the issues, such as the need to raise funds.'

'The most recent funding application I worked on was the biggest one we've done, it was my baby as it were, it took a lot of time and effort, but it worked! And we've now appointed the right person to take the project forward, which is also very pleasing. That person will make a real difference to people with head injuries and their families.'

Volunteering Research

The Volunteer Centre commissioned the Scottish Council Foundation to research the impact of volunteering on Social Justice in Edinburgh. Researchers worked with the Ripple Project and Pilton Elderly Project and discovered that through these two projects alone volunteers help to meet more than half of the City's Social Justice Milestones. The research highlighted the 'multiplier' effect of volunteering - it supports people in need, it develops the skills and well being of the volunteer and it strengthens communities.

'The Unseen Force' research report was launched at a conference of 100 participants in March 2004.

Anne

Anne Gillespie is 66 years old. A diagnosis of cancer five years ago resulted in surgery to remove her stomach and spleen. Following this trauma, things started to get on top of her and she suffered a complete breakdown. Hospital staff suggested she consider voluntary work and she was therefore referred to the Support and Advice Team (SAT). In spite of a wealth of work skills and experiences - she had previously worked in catering and child care in addition to many years as a foster parent - Anne's confidence was low and she was nervous about tackling something new.

SAT staff worked with Anne to explore the types of voluntary work which might suit, and to identify and tackle things which might be initially difficult. After a year of working in a children's creche, Anne noticed a big improvement in her confidence. She had a reason to get up in the morning. She was able to resume normal activities, like using public transport, which had proved so difficult when her confidence was low during her illness.

Anne now volunteers at the Olive Tree Café in St Georges West Church and keeps regular contact with Volunteer Centre staff. She works on the till, serves customers and clears away dishes. She loves the work, particularly the opportunity to meet new people and make new friends, and is the welcoming and friendly face to the café's many regular customers.

Andrea

'Sun contracts with organisations like Volunteer Centre Edinburgh because we are able to better serve charities and employees interested in community service. The type of expertise and resources provided by the Volunteer Centre would be difficult or impossible to obtain through in-house resources and staff.'

Andrea Gooden, Executive Director
Sun Foundation, Sun Microsystems, Inc

Volunteer Centre Edinburgh delivers a community involvement programme for employees of Sun Microsystems in Linlithgow.