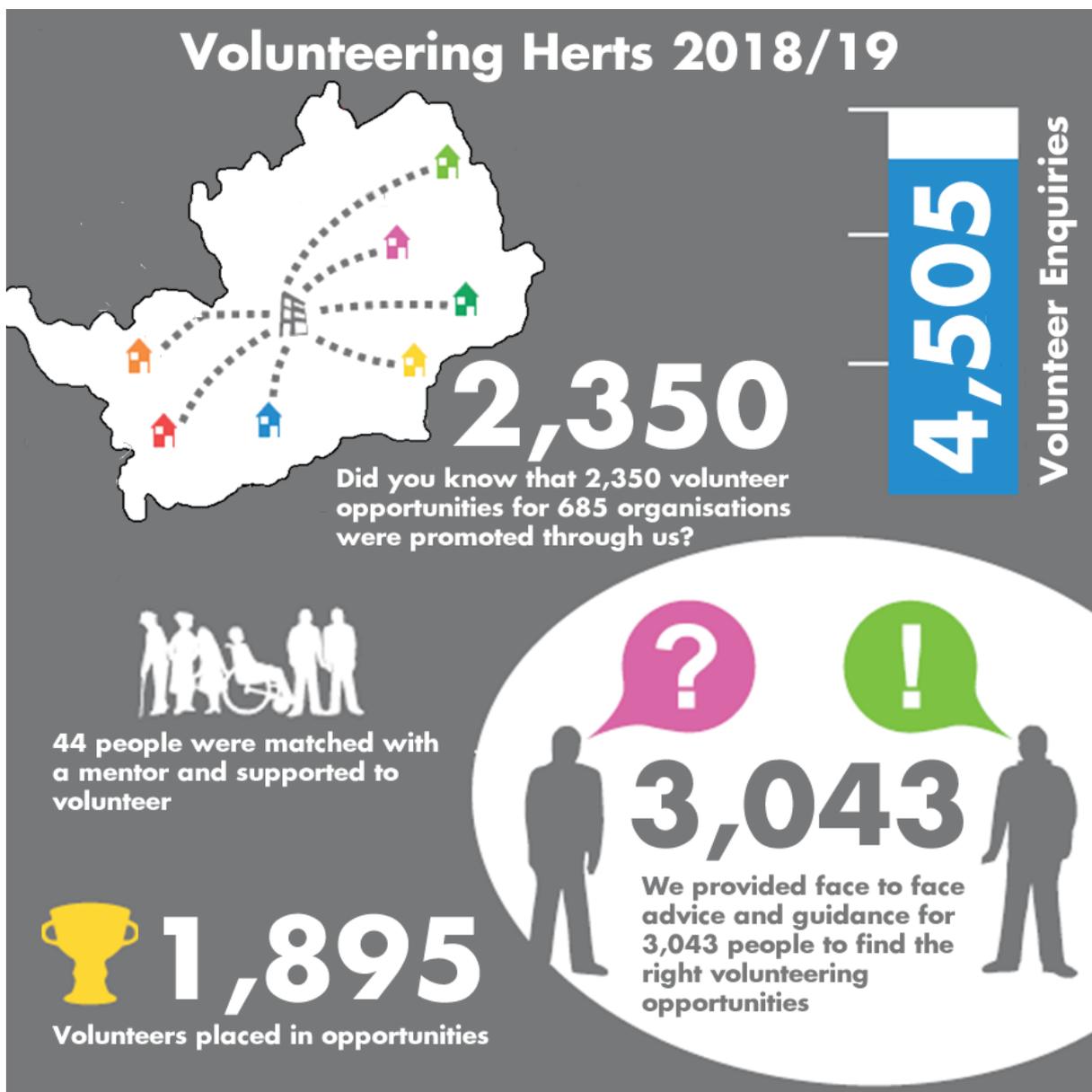




Volunteering Herts CIC

Volunteering Herts 2018/19 Impact Report

Lives and communities positively change through volunteering



“/

want to do something useful for mankind before I die. I enjoy what I do.
We have a wonderful world and it is time I tried harder to fix it”

Retired Volunteer

About Us

The heart and soul of Volunteering Herts CIC are the people who dedicate their time and energy to volunteering and the organisations that provide opportunities for people to offer their help. We believe in the power of volunteering to change people's lives.

Volunteering Herts CIC is a partnership of Hertfordshire based Volunteer Centres and University of Hertfordshire's Student Union.

We are committed to supporting anyone to volunteer and developing excellent volunteering experiences in a range of settings.

We are situated across the districts of Broxbourne, Dacorum, East Herts, Hertsmere, St Albans and Welwyn/Hatfield ensuring easily accessible locations as well as a firm foundation to reach out into neighbourhoods and provide services across Hertfordshire. Staff and volunteers of Volunteering Herts CIC recognise the importance of place, and we invite friends, neighbours and the community to make it your place for volunteering in Hertfordshire.

Staff and volunteers work together to build capacity, increase social capital and improve lives through volunteering and active citizenship.

Volunteering Herts Main Offices:

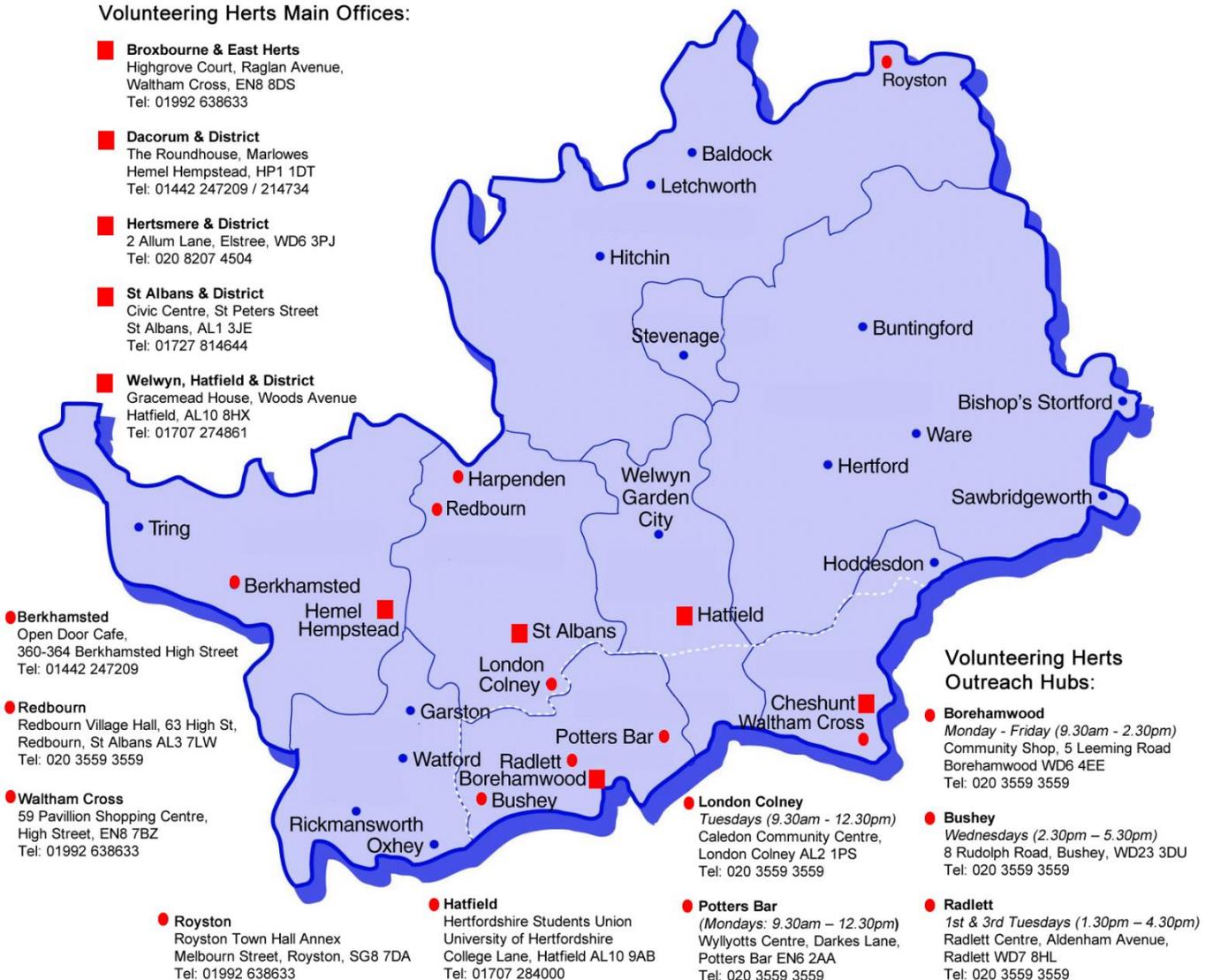
Broxbourne & East Herts
Highgrove Court, Raglan Avenue,
Waltham Cross, EN8 8DS
Tel: 01992 638633

Dacorum & District
The Roundhouse, Marlowes
Hemel Hempstead, HP1 1DT
Tel: 01442 247209 / 214734

Hertsmere & District
2 Allum Lane, Elstree, WD6 3PJ
Tel: 020 8207 4504

St Albans & District
Civic Centre, St Peters Street
St Albans, AL1 3JE
Tel: 01727 814644

Welwyn, Hatfield & District
Gracemead House, Woods Avenue
Hatfield, AL10 8HX
Tel: 01707 274861



Berkhamsted
Open Door Cafe,
360-364 Berkhamsted High Street
Tel: 01442 247209

Redbourn
Redbourn Village Hall, 63 High St,
Redbourn, St Albans AL3 7LW
Tel: 020 3559 3559

Waltham Cross
59 Pavillion Shopping Centre,
High Street, EN8 7BZ
Tel: 01992 638633

Royston
Royston Town Hall Annex
Melbourn Street, Royston, SG8 7DA
Tel: 01992 638633

Hatfield
Hertfordshire Students Union
University of Hertfordshire
College Lane, Hatfield AL10 9AB
Tel: 01707 284000

Potters Bar
(Mondays: 9.30am – 12.30pm)
Wyllyotts Centre, Darkes Lane,
Potters Bar EN6 2AA
Tel: 020 3559 3559

Volunteering Herts Outreach Hubs:

Borehamwood
Monday - Friday (9.30am - 2.30pm)
Community Shop, 5 Leeming Road
Borehamwood WD6 4EE
Tel: 020 3559 3559

Bushey
Wednesdays (2.30pm – 5.30pm)
8 Rudolph Road, Bushey, WD23 3DU
Tel: 020 3559 3559

Radlett
1st & 3rd Tuesdays (1.30pm – 4.30pm)
Radlett Centre, Aldenham Avenue,
Radlett WD7 8HL
Tel: 020 3559 3559

Volunteering benefits individuals, organisations and society as a whole

Reflecting on our services:

Volunteering is one of the most visible expressions of active citizenship, promoting solidarity, facilitating social inclusion and building social capital. For all of us in volunteer-involving organisations, understanding and demonstrating impact is key to our relationship with funders and communities.

Volunteers are at the heart of everything we do; we want to continue to improve the ways in which we can communicate with funders, commissioners, communities and beneficiaries about the amazing contribution volunteering makes to our society.

We know from anecdote that volunteering has a positive effect on people's health and well-being because they regularly tell us.

During 2018-2019 Volunteering Herts CIC delivered its core services to volunteer involving organisation, assisting in the promotion of volunteering roles and best practice management of their volunteering programmer delivery. Volunteering Herts CIC continues to work with local people seeking volunteering and also representing volunteering strategically across many borough forums.

Core Volunteering Infrastructure

We help the public find the Volunteering they want and Organisations find the Volunteers they need.

In 2018/19 we gave face to face information and advice on volunteering to **3,043** people through our offices, drop-in centres and outreach services. We recruited **1,895** volunteers for around **685** different organisations – with around **2,350** different volunteering opportunities being advertised at any point.

We supported **12** small to medium sized volunteer involving organisations towards the Valuing Volunteer Management (six-point promise) quality standard.

Training Services

Our training services are an important part of our income generation. We aim to provide the training our members and local people need. Core Skills in Volunteer Management Training and Bespoke Training was delivered to **58** individuals.

Volunteering for Personal Development

We played a central role with our services giving specialist coaching and mentoring support to help **67** people build work skills and experience through volunteering.

“Although I have no formal qualifications in nursing or care, I now have a regular part-time job as an activity co-coordinator at a local nursing home and have effectively gone back to work. I never thought my working life would lead me to such an enjoyable and rewarding job, and it is my voluntary career that has brought me to this point”

Community Development and Building Social Capital through Volunteering

Our focus in 2018/19 was on reducing isolation and loneliness. We introduced a Wellbeing Gateway Service and a Telephone Befriending Service and recruited and trained **18** volunteers who deliver advice, information on local services as well as friendship.

"I gained valuable experience and met some wonderful people through the Wellbeing Gateway Service - and all those I worked with were very grateful for the support, even if I felt I didn't do much - I think for them just to know there was someone who could help made a difference in their lives, I was very proud to be part of such a brilliant project" Wellbeing Gateway Volunteer

Supported Volunteering

This project delivery is for people who need that extra support to be able to volunteer. The main aim is providing a fully trained mentor to support and guide the person into volunteering. Training and volunteering provided the confidence and experience to enter into paid employment. **44 people** matched with a mentor and supported.

Case Studies

I became a Trustee of Home Start Hertfordshire in November 2018 and I'm really enjoying it. I'm a professional fundraiser in my day job so I've been working closely with their Strategic Manager to develop their fundraising. I've also been involved in strategic decisions around the running of the charity as a member of the Board. It feels great to be involved with a local charity and give my skills and experience to make a difference. I've met some great people and had fun.

Andy Watts

I am a volunteer at Hertford Museum, working to improve their IT systems. I currently visit them one afternoon every week. So far, I have been working on speeding up their network, improving the state of their PCs and looking at day to day issues. I am now working on using a modern content management system for their web site and introducing a file server, which will get backed up automatically every night once that is organised. I anticipate continuing as a volunteer for quite a few more months.

Robert

Volunteering Herts CIC Partnership Organisations

