

NEWID PROJECT

Recruiting and Training Volunteers in Wales

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Contents

- **Introduction**
- **Objectives and Targets**
- **Achievement of Period**
- **Volunteer and Beneficiaries**
- **Cases Studies**
- **Project Development**
- **Objectives and Targets for Next Year**
- **Conclusion**

Introduction

Wales: The Active Community/SOVA PROJECT NEWID
(Funded by WCVA Wales)

START DATE 01/04/2007

FINISH DATE 31/03/2010

FURTHER FUNDING AWARDED UNTIL 31/07/2010

A PROPOSED FURTHER AWARD UNTIL 31/03/2011

FUNDING LEVEL £213,507

PARTNERS No formal partners but many links as the volunteers work within other SOVA Projects during their placements and OCN Agored Wales.

Project Aim

The primary aim of the NEWID project is to increase volunteer capacity through targeted recruitment from under represented communities in Wales. Volunteers and participants are targeted to allow more opportunities but open to all. These under-represented groups are identified as being:

- Under 25
- Male
- Disabled
- From a Rural Community
- First language Welsh speakers
- From the BME community
- Over 50
- In employment
- Lone Parents

Staffing has changed over the three years. A full-time trainer is currently employed and support officers work toward the campaign with a percentage of their hours.

Objectives and Targets

Projective Objective

The NEWID project operates within the SOVA Cymru/Wales Training Project and recruits volunteers to volunteer across the range of SOVA Cymru/Wales Projects working with socially excluded and disadvantaged groups.



<u>Identifying volunteers</u>	
Target	Performance indicator
1. Meet with other agencies (Wales-wide)	<i>Meetings with 30 agencies working with: rural communities, young people, ethnic minorities, older people, disabled people, Welsh speakers, males, employees and single parents (indirectly).</i>

<u>Volunteer recruitment</u>	
Target	Performance indicator
1. Publicity via mail shots, adverts, website, links from other websites, presentations	<i>- 100 mail shots (including speculative emails, snail mail, targeted materials and strategically placed posters), 10 adverts placed (including internal publications sent to volunteers and agencies-20% minimum in Welsh), 5 links with other websites & presentations.</i>
2. Recruit volunteers from the following target group list.	<i>53 volunteers to be recruited yr 3 (216 over 3 yrs). Monitor uptake of rural communities, young people, ethnic minorities, older people, disabled people, Welsh speakers, males, employees and single parents. (indirectly).</i>

VOLUNTEER TRAINING

1. Develop course content / material (bilingual provision in NW)	<i>Training to include: deaf/visual impairment, 1st aid, debt/housing benefits, disability, race/diversity, suicide, drugs, problem-solving, stress, self help for long term well being.</i> Community Justice training and update to core training material using more interactive tools for volunteers.
2. Courses from the list given in the NEWID agreement (bilingual provision in NW). Social Inclusion facilitating Disabilities etc.	Deliver Specialist <i>courses delivered over and above SOVA's core accredited units.</i>
3. Deliver accredited core training.	<i>24 Core Training events per yr (2 per month).</i>
4. Numbers attending/completing (gaining OCN qualification)	200 (yr3) new volunteers attending/completing (gaining OCN qualification). This was addressed as should correspond with the target figure for year four.

Beneficiaries	
Target	Performance indicator
1. Beneficiaries supported	<p><i>200 Beneficiaries supported in yr 3 (350 over 3 yrs)</i></p> <p><i>support includes: Personal action plans, basic skills support, CV writing, careers advice and guidance, disclosure advice, interview coaching and support in employment etc.</i></p>
2. Number of hrs given/logged	<p><i>3 beneficiaries supported per volunteer.</i></p> <p><i>10 hours support per beneficiary</i></p> <p><i>21,600 hrs of support (over 3yrs)</i></p> <p><i>All of the above via volunteer monitoring etc.</i></p>



The Impact

1. Beneficiaries and Volunteers

Place the national framework which has now been finalised for assessing soft outcomes (initial & ongoing self assessment, setting of agreed progression routes, individual development plans)

Record quality of life and regeneration (measured through self-assessment and questionnaires).

Help new volunteers into employment (measured by mentor reports and self declaration recorded in SOVA Newid DB).

2. Wider Community

Increased social inclusion, reduced isolation and strengthened communities (measure through surveys of participants and agencies working within the community)

1. SOVA

*Increased infrastructure and capacity in the year.
Increased number of diverse volunteers benefiting from more volunteering opportunities.
Report over the three year period generally.*

Achievement of Period

During year three Newid has exceeded nearly all of the set targets. In fact negotiations are currently being made for another year of funding therefore extending by another year.

By using as many method of communication this year and two ambitious officers Shevaughn Carter and Sheree Davies have delivered enthusiastic recruitment and Training. We are proud to say 157 new volunteers were recruited and a total of 12679 hours have been given by NEWID volunteers. By making further opportunities for the targeted groups when recruiting volunteers in turn helps the disadvantaged people in our other Projects.

We run a fantastic Core Mentoring Training and have made more interactive for the modern volunteers. The amount of volunteers recruited to be trained this year has gone up by 200% which is a fantastic progression.

Newid Volunteers have been awarded OCN Certification also. OCN has been so impressed with the Newid Project and the new learning strategies and systems. Certification in Wales had not been achieved in the last three years. At SOVA Full Core training is given to all Volunteers before they enter projects but are encouraged to continue working through the portfolio for an official certificate.

Action to date Achievement figures.

At SOVA meetings with organisations, advertising volunteer opportunities and participant opportunities is always a priority focus.

Actual mail shots - 400 across North and South Wales

Adverts placed - 11+ adverts

Links with websites - 9+ over South and North Wales

Presentations - 10 presentations

In North Wales produced in welsh standard information.

A total of 157 volunteers have been recruited through the Newid Project this year.

Please note all volunteers come under one, two or three plus categories each.

Rural Community, Young People ,Older people,

BME, Welsh Speaker, Disabled ,Male

Employed, Lone Parent.

Bilingual publicity has now been achieved and distributed throughout North Wales. At first interviews assessments are made and referred to the trainer to meet all needs including bilingual provision.

Community Justice training has been delivered in North and South Wales. Due to staff redundancies and shortages the course has been unable to develop as much as SOVA would like, but has, however, improved by making the core training more interactive with students. Positive staff changes within SOVA's training team in Year 3 will bring standards to the highest level. SOVA Certification remains as a lot of volunteers do not seem to opt to finish the OCN Portfolio – this is being addressed by holding further training days for students to complete in a classroom setting – this has been received with enthusiasm by students. OCN can also be a year long process but encourage students to complete

In Year 3, 10 courses relevant for volunteers and specific projects will be run. Volunteers have and will be completing questionnaires for every course attended to keep courses current and to fulfil all training needs.

Specialist training/Development Opportunities

Actual 13+ Specialist Courses to include;

Community Justice Course

DANOS Training

Pathways A4e presentation

Substance Misuse Awareness

Christians Against Poverty – Debt Awareness

S.U.R.F. – Substance Misuse Volunteer Coordinator – additional volunteering opportunity

Shelter – Presentation re: Homelessness Awareness

Hafen Wen – Visit to detox unit

Newport University Specialist Course

Digital Campaign Course

Welsh refugee Mentoring

Risk assessment for children at youth events

Basic Skills, Food Hygiene, First Aid, CV Builder, Debt Management and Photography.

24 core training events are intended for Year 3 in Wales

(this does not include specialist courses)

A total of 22 Core training courses have been delivered across Wales this year (year 3) with the number of students varying between 6 and 12. Training is around volunteer's availability, staff changes, holidays and weather can cause a few cancellations per year.

204 new volunteers have completed training in Year 2 which together with Year 1 figure of 269, totals 473 (gross for year 1 & 2)

A total of 157 new volunteers have attended and completed volunteer

core training this year (year 3).With regard to existing volunteers attending training opportunities were created with 28 volunteers making the most of these opportunities. Approx 20 potential volunteers go through the volunteer process but fail to attend training over the year.

Actual 185 volunteers trained

(gross over three years trained 658)

SOVA Certification from August 2009 as well as OCN Awarded Certificates will be issued for further training development evidence.

Actual SOVA Certification 185 *(we back dated to April 1st)

OCN Certificates 16 (year 3)

(none in year 1 & 2 a vast improvement, 7 OCN Certificates and 9 pending for year three)

In Year 1 some 14% of NEWID clients entered employment and 21% in Year 2. With the current climate 14% is a more realistic target.

A framework for assessing Soft Outcomes has been developed within SOVA and is currently in the process of embedment.

Individual Action Plans for each beneficiary is in place with clear goals and actions to enable an individual to focus on and identify problematic areas. Beneficiaries clearly increased knowledge and understanding of how to assess their own needs and actions.

100% of volunteers trained throughout the project have stated that they gained increased confidence, knowledge and self esteem.

NEWID Volunteers into employment: to include job offers and placements non-paid leading to paid work

Actual 23 people 15% some of our volunteers are already in employment also while volunteering.

Further evaluations; follow up meetings and interviews with volunteers, participants and community trustee people.

Note that current evidence available indicates 14% - Year 1 and 21% - Year 2 are getting into employment. The target has been revisited.

Volunteers with a diverse range of life skills and experience has enabled SOVA to match them with vulnerable beneficiaries therefore, this in turn, has supported a reduction in isolation. Volunteers and beneficiaries through training, support, knowledge and development have strengthened the wider community.

The community has also been strengthened by knowledge of the diverse range of support that SOVA offers throughout Wales.

Throughout the length of the NEWID project, SOVA has significantly benefited in a number of ways. Retention has improved by developing other projects, opportunities and training to assist volunteers in their mentoring role.

In year three we have varied the organisations we have liaised with for further diversity in recruitment of volunteers.

The numbers of volunteers applying for and attending training by SOVA has increased significantly. The total number for this year saw 157 new volunteers. SOVA Wales now has a significant, diverse pool of volunteers to match within the community.

At the end of the three years 317 Volunteers have benefited.

All NEWID recruits and SOVA volunteers are given OCN accredited training which can be placed on their CV and provides them with a wealth of knowledge to prepare them for their volunteering role. Furthermore, the introduction of NEWID has resulted in an increase in the availability of additional training opportunities that they can and have accessed. Training evaluations showed the value of extra training opportunities and enthusiasm to gain knowledge to assist in the mentoring role.

Continuing supervision processes determined the needs and support required by all volunteers – this is an ongoing process for ALL SOVA volunteers.



Volunteers

This NEWID Project relates to the whole cycle of Recruiting and Training Volunteers. Particular weighting is given to target the featured groups to allow opportunities for those groupings. The Volunteers we recruit and trained are collated only. A detailed SOVA Core training course together with a Social Inclusion course is run as a perfect course for the projects that are here in Wales. With Newid our outreach approach of looking for volunteers and networking with links to find the target groups and generate the benefits to other and the volunteers themselves to volunteer. Volunteers are inducted, trained and supervised by the Project managers of SOVA Projects where they begin their placement. A series of meetings and distance travelled if matters of interest are discussed at training to help with volunteering additional training can be given. The volunteer becomes a volunteer Mentor and helps participants on projects like the Welsh refugee services for example. We do have a Project called YANA which stand for you are not alone which is linked to the Welsh Refugee Project. Young refugee children have a chance to have fun in the community. This project we have volunteers to look after the children alongside Play workers. Therefore 95% are volunteers become Volunteer Mentors; they are trained to help people in society find direction and act upon it. The volunteers in turn find fulfilment by empowering the volunteers to do things for themselves with wonderful encouragement. Volunteer Centres in Wales and any organisations that are happy to advertise our cause and paid for publications. We recruited and trained 157 volunteers and had 60 initial inquiries that did not result in completion.

BENERICIARIES

In this volunteer recruitment project the volunteers are indeed are beneficiaries of a sort but here we identify the participants the volunteers help as the beneficiaries. The training, aftercare and meeting of other volunteers brings a sense of unity. Many volunteers go on to find themselves, helping other people allows their confidence to soar. Many volunteers use this experience as a way to pursue ambitions, give something back to the community and use their life experiences. Each individual project will have figures of actual participant Newid volunteers in total over projects in Wales have helped 633 beneficiaries this year a total of 12679 hours have been given by NEWID volunteers. The Newid project is key in bringing opportunity to others also. For many of the SOVA projects in Wales integration is key. By pairing up fully trained volunteers from the Newid project has allowed participants from other projects to make links and new networks in the community, gain access to courses, placement and employment opportunities. Getting to know the vital points of contact our society has to offer can be a frightening thing to many.

A Participant case study

SARAH, 25 – RIES (Refugee Integration and Employment Service) Project

Sarah was enthusiastic refugee who struggled with her spoken and written English. Adil – Support Officer (RIES) matched Sarah with a mentor who, through action plans, focused firstly on developing her English. ESOL classes and Refugee Support organisations were first explored. Basic skills and CV support were then taken into consideration. Sarah eventually got into employment and is enjoying her role as an assistant production line worker. Through confidence building by gaining friends in similar situations and the dedication of her mentor, the distance travelled was and is still great!

Project development

We are in negotiations now presently to extend this project. We hope to add E mentoring possibilities (Mentoring via the internet) as a new strategy for year four.

Conclusion

Avery relevant project and new staff on the project are helping towards a fourth year and an easy programme for evidencing.



SOVA
CYMRU/WALES

SUPPORTING OTHERS THROUGH VOLUNTEER ACTION
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