



# VCS Cardiff The Volunteer Centre



**2013—14**  
**ANNUAL**  
**REPORT**



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## Chairman's Message



**Mary NEWMAN**  
Chairman

Welcome to our Annual Report for the year 2013-14, our opportunity to tell you about our activities and how we are meeting the objectives of our seven organisational aims in this challenging time of decreasing grant funding.

VCS has now been serving the City of Cardiff for 50 years, and we know from experience that in times of austerity the charitable sector and volunteers are needed more than ever.

We are working in partnership with a number of organisations to maximise the impact of what we do, and to reach more people. We have taken our service into more community settings through outreach sessions. We have also been looking for new ways to fund our activities and to develop innovative approaches to break down barriers to volunteering for people furthest away from opportunity – such as asylum seekers, people with mental health needs and those with histories of offending. We have also been consolidating our work with young people by brokering new partnerships with Secondary Schools in the 4 Communities First 'Cluster' areas and developing the HYPE youth panel which you can read about later in this report.

As we have been marking half a century of volunteering through VCS, part of this years' report is about looking back, and you can see highlights from those 50 years in the section called 'The VCS Story'. We have tried to learn from our history as we face the challenges of today. Like many organisations we are facing difficult choices if we are to continue to provide support to as many people as possible for as long as possible. The voluntary sector has managed on little before by finding other ways of raising the funds it needs, and we can do so again. That said, we do need to respond to the needs of our time, and we know that the year ahead is one where, more than ever, will need to demonstrate flexibility and willingness to innovate – and fortunately we are well equipped with both!

I would also like to take this opportunity to thank the staff team and volunteers at VCS for all their hard work and enthusiasm.

On behalf of the Management Committee and staff of VCS, may I thank you for your interest and support for volunteering, and I hope you will enjoy reading this report .

## Our Vision, Mission and Aims

**Voluntary Community Service (VCS)** runs the Cardiff Volunteer Centre and has been working to match potential volunteers with opportunities to help in Cardiff since 1964.

**VCS encourages voluntary work** by all sections of the Cardiff community and supports a policy that **everybody has something to offer** and is able to become a valued volunteer.

**Our vision** is one where the people of Cardiff make a sustained and valued contribution to society through volunteering.

**Our mission** is to promote a culture of volunteering in Cardiff enabling citizens to engage with rewarding opportunities, facilitating their personal development whilst contributing to society.



**Our aims** are to :

- \* Inspire the people of Cardiff about volunteering and the positive effect it can have on their careers and other areas of life,
- \* Inform the community about volunteering and ensure they know where information and support can be found,
- \* Work in partnership with other bodies and organisations across the sectors,
- \* Maintain and develop a diverse range of volunteering opportunities from a broad range of organisations,
- \* Measure the impact of VCS volunteers and celebrate their work,
- \* Ensure best practice is championed with organisations we work with through the Cardiff Volunteer Co-Ordinators Network and Good Practice Visits,
- \* Stay at the forefront of knowledge regarding volunteering.

## Manager's Message



**Jeremy REES**  
VCS Manager

Volunteering is evolving. More and more of us are doing it – about 1 in 4 of us in Wales according to Welsh Government statistics are now engaged in some form of volunteering, and its growing all the time.

Today's 'volunteer force' in the city of Cardiff come from diverse social, cultural, linguistic and religious backgrounds; are from across generations and have a very wide range of motivations.

At VCS, our understanding and experience of responding to these changing needs is growing too. We have become more mobile and tech-savvy so that we can take our services out to communities across the City, with volunteering opportunities available online so people can browse and make enquires at times that suit them. We are working to break down barriers to volunteering to increase the social inclusion of disadvantaged and marginalised groups,

and are actively working in partnerships - in the City, in Wales, in the UK as a whole, and across Europe - to share experiences and develop reciprocal and, inclusive collaborations.

It's true that the voluntary sector is facing the most difficult financial landscape in a generation, with cuts to public spending reaching unprecedented levels. But while this is certainly one of the most challenging times in VCS's 50 years as Cardiff's Volunteer Centre, our history shows us that with challenge also comes opportunity. Volunteers deliver support and services at minimal cost to those in need; they are integral to the smooth operation of today's Cardiff and not only deliver a socially beneficial outcome but volunteering itself also binds the individual volunteers into the community.

I hope this report on our activities in 2013/14 gives a flavour of the very broad range of VCS's role in the life of Cardiff. It's a role that is growing and evolving with the City itself, and I would like to take this opportunity to thank our dedicated staff team, the active and committed Management Committee and especially the amazing people of Cardiff who continue to come forward to volunteer through VCS.

## Hon President's Message

### Happy Golden Anniversary !

The significance of Volunteers' Week at the beginning of June is, as ever, the coming together of so many people in a demonstration of mutual concern for improving life in our community.

It was very special year this year for Voluntary Community Service with our Anniversary celebrations centered around displays along with other organisations in the Cardiff Story Museum at the Old Library. A very happy photograph from 1964 appeared on the first panel of the VCS exhibition...

Looking at the picture it is difficult to believe that those earnest young people in their late teens and early twenties are now nearing their seventies. Today they are the senior citizens that they then pledged to help. Back in the Swinging Sixties this came with little hint of self-sacrifice and without patronising the elderly. Oldies like me can confirm that this fun and enthusiasm transformed our lives remaining with us for a lifetime. It is the essence of what VCS is as a youthful - minded organisation. And this spirit is also seen in our contacts with many community bodies where there has been fruitful long-term co-operation.

Co-operation and sharing with others is indeed the first of the principles in the Constitution which was formulated at the very beginning. The second was that of practical support and encouragement particularly to young people. Thirdly there was the idealism expressed that difficulties could be overcome, leading to better prospects. Without being complacent, it may well be that today's elderly are benefitting from the efforts they themselves put in all those years ago. There was criticism of the "status quo" at that time, not just in words but by practical action. Is this a lesson that should challenge us today ?

VCS chooses not to be self-congratulatory. Volunteers' Week shows that we must praise the many community groups who are forward-looking and responding to new needs --- sometimes with complicated methods but always with basic human kindness. Also it is important here to record our appreciation to all those who put much effort into the arrangements for the Week ; to thank the Museum and their staff ; to thank all those who turned up in large number to support the various events ; and when we remember and thank the literally thousands of past volunteers, heartily welcome a new generation of volunteers.

Much of the VCS exhibition and displays inevitably had an historic flavour. But the photograph of half-a-century ago showing volunteers as fresh-faced young people having a good time could well have been taken today. Here and now we must allow ourselves to be inspired by such snippets of history and look forward with confidence to the next fifty years.



**Robert DAVIES**  
**Hon. President**  
**July 2014**



### VCS's aims are to:-

#### 1. Inspire the people of Cardiff about volunteering and the positive effect it can have on their careers and other areas of life.

This year VCS:-

- \* Co-ordinated a major recruitment & awareness raising event for Volunteers Week at the Norwegian Church in Cardiff Bay, hosting a day-long festival to promote the benefits of volunteering and an evening celebration of achievement,
- \* Ran a temporary 'pop up shop' in the Capitol Shopping Centre, which was open 5 days a week with two guest organisations present each day,
- \* Dealt with 618 opportunities from 390 member organisations and responded to over 7000 enquires from volunteers – this led to 1,184 placements being brokered.

#### 2. Inform the community about volunteering and ensure they know where information and support can be found.

This year VCS:-

- \* Engaged with the new Communities First Clusters as a partner on volunteering, launching weekly outreach sessions in the BRG and STAR Clusters for volunteers,
- \* Developed a Twitter following of over 2,785 and a Facebook following of 2,214, creating a sizable and effective communication platform,
- \* Developed the new VCS Cardiff website with news & information on short-term volunteering opportunities, with a linked YouTube channel,
- \* Broadcast a weekly radio show 'Cardiff in Action' on the volunteer-run Radio Cardiff with 'Cloudcasts' of each programme made available online.

#### 3. Work in partnership with other bodies and organisations across the cities.

This year VCS:-

- \* Entered into a 'Memorandum of Understanding' with Vale Volunteer Bureau in order to develop co-production,
- \* Facilitated an engagement event for GwirVol funding which resulted in fifteen new applications for funding for projects in Cardiff,
- \* Launched Volunteer's Week in conjunction with the Vale Volunteer Bureau, South Wales Police, Diverse Cymru, Cardiff & Vale College and the University Health Board,
- \* Contributed to the Cardiff & Vale University Health Board 'Developing Volunteering' strategy, and participated in Cardiff Council's 50+ Forums to encourage older people to consider volunteering.



## 2013-14—The Year in Brief

### **4. Maintain and develop a diverse range of volunteering opportunities from a broad range of organisations.**

This year VCS:-

- \* Developed protocols to make our service more accessible to people from the refugee and asylum seeker communities ahead of weekly drop-in sessions in an asylum seeker support centre. VCS assisted in connecting teachers and scientists from the asylum seeker community with homework clubs in Communities First areas,
- \* Facilitated a new Youth Led Volunteering Panel (HYPE Cardiff) based in Butetown to make decisions on the dispersal of the GwirVol Youth Grant, organising training for the young people involved and awarding funding to 7 different projects,
- \* Became a lead organisation in the Cardiff City of Sanctuary steering group, promoting the development of volunteering as an effective channel for integration and contribution to society,
- \* Ensured that the staff team received the latest training in Mental Health First Aid, and began consultations on a joint bid to develop opportunities for people with mental health issues with CAMAMH (Cardiff and Vale Action on Mental Health) and VVB (Vale Volunteer Bureau).

### **5. Measure the impact of VCS volunteers and celebrate their work.**

This year VCS:-

- \* Thanked VCS volunteers for their commitment at an evening celebration during Volunteers Week,
- \* Conducted surveys of older volunteers for their opinions on how volunteers aged over 50 should be recognised for their service, measuring the reach of the survey carried out by a VCS volunteer.

### **6. Ensure best practice is championed with organisations we work with through the Cardiff Volunteer Co-ordinators Network and Good Practice visits.**

This year VCS:-

- \* Jointly facilitated a training series for members with Cardiff Third Sector Council (C3SC),
- \* Held meetings of the Cardiff Volunteer Co-ordinators Network (CVCN) covering topics including 'Barriers to Volunteering'; 'Refugee & Asylum Seekers Volunteering'; 'Youth Volunteering'; 'Insurance' and 'Time-Banking',
- \* Carried out 48 good practice visits with partners and member organisations.

### **7. Stay at the forefront of knowledge regarding volunteering.**

This year VCS:-

- \* Initiated a bid, 'The Volunteering Mile', to engage local communities and services with national and international companies based in Cardiff to share skills and encourage the redirection of corporate social responsibility funding to local organisations,
- \* We developed liaison with the Welsh language Commissioner to gain a greater understanding of the impact of the Welsh language measure on volunteering and volunteer involving organisations.



## Our Projects



**Luke JONES**  
Youth Volunteering  
Advisor & Projects  
Officer

### GwirVol Youth Volunteering

2013-14 was a bumper year for **Youth Volunteering** in Cardiff. In the context of a difficult economic climate for people aged under 25, and the introduction of a volunteering and community work component to the Welsh Bacalaureate, VCS saw record high numbers of enquiries from younger volunteers. GwirVol celebrated its fifth year in early 2014.

In 2013-14, VCS received a total of 4,663 enquiries from those aged 14-25, either in the drop-in Volunteer Centre or online via the Volunteering Wales website. 624 of these were interviewed in person by a member of VCS staff, with 269 of these being placed with a volunteering opportunity advertised through VCS. This was considerably ahead of the target set by GwirVol to place 215 young volunteers in the period.

The financial year saw an increase in the number of school visits and university outreach sessions undertaken by the Youth Volunteering team at VCS.

There was a particular focus on making a VCS presence felt in schools from Communities 1<sup>st</sup> areas of the city, areas identified as being more likely to have higher rates of young people classed as not in education, employment or training. VCS will maintain and build these links with schools and colleges in 2014-15.

Millennium Volunteering is a youth recognition scheme which celebrates younger volunteers by awarding them with certificates for achievement of 50, 100 and 200 hours' voluntary activity in Wales. Last year, VCS registered 239 people as Millennium Volunteers, giving as many young people as possible who actively choose to volunteer the chance to be recognised for their hard work helping others. Of this number, 50 people achieved 50 hours certificates; 38 completed 100 hours; and 39 people reached a total of 200 hours' volunteering. VCS reached a large number of Millennium Volunteers through Cardiff Youth Service, therefore there is predicted to be a slight fall in the number of MVs registered in 2014-15.

**Youth-Led Grants** were a big success for VCS last year. The panel, made up of 5 young people from Cardiff, mostly from Butetown, Riverside and Grangetown, created HYPE (Helping Young People's Enterprises) after learning about best practice at a mid-Wales event in 2012-13. The panel were very earnest about their criteria for applicants for a share of £5,000 of funding, stipulating that successful projects had to be devised by young people themselves. The panel received 15 applications for funding and awarded a share of the money to 7 successful projects from across Cardiff. Laura O'Keeffe was Youth Volunteer Adviser last year, supported by Luke Jones as Assistant YVA.



**Our President giving a  
volunteer his  
Millennium Award.**

## Our Projects

### The Big Project

2013-14 was the second year of the two-year Big Up Project, sponsored by The Big Lottery Fund through the Wales Council for Voluntary Action. The project in Cardiff was specifically targeted at young people aged 16-25 who were further away from finding employment. Some people who we aimed the programme at in particular were those with little work or voluntary experience; those with a history of poor mental health or substance misuse; and young care leavers.

The Big Project interviewed 141 young people last year, of which 71 were placed with a volunteering opportunity. This was above the target for the year of 60 volunteers. In addition, 15 young people entered employment, further education or a training course as a result of the extra support given through the project.

Several partnerships with other organisations helped deliver the best outcomes for young people, many of which were not reflected in the numbers of young people placed. Many young people saw improved confidence, had help with CV writing, or were supported into access courses, for example with The Fair Bridge programme (The Prince's Trust). Big Up continued to work as an advocate for young people with issues not immediately related to volunteering, e.g. benefit issues, housing, and convictions.



**Laura O'KEEFFE**  
Project  
Co-ordinator

### BIG Case study

Mary came to VCS to look for volunteering opportunities after having been forced to give up her studies due to a limiting physical condition. Her frequent episodes of fatigue had led to her being frustrated and feeling that she had lost her confidence. The Big Project helped her overcome these barriers by finding a suitable opportunity with an organisation working for refugees and asylum seekers, an area of interest for Mary.

"Cardiff's Voluntary Community Service was very helpful when I looked for voluntary work. As someone who has had health problems get in the way, and mostly prevent every single activity I do, including anything work related, my confidence in my abilities is extremely low.

"But in our short interview [VCS] improved my confidence and drive a great deal, I really felt that someone as worthless as I felt I was at the time could make a difference, even with my handicaps. "[My volunteer co-ordinator] is also extremely supportive with my illness and limits. I almost feel like my volunteer job was created as much for me as for the people I help.

"It has helped me gain back a sense of worth, and a sense of drive and enthusiasm, it is something to aim to try and keep on top of my illness for. Hatred towards people that can't work is so common now, I really felt like a waste of space and so ashamed of what I am and how my body is a failure. But now I actually do something important. And I fight for people that receive prejudice and hostility for something they can't control too." Since April 2012, The Big Project placed a total of 127 volunteers and worked with 272 individuals.



## Our Projects

### Cardiff in Action

VCS hosts its very own radio show, **every Thursday from 3 until 4 pm** on the community radio station Radio Cardiff. The aim of *Cardiff in Action* is to celebrate volunteers in Cardiff and to advertise the latest volunteering opportunities from across the city, interspersed with music and chat. We also provide news on upcoming one-off or short term events involving volunteers. In 2013-14, *Cardiff in Action* saw a new line-up and format, with our very own Jeremy Rees handing over the mics to Elin Parisa Fouladi, who has been a fantastic host for us every week since she took over in January. Elin has a background in the media and is a musician. A big thanks must go to Elin for being the voice of VCS !



**Radio Cardiff**  
Elin, Luke, Rhian, Laura



**Cardiff in Action' Team**  
**Luke Jones** (Co-presenter)  
**Elin Fouladi** (Presenter)  
**Rhian Williams** (Roving Reports)  
**John Lomond** (Research and booking guests)  
**Laura Garcia** (Leonardo Program Intern)

Each week the show goes out live on FM and online, but it is also available on Mixcloud as a 'Cloudcast' . VCS would like to thank John Lomond, who volunteers with us at VCS, Radio Cardiff and ACE Cardiff, each week he books guests for us and puts together the running order. Dominic Westerland at Radio Cardiff is also an invaluable asset to the show, helping us out technically and producing the Cloudcast. To add to the changes to the show this year, Luke Jones began co-presenting with Elin to give the latest news from the VCS office. We also welcomed Rhian Williams, our Roving Reporter, to Cardiff in Action. Each week Rhian goes out to organisations to interview volunteers on location, allowing us to alter the format so that instead of two guests for every episode, we now have one studio guest, and 'Rhian's Roving Report'. The show offers a great platform to VCS volunteers and interns, particularly those who are with us from overseas who have found presenting the news segment an excellent opportunity to practice their English. Some examples of the over 80 guests we have had on the show in 2013-14 include : British Red Cross Fire and Rescue; Cancer Research Wales; Challenge Wales; Pride Cymru; ACE Cardiff; Pedal Power; UNA Exchange; Menter Caerdydd; RSPB and Vision 21.

To appear on Cardiff in Action, please contact :  
[info@vcscardiff.org.uk](mailto:info@vcscardiff.org.uk) or [John.l@vcscardiff.org.uk](mailto:John.l@vcscardiff.org.uk)

## Partnerships

### Partnerships in 2013-2014

As Partnerships Officer I have been kept very busy in 2013-2014. This year I started outreach in three Communities First clusters BRG, STAR and latterly ECLP. I also ran four Cardiff Volunteer Co-ordinators Network events. These covered diverse topics from Investing in Volunteers, Timebanking, involving young people through digital media and hearing from projects such as Citizens Cymru Wales. As well as providing a crucial chance for organisations to meet each other and share. In partnership with C3SC I have delivered a number of best practice training events around volunteering.

I visited 48 organisations to talk about best practice in volunteering and how to promote their volunteer roles through VCS Cardiff.

I have been working on a project with Amgueddfa Cymru: National Museum Wales with a number of partner organisations such as ACE Communities First, Diverse Cymru, Newlink, Pedal Power, The Wallich and WCVA helping review and develop how the Museum is looking to engage with volunteers. I have also been working in partnership with Cardiff University Health Board on developing and promoting their volunteer scheme.

This year saw a large number of volunteer involving organisations sign up to VCS. I have been kept busy with trying to keep up to date with all the new members we have. In order to keep up with this demand from organisations and volunteers we have invested in new database software to track both, which has freed up my time considerably. I have also created a map to visualise all of the volunteer involving organisations in Cardiff.

There is an increasing need for volunteers across the statutory and third sectors in Cardiff as we all seek to deliver our services in a very difficult climate. VCS will continue to try and promote volunteering to the widest audience possible. We are looking to target as diverse range of volunteers as possible from young people to older people to people from different groups in society which are sometimes underrepresented when it comes to participation through volunteering.

The next year will be challenging but I look forward to new developments in our service and to continue to support a number of amazing volunteer involving organisations.



**Nathan WILLIAMS**  
Volunteer Advisor  
& Partnership  
Officer



## 50th Anniversary - VCS Story

VCS ensured its independence at the 1st annual conference of the year with Cabinet Minister George Thomas becoming the honorary president. Local and international volunteers started organizing work camps and summer play schemes. In the August, VCS devised a project called Family Service Workcamp, which concentrated on helping needy families.



By the end of the 60s, VCS had employed its' first member of paid staff.

As the fuel crisis began, VCS worked in liaison with the council to set up a network for collection of fuel for the needy. To solve the fuel crisis problem, volunteers were mobilised and the city was covered. Volunteers bagged and stacked wood to 25 storage centres and organised to clean the River.



1964

Inspired by the 'Work Camps' of the post-war 'Peace Corps', VCS came into being following a hugely successful summer activity programme for children in Cardiff's Tiger Bay during the summer of 1964 run by a group of enthusiastic volunteers. It was officially established later that same year as the "Voluntary Community Service" at a public meeting at the Temple of Peace and Health in Cathays Park.

1966

1967

With annual volunteer numbers increasing to 600 and grants being made by the King George VI Trust and Cardiff City Council, VCS was granted charitable status in 1967 and was registered by the Department of Education and Science.

1969

1970

VCS developed an adventure playground in a park in Grangetown called *The Marl*, a project that involved 800 young volunteers. This was the 1st playground of its kind in Wales. Volunteers also started visiting hospitals and prisons to offer help, and with the increasing activities, VCS started to attract older people as well as younger ones.

1973



1974

In 1974, the first issue of the Directory was produced, consisting of 850 copies.





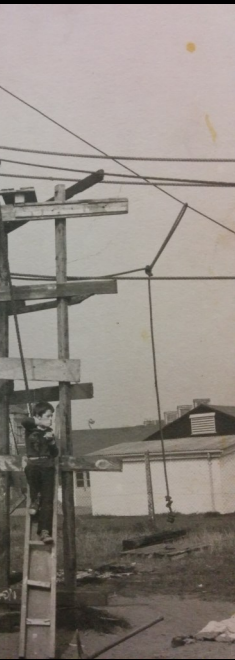
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problem, 2000 volun-  
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Taff.



VCS won the Prince of Wales Award. Volunteers start organizing Christmas parties for local children.

A lack of volunteers causes a crisis in VCS forcing it to decrease its activities, although crucial projects like summer work camps remained operational.

Volunteer numbers double following daily broadcasts of VCS volunteering opportunities on Cardiff Broadcasting (CBC). Widespread floods brought plenty of work for volunteers in helping those made homeless. Donated clothes stored and distributed. Transport provided. Redecoration work followed. During that summer a workcamp in Snowdonia was run for girls from Butetown.



1976 1977 1978 1979 1980 1981

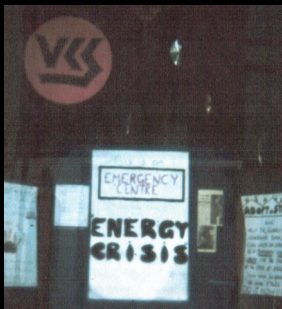
VCS coordinated emergency schemes for Volunteer Water Wardens, while also running a project aimed at developing community services and social education in Cardiff's schools.

VCS volunteers were instrumental in helping the big clear-up in the Canton, Riverside and Grangetown areas of the city following the great floods of winter 1979-80. Volunteers worked closely with organisations like South Riverside Community Centre and WRVS to provide help to older people in the city, making it a busy turn of the decade.

VCS continued to diversify into new areas. A theatre group for unemployed people was developed as was an industrial workcamp for students from Denmark.



of VCS Community  
ed, and distributed



## 50th Anniversary - VCS Story

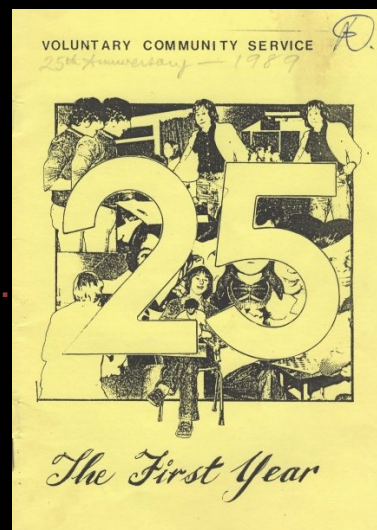
VCS bought its first computer with a grant from Social Services with the aim of helping other groups. International volunteers carried out mural painting in Canton; Garden project flourished and Cardiff Single Women's Housing group achieved charity status, and grew when a house was donated.



80's recession took hold in Cardiff, and cuts to funding resulted in the loss staff and the gardening and decorating work had to be abandoned, and the Volunteer Job Shop was scaled down.

VCS celebrated its 25<sup>th</sup> anniversary with a meeting at The Temple of Peace. President George Thomas paid a visit to the office as the service again evolved by winning a two year contract for the Manpower Services Commission's Communities Opportunities Project – known as COPS.

1989



1982

1983

1985

1986

1984

VCS set up Cardiff Single Women's Homelessness Group which later grew into Llamau. Five editions of the magazine 'Voice' were published produced by volunteers. The Grangetown Community Project was handed over to the community.

Local and international workcamp volunteers were placed at Cardiff City Farm, Grangetown, building an Adventure Playground and carrying out gardening projects. It was an end of an era too, and the last summer workcamp hosted by VCS.



VCS faced a crisis. Long term staff illness caused the bureau to close for a while, but the commitment of volunteers kept things ticking over until the following year when the Bureau re-opened with two workers on job share. A part-time fund raiser was also employed to help generate income.





VCS's Volunteer Job Shop had become part of the fabric of the City and extra staff were employed to cope with volume of volunteers.

The contracts with South Glamorgan Adolescent Division come to an end after three years in 1993, but VCS was soon negotiating a new ex-offenders scheme with the Probation Service.

Changes to Local Government in the mid 90's signalled the end of VCS's remit to cover both the City of Cardiff and The Vale of Glamorgan, and consultations began in the Vale to develop their own Volunteer Bureau. VCS staff ran consultation events across the Vale from a caravan.

The County of South Glamorgan was abolished and VCS's Vale of Glamorgan operation became an independent entity in itself as the Vale Volunteer Bureau - VVB – with its own base in Barry Town Centre, while back in Cardiff VCS reshaped as the Volunteer Centre for the City.

1990      1991      1993      1994      1995      1996

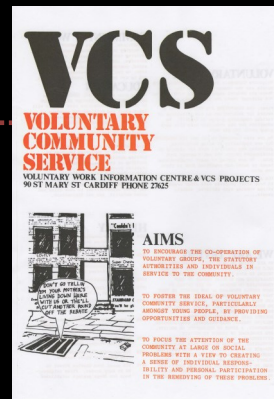
1992



moved to new offices 9 St Mary Street is closed and won its contact with South Glamorgan Adolescent Division to recruit and place volunteers to work with young offenders.

The number of volunteers placed by VCS were averaging 90 each month. And the number of opportunities available in Cardiff & the Vale of Glamorgan (which were together as South Glamorgan at the time) had grown to almost 300. That year the VCS booklet "Working With Volunteers – a guide for volunteer organisers" was published.

The VCS Probation project came to an end when the Probation Service was reorganised, but the Volunteer Job Shop continued to flourish and in October 1994 VCS held a special event to celebrate 30 years of community action.



## 50th Anniversary - VCS Story

At the turn of the new millennium VCS started a drop-in centre at the Cardiff Central Library. It proved a popular move as the office at 109 St Mary Street was up 3 flights of stairs and was not accessible. Through the early part of the new decade, VCS concentrated on its core activity of matching potential volunteers to an ever growing number of organisations needing help.

The Cardiff Volunteer Co-ordinators network started in 2008 as collaboration with Voluntary Action Cardiff and brings together volunteer using organisations in the City four times a year to share good practice and share information. Funded by Cardiff City Council, the CVCN quickly established itself as a highly effective means of developing the capacity and ability of organisations to maximise the experience of volunteering. It continues to this day, now delivered in partnership with C3SC and linked to their training programme.

2000



VCS became the Cardiff administrator of GwirVol - a partnership of people and organisations set up to promote and support youth volunteering in Wales. Through GwirVol, youth volunteering grants are made available for organisations that can improve access and opportunities in volunteering for young people aged 14-25.

2007 2008 2009

VCS pioneered a new service through The Engagement Gateway in 2009, helping local organisations to deliver programmes that build the skills, confidence and knowledge of target groups and link people's progress to a 'next step' such as volunteering, training, referral to a mainstream project, supported employment or full employment.

2011

VCS moved out from 109 St Mary's Street to a new hub with Cardiff Third Sector Council, a much more physically accessible to potential volunteers. C3SC to work together much more closely, with separate identities.

2012

VCS was again breaking new ground, producing Cardiff In Action – the weekly radio programme produced in partnership with Radio Cardiff, making a positive impact and a strong tie to volunteer in Cardiff.

The 'BIG Up' volunteering project launched in 2012, targeting young volunteers aged 16-25 not in employment. This was a 2 year project that exceeded its targets and saw young people's growth in confidence, development of skills and worth.

Along with other Volunteer Centres in Cardiff, VCS inspired by the London Olympics and to promote Youth Volunteering and alongside the Norwegian Church in Cardiff Bay. And the establishment of an agreed European Work Experience programme, regular three month placements at VCS across Europe have helped develop the conditions of the service.

2013

VCS entered into joint working agreement with the Volunteer Bureau in 2013, to ensure consistent training on volunteering and good volunteering Wales was also launched, and the Youth Panel knows as 'Hype'.





It was the busiest year to date, and in 2013 VCS worked with more people than ever before - increasing its presences and accessibility across the city through developing partnerships with schools and the new Communities First clusters, while the Radio Cardiff show, VCS website and strong social media presence enabled better communication and awareness raising about volunteering and its benefits. It also re-doubled its work to support refugees and asylum seekers into volunteering through outreach surgeries, and to make the service more accessible to in the diverse communities that make up the Capital City.

## 2014



New funding from the Lloyds Bank Foundation has enabled the creation of a new and innovative pilot project to help people with criminal convictions and their families to develop skills and re-enter the workforce through volunteering. VCS is also active in the development of Employee Volunteering Opportunities and is working with some of the biggest companies in the city.

But at its core, the values of VCS remain what they were in 1964, to help create a fairer more equal society by offering people the opportunities volunteering provides to change lives and help others. VCS is committed to breaking down barriers, and to offer additional support to those who may face them - such as people seeking asylum; refugees, people with disabilities or mental health needs; young people not engaged in education or employment and those who find it hard to get paid work due to criminal convictions.

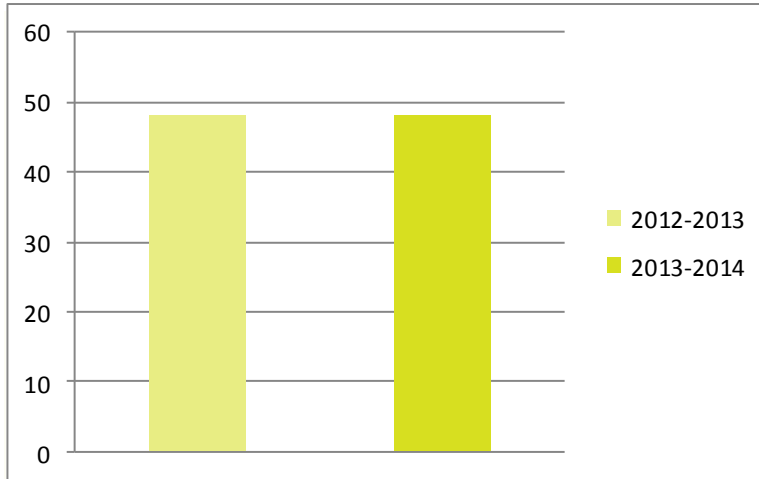
VCS Cardiff is today at the forefront of partnership work across the sectors – with the business community through employee volunteering; tackling poverty alongside Communities First and working to make the City a fairer place for newcomers through the City of Sanctuary movement.

VCS could not do what it does without the support of its funders – the Welsh Government, Cardiff Council, the Big Lottery Wales and the Lloyds Bank Foundation; ....or the collaborations with its partners – including WCVA, GwirVol, CSV, C3SC, Radio Cardiff and City of Sanctuary; ... or the 350 plus member organisations that work on the frontline in health, environment, sport and the arts – but especially not with the people that are, and have always been, its lifeblood – the people of Cardiff.

The story of VCS is their story, and its one that continues to inspire new volunteers, young and not so young, from all walks of life - to make this City an even better place.



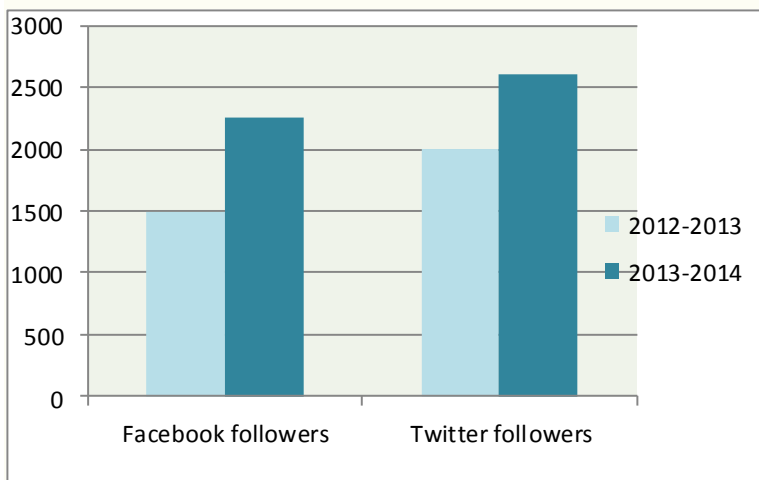
# The Stats 2013-14



Number enquiries of good practice in managing volunteers



Number of people placed in volunteering & numbers of VCS members



Numbers of likes / follows

# Accounts

**VOLUNTARY COMMUNITY SERVICES (CYMRU) LTD**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2014**

	Restricted Funds 2014 £	Unrestricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
<b>INCOMING RESOURCES</b>				
Charitable Activities	21,680	113,883	135,563	149,242
Investment Income UK Bank Interest Received	-	143	143	185
Other Income (Including membership fees)	-	-	-	-
	<u>21,680</u>	<u>114,026</u>	<u>135,706</u>	<u>149,427</u>
<b>RESOURCES EXPENDED</b>				
Charitable Activities	22,940	110,315	133,255	132,628
Administrative Expenses	-	900	900	900
	<u>22,940</u>	<u>111,215</u>	<u>134,155</u>	<u>133,528</u>
<b>NET - DEFICIT/INCOME FOR YEAR</b>	<u>- 1,260</u>	<u>2,812</u>	<u>1,551</u>	<u>15,899</u>

**STATEMENT OF OTHER RECOGNISED GAINS**

	Restricted Funds	Unrestricted Funds	Total Funds	
Net Income for the year	1,260	2,812	1,551	15,899
Transfer between funds	1,260	1,260	-	-
Net movement in funds for year	-	1,552	1,552	15,899
Funds brought forward	-	90,703	90,703	74,804
Funds carried forward	-	92,255	92,255	90,703

## Treasurer's Report

In common with most voluntary sector services in the UK, VCS has faced the challenge of reducing public funds with both 'core' grants from Cardiff Council & the Welsh Government down around 8% at £28,250 and £53,250 respectively.

The Big Lottery funded project to support young people not in education, employment and training successfully concluded its 2 year fixed term contract the end of March (but happily a successful bid to the Lloyds Bank Foundation resulted in a new project from June 2014). This year we were able to offer a fixed term contract to one person who came to us through the Welsh Governments' Jobs Growth Wales fund.

Our expenditure rose slightly to £ 136,880 from £132,628 last year as the number of volunteers & interns has increased, but this was offset by an increase in our income from consultancy support - £1,680 from £600 last year. Our surplus at £1, 551 is accounted for by £10,024 being transferred to our Reserves account to give us 6 months running costs & salaries in line with current good practice.

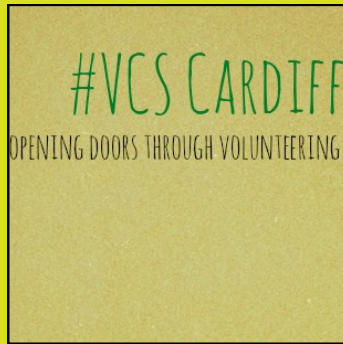
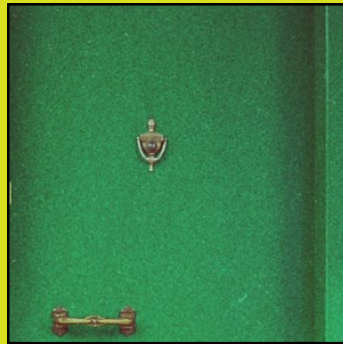
Our cash position at 31<sup>st</sup> March 2014 (and at the date of writing this report) remains healthy. However, as we have been forecasting in the past three Annual Reports significant changes are now imminent, in the context of major reductions in public expenditure and the impact on the voluntary sector of the proposed restructure of local authorities in Wales.

We have consistently forecast that the surpluses built up over the past few years will become significant and widening deficits from 2014/15, unless additional sources of income are secured and that remains our view. We have focussed our efforts into finding new funding sources and at the time of writing VCS has either already submitted or are in the process of finalising seven project applications. We are also working closely with other organisations in Cardiff with a view to sharing resources & costs to enable us to provide our services collaboratively and in the most efficient way possible.

All that remains is for me to thank the staff, my fellow Management Committee members, and our accountant Lawrence Cohen at Gordon Downs (the firm to whom our business was transferred upon the retirement of Jonathon Jowers) for their continued hard work. It is to the credit of VCS that the staff continue to offer such an excellent service despite the difficult financial climate that we are all experiencing

The summarised accounts on the following pages are a summary of information extracted from the audited annual accounts, on which the auditors' opinion was unqualified. The full report and accounts were approved by the trustees on 19th August 2014 and have been submitted to the Charity Commission and the Registrar of Companies.

**Andrew Vicker**  
**Treasurer**



## VCS Manager

Jeremy Rees

## Volunteer Advisors

Laura O'Keefe - **Project Co-ordinator**

Nathan Williams - **Volunteer Advisor & Partnerships Officer**

Luke Jones - **Youth Volunteering Advisor & Projects Officer**

D Murphy - **Finance and Monitoring Officer**

Brandon Gregory - **Volunteer Development Assistant**

## Office Staff

Nath Trevett - **Admin Assistant**

Rhydian Davies - **Information Assistant**

## Management Committee 2013 - 2014

Mary Newman (Chair)

Roanna Larson

Andrew Vicker (Treasurer)

Gerald Puttock

Ken Barker

Sujatha Thaladi

Victoria Jones

Nasir Adam

Catherine Johnson

Mohammed Yusaf

## Interns

Laura Garcia

Kevin Landsey

Victor Diaz

Alba Martinez

Alison Plant

Allison Carey

## Office Volunteers

Claudine Marr

Martin Muller

Daniel VandenBurg

Lesley Evans

Mark Lyons

Jade Stephenson

Emma Toby

Korndia Crysantha

## Radio Volunteers

Elin Fouladi

John Lomond

Rhian Williams

Dominic Westerland

## VCS Cardiff

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Cardiff, CF24 0EB

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