



volunteer centre

Ionad d'Obair Dheonach Dhún Laoghaire Ráth an Dúin

DÚN LAOGHAIRE RATHDOWN

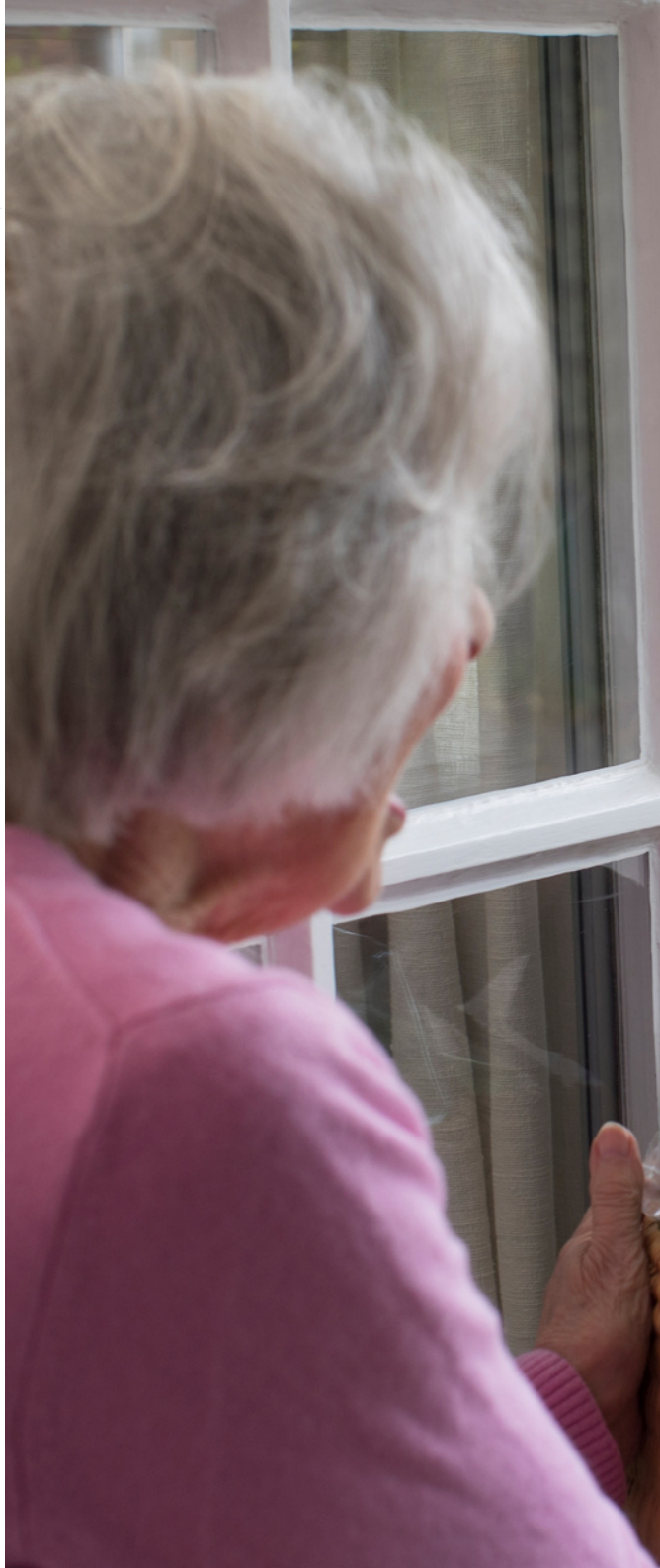
SUPPORTING
VOLUNTEERS

SUPPORTING
ORGANISATIONS

SUPPORTING
COMMUNITIES

Dún Laoghaire Rathdown
Volunteer Centre

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2020 Annual Report

Dún Laoghaire Rathdown Volunteer Centre

A note from our Chair & Manager

2020 was another year of sustained interest and commitment to volunteering in Dún Laoghaire Rathdown. With the arrival of Covid-19, we saw significant increases in volunteer registrations and changing demands locally. In response, we quickly adapted our services, to ensure the very best support was available to our service users.

We adapted to changing needs and continued to facilitate, develop and promote volunteering. We were so inspired by all those who volunteered formally and informally and everyone who put themselves forward to help. The outpouring of support was a real testament to our community and we thank you all.

We are acutely aware that many of our Organisations have faced very difficult times, unable to offer their services or involve their volunteers. We look forward to a time when all our organisations can offer their full suite of services and meantime want to acknowledge the huge work done to pivot and respond in new and creative ways.

We would like to thank Dún Laoghaire Rathdown County Council and the Government of Ireland for their continued investment in volunteering. It is that ongoing support that enabled us to respond so fully.

We thank our Board and Staff team, whose unwavering commitment and creativity shaped our service. Special thanks to Rupali Roy Chowdhury who worked and volunteered with us during 2020 and was an immense help during the initial months of Covid-19.

We also extend our sincere thanks to Cormac Shaw, our long serving Treasurer who stepped down in 2020. Your time and expertise were invaluable to the Centre.

We would also like to acknowledge the network of Volunteer Centres and Volunteer Ireland for sharing their experience and expertise throughout the year. We look forward to working with you and all partners to advance volunteering and deliver the National Volunteering Strategy 2020-2025, in the coming years.

Patricia Byrne
&
Claire Carroll



OUR BOARD

Dún Laoghaire Rathdown Volunteer Centre (DLRVC) is a company limited by guarantee and a Registered Charity. We are governed by a voluntary board of directors who bring a wide range of experience and expertise. The Board met 5 times during the year and held its AGM in June. During 2020, the Board was comprised of:

Patricia Byrne - Chair
Shane McArdle - Vice-Chair
Cormac Shaw - Treasurer
Thomas Doyle - Secretary
Mary O'Donohue
Niall O'Connell
Paul Fitzgerald



GOVERNANCE

Dún Laoghaire Rathdown Volunteer Centre is committed to good governance. The Centre signed up to the original governance code and is working to ensure compliance with the Charities Regulator Governance Code.

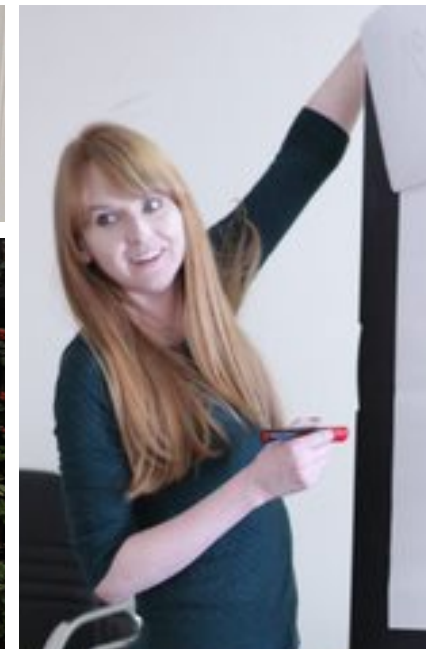
The Board have established a Governance Sub Committee to lead on Good Governance. The Committee meets regularly and reports at each board meeting. DLRVC also adopts a continuous quality improvement approach and has achieved and maintained the Volunteer Centre's Quality Standards.

OUR STAFF TEAM

Our team was made up of four dedicated staff members during 2020. Each one ably responded to the unique challenges the year brought, adapting to emerging needs and responding efficiently and creatively throughout the year.

The team was comprised of:

Claire Carroll - Manager
Clare Cryan - Development Officer
Briege George - Volunteer Engagement Officer
Rupali Roy Chowdhury - Volunteer Support Worker



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 VALUES

In Dún Laoghaire Rathdown Volunteer Centre we hold five high level values and these are woven through our way of working and our commitment to volunteering.

Delivering Meaningful Work

We work to positively impact our community by delivering a quality service and projects that make a difference.

Creativity

We believe in fostering an environment where we can think creatively, share ideas safely and bravely try new things.

Growth

We value the ongoing learning and development of our team, the people we work with, volunteers, organisations and our wider community.

Respect

We respect ourselves and others in all our interactions. We believe in celebrating difference and facilitating people to choose what is right for them.

Collaboration

We value working with others to create positive outcomes.

WHAT WE OFFER

VOLUNTEER SERVICE



We support people interested in volunteering in the following ways:

Information on volunteering: We engage with people interested in volunteering by email, phone and in person. We also coordinate and run different events for volunteers.

Access to I-VOL: The national volunteering database which allows you to browse and express an interest in specific volunteer roles online. If you decide to apply for a role online, our team will put you in contact with the organisation you're interested in volunteering with.

Access to your Volunteer Profile: Where you can check in on the status of your applications through I-VOL, keep your details up to date and print out your volunteer history.

Access to specific volunteering initiatives: For example, we run the Dún Laoghaire Rathdown Volunteer Corps. Separate to our general volunteer referral service, this facilitates volunteering at a selection of once-off events.

Regular communications from the Centre: With a selection of volunteer roles hand-picked by our team.

Creating new ways to volunteer: Behind the scenes our team are helping develop new ways people can volunteer.

ORGANISATION SERVICE

We support local non-profit organisations in the following ways:

One to One Support: We are here to answer queries and provide guidance on all aspects of volunteer involvement.

Volunteer Recruitment: We support organisations to register with us and engage volunteers.

Promoting Volunteer Roles: We help organisations develop volunteer roles and share these through I-VOL, the national database for volunteering, with people interested in volunteering. We then facilitate the recruitment process, connecting organisations with interested volunteers.

Training & Networking: We provide and share training, events and other networking opportunities.

Garda Vetting: We provide a garda vetting service for small non-profit organisations who cannot access vetting directly.

Resources: We provide access to a number of different resources for organisations, including templates and sample policies.



2020 Activities

RESPONDING TO COVID-19



During unprecedented times, DLRVC adapted and responded to the emerging needs of DLR.

Community Call Response Forum

In March, we joined the Local Community Response Forum, which was led by Dún Laoghaire Rathdown County Council. Here, we joined other local partners to ensure there was a robust local response to Covid-19 in DLR. We supported the Community Call by recruiting volunteers for a number of local organisations and important initiatives, including delivering shopping and meals to those cocooning. We also regularly provided information and resources on the safe involvement of volunteers during the pandemic.

March 2020

In the space of a few weeks, DLRVC saw more volunteers sign up to volunteer than we would deal with in an average year. All were eager to help with the response. Mirroring trends nationally and internationally, there were more volunteers than roles available.

Adapting our workplan

While parts of our workplan changed to accommodate new asks during the pandemic, the central objectives of:

- Increasing access to volunteering
- Increasing quality of volunteering
- Increase awareness of volunteering
- Ensure the organisation is sustainable through good governance and management remained the same.

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NEW volunteers placed in Community Call or COVID related roles including...

66 DLRVC Volunteers recruited for Serve the City

11 DLRVC Volunteers recruited for Covid Test Centres

33 DLRVC Volunteers recruited for Domestic Violence Initiative

41 DLRVC Volunteers recruited for Meals on Wheels Groups

28 DLRVC Volunteers recruited to write to nursing homes

4 DLR Corps members delivered booklets to nursing homes

48 DLRVC Volunteers recruited for a range of local organisations



SUPPORTING ORGANISATIONS



To help our organisations navigate Covid-19, we offered immediate and enhanced support.

Recruitment

- Enhanced recruitment support and shortlisting was offered to organisations on the frontline to ensure the fast recruitment of volunteers for essential services.

Training for Organisations

- We partnered with Carmichael to offer "Ready & Able" training, on how to reopen safely during Covid-19. This training was funded by Southside Partnership DLR and was attended by 33 local groups.
- Training was also delivered by Volunteer Ireland on how to creatively involve volunteers during Covid-19.

Garda Vetting

- We partnered with Dublin City Volunteer Centre, who supported us by sharing their online training, ensuring DLR groups could quickly and easily access training.
- We offered an expedited Garda Vetting service to vet volunteers in as little as 48 hours.

Additional supports during COVID-19

- Enhanced phone support to assess needs, offer guidance and assist groups to adapt volunteer roles.
- Dedicated webpages and email communications; sharing resources were also developed.

Ballybrack foodbank – A Case Study

Over the course of the pandemic we successfully recruited over 66 volunteers to assist Serve the City, Dublin with the delivery of essential services in the area. One of these was the Ballybrack foodbank, which many of our volunteers were only too happy to help with.

"In total 1,114 food hampers found their way to families and organisations.... in no small way, the Volunteer Centre was part of the success of the Ballybrack foodbank.. Without exception, every volunteer you recruited and referred to us was a pleasure to work with, I was continually impressed by the calibre of those you referred and I can safely say that we could not have successfully run the foodbank without your support and guidance."



- Ronán Coffey - Trustee and Director of Serve the City

INVOLVING VOLUNTEERS



New Volunteers

- We facilitated a national ask by government that everyone interested in volunteering would register with their local Volunteer Centre.
- We facilitated over 2,200 people to register with our centre, double our annual number of registrations.
- We rolled out new procedures and processes to collect information to help match potential volunteers to roles.
- We also developed targeted communications and regularly updated all those who registered.

Delivering essential services

- Like any crisis, volunteers were on the frontline, at testing sites, delivering food and so on. In response, we worked with network colleagues to develop and share resources with organisations, to support quality volunteering and help keep volunteers safe, including:
 - Sample Risk assessments
 - Information on volunteer wellbeing
 - Information on volunteering during an emergency

Creating new opportunities to volunteer

- Working with our local organisations, we quickly understood that access to volunteering was more limited during the pandemic. To combat this we:
 - Worked with groups to adapt roles
 - Created new ways to volunteer from home

Volunteer from Home – A Case Study

As Covid-19 and repeated lockdowns took its toll, nationally the focus moved to wellbeing. Knowing that volunteering is a wonderful way to connect with each other and the causes we care about, we knew we had a role to play.

The #VolunteerFromHome campaign

We researched existing volunteer roles, developed new ones and built a dedicated webpage so that people could easily get involved from home.

Targeting older people

Many of our over 70s are regular and committed volunteers - board members, drivers, tutors, you name it! When the country shut down, for many volunteering stopped. To share the benefits of volunteering, we reached out to some local groups in the area asking them to share the campaign, so volunteers of all ages could continue to share their invaluable skills and remain actively engaged in their communities.

"Thank you for your very useful information. I know we have lots of knitters in our group. I feel that with many of them having to cocoon at present this would give them an added purpose. It's so important for mental health to have a purpose in one's activity."

- Gabrielle Lowe, Dún Laoghaire Active Retirement

"I got involved in Super Knitter, as it is something I could do safely from home. I am aged 68 years and have some auto-immune conditions, so I would not be confident about volunteering outside my home. I've also completed surveys... organised by UCD."

- Anne, Volunteer with Team Hope and UCD

DLR Volunteer Corps – A Case Study

DLR Volunteer Corps is an events based volunteer programme, run by DLRVC and funded by Dún Laoghaire Rathdown County Council (DLRCC).

Now in its fifth year, the Volunteer Corps, which now has 495 members, aims to:

- Encourage the spirit and practice of volunteering
- Align volunteer skills with community needs
- Increase the visibility of volunteering

"Volunteer DLR regularly sent comprehensive updates and I was delighted to finally be able to do something (however small) to help out."

- Carole, volunteer

Corps members helped deliver over 200 copies of the Dún Laoghaire Rathdown County Council's Age Friendly Magazine to local nursing homes across the County.

Collaborating on new initiatives

With events largely on hold, DLRCC and the Volunteer Centre worked together to involve volunteers in new ways, including:

- The Lexicon book drop
- Sitting pretty Initiative
- Heritage poetry initiative
- The delivery of the Age Friendly Magazine



Assisting Covid 19 Research – A Case Study

Working closely with our partners in UCD, we promoted multiple volunteer roles dedicated to researching Covid-19.

Collaborating with UCD

We have been working alongside UCD for many years and this year developed a number of relationships with key personnel who carry out research in the University.

"We have reached over 1000 responses! I also wanted to say a huge thank you for all your help! Over the last month there has been a great number of responses, and I am sure many of them are a result of my role being included in the Volunteer from Home campaign on the website."

- Clodagh Finn, UCD Research

Researching Covid-19

We received a number of asks from UCD to involve volunteers in their research. Seeing an opportunity to share these roles further, we worked with our colleagues in other Volunteer Centres and Volunteer Ireland to circulate an ask to our registered volunteers to help with Covid-19 research. This generated significant responses across the country and also created a way for people to get involved.

"I was more than happy to participate in this research project on well-being and mental health during the COVID-19.... We need to learn everything we can about the virus, it's effects and our responses to both. As a disabled person, I can't engage with all volunteering opportunities. I'm glad to be able to do something."

- Sorcha, Volunteer with UCD School of Psychology

BUILDING AWARENESS

One of our core roles is to build awareness of volunteering and its benefits.



National Volunteer Week (NVW)

- During NVW 2020 we developed a social media campaign that promoted the number of different ways people were volunteering to help during the pandemic.
- These were promoted and shared widely and showed everything from practical volunteering (delivering shopping) to once off (helping with Covid-19 research).

Collaborating with Network Colleagues

- We shared a national video thanking volunteers for their contribution to the response.
- President Higgins also kindly wrote a thank you message to all volunteers, which we shared.
- We contributed to a national Covid 19 storybook, capturing the impact of Volunteering.



DLR says Thank You – A Case Study

National Volunteer Week 2020 was postponed to September 2020. We knew that locally we wanted to do something special to recognise the effort of volunteers and promote the real impact they were having.

Partnering with Dún Laoghaire Rathdown County Council, we developed a local video. We asked our local organisations and councillors to send us in pictures of them thanking their volunteers and shared the video widely on social media. This coupled with our NVW Campaign generated 738 twitter profile visits and 31,000 impressions during the month of September.



DLR County Council Cathaoirleach, Chief Executive & Director of Community

#DLRsaysThankYou created an opportunity for DLRVC, our local organisations and our county council to say thank you publicly to all volunteers.



Future Plans

IN 2020...



300+

Active Organisations with our service.



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Volunteers recruited for Covid specific roles.



2,258%

Increase nationally in applications to Disaster/Emergency roles.



2,200+

Volunteers register to help with the Covid 19 response.



9,443

Views of our Volunteer from Home page.



3,000+

Volunteer applications processed by our team.

WHAT'S NEXT

Strategic Planning

We are currently working on a new strategic plan. Together our Board and Team are working alongside our strategic planning facilitator to gather feedback from our service users to draft our strategy for launch in 2021.

Working with our Organisations

We are keen to work with our local organisations to rebuild their volunteer programmes, as society re-opens. We are committed to providing meaningful, impactful support that will build their capacity to involve volunteers.

Community Volunteers

We are committed to working with Volunteer Centres and Volunteer Ireland to roll out the new 'Community Volunteers' initiative, as announced by Government. We are excited to see this develop, believing it will create additional opportunities to volunteer in the county, while also allowing us to respond swiftly to urgent community needs and complement existing services.

Delivering the National Volunteering Strategy 2020-2025

Above all we are excited to work with partners across the sector to deliver the National Volunteering Strategy in the years ahead.



Our Finances

OUR FUNDERS & SUPPORTERS

DLR Volunteer Centre would like to thank our funders the Department of Rural and Community Development and Dún Laoghaire Rathdown County Council for their continued support.

We would also like to thank Southside Partnership DLR for helping us to support local community groups this year.

COMPANY DETAILS

Dún Laoghaire Rathdown Volunteer is a Registered Charity and a Company Limited by Guarantee with a voluntary Board of Directors.

CHY Number: 17883

Company Registration Number: 443866

Charity Registration Number: 20067441

Dún Laoghaire Rathdown Volunteer Centre
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OUR FINANCES

Audited Account Summary	2020	2019
Income		
Department of Rural & Community Development	127,543	121,000
DLR County Council	15,000	15,000
Southside Partnership DLR	430	-
Garda Vetting	2,885	4,810
Other income	-	1,304
Total	145,858	142,114
Expenditure		
Employment costs	121,753	107,746
Rent	11,400	14,400
Administration & Project Costs	13,450	15,087
Total	146,603	137,233
Surplus/Deficit	(745)	4,881

The audited accounts for the company were prepared by auditors, Bourke & Co and were signed on the 31st of May 2021 by Chairperson Patricia Byrne and Treasurer Margaret Penny.



volunteer centre

Ionad d'Obair Dheonach Dhún Laoghaire Ráth an Dúin

DÚN LAOGHAIRE RATHDOWN

Dún Laoghaire Rathdown Volunteer Centre is an independent organisation, which works closely with the network of Volunteer Centres and Volunteer Ireland. We work to develop volunteering in the County, by supporting individuals to volunteer and organisations to involve volunteers. Read more about our work on our website.

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Comhairle Contae County Council



Rialtas na hÉireann
Government of Ireland

With thanks to our funders, Dún Laoghaire Rathdown County Council and the Government of Ireland.