

Dún Laoghaire Rathdown Volunteer Centre



Annual Report 2019



Strategic Overview

Our Vision

A vibrant Dún Laoghaire Rathdown, where every person feels connected to their community through active participation in voluntary activities.

Our Mission

To promote the value of volunteering and increase the range and quality of volunteering in Dún Laoghaire Rathdown.

Our Aims

Volunteers will have access to quality volunteer opportunities and a positive experience of volunteering.

Organisations benefit from volunteer involvement and are supported to adopt best practice.

Dún Laoghaire Rathdown has a culture where volunteering is valued, supported and promoted.

We have the continued capacity to deliver on our plan and ensure transparency and accountability in all our operations.





Letter from our Chairperson

2019 was another exceptionally busy and engaging year for Dún Laoghaire Rathdown Volunteer Centre (DLRVC). The service continues to flourish, expand its programmes and embrace new opportunities in serving the voluntary interests of local organisations.

This work is only made possible by the ongoing commitment of the Department of Rural and Community Development. It is this consistent support that continues to pay dividends for the Volunteer Centre and for our local communities. The Centre's Board of Directors is encouraged by the Department's support and notes with anticipation their work on developing the National Volunteering Strategy. This is an area for which we have long advocated. The team has contributed to the consultations and looks forward to working alongside the Department to deliver the Strategy on the ground in the years ahead.

The Board, mindful of its governance responsibilities and its obligations, ensures that its governance arrangements follow best practice and future fit an organisation that continues to expand. In this regard, we are pleased to have partnered with Carmichael House, Airfield Estate, Dundrum and the Dun Laoghaire Rathdown Public Participation Network to facilitate training webinars to assist other local groups, also on this journey, to meet the Charities Governance Code.

This Annual Report can only give an overview of the vast scale and variety of the activities of DLRVC. The valuable work is done through the tireless efforts of the expert staff diligently led by Manager, Claire Carroll and ably assisted by Development Officer, Claire Cryan and Volunteer Engagement Officer, Briege George. A team of professional and dedicated volunteers, the supporting pillars of the Centre, helps to deliver these exceptional results.

I would like to express my gratitude to my fellow Board members for their consistent dedication to our mission and values and for sharing their time, interest and expertise so generously during the past year.

Significant challenges remain as we look to the year ahead. I believe that the team members, together with the many organisations and volunteers who share their commitment, are more equipped than ever to meet these challenges. The strong relationship between our organisation, volunteers and members of the public represents a great resource that continues to serve the needs of local communities within Dun Laoghaire Rathdown. My heartfelt thanks to all stakeholders, who give so generously of their time.

Patricia Byrne
Chairperson



Letter from our Manager

2019 brought another year full of new initiatives and events and as always, lots of wonderful volunteers and volunteer involving organisations! This year, we were delighted to work with 1,145 people who were interested in volunteering and over 300 local organisations.

Ever since I started volunteering, I understood that for volunteering to work it needs to be a win win. Organisations need volunteers that can help them and the causes and people they work with. While volunteers need roles that fit and allow them to have a worthwhile and positive experience of volunteering. That win win, doesn't happen by accident and the Volunteer Centre continues to work alongside local organisations and volunteers to help make those connections happen.

Alongside this, the Volunteer Centre, undertook a number of new projects. Starting with a complete re-build of our website... in house! We wanted to ensure volunteers and organisations could access information on volunteering quickly and easily. At the same time I-Vol, the national database for volunteering was redesigned, making it even easier to search for volunteer opportunities.

This was also our biggest year for the DLR Volunteer Corps, with the hours contributed by volunteers doubling, compared to last year. Events, spanned lots of different areas, with volunteers supporting at local clean ups and social inclusion events. We are so privileged to work with a team of wonderful volunteers. Each of you add so much to events locally and we look forward to working with you in the future. We would like to thank Dún Laoghaire Rathdown County Council, for their continued support of this initiative.

With often frontline seats, to the amazing things people are doing locally, we always want to recognise everyone's efforts. This year we launched #LoveVolunteering alongside a number of other Volunteer Centres across Ireland. As part of this initiative, we took the time on Valentines Day to recognise and thank volunteers locally, both online and by dropping in to visit some of our local volunteer managers and their volunteers.

To make all this and everything else happen, a huge thank you to our team, Briege George and Clare Cryan for all your hard work, dedication, creativity and positivity. Special thanks also to our volunteers, including our dedicated and committed Board and all the volunteers who help us in the centre, namely - Rupali Roy Chowdry, Gillian Ettaro, Andy Wibowo, Flavia Santos & Colin Meagher. We really value your time, skills and input into Dún Laoghaire Rathdown Volunteer Centre. It is because of your efforts, that we can offer the service we do.

Every year we continue to work alongside local volunteer involving organisations and volunteers, who are committed to improving their communities. It is a unique privilege to be able to support your work and we thank you for all the many ways you enrich Dún Laoghaire Rathdown. We look forward to another year working with you!

Claire Carroll
Manager

Our Activities

With Volunteers



We supported

1,145
Volunteers

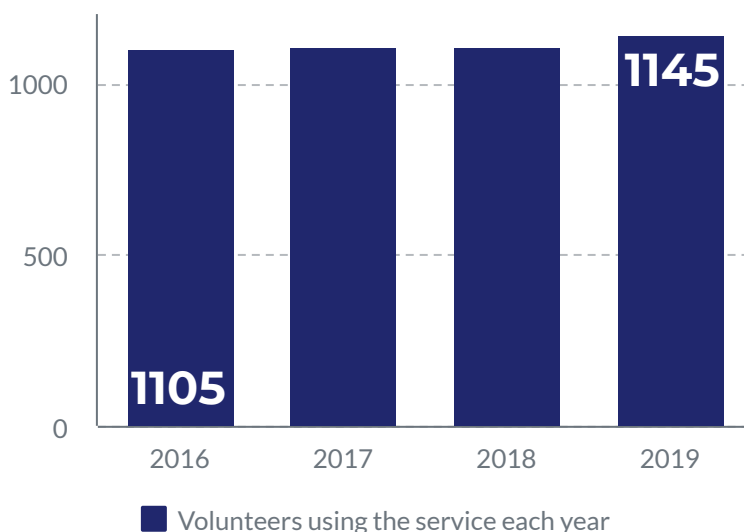
From

65
Countries

Who contributed more than

19,527
Hours

Interest in volunteering sustains & grows locally





2019 also saw the third year of the DLR Volunteer Corps

A flexible and inclusive way to volunteer at events in DLR

372

Members of the DLR Volunteer Corps

223

Volunteering Hours at local events



Dún Laoghaire Rathdown

**VOLUNTEER
CORPS**

Survey Results

from our Volunteers Corps Members

100% of our volunteers said:



- They enjoyed the event they volunteered at.
- They felt supported by the Volunteer Centre
- That it was a great way to meet new people
- That they could volunteer at a time that suits them.
- And most importantly, that they would volunteer again!

Feedback from members who volunteered in 2019

We would like to acknowledge and thank Dún Laoghaire Rathdown County Council for their continued support of this initiative



DLR Volunteer Corps in action at some of our 2019 Events



**DLRCoCo
Age Well
Expo**

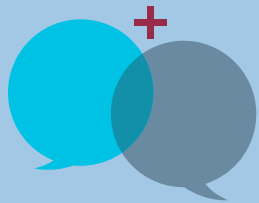


**An Taisce
Nature Reserve
Clean Up**



**Sports
Partnership
DLR
Community 5K**

What our Volunteer Corps Members say...

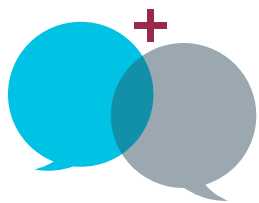


"I felt I had great information and support before the event. The process of joining the Corps was thorough and handled very efficiently. It was also nice to meet you at the event!"

"I was proud to be part of the team....hopefully this was the start of an important way of connecting with each other in the community."

"Really glad I was given the opportunity to become a member of the Volunteer Corps."

What our Event Organisers say..



"Very many thanks for finding all those lovely volunteers for our clean up. So in all we collected 25 bags of rubbish, a good haul for about two hours work!!!" - An Taisce

"The volunteer corps were exceptional on the day and we would definitely like to have them return to assist us in the future. Thank you Volunteer DLR. We were delighted with the collaboration. The volunteers were stars" - Airfield

Our Activities

With Organisations



329

**Volunteer
Involving
Organisations**

137

**New Volunteer
Opportunities**

1532

**Opportunities
applied for**

DLRVC Hosted Three Governance Webinars locally

In 2019, as part of our commitment to meeting the needs of our local Volunteer Involving Organisations, we partnered with Carmichael, Airfield and DLR PPN to facilitate 3 webinars on the new Charities Governance Code for local organisations.

These sessions were facilitated in Airfield, with DLRVC managing the promotion, sign up, admin and hosting of the events. In total 43 attended the events.



DLR PPN

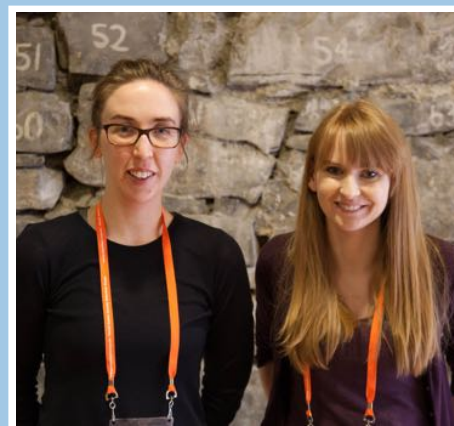
Dún Laoghaire-Rathdown
Public Participation Network



Carmichael.

Our Activities

With Garda Vetting Affiliates



DLRVC has

53

**Registered
Affiliates**

We trained & retrained

33

**Group
Representatives**

DLRVC processed

427

**Vetting
Invitations**

Garda Vetting training

This year, we ran 5 training sessions on Garda Vetting for local groups, bringing them up to speed on the Vetting Legislation and how to vet volunteers and staff using our service

90%



Of our organisations said:

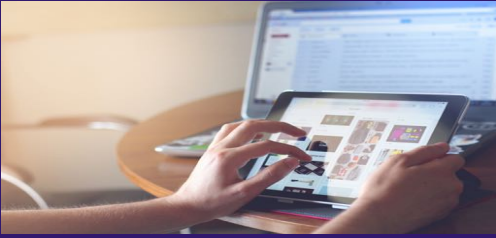
- the delivery of our training was excellent
- the training completely met its objectives

Comments from Participants

"Very impressive presentation, well delivered and comprehensive"

"Efficiently run course. All information was really well communicated."

Additional Highlights



New website designed and launched

Significant work was undertaken by the team to redesign the Centre's main website to enhance user experience.



National Volunteer Week 2019

DLRVC promoted volunteering throughout the week and held local events that supported and encouraged volunteering.



Volunteer Leadership Training

DLRVC rolled out the newly revised Volunteer Leadership Training over four mornings to nine local volunteer involving organisations.



DLR Age Well Expo

This year DLRVC supported the County wide DLR Age Well Expo by providing two talks on volunteering, hosting a stand all day and involving the Volunteer Corps to support the event.



#LoveVolunteering

Alongside other VCs across Ireland, we rolled out a Volunteer Recognition initiative, which saw us visit local organisations to thank their volunteers and promote volunteering on social media.



Celebrating Volunteering

DLRVC promoted the Volunteer Ireland awards and was delighted to see local volunteer Sandra Maguire win the award in the Child & Youth category.

Our Impact

Volunteer Stories captured by Dún Laoghaire Rathdown Volunteer Centre



Kay volunteers with lots of different organisations.

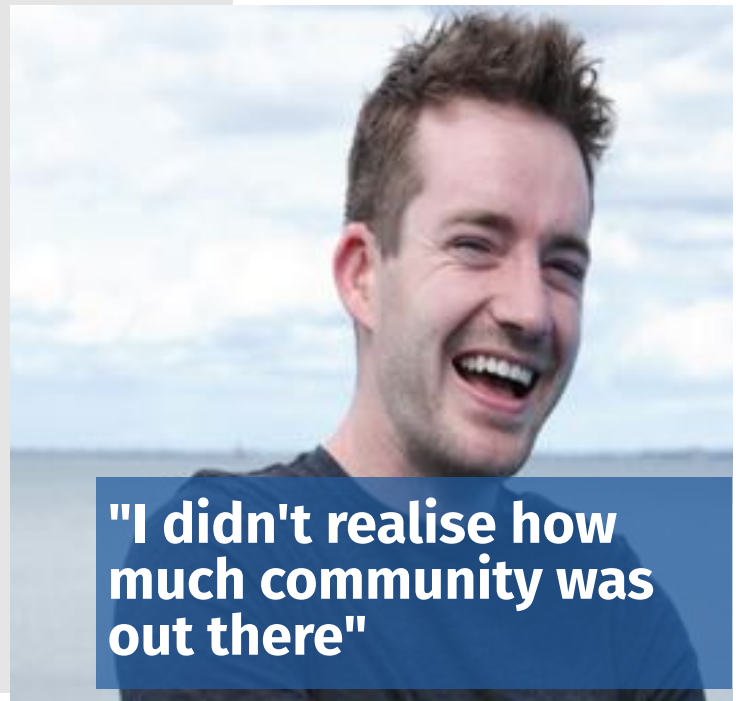
She can regularly be found in the James Joyce Tower and the newly established MoLi museum. As well as occasionally helping out on local government committees and residents associations. Kay is also a Meals on Wheels volunteers, where she tells us the "craic is mighty"!

Speaking of the benefits of volunteering, Kay told us, she felt everyone should volunteer at some stage in their life.

"Volunteering for me has been such fun! Without it I would not have a wide circle of friends, and an ever-expanding interest in the social, cultural, business and political life of the county."

Keith told us how he didn't know how many groups were helping in his community and how many volunteers were involved, until he got started. Volunteering with a local Community First Responder Group, Keith is keen to get experience, that will help him be a better doctor, one day.

Asked what he'd tell other people thinking of volunteering - "Just do it!"



"I didn't realise how much community was out there"

Our Impact

Volunteer Stories captured by Dún Laoghaire Rathdown Volunteer Centre



Derek volunteers with Foxrock Cabinteely GAA. He told us, how he enjoyed getting physical exercise, meeting people, sharing skills and learning new things.

He also told us how volunteering really helped him when he first moved to Ireland.

"I knew nobody when I moved to Dublin, absolutely nobody, volunteering helped me meet people"

Patricia spoke about the people she'd met through volunteering. She mentioned all the really good friends she would never have met, had she not started to volunteer.

She spoke about the benefits for everyone, including the volunteer.



"The volunteer gains as much if not more satisfaction from the volunteer work they do."

Our Funders & Supporters

Thank you to the organisations who funded and supported our work this year:

- Department of Rural and Community Development
- Dún Laoghaire Rathdown County Council
- Southside Partnership DLR
- Volunteer Ireland & the Network of Volunteer Centres & Information Services

Other Supporters

Thank you also to Dún Laoghaire Rathdown Citizens Information Centre, who facilitated our outreach clinics during 2019.

Company Details

Dún Laoghaire Rathdown Volunteer is a Company Limited by Guarantee with a Board of Directors

Patricia Byrne - Chairperson
Shane McArdle - Vice Chairperson
Cormac Shaw - Treasurer
Thomas Doyle - Secretary
Mary O'Donoghue - Director
Anne Cantrell - Director (Resigned 15 May 2019)
Niall O'Connell - Director
Paul Fitzgerald - Director

CHY Number: 17883 Company
Registration Number: 443866
Charity Registration Number:
20067441

Dún Laoghaire Rathdown
Volunteer Centre
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11 Eblana Avenue
Dún Laoghaire
County Dublin
01 4414444
info@volunteerdrlr.ie
www.volunteerdrlr.ie

Financial Details

Audited Account Summary	2019	2018
Income		
Department of Rural and Community Development	121,000	103,000
Garda Vetting	4,810	10,050
DLR County Council	15,000	15,000
Other income	1,304	1,650
Total	142,114	129,700
Expenditure		
Employment costs	107,746	100,705
Rent	14,400	14,400
Administration & Project Costs	15,087	9,782
Total	137,233	124,887
Surplus/Deficit	4,881	4,813



volunteer centre

Ionad d'Obair Dheonach Dhún Laoghaire Ráth an Dúin

DÚN LAOGHAIRE RATHDOWN

Dún Laoghaire Rathdown Volunteer Centre
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