



Volunteer Management Programme

Annex A: Recommended Projects

16th October 2009

Over the coming months Capacitybuilders will be working with all grant holders to support collaboration and minimise duplication of work across the programme.

Organisation Name	Project Title	Year 1	Year 2
Torrige Voluntary Services (TTVS)	Torrige Voluntary Services TTVS	£21,490.00	£40,000.00

Project Description

Each of the eight districts in Devon involved in the project will provide twelve intensive one to one sessions over the 18 month project, delivering good practice strategies around recruitment, retention, and volunteer management. These sessions will involve half a day spent with each beneficiary, along with follow up work as necessary. Signposting and linking into existing services and resources will be undertaken. Existing good practice tools will be assessed and redesigned to meet the specific needs of the target groups.

Partners (if applicable)

Devon Association of Councils for Voluntary Service (DACVS), which is a partnership of 8 district CVS's with 9 integrated Volunteer Centres that provides infrastructure and volunteering support to the voluntary and community sector within Devon.

Sector/Audience

The project will target 'hard to reach' small to medium sized voluntary and community groups in rural and 'priority' (deprived areas e.g. with high unemployment) communities and volunteer managers in statutory agencies.



Organisation Name	Project Title	Year 1	Year 2
Volunteer Centre Westminster	Active Volunteer Management	£19,750.00	£39,141.00

Project Description

This project will create two strands of support and development opportunities for volunteer managers and coordinators in Westminster: tailored support for those neighbourhood level groups who in the past have slipped under the radar; more advanced training, networking and development opportunities for experienced volunteer managers.

Partners (if applicable)

Voluntary Action Westminster will be partners in delivering the proposed project.

Sector/Audience

The project will provide support to two specific groups: small, low income neighbourhood based voluntary sector organisations that have traditionally not accessed volunteer centre support, and experienced volunteer managers from larger organisations within the voluntary and public sectors.



Organisation Name	Project Title	Year 1	Year 2
South Lincolnshire CVS	Innovations in Volunteering for Lincolnshire	£20,000.00	£40,000.00

Project Description

The project will deliver on 5 themes throughout Lincolnshire: taking support and development services out into the harder to reach rural areas; recognising, celebrating and rewarding the contributing volunteer managers are making; improving awareness of support services - publishing a countywide brochure of all the mainstream and project based services available to support the volunteer management; supporting and creating networking and bite size training events; volunteer co-ordinators guide aimed at staff/volunteers who undertake a temporary volunteer management.

Partners (if applicable)

The partners in delivering project will be Urban Challenge Ltd and Voluntary Action East Lindsey.

Sector/Audience

The project will target 'incidental' volunteer managers who carryout volunteer management duties as part of their wider role within rural and urban community groups.



Organisation Name	Project Title	Year 1	Year 2
Hull Community and Voluntary Services Ltd (Hull CVS)	Humber Effective Volunteer Management Project	£20,497.223	£39,703.75

Project Description

Training and support delivering in the Humber sub-region on a wide range of issues including equality and diversity, sustaining and managing volunteers, business planning, monitoring and evaluation, funding, etc. A Volunteer Managers Network will be developed to provide improved access to organisations managing volunteers; a dedicated website for the sub-region, accessible by each of the partners so that information can be area-specific, providing information, advice and support to volunteer managers; local networking meetings and events organised by the four sub-regional partners. Consortium partners will deliver training in their relevant areas over the lifetime of the project with the intention of linking the training into the management of volunteers through the national occupation standards.

Partners (if applicable)

East Riding Voluntary Action Services, Voluntary Action North East Lincolnshire, Voluntary Action North Lincolnshire and Humber All Nations Alliance.

Sector/Audience

Workers who manage volunteers as part of a wider role in the public sector (including within the four local authorities, and local police, fire and rescue and NHS organisations) and in voluntary and community sector organisations, with particular emphasis on 'hard to reach' groups who do not normally engage with volunteer support services (including BME and faith groups).



Organisation Name	Project Title	Year 1	Year 2
Voluntary Action Barnsley	South Yorkshire Volunteer Management Project	£21,400.00	£40,000.00

Project Description

Working across South Yorkshire to provide pro-active, intensive support through a variety of methods, including workshops and one-to-one advice sessions, a high quality, accessible toolbox of resources, that is consistent across the region but which can be tailored to the needs of each district/organisation/group, plugging into and sharing the varied experience from each of the four districts across the sub-region (e.g. expertise working with asylum seekers or unemployed people).

Partners (if applicable)

Collaboration between four councils for Voluntary Service (CVS) in Doncaster, Barnsley, Rotherham and Sheffield.

Sector/Audience

The project will work with smaller community groups who do not have a dedicated volunteer manager or have a manager lacking relevant experience, organisations that do not currently interact with Volunteer Centres and sports and activity group leaders who rely exclusively on friends and family. The project will provide tailored support to a minimum of 100 organisations/groups.



Organisation Name	Project Title	Year 1	Year 2
CVS Medway	Volunteer Management Programme – Medway	£18,861.00	£37,723.00

Project Description

The Medway project will involve the set up and co-ordination of networks to share best practice, self support, etc.; a mentoring scheme providing support to 10 VCS organisations; development of a directory including details of local organisations that use or place volunteers; local, regional and national sources of training, information, support or advice; an outreach programme supporting volunteer management in community buildings and facilities in rural areas; a two tier, accredited training programme; and a campaign to promote services and awareness of good practice in volunteer management and the recruitment of volunteers.

Partners (if applicable)

Hope in the Community, Hands and Gillingham Volunteer Centre, Hands Rochester Volunteer Centre and North Kent Training Service.

Sector/Audience

Targets small rural community organisations that do not currently interact with volunteer support services, particularly those who do not use volunteers, or do not recognise that they are a volunteer using organisation.



Organisation Name	Project Title	Year 1	Year 2
Pershore and District Voluntary Help Centre	Managing Our Volunteers Experience (MOVE)	£20,035.00	£40,000.00

Project Description

Underpinning the Worcestershire project is a two-tier, locally based Community of Practice delivery model to promote a continuous learning culture: establish local networks for volunteer managers provide training, workshops and outreach support; centralised forum events, including workshops mapped to National Occupational Standards (NOS). Will promote these to the statutory sector as personal and professional development opportunities. The learning resources commissioned from forum workshops will support managers across the sector.

Partners (if applicable)

Worcester Volunteer Centre, Evesham Volunteer Centre, Community Action Malvern & District, Community Action Wyre Forest, Droitwich Spa & Rural CVS and Bromsgrove & Redditch Network.

Sector/Audience

Will target two distinct groups of volunteer managers; those in smaller voluntary and community groups who do not recognise the management element of their role, and those in the statutory sector.



Organisation Name	Project Title	Year 1	Year 2
The Community Council of Shropshire	Effective Volunteer Management in Shropshire	£21,400.00	£40,000.00

Project Description

Local delivery across Shropshire of accredited training courses, a volunteer management mentor bank, online peer support and improved access to high quality resource materials will give volunteer managers the skills and tools they need to be effective in recruiting, inducting, supporting and developing their volunteers. By doing so they will be able to offer fulfilling volunteering experiences that respond to the varied needs and motivations of volunteers.

Partners (if applicable)

The partner organisations that will help deliver the project are Oswestry Community Action, Shropshire Youth Association, Pre-School Learning Alliance (Shropshire Sub-Committee) and Marches Community Enterprise.

Sector/Audience

This project will target volunteer managers from small rural organisations who carry out these duties in addition to their normal job role, particularly within organisations which face difficulties accessing support (due to small budgets, rural isolation, inadequacy of public transport and pressure to maintain operational delivery).



Organisation Name	Project Title	Year 1	Year 2
Volunteer Centre Lewisham	Volunteering Good Practice Project	£21,942.00	£39,852.00

Project Description

A cross sector Lewisham volunteer managers' forum will be coordinated to develop and share good practice, hold workshops and facilitate support for small and hard to reach groups including mentoring and visits. There will be a campaign to promote good volunteer management across the sectors including dissemination of information about Investing in Volunteers and how to access information and resources.

Smaller and hard to reach groups will receive a range of tailored support at convenient times including evenings and weekends to achieve relevant competencies in volunteer management (to include budgeting for volunteer management and support). This will include 1 to 1 support, mentoring and a series of workshops covering issues relevant to these groups. Using learning from this project the worker will develop, collate and promote a range of materials to supplement the materials currently available through Volunteer Centre Lewisham.

Partners (if applicable)

None detailed.

Sector/Audience

The project will work with volunteer managers across all sectors, including larger organisations with dedicated volunteer managers and small and hard to reach groups, including faith groups, charity shops, sports and leisure groups and LGBT groups.



Organisation Name	Project Title	Year 1	Year 2
Halton Voluntary Action	The Recognition Factor	£17,002.00	£40,000.00

Project Description

A multi-stage project in Merseyside that will explore what makes up an effective volunteer manager, discover whether those characteristics can be traced back to specific interventions from support providers, and to work with people who do not recognise themselves as managers of volunteers to discover how support opportunities need to be described for them to see it as 'something for me'. The project will then promote and deliver training and support in ways that makes sense to their target audiences and provided it in a range of settings and geographical areas. Results will be shared to inform cross sector development.

Partners (if applicable)

Knowsley CVS, Sefton CVS, St Helens CVS, Volunteer Centre Liverpool and Voluntary Action Wirral.

Sector/Audience

The project will work with volunteer managers in small and medium sized organisations, targeting those who do not self-identify as volunteer managers and have not previously engaged with available support.



Organisation Name	Project Title	Year 1	Year 2
Volunteer Centre Southwark	V-Led	£20,000.00	£40,000.00

Project Description

V-Led will offer a creative, flexible approach to volunteer management in Southwark and will find out how to best engage and help groups. It will include bespoke training, one to one consultancy, networking, resources and peer mentoring, all delivered in sessions at neighbourhood level. Learning will be cascaded locally and nationally and be embedded in the Centre's future work so that it can meet the needs of the informal sector.

Partners (if applicable)

Partners are engaged in the delivery of this project through Southwark Infrastructure Group (SIG - the local consortium)

Sector/Audience

Will primarily work with volunteer-led and run groups, including community, BAME, tenant, neighbourhood, faith and campaign groups, with a focus on those working with disadvantaged communities. It will specifically target volunteer managers who undertake their role as part of wider duties, and those that do not currently access available support.



Organisation Name	Project Title	Year 1	Year 2
Peterborough Volunteer Centre	Quality Volunteer Management for Small Groups	£22,537.86	£40,000.00

Project Description

This project will work with small groups to provide practical solutions to help them develop a quality volunteer involving programme that suits their needs. In addition the project will design and facilitate a web based resource that anyone involved in volunteering can access, it will become an important part of the training and development needs of local groups and people wanting to volunteer.

Partners (if applicable)

None detailed

Sector/Audience

Intends to support small voluntary and community sector groups, particularly those with unpaid volunteer managers.



Organisation Name	Project Title	Year 1	Year 2
Middlesborough Voluntary Development Agency	Tees Valley Volunteering Development Project	£23,385.00	£40,000.00

Project Description

Employment of a Volunteering Development Officer to work directly with volunteer-involving organisations across Tees Valley. The service will build on existing good practice to develop a range of training materials and guidance; provide direct support for volunteer managers through a programme of mentoring and training; expand and increase forums for peer support and networking; work with volunteer centres to ensure that project does not displace existing activity; promote the importance of effective volunteer management and develop cross-sectoral understanding of the need for support in this area; and ensure the inclusion of organisations outside current networks and promote the inclusion of marginalised communities as an essential element of good practice.

Partners (if applicable)

Hartlepool Voluntary and Development Agency, eVOLution, and Redcar and Cleveland Voluntary Development Agency.

Sector/Audience

Primarily target voluntary and community organisations, although they also aim to work with a minimum of three public sector volunteering services. Intensive mentoring will be provided to organisations which have volunteer recruitment and retention problems, manage large numbers of volunteers, are new to involving volunteers, do not currently connect with support networks and are small scale, particularly those that represent marginalised communities.



Organisation Name	Project Title	Year 1	Year 2
Tamworth Council for Voluntary Service	Supporting Volunteer Management in Staffordshire and Stoke on Trent	£21,442.00	£39,986.00

Project Description

The Staffordshire programme will provide a range of support, including: networking sessions, incorporating bite-size workshops on volunteer management good practice themes; a suite of good practice materials to be used in conjunction with the workshops, or as stand alone good practice guides; a dedicated web site area providing information on support services for volunteer managers.

Partners (if applicable)

Community Action and Support East Staffordshire, Litchfield and District Community and Voluntary Services, Stafford District Voluntary Services, Chase Council for Voluntary Service and Staffordshire Moorlands Community and Voluntary Services.

Sector/Audience

Will specifically target volunteer managers within the voluntary and community sector for whom managing volunteers is not their primary role, but the programme will also be available to a wider range of volunteer managers within the voluntary, community and statutory sector.



Organisation Name	Project Title	Year 1	Year 2
Isle of Wight Rural Community Council	VOICE – Isle of Wight	£12,655.00	£24,150.00

Project Description

VOICE - Isle of Wight (Volunteer Organisers Information Communication exchange) will be a network for those involved with the management of volunteers on the Isle of Wight. It will include outreach work to engage new individuals. There will be bi-monthly networking events for volunteer managers to get together, giving them the chance to share and learn from each other (based on an action learning model) and participate in formal training. There will also be an on-line forum, to encourage further action learning, signposting to other on-line resources and highlighting issues from national forums. To ensure any small volunteer-led organisations who do not have access to the internet can benefit from the work of the project a monthly newsletter will be produced, picking up on issues from the on-line forum.

Partners (if applicable)

None detailed.

Sector/Audience

The Isle of Wight Rural Community Council project will mainly benefit volunteer managers from the third sector, although it will be open to public and private sector volunteer managers. The project specifically aims to target volunteer managers who do not currently access support from the IWRCC.



Organisation Name	Project Title	Year 1	Year 2
Voluntary and Community Action South Bedfordshire	Volunteer Management WORKS	£23,100.00	£40,000.00

Project Description

Organisations across Bedfordshire will be assisted to review their current practice and develop an action plan - focusing on what needs to be done within the capacity and resources available. They will be provided with focussed support in identified areas, or more intensive support on a range of more complex issues, including change management. We will enable people to appreciate the need for, and the value of having, an effective Volunteer Manager. Resource material and training will also be provided.

The project will take a social action research approach by recording the issues affecting local volunteer-involving organisations and their 'Volunteer Managers'. It will record their attitudes, skills, knowledge and motivations; identify the drivers for change and assess the actions of individuals that bring about, or obstruct, such change.

Partners (if applicable)

Voluntary Action Luton, Volunteer Centre Bedford, Volunteer Centre Central Bedfordshire and Community and Voluntary service Mid and North Bedfordshire.

Sector/Audience

Target voluntary, community, public and social enterprise organisations, particularly smaller organisations and those working in disadvantaged communities which offer poor quality volunteer experiences.



Organisation Name	Project Title	Year 1	Year 2
Chester Voluntary Action	Working Together to support Volunteer Management	£20,150.00	£40,000.00

Project Description

Working across Cheshire & Warrington, the project aims to identify the nature and extent of the support and training currently offered by local public bodies to their employees managing and/or working with volunteers; provide those with a responsibility for managing volunteers, but who do not currently access support and training, with facilitated links into existing BASIS 1&2 provision. The project will capture and disseminate models of good practice, raise awareness of the value of benefits of volunteering and the need for quality volunteer management, and seek to influence the strategic development of and support for volunteering and volunteer management throughout the sub-region.

Partners (if applicable)

Volunteer Centre Warrington and Cheshire and Warrington Volunteer Centre Partnership.

Sector/Audience

Will primarily target volunteer managers from the public sector, but with wider benefits to the voluntary and community sector through working with public bodies to develop volunteering practices and funding for the Third Sector.



Organisation Name	Project Title	Year 1	Year 2
Camden Volunteer Bureau	Supporting Volunteering	£19,960.00	£40,000.00

Project Description

The Camden project will provide a range of one to one support/ coaching, training and networking opportunities to participating organisations. It will pilot a mentoring scheme where people working as full time volunteer coordinators are matched with people in smaller organisations to offer them additional support. There will be a new forum specifically for organisations with no paid staff to meet and share ideas and experiences. A series of new best practice resources will be produced including guidance on how to budget for volunteer involvement. The project will also work with organisations to help identify and advertise volunteering vacancies and advise on practices that will help in retaining volunteers and enhance the quality of experience.

Partners (if applicable)

Camden BME Alliance, Camden LGBT forum, Voluntary Action Camden (VAC), London Borough of Camden (environment and regeneration)

Sector/Audience

The project will target voluntary, community and statutory sector organisations with no paid volunteer manager, in particular smaller organisations with no paid staff, and organisations who have not previously engaged in volunteer support services. Particular organisations that will benefit include those that work with black and minority ethnic groups and refugees, lesbian, gay, bisexual, transgender people and disabled people.



Organisation Name	Project Title	Year 1	Year 2
The Volunteer Network Centre, Newham	Up-skilling and supporting Volunteer Managers	£20,444.00	£40,000.00

Project Description

The Newham project will reach out to organisations, establish their individual needs, and identify gaps in their management of volunteers. These gaps will be addressed through; action-planning sessions; tailored training workshops; a support network of regular 'action learning' forums; newsletters; a dedicated web-site area, and peer support. Each organisation engaged on the project will be invited to a recognition and awards ceremony, where volunteer managers will be rewarded for their progress and effort.

Partners (if applicable)

Newham ChangeUp Partnership.

Sector/Audience

Will target community and voluntary organisations that are not well connected with local infrastructure support, often with 'accidental' volunteer managers or lacking structured volunteer management programmes. In particular BME community organisations have been identified, as well as public sector organisations such as PCTs and local colleges.



Organisation Name	Project Title	Year 1	Year 2
Volunteer Centre Merton	Merton Outreach: Delivering Good Practice to the "Accidental Volunteer Manager"	£22,900.00	£40,000.00

Project Description

The Merton outreach programme will offer a selection of tailored services and will take support to the group, organisation or service: information on local and national good practice issues, downloadable resources in a variety of formats to meet individual group needs, training courses, workshops and drop-in sessions open to all volunteer managers, including in-house tailored sessions, one to one sessions at a time and place to suit the individual, including evenings, weekends and by phone.

Partners (if applicable)

Merton Voluntary Service Council and Merton Unity Network will help deliver the proposed project.

Sector/Audience

Will work with volunteer managers across the voluntary and community, public and private sectors, in particular targeting volunteer managers who take responsibility for volunteers as part of their wider duties, currently receive little support, and work for new/emerging and marginalised groups.



Organisation Name	Project Title	Year 1	Year 2
Volunteer Centre Slough	Achieving Quality in Volunteer Management	£22,651.00	£39,607.00

Project Description

A full-time outreach worker will facilitate a series of workshops to share current practice and to demonstrate the importance of good volunteer management in Slough. A training program will address current local need in a way that will be accessible and relevant to the target audiences. Mutually agreed principles of good volunteer management and best practice will be formulated and compiled into a paper and on-line reference. The project will put particular emphasis on highlighting the benefits both to organisations and volunteers, who will gain a more valuable volunteering experience.

Partners (if applicable)

None specified

Sector/Audience

Will offer support to small to medium sized voluntary and community groups, run by volunteers with little experience of volunteer management, primarily those established by new arrivals from outside the UK.



Organisation Name	Project Title	Year 1	Year 2
Ripon Council for Voluntary Service	Volunteer Management Improvement Project	£21,500.00	£40,000.00

Project Description

The project will develop a volunteer management training programme and material for use by and within frontline organisations, with additional material that can be added to suit the needs of large or usually isolated groups, marginalised and specialist organisations including those working with the unemployed and the broader third sector.

It will demonstrate the advantage and necessity of good practice in the recruitment, placement, supervision, training and support for volunteers. The project will work with all sectors to increase their awareness and offer the appropriate training through the existing Volunteer Centre Network (12 Centres) across York and North Yorkshire (Sub region).

Partners (if applicable)

Through the York and North Yorkshire ChangeUp Consortium.

Sector/Audience

Will support volunteer managers across the voluntary and community, public and private sectors, specifically targeting those who work within small organisations and do not self-identity as volunteer managers.



Organisation Name	Project Title	Year 1	Year 2
Volunteering Bristol	Improving the Volunteering Experience	£20,170.00	£40,000.00

Project Description

A Volunteer Manager Advisor will provide one-to-one advice and guidance on identifying suitable roles for volunteers, their recruitment and retention in Bristol. Coaching sessions will support members and their volunteers, improve the effectiveness of the organisations' services, support the role of the volunteer managers and enhance the positive experience of the volunteers.

The project will develop guidance for volunteer managers to use as part of the support needs assessment of new volunteers, and, in association with learning providers, develop volunteer accreditation courses for volunteers with limited literacy skills.

Partners (if applicable)

None specified.

Sector/Audience

Intends to specifically target those organisations that lack support or have never accessed volunteer support services, namely, small groups, newly formed groups, local community groups and user-led groups, including local sports and garden/open spaces groups.



Organisation Name	Project Title	Year 1	Year 2
Volunteer Centre Derbyshire Dales	Outreach and Involvement Support	£24,370.000	£40,000.00

Project Description

The Derbyshire project will deliver targeted outreach to volunteer involving organisations to enable them to have an increased understanding of volunteer management good practice and to be able to benefit from existing support.

The project aims to leave a lasting legacy by focusing on groups that already access other networks, such as sport governing bodies and rural groups using village halls. This approach will increase the knowledge and capacity of staff servicing those networks, such as sport development officers, enabling them to be informed and supportive advocates for volunteering in the future.

Partners (if applicable)

Volunteer centres across Derbyshire: Amber Valley, Bolsover, Buxton, Chesterfield & NE, Derby, Erewash, Glossop and South Derbyshire.

Sector/Audience

Will assist volunteer managers in the community, voluntary and statutory sectors, specifically targeting sports clubs and groups operating within a rural village hall setting.