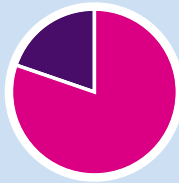




Actively worked with
4,554
Volunteers



3,665 new registrations and 889 people who returned for support.

This represented a
41%
increase on 2014

88 new Volunteer-Involving Organisations registered

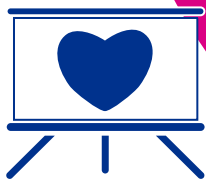


636 volunteer roles advertised




volunteer centre
Ionad d'Obair Dheonaigh Cathair Bhaile Átha Cliath
DUBLIN CITY

ANNUAL REPORT | 2015



53 presentations on volunteering delivered to **562** people



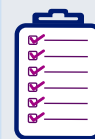
192 one-to-one appointments with volunteers

109 nationalities represented. Irish people accounted for **37%** of registrations followed by **Brazilians** at **28%**.



61,223 volunteer hours valued at **€1,324,253** were gifted to

213 charities



2,441 vetting forms processed on behalf of

120 groups

49 volunteers gifted

2,600 hours to the work of the Centre



JANUARY TO MARCH

JAN: LAUNCH OF VOLUNTEERING WHILE LEARNING ENGLISH (VLE)

In recent years the Centre witnessed a big increase in the number of international students coming to Ireland to study English. Volunteering has helped them to learn English, find out what's going on in the community, gain work experience in Ireland and expand their social networks/skills.

Limited English had an impact on what volunteer opportunities they could apply for. To increase access to volunteering we launched *Volunteering while Learning English* in January. The Seminar started on a fortnightly basis but became a weekly seminar from the summer, due to popularity and demand. 268 people attended the seminars in 2015.

introduction of new volunteer placement procedures to enhance quality

FEB: LAUNCH OF DUBLIN CITY VOLUNTEER MANAGERS NETWORKS

The Networks provide a space for volunteer managers to come together to share experiences and explore ways of maintaining high quality volunteer programmes. The Centre ran four Networks in 2015 with each event booking out quickly.

Grundtvig Partner visits to Hungary & Romania

MAR: NEW FORMAT VOLUNTEER INFORMATION EVENINGS (VIE)

VIEs provide a space for five organisations to 'pitch' their volunteer opportunities to potential volunteers. Attendees are then able to speak one-to-one with the organisations. The Centre reformatted and relaunched VIEs in March. They proved hugely popular with 80-100 attending each of the three Evenings.

Delivered Volunteer Management Training to 13 Managers

APRIL TO JUNE

APR: EUROPEAN SPORT INCLUSION NETWORK (ESPIN)

As part of the ESPIN Project: Promoting Equal Opportunities of Migrants through Sport, the Football Association of Ireland (FAI) asked us to design training for clubs and potential volunteers and advise on a training handbook. Following a series of roundtable discussions and surveys with relevant stakeholders, we piloted the training at the European partners' conference in June before delivering the finished training and notes. The training consisted of two parts: a) an information seminar for migrants thinking of volunteering through a local sports club and b) volunteer management training for clubs seeking to be more inclusive in their volunteer practices.

Grundtvig Partner visits to Croatia & Latvia

Colleagues from two regions in Norway visit for experience sharing

MAY: DUBLIN VOLUNTEER MANAGEMENT SEMINAR (DVMS)

The DVMS is organised by the four Dublin volunteer centres as part of National Volunteering Week. Dublin City was the main event organiser this year. The Seminar brought together 60 volunteer managers and topics included Advertising better on I-Vol, Diversity in Volunteer Programmes, Garda Vetting, best practice examples of volunteer engagement and lots more. 100% of the attendees, who completed the Seminar evaluation, said they would recommend it to a colleague.

JUN: EXPERIENCES COUNTS

Volunteers from the 50+ age groups only accounted for 6% of registrations; the Centre actively focused on increasing this engagement rate in 2015. A campaign, entitled *Experience Counts* sought to recognise the breadth of life experience and skills that older adults bring to volunteering. In May we hosted an *Experience Counts* volunteer fair and launched a series of *Experience Counts* volunteer videos, featuring a series of older volunteers.

June saw the publication and launch of *Experience Counts: Volunteering amongst people aged 55 and over in the Dublin City area*. The publication was also accompanied by a best practice guide for VIOs.

Member of the Central Area Age Friendly Alliance

SEP: INCLUSIVE VOLUNTEERING – GRUNDTVIG PROJECT

In collaboration with Volunteer Ireland, we were part of a two year European Grundtvig Project with partner countries from Croatia, Denmark, Hungary, Italy, Latvia, Romania and Slovakia. Central to the project were partner visits to each of the participating countries to see examples of inclusive volunteering. Case studies and best practice from each country was shared and a toolkit developed entitled *Inclusive Volunteering: Recommendations for Volunteer Coordinators on How to Develop a More Inclusive Volunteer Programme*.

The toolkit was officially launched at the National Volunteer Management Conference in Dublin Castle in October. It has been translated into nine languages thus far.

Preparations start on the creation of a new volunteerdublincity.ie site

AUG: VOLUNTEER CENTRE OFFICE MAKEOVER

The Centre moved to new offices in the summer of 2014. Part of the vision for the Centre was the creation of a 'volunteer hub' - a space where members of the public could drop-in to access information or browse volunteer opportunities. In addition, we wanted to design and layout the office to make it fit-for-purpose for staff and volunteers working in the Centre, whilst also being welcoming to all members of the public.

Delivered Volunteer Management Training to 14 Managers

JUL: SKILLS X CHANGE

In partnership with Volunteer Ireland we designed and piloted a workshop aimed at helping organisations design and fill opportunities requiring professional skills such as accountancy, strategic planning, business development, surveying etc. Our intention to fill these roles through company CSR programmes did not materialise, yet most roles were filled through the *Volunteer Marketplace* on LinkedIn.

Assessment of Depaul as part of the Investing in Volunteers award

JULY TO SEPTEMBER

OCTOBER TO DECEMBER

OCT: VOLUNTEER FAIR

We held our annual volunteer fair in the Carmelite Centre on Aungier Street in October. Over 200 people accessed information on volunteering from the 20 VIOs who participated.

Delivered Experience Counts workshop as part of the National VM Conference

Part of working group to create inaugural Dublin City Good Citizens Awards

NOV: INTERNATIONAL VOLUNTEER MANAGERS DAY (IVMD)

In partnership with Volunteer Ireland and South Dublin County Volunteer Centre we hosted a celebration event for IVMD on 5th November. The theme of this year's event was *Volunteer Managers: the Power behind Superhero Volunteers*. CEOs and volunteer managers were invited to attend, to celebrate and recognise the work of volunteer managers and to outline the need for volunteer programmes to be supported from the top-down.

John Lonergan and Kerry Anthony, CEO of Depaul, were our guest speakers. Susan Ellis, president of Energize, Inc also provided a video address. The 60 available tickets booked out quickly and the feedback was very positive. In terms of what was helpful about the event one attendee noted, "[The] opportunity to network with others. Morning start was great and it was just the right length. Guest speakers were excellent – encouraging and motivating."

Introduction of new quality management cycle for Centre

INTERNATIONAL VOLUNTEER DAY (IVD)

Celebrated annually on 5th December, IVD is a UN-designated day to recognise and celebrate the work of volunteers locally and globally. Every year the Centre organises a significant celebration event so that VIOs can thank and celebrate their volunteers.

The theme of this year's event was also superheroes. Over 120 volunteers from 25 VIOs were treated to a wine and canapé reception. Everyone received a 'goodie bag' and raffle ticket. Residents from Baleskin Reception Centre helped make handmade origami stars for the goodie bags and superhero capes for the photo props. Entertainment was provided by Music Matters. Staff from Janssen volunteered their time to welcome and serve guests.

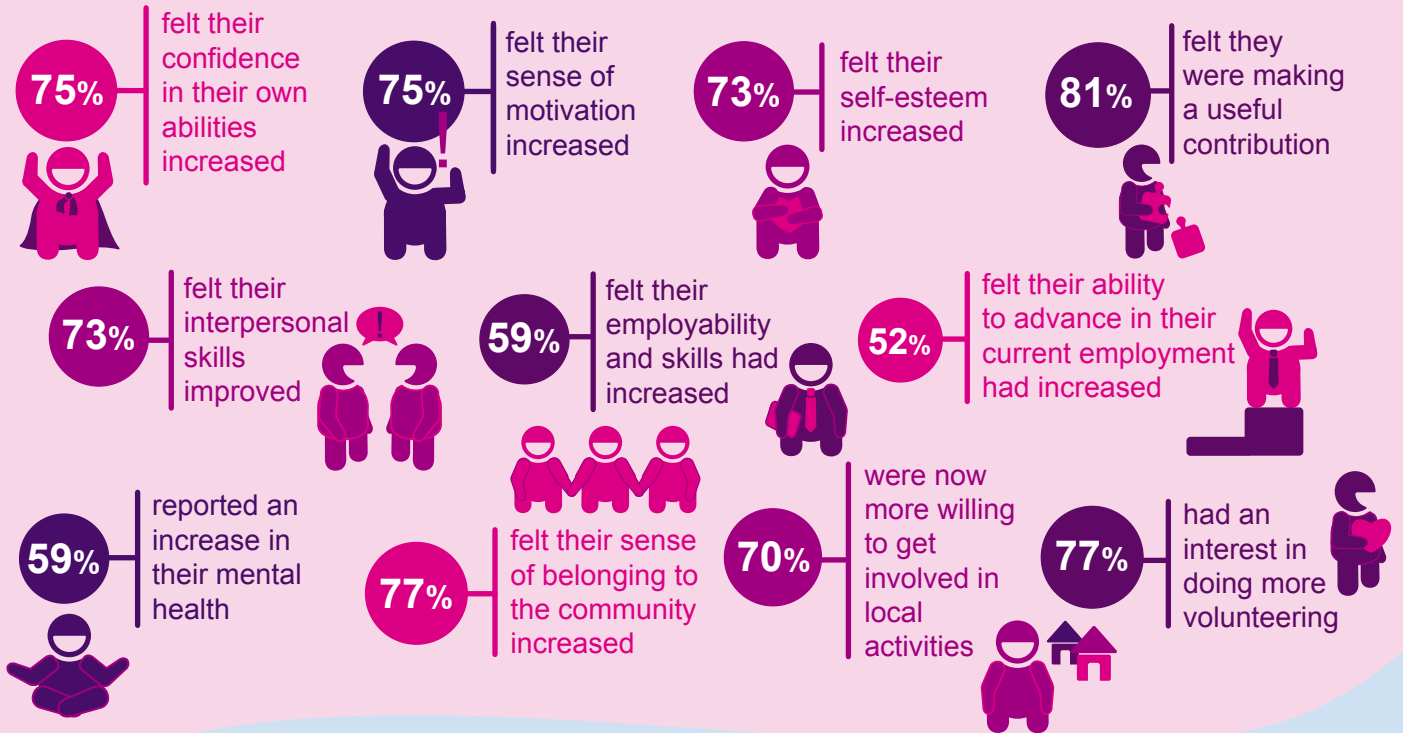
DCVC new brand guidelines finished

Volunteer Information Workshop piloted



NATIONAL VOLUNTEER SURVEY 2015 (DUBLIN CITY VC IMPACTS)

88% OF VOLUNTEERS SAID IT IS IMPORTANT TO HAVE THE SERVICES OF DCVC AVAILABLE TO THEM; **88%** ALSO SAID THAT IT IS IMPORTANT TO HAVE THE SERVICES AVAILABLE TO THE COMMUNITY



NATIONAL VOLUNTEER INVOLVING ORGANISATIONS SURVEY 2015 (DUBLIN CITY VC IMPACTS)

89% OF VIOS SAID IT IS IMPORTANT TO HAVE THE SERVICES OF THE DCVC AVAILABLE TO THEM; **83%** AGREED IT IS IMPORTANT TO HAVE THE SERVICES AVAILABLE TO THE COMMUNITY

