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**Volunteer Centre**  
**Newsletter: Organisations**

## Introducing the new **vinvolved team** at the Volunteer Centre!



**More information on  
page 4**

### **Stop press! Recruitment opportunities!**

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[www.vcsutton.org.uk](http://www.vcsutton.org.uk)

Promoting good practice  
for volunteers from  
socially excluded groups



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau  
Registered Charity No: 1048978 A Company Limited by Guarantee Registered in England & Wales  
Company No: 3088644

# PUTTING VOLUNTEERING ON THE MAP



What are you doing to celebrate  
Volunteers Week this year?  
Not thought of anything yet?  
Why not let Volunteer Centre Sutton  
do all the hard work for you?

We are planning an exciting new event that is fun, easy to take part in, could get you some valuable publicity AND gives you a chance to Recognise and Reward your own volunteers at the same time.



**JOIN US**



**Volunteers Week 1<sup>st</sup> - 7<sup>th</sup> June 2008**

We will be supervising 'Walking Buses' that will visit participating organisations, picking up and dropping off volunteers as they complete the distance they wish to walk. The length of the walk is entirely up to those taking part and no one would be expected to take on anything too strenuous. If preferred the 'Bus' could simply make a 'Stop' at your place, meet your volunteers, take photos for publicity and highlight the wonderful work that volunteers do. Walks will be organised in Wallington, Cheam, Carshalton and Sutton. The route will cover the busier locations, taking the opportunity to distribute leaflets and make sure everyone hears about volunteering.

## Saturday 7<sup>th</sup> June - High Street Sutton

The week will culminate with an event in Sutton High Street.

Book your **FREE** stall and come along and promote your organisation. Bring your volunteers along to meet the Mayor, enjoy some entertainment and receive a mark of appreciation.

Contact: Lorraine Porter 020 8770 4856 or Email: [lporter1@suttonlea.org](mailto:lporter1@suttonlea.org)

## ACTIVE IN THE ARENA

Saturday 19<sup>th</sup> July 2008

Sutton Arena



The first Health and Well Being Day was held in 2006 and was developed by Sutton's Public Health Working Group to provide a showcase for health and quality of life within the borough. Around 1300 people attend the event and the intention is to make it even bigger and better in 2008.

This is a well-planned, community event. A fun day out for all age groups, and it is free. There are activities, entertainment and refreshments all taking place in the wonderful facilities of the Sutton Arena Leisure Centre and its grounds. If you would like to join us at this special event to promote and recruit for your organisation

Contact: Lorraine Porter Tel: 020 8770 4856

Email [lporter1@suttonlea.org](mailto:lporter1@suttonlea.org)

## Introducing the new vinvolved team at the Volunteer Centre

# vinvolved team

Following on from the highly successful pilot last year, two new youth workers have been appointed to run the three year vinvolved team project. Barbara Payton is the new Youth Volunteer Development Manager and Sarah Foss is the new Youth Volunteer Advisor.

The project aims to engage and inspire more young volunteers to take up the challenge of doing their bit for the good of the community while at the same time making new friends and gaining important life skills. In order that organisations gain benefit from the project too, the vinvolved team will also be working with as many of you as possible to create new volunteering opportunities and then matching enthusiastic young volunteers with those opportunities.

Volunteer Centre Sutton is working on this project in partnership with five other London boroughs in the South East: Croydon, Bromley, Merton, Richmond and Kingston.

Barbara and Sarah will be contacting all organisations in the next few weeks with a short questionnaire designed to find out how young people in the Borough are catered for in voluntary opportunities. We do hope that you will be able to find five minutes or so in which to complete the questionnaire and return it to the vinvolved team.

Opportunities created may be from as little as a couple of hours on a one-off project, up to full-time volunteering. Why not give Barbara or Sarah a call on 020 8770 4856, or [vinvolvedteamsutton@suttonlea.org](mailto:vinvolvedteamsutton@suttonlea.org) to discuss how they can help you fill your volunteering vacancies?



## **Pro-Active South London –Partner of the Year 2008**

Volunteer Centre Sutton was proud to attend an awards ceremony, hosted by Pro-Active London, at Chelsea Football Club

in March to receive the award as Pro-Active South London's 'Partner of the Year' 2008.

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**INVESTOR IN PEOPLE**

Volunteer Centre Sutton is pleased to announce that it has passed the renewal of the **Investor in People** quality standard.

# Changes to Your Volunteer Needs

## Don't Forget to Let Us Know!



Recently a number of organisations have contacted us, either because we've sent volunteers for opportunities that no longer exist, or because we haven't sent them any volunteers for opportunities that do exist. **Please remember that we only know about changes if you tell us!**

If you have new volunteer opportunities then contact the Good Practice Team and we can send you the Opportunity Registration Form, once you've got a copy you can use it as many times as needed.

If you want to check the current information we hold about you, contact the good Practice Team and we'll send you a copy.

We have over 350 organisations on our books, trying to fill over 600 volunteer opportunities, so you need to provide enough information for yours to stand out. If you need help with this contact Tanya or Sue and we can arrange a meeting to discuss how to make your opportunities more appealing to potential volunteers.

All volunteer opportunities registered with the centre are uploaded to [www.do-it.org.uk](http://www.do-it.org.uk), the national volunteering website, unless you ask us not to. People then email us asking about a specific opportunity; their contact details are passed onto the organisation and the organisation's contact details are passed onto the potential volunteer. Volunteers are more likely to enquire about your opportunity if they you're your entry interesting and entry informative.

**There are two things you can do to help enquiries turn into active volunteers:**

- 1) Make sure we have the correct contact details for your group, so the volunteer can contact you. Especially email addresses.**

- 2) Make sure you provide a welcoming reception to a potential volunteer, including answering any phone or email messages promptly, and that everyone who answers the phone knows what to say to a new volunteer and what happens next. People often tell us the reason they didn't start volunteering is because the organisation didn't reply to their messages.**

If you want to check your contact details contact Lisha (lvarghese@suttonlea.org).

If you want to update your volunteer opportunities please speak to Tanya (tturner1@suttonlea.org).

We can both be contacted by phone on 020 8770 4856.

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Information about Excellence in Volunteer Management has been included with this newsletter. The training is aimed at people who work with volunteers. You can complete as many or as few modules as you wish on a 'pick 'n' mix' basis of £50 each workshop **or** you can choose to do the whole programme for an estimated cost of £500. If you would like more information about individual modules please contact Tanya or Sue as they are considering plans for training on these modules and it would be helpful to know how many people are interested in all or part of the accreditation. [tturner1@suttonlea.org](mailto:tturner1@suttonlea.org) or [sjobson@suttonlea.org](mailto:sjobson@suttonlea.org)



Both of us can be contacted by phone on 020 8770 4856.

# Survey results

## What You Told Us

In January we sent a survey to over 400 groups, who are registered on our volunteering database. We had 51 replies (a response rate of 12%). Thank you to everyone who got back to us, here's what you said about our services.

## How Would You Rate the Service You Receive from VCS?

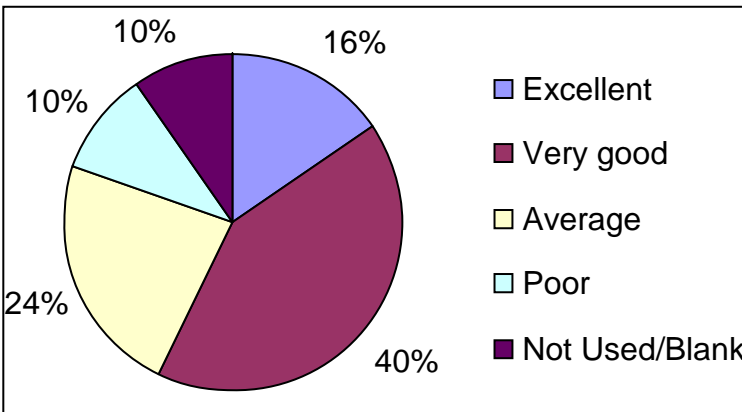
37% Very Satisfactory

4% Unsatisfactory

57% Satisfactory

2% No response

You told us the most important service we provide is **referring volunteers**, here's how you think we're doing.



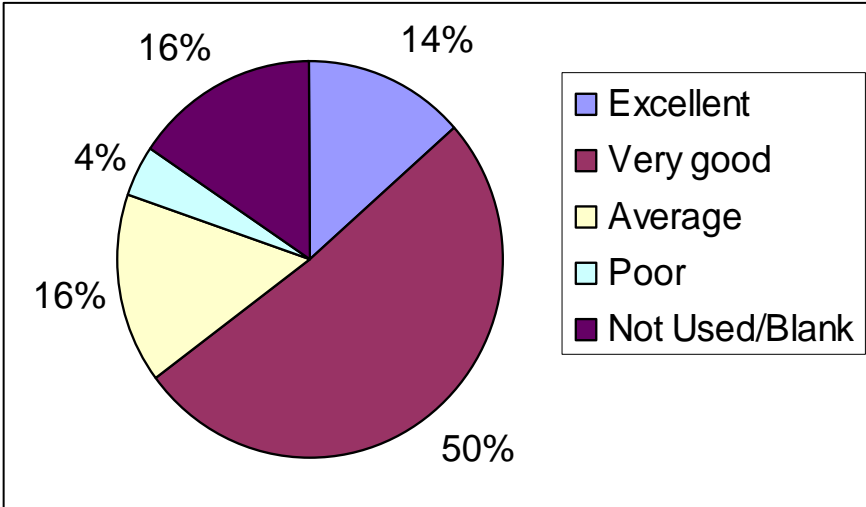
## What you said about the Referral service?

- Staff are helpful and polite on the telephone

Some people referred did not meet criteria

- Just like to recruit more volunteers
- Thank you for your help. We found a great volunteer ... and even have a waiting list.

Organisations also said whether they had received **training and information** from us, and rated these services as well.



### **What you said about this Good Practice support?**

- “Always very helpful and ready to advice.”
- “Referring volunteers could be done by telephone conversation rather than a generic email. Also, face-to-face contact and visits are particularly important.”

### **Other comments from organisations**

- “Keep up the good work; maybe provide a higher profile for the public.”
- “Providing a service to help volunteers and their placements of work is extremely valuable. It helps individuals gain confidence in themselves and improve social skills.”

### **What VCS is going to do next.**

- Increase recruitment for the Open Day
- Offer guidance about filling in role descriptions
- Place volunteers in a wider range of organisations – but remember the volunteer chooses where they go, not us.

## **What Volunteers Told Us**

Last year we interviewed 716 people, 631 of whom chose a volunteer placement from our database where they wanted to help. We then send a follow up to those who have started volunteering; we had a response rate of 33%.

### **Here's what they had to say about the placement process.**

67% found it Very Satisfactory

29% found it Satisfactory

4% found it unsatisfactory.

### **Popular suggestions for improvements included:**

- More contact during the placement process
- Shorter waiting times
- Better contact from the organisation while they are waiting to start.

### **Things VCS can do to make Placemats better**

- Find out at interview how much contact the volunteer would like and follow-up on this.
- Investigate flexible volunteering that people could do while waiting for references and check to be completed.

### **Things YOU can do to make Placements better and ensure more people become volunteers.**

- Minimise time between enquiring and starting to help
- Make sure that once someone applies you keep in touch.

### **Positive comments about the Volunteer Centre Sutton**

- "The centre was very helpful and I feel confident that if I wanted any further advice or help that I could contact them again."
- "Keep up the good work. Thanks"

**Volunteer Centre Sutton  
GoldStar Conference 2008  
Tuesday 30 September at  
Strawberry Lodge**

Promoting good practice  
for volunteers from  
socially excluded groups



**‘Practical tips on Recruiting  
Volunteers’**

Planning is about to begin for this event. Keep the date in your diary! More information will be available in the next newsletter.

Please contact Sue Jobson on 020 8770 4856 or [sjobson@suttonlea.org](mailto:sjobson@suttonlea.org) if you would like to reserve your place.

**Volunteer Centre Sutton gets a Gold Star**

Volunteer Centre Sutton has been held up as a shining example for its work with volunteers from disadvantaged backgrounds.

Volunteer Centre Sutton has been included in a guide to help voluntary organisations across the country work successfully with volunteers from socially excluded backgrounds, including people with no qualifications, people from BME groups and those with disabilities or long term illnesses.

The Good Practice Handbook, is available to download from [www.goldstar.org.uk](http://www.goldstar.org.uk) (click on ‘downloads’ on left hand menu)

## **Would you like to say Thank You to your volunteers?**

### **Do your trustees need some training to better govern your organisation?**

#### **The RSVP Fund Could Help**

In 2005 the Mayor of Sutton, Lesley O'Connell, dedicated the Mayor's Fund to supporting volunteering in the borough, this is known as the Rewarding and Supporting volunteer Participation Fund. The fund, which totals £10,000, is administered by the Volunteer Centre and provides **small grants to support recognise and reward volunteers**. VCS has added £2,700 to this fund, known as the Chris Wareing Memorial Fund. This money is for **trustee training for local groups**.

Approximately £1000 will be allocated annually and the average grant is expected to be £200.

#### **The fund's objectives are:**

- To encourage and support voluntary and community sector groups
- To strengthen the governing bodies of voluntary and community sector groups by providing training to trustees
- To promote volunteering as a key factor in community well-being.

#### **Grants have already been given to help fund**

- A Christmas party for volunteers
- Attendance at a SCVS trustee training course
- A tailor made trustee training course
- A retirement party for a volunteer
- Taking a group of volunteers and their children to a ceramics workshop for a summer social

The money is available to all volunteers and voluntary and community sector organisations operating in Sutton. The next meeting of the panel is 31st October 2008,

applications need to be received before then. Grants for trustee training will be considered in-between meetings if the training is coming up soon. There is a short application form to complete plus a letter explaining how much money you need and what you plan to do with it. For further information or to request an application form contact Tanya Turner at the Volunteer Centre Sutton, 31 West Street, Sutton, SM1 3RS, or [tturner1@suttonlea.org](mailto:tturner1@suttonlea.org)



## **CHEAM VILLAGE FAIR - 26<sup>th</sup> May 2008, Cheam Park**

- *A great opportunity for your organisation*

Cheam Village Fair is one of the largest community events held in The London Borough of Sutton, with over 3000 people attending some years.

It is organised by Cheam Rotary Club and Sutton and Cheam Round Table. Because it has taken place on the last Bank Holiday in May since 1977 people know where to come for all the fun of the fair, traditional stalls like hoopla and coconut shy, professional acts, and community displays.

Several charities and voluntary organisations already take the opportunity to publicise themselves, recruit new members, and raise money by having a pitch at the Fair. Your organisation could also take part, for more information, or to book a pitch, contact Marcel Markan on 0208 642 3404.

## CRB checking

The Criminal Record Bureau (CRB) acts as a 'one-stop-shop' for organisations, checking police records and, in relevant cases, information held by the Department of Health and the Department for Children, Schools and Families (DCSF). There are two levels of CRB check currently available; called Standard and Enhanced Disclosures. The two CRB checks are available in cases where an employer is entitled to ask exempted questions under the Exceptions Order of the Rehabilitation of Offenders Act 1974. This includes any organisation whose staff or volunteers work with children or vulnerable adults.

- **What is a Criminal Record Bureau check?** A Criminal Record Bureau (CRB) check is a process for gathering information about someone's criminal convictions and other cautions, reprimands and final warnings given by the Police. The results of a CRB check are printed on a document officially known as a 'Disclosure' and copies are posted to the individual and to the organisation which they have applied to volunteer for. Two levels of CRB check were introduced, to recognise that organisations need to have access to different levels of information, depending on the activities that their staff and/ or volunteers will be carrying out.
- **Who should I CRB Check?** CRB checks cannot be done on all positions so be careful not to check people you don't need to; this would break the CRB's Code of Practice. The CRB can refuse to issue the results of a check if it suspects the code is not being adhered to.

Usually you will only need to check people who are involved in 1 to 1 contact with children or vulnerable adults. Positions that can be CRB checked are covered by the Access Category Codes; a copy of this can be obtained from the CRB website or from the Volunteer Centre.

- **Does the Volunteer Centre carry out CRB checks for volunteers they refer to organisations?** No, this needs to be done by the organisation responsible for the volunteer. The Volunteer Centre is not an umbrella body for carrying out checks for organisations and you will need to make a decision about accepting that volunteer in your organisation.  
If you are not a registered body with the CRB you will need to identify one to process checks on your behalf. A list can be found on the CRB website under Quick Links/umbrella bodies search.
- **How much do CRB checks for volunteers cost?** From the CRB these are free, but the umbrella body you choose may charge an admin fee, so it is important you shop around for the best deal.
- **I've heard that some changes are about to take place, what are they?** A new Independent Safeguarding Authority (ISA) has been launched and will take responsibility for vetting and barring from October 2009. Its introduction follows the Bichard Enquiry which was set up to review how CRB checks are carried out following the Soham murders in 2002. From 12 October 2009 individuals will need to register with the ISA if they are to work or volunteer with children and/or vulnerable adults in a regulated activity.

The ISA will assess every person who wants to work or volunteer with vulnerable people. We will do this by working closely with the CRB.

The CRB will receive applications to the ISA and will gather and monitor information. As well as checking criminal records it will also use the information previously found in:

- the Protection of Vulnerable Adults list
- the Protection of Childrens Act list; and
- list 99 (a list of people considered unsuitable to work with children, held by the DCSF)

The ISA will then assess this information and decide whether to give the individual concerned ISA registration or put them on one of the ISA Barred Lists. People on the barred list cannot be employed in the area they are barred from (working with children or vulnerable adults).

ISA's records will be constantly updated as fresh information is gathered. If new data indicates that an individual might pose a risk to vulnerable people, they will be put on one of the ISA Barred Lists and their current employer will be informed immediately.

**For further information, visit the ISA's website at <http://www.isa.gov.org.uk> or the 'Every Child Matters' website at <http://www.everychildmatters.gov.uk/vettingandbarring/>**

**C R B Information Line: 0870 90 90 811**  
**<http://www.crb.gov.uk>**