



Volunteer Centre

Sutton

Issue no. 17

Spring 2009

31 West Street
Sutton
SM1 1SJ
Tel: 020 8770 4856
Fax: 020 8642 7242
Textphone: 020 8661 7808
Email: vc Sutton@suttonlea.org

**Newsletter for
Organisations**



Inside this edition:

Your Feedback

**25 years of Volunteers Week—and a
search for volunteers**

Training Diary

Volunteering Conference—2009

Volunteer Co-ordinator's Forum

Farewell from GoldStar



The Community in Action!

www.vcsutton.org.uk

Promoting good practice
for volunteers from
socially excluded groups

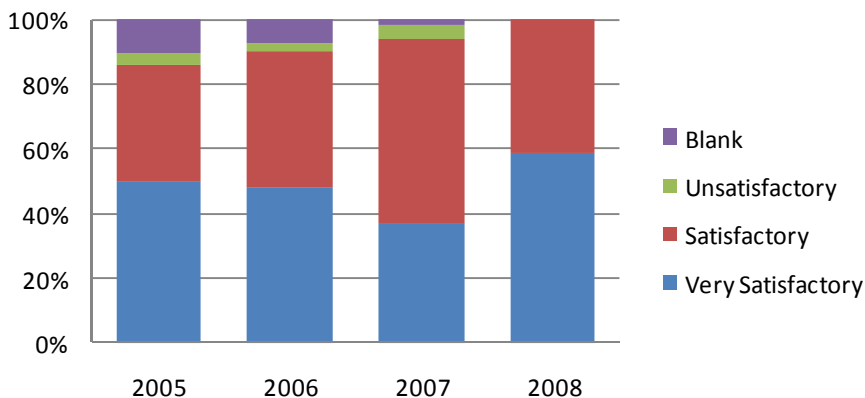


Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
Registered Charity No: 1048978 A Company Limited by Guarantee Registered in England & Wales
Company No: 3088644

WHAT ORGANISATIONS SAID ABOUT US

With the last newsletter was our annual satisfaction survey, sent to groups who are registered with us to receive volunteers. We received surveys back from 51 groups, giving us a response rate of 13%. **THANK YOU** to everyone who took the time to reply, your feedback is appreciated and will be used to shape our work for the next year.

**Overall Satisfaction with Service Provided by
Volunteer Centre Sutton**

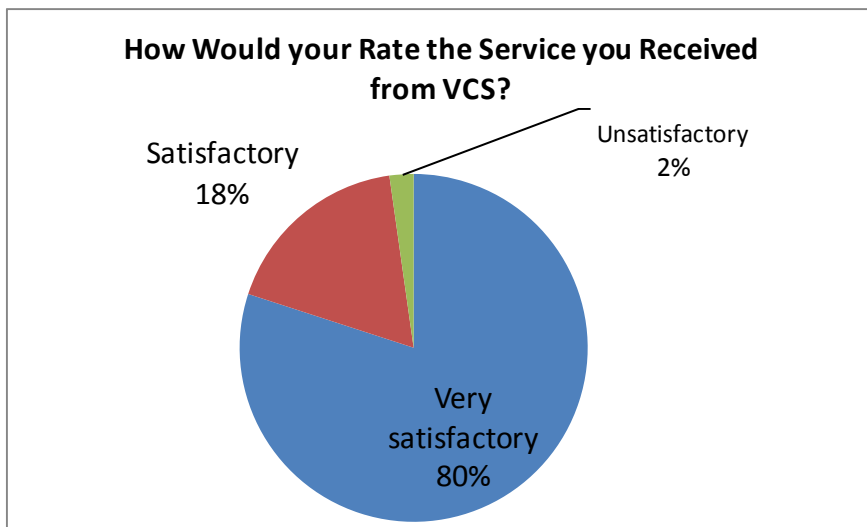


Overall satisfaction with VCS remains high, and has increased from last year, and many people commented on our “excellent” advice and training.

The main thing groups want from us is more volunteers, so we will be looking at ways both to recruit more volunteers and to make sure we place them in a range of groups. However, for this to work **we need groups to make sure they keep their information up to date, interesting and exciting.** To do this contact Tanya on 020 8770 4856 or tturner1@suttonlea.org.

WHAT VOLUNTEERS SAID ABOUT US

Eight weeks after we place a volunteer we send them a survey to see what they thought of the service received, the results from this are used in April to help plan our work for the coming year:



A few comments from our satisfied customers:

- ☺ Recommended the Volunteer Centre to friends and very satisfied
- ☺ Centre is great and the people are amazing

Not all the feedback was as positive, the following sum up the key things we will be looking at changing or improving over the coming year:

- ☹ “I am a full time worker and it was difficult to visit the centre. You could make the procedure easier for working people like me.”
- ☹ “Sometimes difficult to make appointments more flexible time to make appointment between 9-5”
- ☹ More volunteer opportunities to youths”



Volunteers' Week



**Tell us about your Volunteers
For a Reception celebrating
the 25th Anniversary of
Volunteers Week**

We know there are lots of people out there who have been volunteering for many years and we are looking for a group of volunteers to celebrate this years Volunteers Week with us; (with 25 years or more involvement in one or more voluntary groups). It doesn't matter where they have helped as long as they now live or volunteer in Sutton. You may have some of these special volunteers and not even be aware that they have given so much time, so why don't you ask them now? Representatives from your organisation will also be invited to this unique event so please use this opportunity to thank your volunteers.



Volunteers' Week



The event will be on the 1st June 2009 at the Europa Gallery in Sutton Library when the Centre will be hosting a Reception to recognise the contribution volunteers make in Sutton; special presentations will be made to all these long serving volunteers and we need your help in identifying them.

The highlight of the evening will be the unveiling, by the guest of honour, of a permanent memorial dedicated to volunteers . The Mayor/Deputy Mayor of Sutton, Tom Brake MP for Carshalton and Cheam and Paul Burstow MP for Sutton and Cheam will also be contributing to the evening, as will Sarah Nelson, Head of Communications at Volunteering England.

If you want to be part of this wonderful event or want to nominate some of your volunteers to attend please contact Lorraine Porter on 020 8770 4856 or email lporter1@suttonlea.org

TRAINING DIARY

In response to our training audit the following sessions have been planned for this year. If you've never been to a Volunteer Centre training before, it would be great to see you. Here's what previous participants have said about the sessions

content of the training day quite rich, in-depth knowledge

Excellent training and outstanding

Developing new volunteering opportunities

7th May Salvation Army Sutton 1.00pm—4.30pm

As unemployment hits and more people are looking for volunteering opportunities, how can your organisation best make use of this resource? This workshop will explore what volunteers can and can't do, what your immediate needs are and how you can be creative to utilize new volunteers

Support and Supervision of Volunteers

11th June Location: TBC 10.00am – 1.00pm

We will be looking at different ways to manage volunteers and when to use formal supervision and when informal is best, We will also explore how to sell the benefits of supervision to volunteers reluctant to attend sessions

Involving Young Volunteers (aged 16-25)

1st July Salvation Army Sutton 10.00 – 1.00

Do you want to attract younger people as volunteers but don't know where to start? We have 'top tips' for attracting young people to your organisation and great ideas on how you can use their skills and abilities to enhance your range of services.

Selecting and Screening Conference

16th September Location TBC 9.30—3.30

VCS's annual conference will focus on what to do next, when someone rings up wanting to volunteer with you. This will include the correct use of CRB checks, and how to make the most of an interview.

Good Practice in Volunteer Management

14th October Location TBC 10.00—4.00

A whole day overview of managing volunteers and making volunteering a positive experience for all.

All trainings are free to attend.

To book a place on any of these trainings contact Tanya:
020 8770 4856 or tturner1@suttonlea.org

Over 30 people said they were interested in attending a forum for people who manage volunteers, so we have decided to run one for the next year, and then evaluate its success. This is aimed at anyone whose job involves managing volunteers, whether they are paid or a volunteer themselves and whatever their job title.

Volunteers Co-ordinators Forum

“Publicity—What works and what doesn’t”

20th May Salvation Army Sutton, 10-00—12.00

The forum will meet quarterly, and as well as a theme for the session, each meeting will include a chance to network with other managers of volunteers and to share any difficulties you are having and learn from others experiences and solutions.

Promoting good practice
for volunteers from
socially excluded groups



Farewell from GoldStar and from Sue



As some of you will be aware our GoldStar project came to an end in March 2009. Unfortunately this meant we had to say farewell to Sue Jobson. Sue worked with many groups to make their opportunities more accessible to volunteers who might need extra support for a range of reasons.

Sue's final piece of work was a research document looking at the demand for supported volunteering from people with a disability in Sutton, this research will shortly be available on our website. It will be the starting point for any future volunteering projects we develop for people with disabilities,

GoldStar funded 40 projects nationwide, all looking to develop volunteer opportunities that challenged the barriers that stop people volunteering. Good practice information from all these projects, including the Volunteer Centre's, can be found on their website: <http://www.goldstar.org.uk>.

I'm sure you will join me in wishing good luck to Sue as she starts new job at Volunteer Centre Richmond.