London Volunteering Health Check:
All fit for 2012?

**Report for the
London Development Agency**

**By the Institute for Volunteering Research
with Greater London Volunteering**

November 2008

Acknowledgements

The Authors

Angela Ellis Paine
Kim Donahue

The Research Team

Kim Donahue
Angela Ellis Paine
Mark Hutin
James Lambert
Kerry Tweed

Contents

Executive Summary

<u>Introduction</u>
In many ways volunteering is currently experiencing a bit of a boom. Millions of people volunteer across England each year. Government has never before paid it such an active interest, and the Olympics have sparked a new interest in it among the public, local government and other stakeholders. Alongside these developments there are, however, a number of challenges. The numbers of people getting involved in volunteering are stagnating. It is clear that not everyone is equally as likely to get involved in volunteering with a number of significant barriers to participation. Questions have also been raised about the capacity of the existing infrastructure to develop volunteering to its full potential and more specifically to meet the requirements of 2012.

It was within this context that this study was commissioned. The aims were to provide evidence on:
      a. The nature of volunteering in London;
      b. The provision of support for volunteers and the capacity of the local volunteering infrastructure in the capital.

The research involved five key elements:
- Secondary analysis of data on volunteering in London within national datasets, including the Citizenship Survey;
- Collation of local volunteering studies undertaken within boroughs;
- Mapping the volunteering infrastructure in London;
- A detailed audit and survey of London's Volunteer Centres;
- Interviews with 22 sector stakeholders.

<u>Doing volunteering in London</u>
Nearly three-quarters (72%) of London's population volunteered in some way over the year 2007-8; nearly half (46% did so on a regular basis).

One-quarter (23%) regularly volunteer in a group, club or organisation (formal volunteering). Informal volunteering (on a one-to-one basis) is more common than formal volunteering however, with one-third (36%) regularly taking part in informal volunteering.

Levels of volunteering in London have stayed static since the turn of the century: figures did rise slightly between 2001 and 2005, but have since dipped back down to 2001 levels.

Levels of volunteering in London are comparable to those in England as a whole, although Londoners are slightly less likely to volunteer than their counterparts from some other regions.

Not all Londoners are equally as likely to volunteer, although often the differences are not statistically significant:

- Women were slightly more likely to volunteer than men, although the difference is only significant for 'all volunteering'[1] (50% of female Londoners regularly took part in some form of volunteering, compared to 42% of male Londoners).

- Volunteering also varies by age, with 20-24 year olds being the least likely group to get involved (8% of 20-24 year olds in London took part in regular formal volunteering, compared to, for example, 24% of 16-19 year olds and 16% of 25-34 year olds).

- Ethnicity also makes a difference; although the differences are only significant with regards to formal volunteering at least once in the past 12 months. For example, Asian Londoners (32%) are less likely to engage in formal volunteering at least once a year than White (41%) or Black (43%) Londoners.

- Those who were active in their faith were more likely to volunteer than those who were not (18% of people with no faith were regular formal volunteers, compared to 22% who were religious but not actively so and 30% of people who were actively religious).

- Volunteering also varies according to whether or not someone has a qualification and by the level of qualification. For example, 28% of Londoners with a degree took part in regular formal volunteering compared to 10% of those with no qualifications.

Volunteers in London undertake a wide variety of roles. Among formal volunteers (those that help out in groups, clubs and organisations) raising and handling money (undertaken by 52% of regular formal volunteers) and organising or helping to run events (53%) were the most common activities.

Among informal volunteers (those that help out on an individual basis outside groups and organisations) giving advice (61% of regular informal volunteers) was the most common activity.

In terms of how Londoners get involved in volunteering, word of mouth was by far the most common route in. Volunteers were particularly likely to be recruited by others already involved in a group or organisation (55% got involved this way).

Some data is available on levels of volunteering within individual boroughs, with statistics of one kind or another found to exist in at least 20 of the 32 Boroughs. The data suggests that volunteering varies considerably between boroughs. However, this data is not consistent and it varies considerably in its quality. It provides a poor evidence base. At present, therefore, it is not possible to compare propensity to volunteer across London's boroughs.

---

[1] 'All volunteering' encompasses formal, informal and employer-supported volunteering

That said, data is available for levels of <u>regular formal sports</u> volunteering across London's boroughs. The Active People Survey suggests that levels of this type of volunteering are relatively low in London compared to the rest of the country.

Bexley was found to have the highest level of regular formal sports volunteering in London (5.3%), while Kensington and Chelsea was found to have the lowest (1.9%).

<u>Supporting volunteers in London</u>
There are over 150 organisations in London providing some kind of volunteering infrastructure function – whether that be brokerage, marketing, developing good practice, developing volunteering opportunities, policy response and campaigning, or strategic development of volunteering. Many of these organisations, however, have a wide range of other functions.

With organisations operating at national, regional, sub-regional and local levels; offering generalist and specialist services and with multiple lines of communication between them, the landscape of the volunteering infrastructure in London is relatively complex.

With a number of the national volunteering infrastructure organisations being based in London, a strong regional infrastructure body, several sub-regional networks and almost complete coverage at the local level, London is well covered in terms of volunteering infrastructure provision.

It seems there are considerable demands for volunteering infrastructure services. At the national level the biggest area of demand (at least from within the infrastructure network) was reported to be for campaigning and representation. At the local level brokerage, capacity building and providing supported volunteering programmes were perceived to be the most in-demand functions.

At the local level, while there is a good geographical coverage, with 32 Volunteer Centres covering all but one borough, there is considerable disparity in terms of the resources available for the infrastructure and the level of service provided:

- The median income for London's Volunteer Centres was just over £192,000. This varied, however, from £26,000 to £900,000. On average, Volunteers Centres had seven different funding streams for 2007/8; with 63% of funding for London's Volunteer Centres coming from the public sector (predominantly local government);

- On average, Volunteer Centres employ four full time and three part time staff. The number of full time staff, however, varied from 0 through to 18.

- London's Volunteer Centres had more than 53,000 enquiries about volunteering in the last year; an average of 1,715 each (143 each month).

- Certain groups of the population are more likely to make use of Volunteer Centres than others. Women are far more likely to enquire about

volunteering through a Volunteer Centre than are men (72% of enquiries came from women).

- In general, however, Volunteer Centres are particularly effective at engaging with groups of people who tend to volunteer less or who are considered at risk of social exclusion. For example, while 20-24 year olds were the least likely age group to volunteer in London, Volunteer Centres were particularly successful at engaging with this age group (30% of enquiries came from 19-25 year olds). More than half of the enquiries received by Volunteer Centres were from BAME people looking to volunteer (57%).

There are nearly 9,000 opportunities for volunteers in London currently registered with Volunteer Centres; although the number of registered opportunities varied considerably (from 62 through to 639) between Centres.

Accurate figures do not exist for conversion rates (the proportion of people who enquire that go on to volunteer) as the many Volunteer Centres do not track and record the number of enquirers who go on to volunteer. Estimated figures ranged from 100 to 3,000 volunteers being placed by individual Volunteer Centres each year: a conservative average of 531 equates to over 16,000 volunteers being placed by Volunteer Centres in London last year. From estimates, figures suggest that for every three people who enquire about volunteering, one goes on to do so.

Volunteer Centres also provide a range of services for volunteer-involving organisations:

- Over 8,500 volunteer-involving organisations are registered with 30 of London's Volunteer Centres; an average of 289 each. A total of 1,190 new organisations were registered with the 30 responding Volunteer Centres in the last financial year alone;

- Each Volunteer Centre trains representatives from an average of 72 volunteer-involving organisations each year. The training provided focused on different aspects of volunteer management, such as recruitment, support and supervision, expenses and developing volunteer policies;

- Each Volunteer Centre provides advice to an average of 80 volunteer-involving organisations each year; and holds forums for 45.

Conclusions and recommendations
Volunteering is alive and well in London, but not quite alive and kicking. In many areas there is cause for celebration, but there are also considerable challenges ahead for volunteering.

Millions of Londoners volunteer each year, carrying out a wide range of roles for groups, organisations and other individuals. Volunteers are supported in their helping out by a comprehensive network on of volunteering infrastructure organisations. Indeed, London is relatively well covered (geographically) in terms

of its national, regional, sub-regional and local volunteering infrastructure when compared to other regions around the country. Volunteer Centres deal with many thousands of enquiries from potential volunteers each year and help to place them in the many organisations that are registered with them.

There is a feeling, however, that the situation is somewhat fragile. Volunteering is not equal across all parts of London's population. Those aged 20-24 years old, for example, were notably under-represented in volunteering. While the volunteering infrastructure is comprehensive in its coverage across London, it involves a complex array of organisations and at the local level it is relatively fragile with many Volunteer Centres struggling to get the resources they required to work effectively.

Five key areas for development emerge from the research. These are summarised below:

1   Consideration should be given to how best to increase access to volunteering; tackling barriers to ensure every Londoner has the opportunity to get involved:

    The LDA/GLA/LC/Boroughs should consider:
    - Supporting efforts to ensure volunteering is inclusive and accessible through identifying and tackling barriers to engagement in London;
    - Providing leadership through encouraging their own staff to volunteer;
    - Exploring further the 'demand' for more volunteers in London and, if necessary, the best ways to 'grow' volunteering;
    - Supporting the volunteering infrastructure in its work to broker opportunities and to create new ones;
    - Working to develop new and inclusive volunteering opportunities within their own institutions.

    Volunteering infrastructure organisations should consider:
    - Strengthening their good practice function;
    - Strengthening their developing opportunities function;
    - Building on existing efforts and strengths in supporting the involvement of volunteers with extra support needs.

2   Consideration should also be given to strengthening the volunteering infrastructure, filling the few remaining gaps, then working towards sustainable funding, enhancing partnership working and simplifying communications channels:

    The LDA/GLA/LC/Boroughs should consider:
    - Understanding, recognising, valuing and promoting all six core functions of the volunteering infrastructure;
    - Facilitating, supporting and participating in regional and sub-regional networking and partnership working for volunteering;
    - Ensuring Volunteer Centres receive sustainable funding;

- Supporting the provision of training for the development of leadership and management skills across the volunteering infrastructure.

Volunteering infrastructure organisations should consider:
- Continuing to campaign for sustainable funding;
- Ensuring complete geographical coverage at all levels;
- Enhancing the profile and understanding of what the volunteering infrastructure does, through reviewing, clarifying and communicating respective roles, activities and outcomes of each group of infrastructure;
- Enhancing cooperation and partnership to reduce duplication and reinvention of wheels;
- Streamlining channels of communication and linkage;
- Developing a clear 'customer care' package for the local volunteering infrastructure;
- Ensuring adequate support is provided down through the infrastructure hierarchy;
- Strengthening leadership with all levels of the volunteering infrastructure.

3 Attention should be paid to strengthening the evidence base on volunteering in London. In particular, consideration should be given to creating robust and consistent measures for volunteering at a borough level and to enhancing the evidence base for the impact of volunteering and the volunteering infrastructure.

LDA/LC/GLA/Boroughs should consider:
- Commissioning research to explore the views and experience of volunteers in London and to investigate the volunteer management capacity of London's volunteer-involving organisations, their demand for more volunteers, and their demands for the volunteering infrastructure;
- Commissioning research on the impact of volunteering;
- Commissioning in-depth research to explore the volunteering needs, experiences and barriers of particular minority groups in London;
- Strengthening the evidence base on volunteering at borough level;
- Supporting a strengthening of the evidence base on the effectiveness and impact of the volunteering infrastructure;

Volunteering infrastructure organisations should consider:
- Strengthening the evidence base on the effectiveness and impact of the volunteering infrastructure;
- Ensuring leadership is provided by national infrastructure on how to measure volunteering;
- Developing and cascading guidance, support, training and frameworks for monitoring, evaluation and impact assessment;

4 Attention should be given to getting London's volunteers and volunteering infrastructure ready for the Olympics; ensuring that the momentum built through the development of the volunteering strategy in 2006 is not lost:

LDA/LC/GLA/Boroughs should consider:
- Clarifying who is responsible for the volunteering legacy – pre, during and post Games;
- Confirming (and disseminating) LOCOG's adoption of the Olympics Volunteering Strategy;
- Providing clarity on the role of volunteering infrastructure in supporting the Games time volunteer programme;
- Ensuring that the initial momentum that was built around the planning of the volunteering strategy is not lost;
- Coordinating efforts of individual boroughs in the production of local Olympics Volunteering Strategies;

Volunteering infrastructure organisations should consider:
- At the national and regional level, providing leadership on the involvement and role of the volunteering infrastructure in the Olympics, influencing LOCOG and other key strategic partners while also acting as the link to the local infrastructure;
- Developing the 'case' for the involvement of the volunteering infrastructure in the recruitment of Games time volunteers;

5   Finally, consideration should be given to producing a volunteering strategy for London which could then be cascaded down to sub-regional and local levels:

LDA/LC/GLA/Boroughs should consider:
- Identifying a volunteering lead or champion within each of the named regional bodies and within each borough authority;
- Developing a volunteering strategy for London, providing a framework for future borough level strategies;
- Ensuring that there is cross-fertilisation between boroughs developing volunteering strategies;

Volunteering infrastructure organisations should consider:
- Influencing and working with key public sector stakeholders to facilitate the development and implementation of volunteering strategies.

1   Introduction

1.1   <u>Context</u>
It is an interesting time for volunteering in England. There is a lot to celebrate, but there are also a number of challenges facing the movement. Earlier this year the Commission on the Future of Volunteering reported on its inquiry into the future of volunteering. It concluded that '…in some ways volunteering has never had it so good'. It went on to say '…despite these positive trends volunteering faces a number of challenges if it is truly to fulfil its potential' (Commission on the Future of Volunteering, 2008:3).

Three-quarters (73 per cent) of England's adult population volunteered in 2007/8. However, after a few years of increase, the number of people getting involved in volunteering peaked in 2005 and has since declined (although patterns vary depending exactly which statistics you look at) (CLG, 2008). While some commentators have been quick to argue that this is a cause for concern, others have suggested that it is perhaps surprising that numbers have stayed as high as they have given the current economic and social climate. Not everyone is equally as likely to get involved in volunteering across England. Women, for example, volunteer more than men and age and ethnicity also make a difference to the propensity to volunteer. A number of barriers have been found to exist for people wanting to get involved in volunteering, from practical barriers such as criminal record bureau checks and access issues, through to more psychological barriers such as negative stereotypes about who gets involved in volunteering and what volunteers do (IVR, 2004). For those that do volunteer the reported benefits are wide ranging, including enhanced skills and personal development, enjoyment, new friendships and a sense of satisfaction (see for example Low et al, 2007).

Volunteering is one of the defining features of third sector organisations (Harris and Billis, 1996). Many organisations could not operate without volunteers; indeed, many are entirely dependent on volunteers. At the same time, however, there is a lack of investment in the support of volunteering across the sector (Machin and Ellis Paine, 2008) and a general sense that volunteers are a taken-for-granted resource. The Commission on the Future of Volunteering, for example, identified a lack of capacity within organisations to manage volunteers and recommended the development of a training programme for volunteer managers. However, while many volunteer-involving organisations report difficulties in recruiting enough (or the right) volunteers and most want more, some say they already have as many as they need or that they lack the capacity to properly involve any more (*ibid*).

The volunteering infrastructure plays an important role in supporting these front-line organisations that involve volunteers and in supporting volunteers themselves. Many volunteering infrastructure organisations, however, struggle for funding and for recognition of their role. The recommendation for sustainable funding for the volunteering infrastructure within the Commission for the Future of Volunteering's *Manifesto for Change,* was the only recommendation not to be supported by Government. The Volunteer Centre Quality Accreditation process, with its associated branding, is acting as a capacity building tool, driving up

standards in provision at the local level (see Volunteering England, 2007). Meanwhile, the modernisation agenda, as set out in the *Building on Success* strategy for the volunteering infrastructure (Penberthy and Forster, 2004), is pushing for collaboration and reconfiguration. At the national level, this resulted in the establishment of Volunteering England in 2004, bringing together three (and since joined by a fourth) national infrastructure organisations. At the local level, it is resulting in a diverse range of new working relationships.

As for government, never before has it paid such an active interest in volunteering at a national level. All three parties are regularly issuing statements that put forward volunteering as a solution to a range of social problems. Numerous policy agendas have included volunteering and a number of initiatives have been established to encourage more people to volunteer. Government-led or funded volunteering initiatives include, among others: GoldStar (focused on developing good practice for involving socially excluded people as volunteers); **v** (engaging young volunteers); Volunteering for All (engaging socially excluded groups); ChangeUp (building capacity of the third sector through underpinning the support provided to frontline organisations, including the volunteering infrastructure). There are concerns among some, however, that government is getting 'too close' to volunteering, raising questions of independence and cooption.

Support at the local level is more variable. The Local Government White Paper (2006) *Strong and Prosperous Communities* recognised the role of volunteering in terms of increasing control of local services and empowering citizens. The inclusion of volunteering targets with Local Area Agreements, including the new National Indicator Six on regular formal volunteering, has also served to put volunteering firmly on the agendas of local authorities. Some, however, have been far more engaged than others (Gilbert and Hopkins, 2008). The prospect of the London 2012 Olympics has also generated new interest in volunteering among local authorities, and indeed all stakeholders.

Volunteering has been recognised as one of the key potential legacies of the Games. It has been estimated that 70,000 volunteers will be needed to help run the Olympics and Paralympics. The volunteers will undertake a wide variety of roles before, during and after the Games, from welcoming visitors through to the provision of first aid and translation services. Finding and placing up to 70,000 volunteers represents significant opportunities, as well as some significant challenges. Exactly how this will be achieved is still being established. While a London 2012 Olympic and Paralympic Games volunteering strategy (*Team 2012: Volunteers uniting our Nations and the world*) was developed in 2007, and accepted by LOCOG, it is still yet to be officially published.

A number of different stakeholders have responsibility for different aspects of the 2012 volunteering programme. LOCOG, for example, has responsibility for volunteers during Games-time. Pre-Games activities and legacy activities are the responsibility of a range of other stakeholders including, for example, the Office for the Third Sector (OTS), the Greater London Authority, and the Government Olympic Executive.

The London Development Agency (LDA) has responsibility for delivering the social and economic benefits associated with hosting the Games, including a specific objective (3.2.4) related to volunteering. The objective is to 'maximise social benefits to Londoners including health, education and volunteering of hosting the Games'. The LDA has identified a series of key priorities in meeting this objective. In summary, these are:

1. Developing a Pre-Volunteering Programme (Personal Best);
2. Improving information and knowledge management to develop a better understanding of volunteering and its impact on London;
3. Extending the volunteer base, particularly among those who are traditionally less likely to volunteer;
4. Raising awareness among employers of the benefits of employer-supported volunteering;
5. Improving the volunteering infrastructure in London to make it fit for 2012 and beyond.

It is within this context that the LDA commissioned this scoping study of volunteering and the volunteering infrastructure in London; to undertake 'a health check' on volunteering in general, and more generally on the state of the existing evidence base for volunteering, before beginning to address some of these priorities.

1.2   Study aims

The aims of the scoping study were to provide evidence on:

a. The nature of volunteering in London;
b. The provision of support for volunteers and the capacity of the volunteering infrastructure in the capital.

More specifically, the objectives of the scoping study were to provide data, or recommendations for the collection of data, on:

a. The nature of volunteering in London:

    i   Who undertakes volunteering in the capital (age; gender; ethnicity; and other socio-demographic factors);

    ii   The prevalence of formal and informal volunteering in the capital;

    iii   The sub-sectors in which volunteering occurs (e.g. environment; medical/welfare);

b. Who is supporting volunteers and the capacity of volunteering infrastructure in the capital, including:

    i   The types and locations of volunteering infrastructure in the capital;

ii   The capacity of volunteering infrastructure in the capital.

The scoping study was designed to draw together existing data and research evidence on levels of volunteering, produce new evidence on the capacity of the volunteering infrastructure, and provide recommendations for building the evidence base in places where it is currently weak. It was **not** designed to provide new baseline data for levels of volunteering in London at regional or borough-level, but did seek to identify where this data already exists and provide recommendations for collecting this local data in the future. It also did not look to explore the demand or support side of volunteering from the perspective of volunteer-involving organisations.

1.3   Research approach
The research involved five key elements; as summarised below.

1.3.1 Secondary analysis of national datasets
Secondary analysis was conducted of the Department for Communities and Local Government's (CLG) Citizenship Survey. The Citizenship Survey is a household survey with a sample of approximately 10,000 adults, plus a boost sample of 5,000 people from minority ethnic groups. The sample size for London is just over 1,000 (1,040 in 2007/8), plus a minority ethnic boost sample of over 2,500 (2,728 in 2007/8). The survey has been conducted every two years since 2001. It explores people's participation in their communities through volunteering (formal and informal) and undertaking civic duties. It also explores a wide range of issues around people's perceptions of the communities in which they live.

Secondary data analysis was conducted of the 2005 and 2007/8 Citizenship Surveys in order to provide the best available picture of volunteering in London. This includes analysis of the overall levels of (formal and informal) volunteering in London, and the demographic profile of London's volunteers, and the types of activities undertaken by volunteers. An (unpublished) interim report produced through this project utilised the 2005 data. This, the final report, utilises the 2007/8 data.

It should be noted that the results of this survey are weighted to the population of England as a whole, not to London. As the population of London is somewhat different to the country as a whole this may affect results. As the sample size for London is relatively small (just over 1,000) the confidence intervals are large, meaning that small differences are unlikely to be significant. As the focus of this study was on London, the results have been tested for significance within the data on London (e.g. to see if women in London volunteer at a different rate to men in London), but not between London and England as a whole (e.g. whether men in London are more or less likely to volunteer than men in England as a whole).

In addition to the Citizenship Survey, relevant findings from the Active People Survey have been analysed. The Active People Survey was conducted as a telephone survey in 2005/6 with a sample of over 360,000 adults in England. It provides reliable statistics on sports activities down to the local authority level, with approximately 1,000 respondents in each local authority. The Survey

focuses on levels of participation in sporting activities, including weekly participation in sports based volunteering. The Active People Survey has now been established as a continual annual survey, with the results from the second wave of the survey (2007-2008) due to be released in winter 2008. Future waves, however, have a smaller sample size (500 per local authority) so will not enable analysis at the local authority level.

Data from the 2006 Active People Survey was scrutinised in order to provide evidence on the levels of one particular form of volunteering (regular, formal, sports volunteering) at the borough level. Although this provides a very narrow view of volunteering in London, it is the only available national dataset that provides comparable data on levels of volunteering at borough level.

1.3.2 *Collation of local volunteering studies*
Beyond the Active People Survey discussed above (with its focus on sports volunteering), there is no comprehensive or comparable data currently available on levels of volunteering in London at a borough level. A number of individual borough authorities and/or Volunteer Centres were known, however, to have undertaken their own research to establish local levels of volunteering. They had not previously, however, been systematically identified or brought together.

A review was conducted to identify all such available studies, through searching websites, accessing databases, the Volunteer Centre Survey (see below) and telephoning each Borough Authority in London. Conversations were held with representatives from each local authority, to identify any available data on levels of volunteering. Data on the level of volunteering was provided by 21 boroughs; the remaining 11 either did not have any such data or were unable to pass it on to the research team within the timescale of the project.

Once obtained, any evidence (mainly in the form of reports and strategy documents) was scrutinised to ascertain: reported levels of volunteering; data collection methods used; reliability and comparability of data (Appendix 1 gives a summary of the data identified).

The process of identifying the relevant person within each local authority to speak to about levels of volunteering was in itself illuminating. While in some boroughs there was a clear point of contact for volunteering, in many boroughs it proved difficult to locate anyone with responsibility for volunteering, with the researchers being passed from person to person before it was finally possible to establish whether or not any evidence on volunteering existed in the borough.

1.3.3 *Mapping the volunteering infrastructure*
A mapping study was conducted to identify national, regional, sub-regional and local volunteering infrastructure provision in London. The mapping was completed through a review of published literature, local directories, websites and registers. The sources searched included directories and reports from: the Charity Commission; NCVO; the Government Office for London; Greater London Volunteering and borough wide mapping reports. Primary data on the organisations was also collected from web-based research.

In total, 154 volunteering infrastructure organisations were identified (see Appendix 2 for a definition of the volunteering infrastructure and assumptions developed to inform the mapping process. An excel sheet listing each of these organisations and the volunteering infrastructure functions they perform is available as required). Depending on the exact definition used, it is likely that many more organisations with a volunteering infrastructure function exist, but whose primary mission may be something quite different.

Mapping specialist organisations that provided volunteering infrastructure functions and organisations fulfilling this role at a neighbourhood level was particularly problematic, and it was not possible to be comprehensive in this process within the confines of this project. As such, the mapping reported within this document represents an accurate picture of the data available, based on self classification of services by the organisations which fulfilled at least one of the six core functions of volunteering infrastructure (see Appendix 2). The mapping, therefore, is not exhaustive. Where gaps exist, this is partly due to the information not being readily available.

1.3.4 Volunteer Centre survey

An in-depth survey was conducted among London's Volunteer Centres[2]. The survey was conducted face to face, using a structured questionnaire and including an audit of Volunteer Centre activities, with each session lasting for up to four hours. Across London's 33 boroughs (including the City of London), there are currently 32 operational Volunteer Centres (although this number has fluctuated during the course of this project – see section 4). All 32 Volunteer Centres were contacted through the research, with visits made to 31 to complete the survey. While in a majority of cases the respondents were able to provide all the data required for the survey, in a small number of cases the surveys were only partially complete as the Volunteer Centres could not provide the data requested. The remaining Volunteer Centre (Lambeth, London's newest Volunteer Centre) did not provide detailed data as they only fully opened in June 2008; they did however take part in a telephone interview.

The survey sought to ascertain the current capacity of Volunteer Centres and current levels of engagement with volunteers and volunteer-involving organisations. It focused on: resources (funding, staff etc); number of volunteers recruited and placed; demographic profile of clients; and number of volunteer-involving organisations supported. It also explored current levels of demand, capacity, strengths and challenges. A copy of the survey instrument can be found in Appendix 3.

1.3.5 Stakeholder interviews

In total, 22 in-depth semi-structured telephone interviews were conducted with key volunteering stakeholders, including national, regional and sub-regional volunteering infrastructure bodies. In addition, a consultation event was held with

---

[2] It should be noted that we are using the term Volunteer Centre throughout this report to refer to local Volunteer Development Agencies or local generalist volunteering infrastructure organisations. Not all of these organisations have achieved the Volunteer Centre Quality Accreditation 'allowing' them to use the title; others have been Quality Accredited but chosen not to use the associated branding. It is, however, the most convenient term to use within this report.

the London regional England Volunteer Development Council. The interviews and consultation discussion focused on exploring respondents' views on: the reach of the volunteering infrastructure; capacity; demand; strengths; challenges and areas for development. A list of all those interviewed and a copy of the interview topic guide can be found in Appendix 4.

1.4 <u>Report Structure</u>
This report is divided into four main sections. The first has been the introduction. The second section explores the current levels of volunteering in London, and the demographic profile of London's volunteers. The third section focuses on the volunteering infrastructure; discussing the 'state of the sector' in terms of demand and capacity. The final concluding section draws together key findings from across the research and makes broad recommendations to two groups of stakeholders.

2 Doing volunteering in London

Volunteering encompasses a wide variety of activities. It can be defined as:

> *'…an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives'* The Volunteering Compact Code of Good Practice (2005) [3]

Within this overall definition of volunteering, there are different types of participation. Most commonly, volunteering is divided into formal and informal action. Formal volunteering is defined as that which takes place within organisations, clubs or groups, whereas informal volunteering is that which takes place independent of such structures, often on an individual one-to-one basis (with people other than family members). There are also differences as to how frequently volunteering activities are undertaken. Regular volunteering is generally defined as volunteering that takes place at least once a month or more; occasional volunteers participate less frequently than once a month; and episodic volunteering is that which takes place on a one-off basis.

The following section discusses levels of both formal and informal volunteering in London; it also looks at 'all volunteering' which includes formal, informal and employer supported volunteering. It looks at those who volunteer once a month or more, as well as all those who have volunteered at least once in the past year. It focuses on volunteering in London, but also sets that in the context of volunteering across England as a whole.

2.1 Levels of volunteering in London

According to the 2007/8 Citizenship Survey, nearly three-quarters (72 per cent) of London's population had volunteered in some way at least once in the year before they were interviewed. Nearly half (46 per cent) volunteered on a regular (at least once a month) basis.

Informal volunteering was more common than formal volunteering (see Figure 1). Sixty-three per cent of London's population had volunteered informally at least once in the 12 months before interview (36 per cent on a regular basis) compared to 41 per cent volunteering formally (23 per cent on a regular basis).

---

[3] Home Office (2005) *The Volunteering Code of Good Practice,* Home Office: London.

Figure 1: Levels of volunteering in London, 2007-8
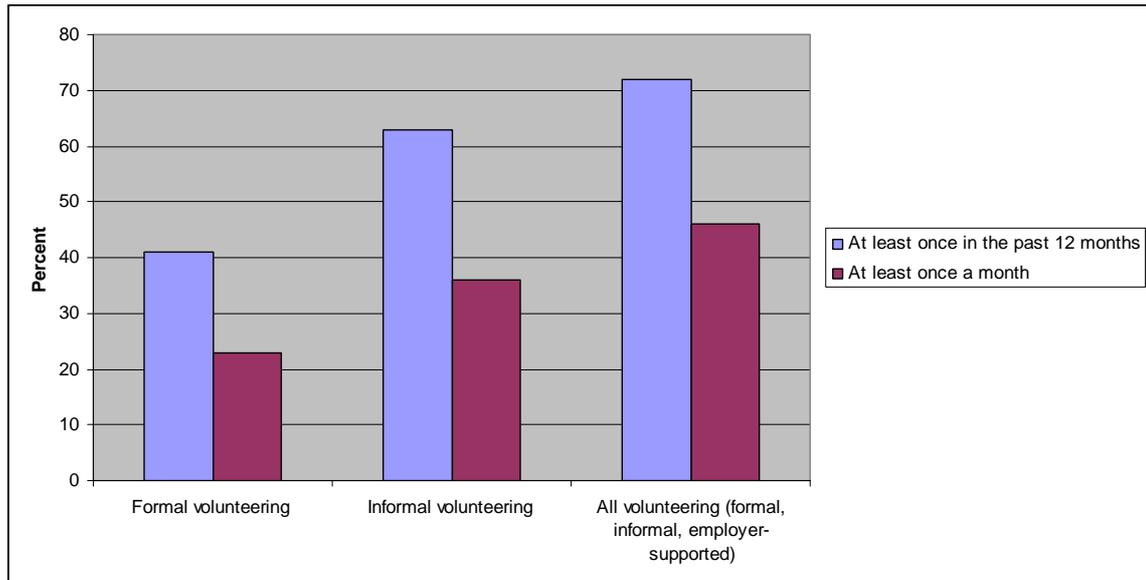
Source: 2007/8 Citizenship Survey, Base (unweighted): Core sample, all respondents = 1,040

In terms of how levels of volunteering in London have changed over time, analysis of previous Citizenship Surveys suggests that overall levels of formal volunteering have stayed static since 2001 (see Figure 2). While formal volunteering increased slightly between 2001 and 2005 (from 39 per cent of people volunteering at least once in the last year, to 42 per cent); it then dipped again in 2007/8 (back to 41 per cent). Meanwhile, levels of informal volunteering decreased slightly (from 69 per cent to 63 per cent). Similar trends were also found for levels of regular formal and informal volunteering.

Figure 2: *Levels of volunteering in London, over time*
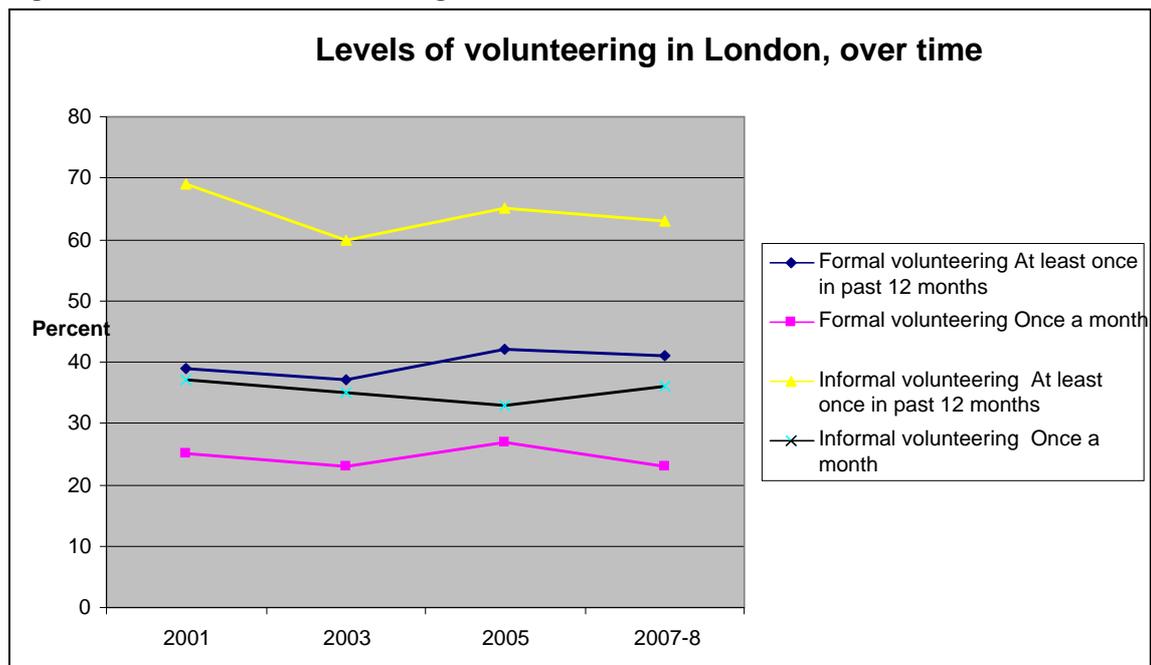
Source: Citizenship Survey; Base (unweighted): Core sample, all respondents = 1,040-1,112

2.1.1 Comparing volunteering levels in London to other regions
Londoners generally volunteer at the same rate as do England's adult population as a whole. Although Figure 3 indicates that levels of volunteering in London were very slightly lower than those across England as a whole, with the exception of regular informal volunteering for which levels of volunteering in London were marginally higher than for England, these differences were not significant.

Figure 3: Levels of volunteering in London and across England, 2007-8
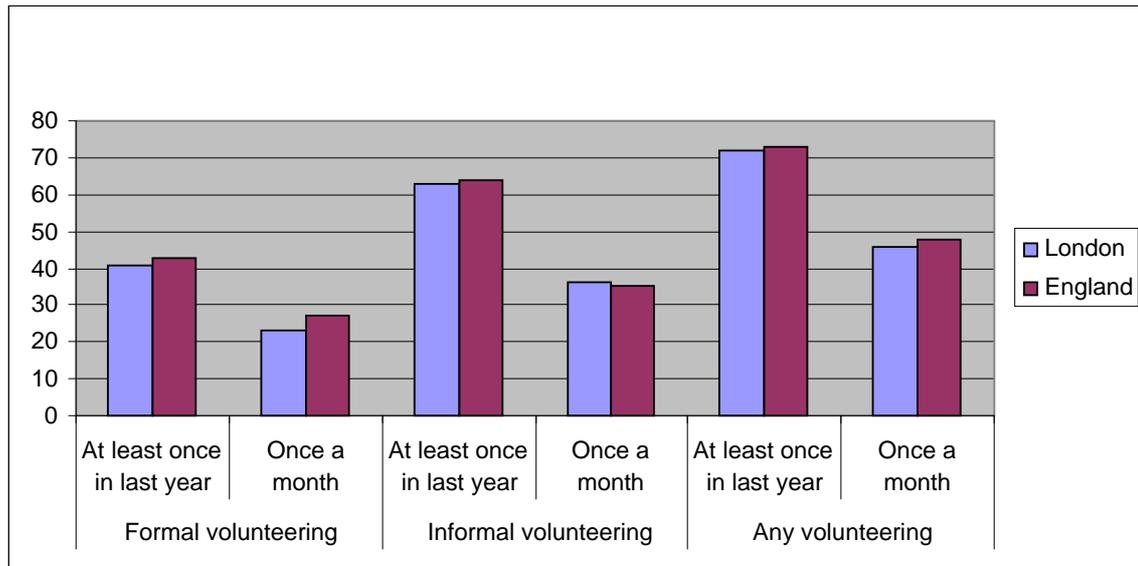
Source: 2007/8 Citizenship Survey; Base (unweighted): Core sample, all respondents, London = 1,040; England = 8,804

Overall, within England levels of volunteering do vary by region, although the patterns differ slightly depending on which form of volunteering is being considered. As Table 1 indicates, London was found to have one of the lower rates of volunteering when compared to other regions, especially for regular formal volunteering. Its figures were, however, on par with those from a number of other regions. The South East was found to have the highest rates of volunteering.

Table 1: Levels of volunteering, by region

		North East	North West	Y'shire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	All England
Formal volunteering	At least once in last year	38	40	41	43	43	45	41	48	47	43
	Once a month	26	27	26	25	25	30	23	30	31	27
Informal volunteering	At least once in last year	65	62	62	63	64	63	63	70	66	64
	Once a month	37	35	32	35	32	36	36	38	35	35
All volunteering	At least once in last year	73	71	72	74	74	74	72	81	77	73
	Once a month	48	48	46	47	45	49	46	54	50	48
Base (unweighted)		*554*	*1262*	*919*	*848*	*881*	*970*	*1040*	*1439*	*891*	*8804*

Source: 2007/8 Citizenship Survey; Base: Core sample, all respondents

Broadly speaking, London is experiencing similar trends in overall levels of volunteering as compared to the country as a whole. While volunteering rose across England between 2001 and 2005, the last two years has seen the growth tailing off and indeed dipping with levels of volunteering now back to what they were in 2001. Figure 4 illustrates the trends in regular formal volunteering in London and England (Table A5.1 in Appendix 5 provides additional data on different forms of volunteering).

Figure 4: Trends in regular, formal volunteering 2001-2007/8
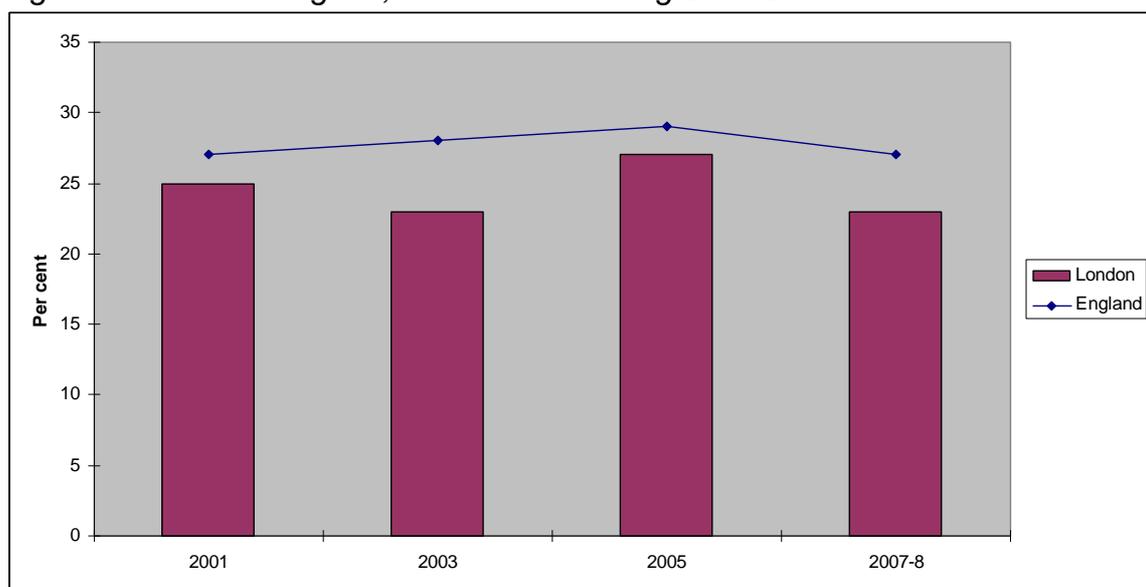
Source: 2007/8 Citizenship Survey; Base (unweighted): Core sample, all respondents, London = 1,040 – 1,112; England = 8,804-9,340.

2.2   Who volunteers in London

Women in London were more likely to volunteer than men. While the difference was only statistically significant for 'all volunteering', there are small apparent differences in each form of volunteering (Table 2). Across England women were significantly more likely to volunteer than men.

Table 2: Levels of volunteering, by gender

	At least once a month				At least once in the last year			
	LONDON		ENGLAND		LONDON		ENGLAND	
	Male	Female	Male	Female	Male	Female	Male	Female
Formal Volunteering	21	24	25	29	37	44	41	45
Informal Volunteering	32	39	31	39	60	66	63	66
All volunteering	42	50	45	52	67	77	73	76
Base	*447*	*593*	*3854*	*4946*	*447*	*593*	*3854*	*4946*

Overall levels of volunteering vary according to age, although there is no clear pattern (see Figure 5 – it should be noted that the sample sizes for some of the different age groups in London were very small). Overall, Londoners (and indeed England's residents generally) aged 20-24 are the least likely age group to volunteer, followed by those aged 75 and over. There is, however, some variation in levels of participation by age according to the different types of volunteering being considered (see Table A5.2 in Appendix 5). For example, 8 per cent of Londoners aged 20-24 years old had volunteered formally at least once in the last year, compared to 24 per cent of those aged 16-19 and 32 per cent of 65-74 year olds (see Figure 5). While the age profile of volunteering in London generally mirrored that found in the rest of England, those aged 20-24 years old were noticeably less likely to volunteer in London than across the country as a whole.

Figure 5: Regular formal volunteering, by age
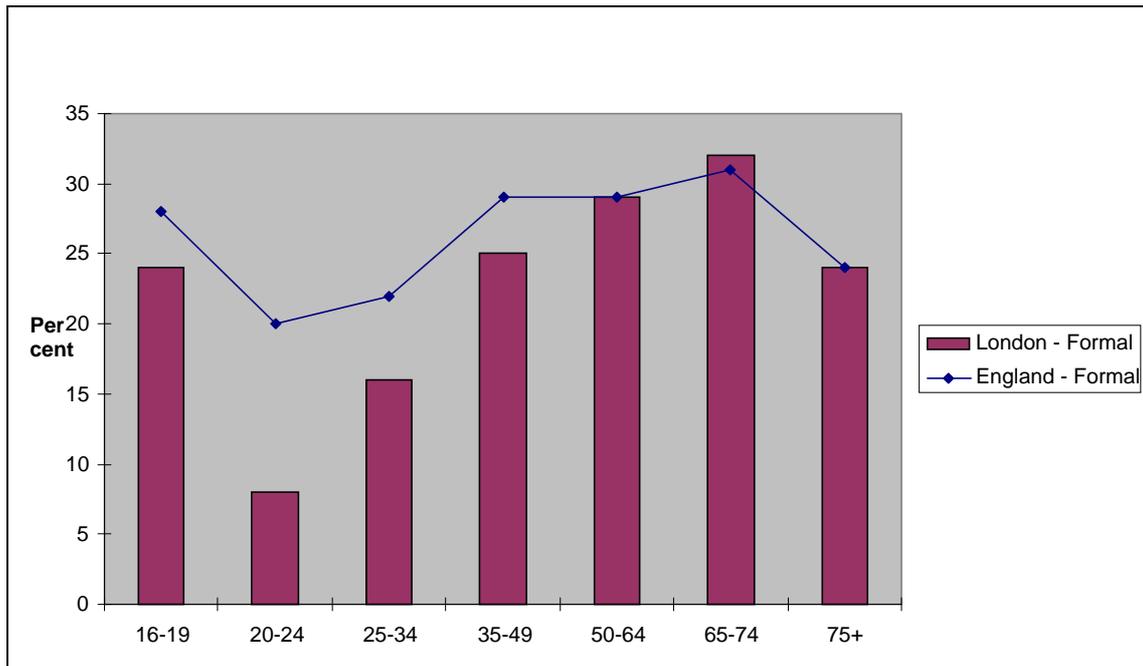
Source: 2007/8 Citizenship Survey, Base (unweighted): Core sample, all respondents, London = 36-343 (the very small sample sizes should be noted), England = 308-2449.

Ethnicity has an influence on volunteering. When broad ethnic categories are used there is some variation in levels of volunteering, with White people tending to volunteer more than people from Black, Asian and Minority Ethnic (BAME) backgrounds (see Table A5.3 in Appendix 5). The differences at this level are not, however, significant within London. Looking within the BAME group, there are some differences in levels of formal volunteering, but they are only significant for formal volunteering that has taken place at least once over the previous year. Broadly speaking, however, White and Black Londoners are more likely to volunteer than Asian or Mixed/Chinese/Other ethnic groups (it should be noted that elsewhere those with a Mixed ethnic background have been found to volunteer at a significantly higher level than those from a Chinese background) (see Figure 6). There is less difference in participation among ethnic groups within informal volunteering.

Figure 6: Regular formal and informal volunteering in London, by ethnicity
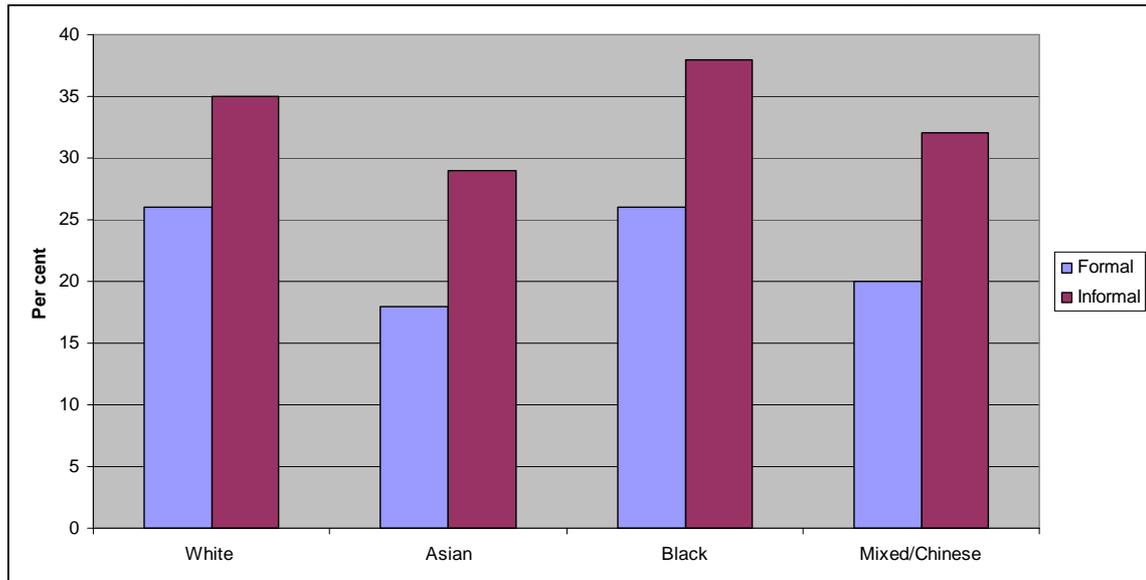
Source: 2007/8 Citizenship Survey, Base: Core and boost sample, White = 726; Asian = 1,235; Black = 1,173; Mixed/Chinese/Other = 634

Levels of volunteering did not vary significantly according to whether or not people reported they were religious (or had a faith). Whether or not people with a faith background, however, were actively practicing their religion did influence levels of volunteering (see Table A5.4 in Appendix 5). Londoners who were actively religious were more likely to volunteer than those who were religious, but not actively practicing their faith. For example, 30 per cent of Londoner's who were actively religious took part in regular formal volunteering, compared to 22 per cent of Londoner's who were religious but not actively so. Among those who had no faith, 18 per cent had participated in this way (see Figure 7).

Figure 7: Regular formal and informal volunteering in London, by faith
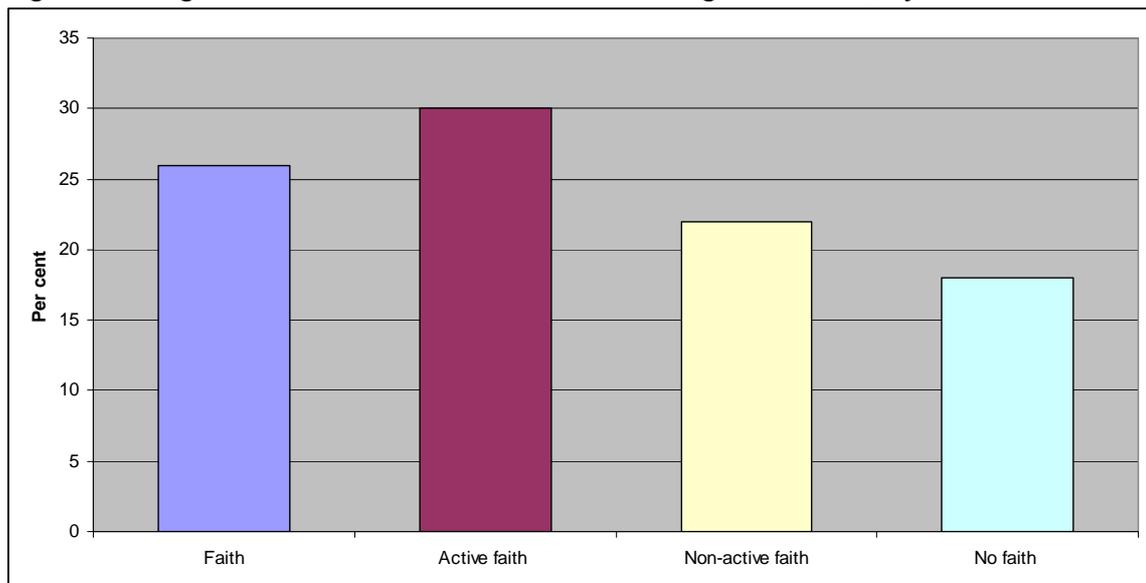
Source: 2007/8 Citizenship Survey, Base: Core and boost sample, all respondents = 349 (No faith) – 3404 (faith)

Londoner's with no qualifications were less likely to volunteer than those with a qualification. In general, (across England and to a certain extent London) the higher the qualification the more likely people were to volunteer (see Table A5.5 Appendix 5). In London, however, the trend peaked at A Levels (see Figure 8). These figures should be interpreted with some caution given the small sample size of respondents within the different qualifications in London.

Figure 8: Regular, formal volunteering, by highest qualifications
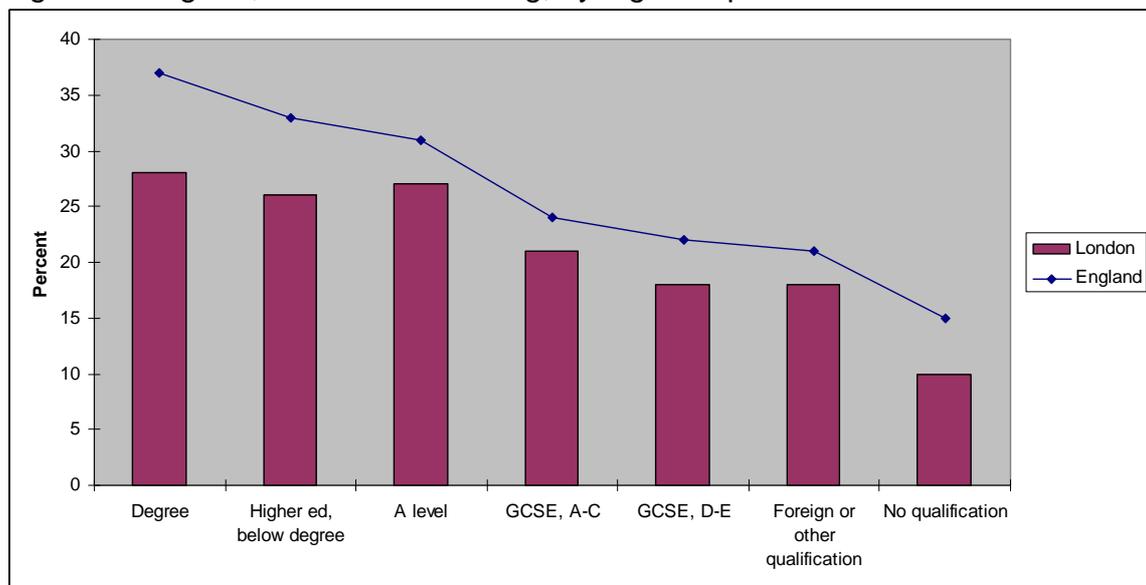
Source: Citizenship Survey, Base (unweighted): Core sample, all respondents aged under 70 years old, London = 23-327; England = 173, 1,439

There was no clear pattern in the propensity to volunteering among Londoners from different socio-economic groups (see Figure 9). In general, however, full time students were the least likely to get involved in volunteering, and London's students were notably less likely to volunteer than full time students in England as a whole (Table A5.6 in Appendix 5 gives further findings). The small sample sizes in London should, however, be borne in mind.

Figure 9: Regular, formal volunteering, by socio-economic status
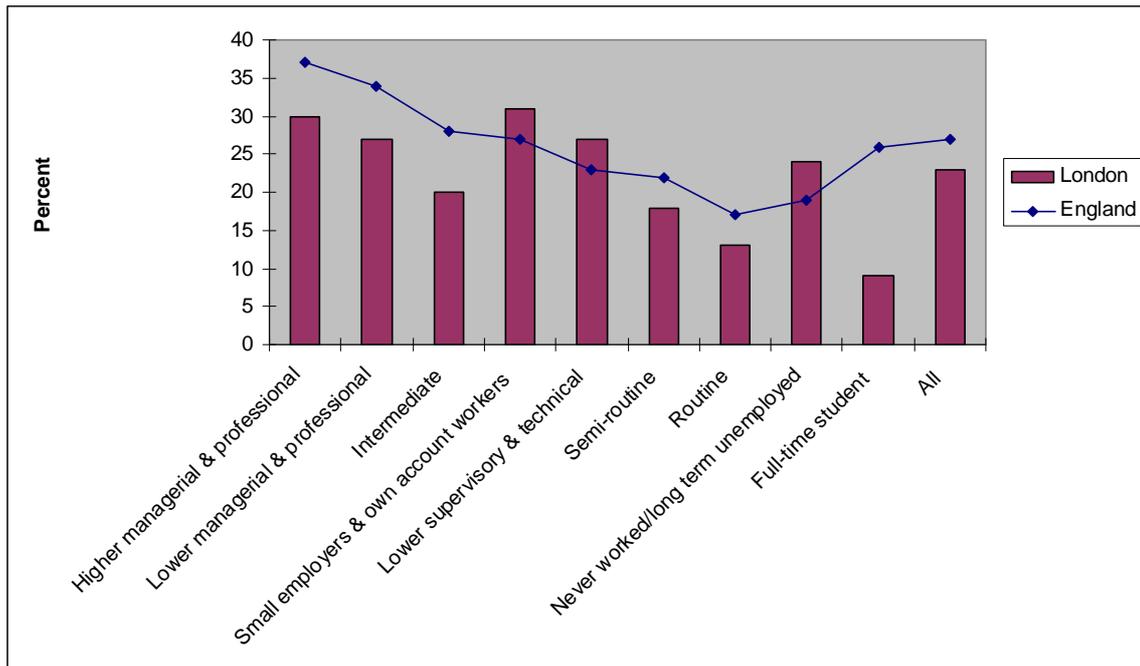
Source: 2007/8 Citizenship Survey, Base (unweighted): Core sample, all respondents, London = 29-306; England = 148-2,200. Please note the very small sample sizes for some groups in London.

The Office of the Third Sector has a specific focus on involving those who are deemed at 'risk of social exclusion' in volunteering. This includes people with BAME backgrounds, those with no qualifications and those with a Long Term Limiting Illness (LLI). All these groups have traditionally been found to volunteer less than others. In London, those at risk of social exclusion were less likely than those not at risk to be formal, regular volunteers. There was no difference, however, in participation in regular informal volunteering (see Figure 10 and Table A5.7 in Appendix 5 for further detail). The inclusion of large numbers of respondents from BAME backgrounds in the 'at risk' group influences these results.

Figure 10: Regular volunteering, by risk of social exclusion
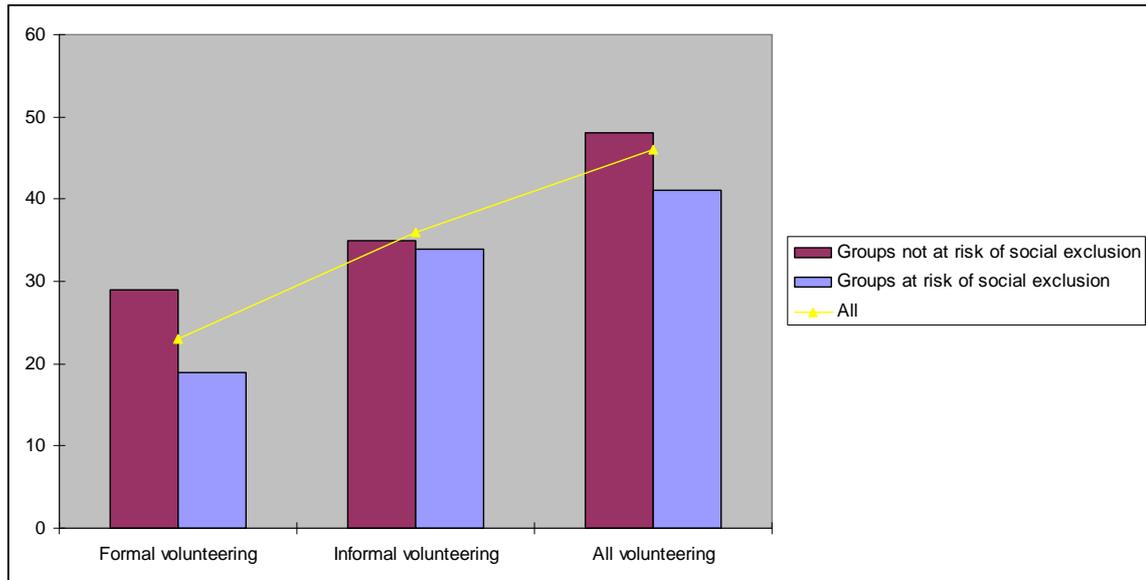
Source: 2007/8 Citizenship Survey; Base (unweighted): Core and Boost sample, except all which is just core sample, London = not at risk = 512, at risk = 3259, all = 1,040; England = not at risk = 5,295, at risk = 8238, all = 8,804

2.3   What do volunteers do in London

In terms of what volunteers do, Figure 11 illustrates the wide variety of roles undertaken by formal (regular) volunteers in London (see table A5.8, Appendix 5 for additional data). The most popular volunteering activities among formal volunteers were helping to run an event and raising or handling money, both undertaken by over 50 per cent of all regular formal volunteers. Campaigning was the least common activity.

Figure 11: Activities of formal, regular volunteers
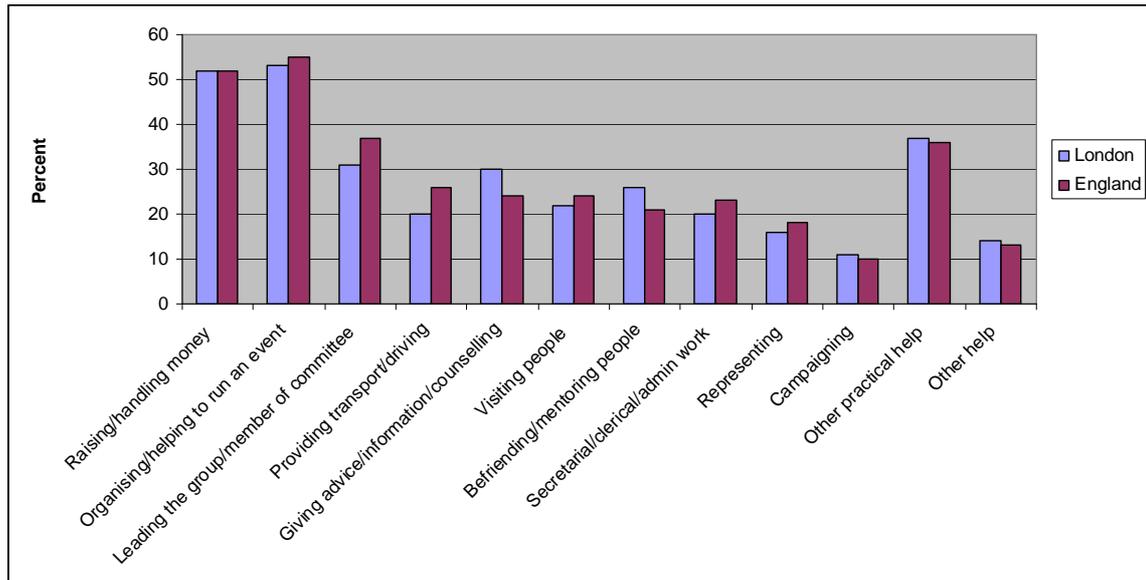
Source: 2007/8 Citizenship Survey, Base: Core sample (unweighted), all formal, regular (once a month or more) volunteers, London = 247; England = 2,390

Informal volunteers also undertake a wide variety of roles, the most common of which was giving advice, a role undertaken by 61 per cent of regular informal volunteers, and by 55 per cent of all those that had volunteered informally at least once in the past year (see Figure 12 and table A5.9 in Appendix 5 for further results). Although there were some small differences, informal volunteers in London undertook similar roles to those in England as a whole.

Figure 12: Activities of regular, informal volunteers
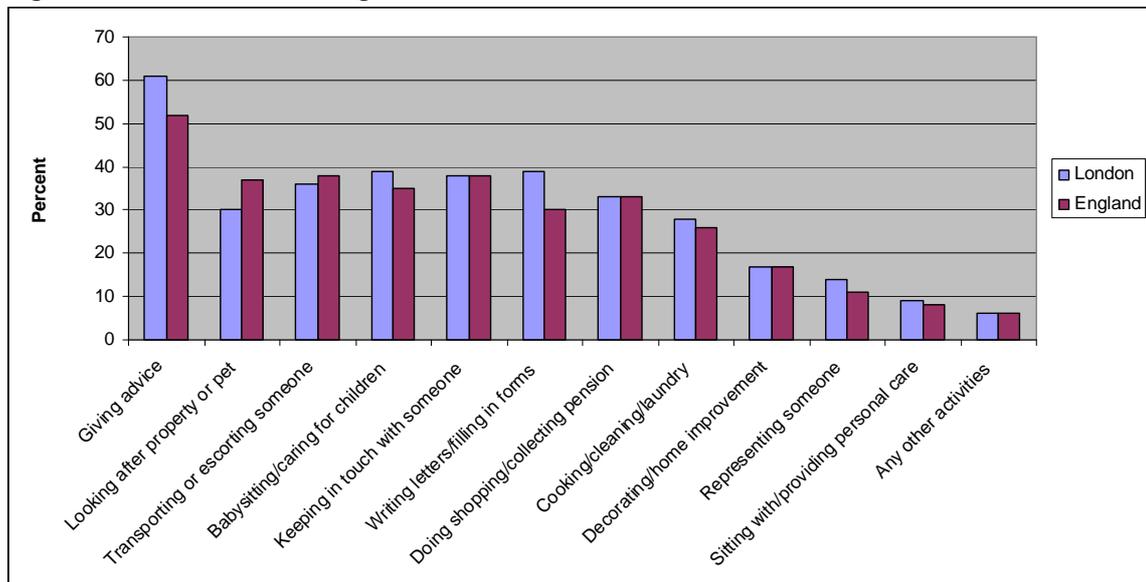
Source: 2007/8 Citizenship Survey, Base: Core sample (unweighted), all formal, regular (once a month or more) volunteers, London = 387; England = 3,109

2.4   Routes into volunteering in London

In terms of how people found out about their volunteering activities, most commonly this was through word of mouth, particularly through people already

involved in a group. Educational and religious establishments were also important sources of information about volunteering, or routes into it (see Figure 13 or Table A5.10 in Appendix 5).

It is worth noting that these different routes into volunteering are not mutually exclusive. For example, while 2 per cent of respondents said they found out about their volunteering directly through a Volunteer Centre, the Volunteer Centre could also have been responsible for the information about volunteering in the library, doctor's surgery, careers fair, newspaper etc.

Figure 13: Ways of finding out about formal volunteering
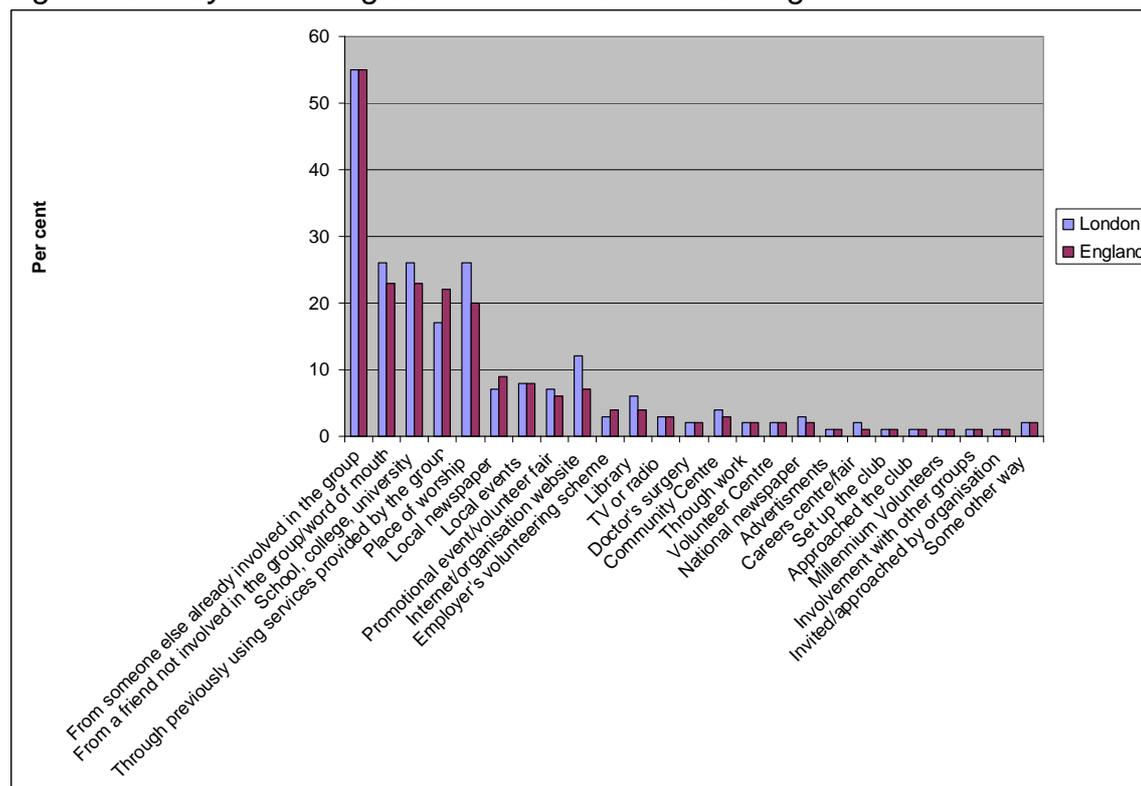
Source: 2007/8 Citizenship Survey, Base: Core sample (unweighted), all current formal volunteers, London = 420; England = 3,720

2.5 <u>Levels of volunteering across London boroughs</u>
The measurement of volunteering at a local level has been identified as a major challenge nationally; it is an issue that has been particularly highlighted through the Local Area Agreement process whereby local authorities have been setting targets to measure the engagement of volunteers so necessitating baseline data (see section 4.1.8 for further discussion). One study found that baseline levels of volunteering in English local authorities had been reported as between 8 per cent and 70 per cent, with all stakeholders acknowledging concerns about definitions and different measures of volunteering (Gilbert and Hopkins, 2008). This study found that London is certainly no different.

2.5.1 Borough level figures for volunteering
At present there is no data available to analyse levels of volunteering within individual boroughs across London. Statistics of one kind or another were found within 20 of the 32 Boroughs. In some cases, however, these statistics were

reported as frequency data (e.g. 2,251 people reported to volunteer in Enfield and 15,000 in Bexley) making comparisons difficult, while others reported on volunteers as a per cent of the local adult population (e.g. in Hackney it was reported that 36 per cent of the population volunteered). If taken at face value (and we suggest they shouldn't be), the figures suggest that among the boroughs that presented percentage data, levels of volunteering range from 14 per cent in Barnet, 15 per cent in Westminster and 15 per cent in Merton, through to 62 per cent in Hammersmith and Fulham and 62 per cent in Sutton (see Appendix 1 for a summary and review of this data).

In one of the most comprehensive studies found on volunteering at the borough level, Tower Hamlets reported that 29 per cent of adult residents volunteered in the past year (43,852 people), 51 per cent had done so in their life time; and 63 per cent had participated in informal volunteering in the past year. From this it was estimated that 22,466 Tower Hamlet residents were regular formal volunteers. These volunteers provided the equivalent of 100,134 (7-hour days), or the equivalent of over 2,000 full time staff, with a value of nearly £52m a year (based on the average hourly London wage) (Donahue, 2007).

All these figures, however, are highly problematic; they are not comparable and should be viewed with caution. They tell us more about how the data was collected than about actual levels of volunteering. There are considerable problems in trying to draw comparisons between these borough-level figures or between such figures and those provided by the Citizenship Survey. There are also significant issues with the reliability of many of the reported data.

The issues are both in terms of the different methodologies used (some studies, for example, have used resident panel surveys while others have used postal surveys to voluntary and community sector organisations) and the questions asked. With regards to the later, first there is the issue of how volunteering is defined. Some surveys just look at formal volunteering; others include informal volunteering. Some look at any volunteering that has taken place over the past year; others only ask about 'regular' (once a month or more frequent; with some asking only about 2 hours or more a week) volunteering. Secondly there is an issue of the exact wording of a question: how surveys ask about volunteering makes a big difference to how many people say they do it. If we ask 'do you volunteer? Yes or No?' then evidence suggests about half of many people will be recorded as volunteers as compared to the results of a question in which people are asked whether or not they take part in a whole list of activities that have been defined as volunteering, but the word volunteering is not actually used.

If we ask organisations how many volunteers they involve then that gives us a completely different set of answers; not all volunteers help out in registered organisations and one volunteer may be helping out in a number of places so you are likely to get double counting. This is to say nothing of the difficulties organisations have in accurately reporting how many volunteers they involve. All these issues mean that comparisons between the various studies or figures produced at borough level are extremely problematic. Some report figures based on the numbers provided by Volunteer Centres for the client base, but these

figures then only include the relatively small proportion of volunteers that go through 'on the books' of Volunteer Centres.

As such, consistent, comparable or reliable data does not exist on volunteering at a borough level across London. This is problematic from a number of perspectives. Without such data it is difficult for policy makers and practitioners to plan strategically for volunteering, or to assess the impact of policies on the future development of volunteering. When figures have been produced based on unreliable data collection methods there is a risk that strategies for volunteering are being created based on a false impression of what happens. Using standard questions and standard data collection methods across boroughs would greatly enhance this.

The development of the new Place Survey by the Department for Communities and Local Government (CLG) will to some extent overcome this issue. The Place Survey has been developed as one of the tools to measure the effectiveness of local authorities in delivering on their Local Area Agreements. It will provide a common set of questions on a variety of local indicators, one of which is on volunteering (National Indicator 6: Regular, formal volunteering). It also provides guidelines for a common methodology. As such, the Place Survey should provide comparable and reliable data on volunteering at the borough level for the first time. The issue, however, is that the data will not be comparable to that provided by the Citizenship Survey as the Place Survey uses a much shorter question which is likely to indicate lower levels of volunteering. In addition, responsibility for administering the survey will rest with each individual local authority, with the potential for issues in comparability if different local authorities opt for slightly different methods for administering the survey.

2.5.2 Levels of sports volunteering at the borough level
The Active People Survey provides comparable data at a borough level on regular, formal sports volunteering. As with the Place Survey, however, the question is rather more limited than the one within the Citizenship Survey so comparisons can not be made between surveys.

The Active People survey suggests that levels of participation in regular, formal, sports volunteering are relatively low in London compared to other regions of the England. All but six of the London boroughs have levels of sports volunteering that are in the lowest quartile of local authorities across the country. This is despite having higher than average levels of participation in sports more generally.

Levels of sports volunteering varied between inner and outer London, and between boroughs. Kensington and Chelsea was found to have the lowest level of sports volunteering in London in 2006, with 1.9 per cent of the borough's population having taken part in sports volunteering for at least one hour a week. Bexley had the highest level of sports volunteering in London, with 5.3 per cent of the population taking part (see Appendix 6).

Although this was not true for all boroughs, in general, men in London were found to be more likely to take part in sports volunteering than were women. For

example, in Barnet 4.1 per cent of the male population volunteered in sports activities, compared to 2.7 per cent of the female population. In a small number of boroughs (Harrow for example) women were more likely to participate than men. The findings for sports volunteering, therefore, appear to be considerably different to those for volunteering in London as a whole when it comes to gender divides. This reinforces evidence presented elsewhere that men and women tend to volunteer for different types of organisation and for different activities (see Low et al, 2008). Broadly speaking, those aged 55 and over were less likely than younger aged groups to participate in regular sports volunteering in London (see Appendix 6).

Levels of volunteering among different ethnic groups varied between boroughs. For example, while in Enfield 3.8 per cent of the White population and 2.6 per cent of the non-white population were sports volunteers, in Ealing these figures were reversed with 3.9 per cent of the white population and 4.5 per cent of the non-white population taking part in sports volunteering (see Appendix 6).

3 Supporting volunteers in London

Whereas the first half of this report has focused on volunteering itself – exploring levels of volunteering and who get involved – the second half of the report now turns to focus on the support provided for volunteers and volunteering. More specifically it focuses on the capacity of the volunteering infrastructure particularly at the local level to deliver this support.

3.1 Scoping London's volunteering infrastructure

3.1.1 The size of the volunteering infrastructure

Many different organisations are involved in supporting and facilitating volunteering, most of which can be considered to be part of the volunteering infrastructure. The purpose of the volunteering infrastructure is to ensure that front-line volunteer-involving organisations have the capacity, resources, and support necessary to engage with current and potential volunteers from all sectors of the community. By implication then, the volunteering infrastructure seeks to enhance the quantity and quality of the volunteering experience, to optimise the positive impacts on all concerned.

The volunteering infrastructure has been defined as follows:

> *The physical facilities, structures, systems, relationships, people, knowledge and skills that exist to support and develop, coordinate, represent and promote front-line* (adapted from the Compact Volunteering Code of Conduct[4] and Building on Success[5])

Volunteering infrastructure organisations are:

> *Organisations whose purpose or goals include the provision of infrastructure functions (support and development, coordination, representation and promotion) to front-line volunteer-involving organisations other than or in addition to themselves* (Adapted from *Building on Success*[6])

They support and develop volunteering through fulfilling at least one of the following six core functions, as defined within *Building on Success*[7]:

1. **Brokerage –** matching individuals and groups interested in volunteering with opportunities in the local community;
2. **Marketing volunteering** – stimulating and encouraging interest in volunteering and community activity through promoting and marketing volunteering;
3. **Developing good practice in volunteer involvement** – promoting good practice in working with volunteers;

---

[4] Compact: Volunteering Code of Good Practice (2001)
[5] Penberthy and Forster, 2004
[6] Penberthy and Forster, 2004
[7] Penberthy and Forster, 2004

4. **Developing volunteering opportunities –** working in partnership with organisations across all three sectors to develop volunteering opportunities;

5. **Policy response and campaigning on volunteering** – identifying proposals or legislation that may impact on volunteering and leading and/or participating in campaigns that have implications for volunteering;

6. **Strategic development of volunteering** – acting as local experts on volunteering and informing strategic thinking and planning.

This research highlighted the complexity of London's volunteering infrastructure, with 154 different organisations identified as providing services for volunteers and volunteer-involving organisations at local, sub-regional, regional and national level. This figure is likely to considerably under-estimate the number of organisations providing such a role, particularly at the local level and particularly within organisations whose primary mission is not related to volunteering.

This figure does not include large volunteer-involving organisations which may fulfil some of the functions of volunteering infrastructure but are by definition excluded from the numbers as they focus only on supporting volunteering within their own organisation. For example, if an organisation such as the National Trust ran a volunteer management training programme but it was only open to National Trust staff then this would not have been included as part of the volunteering infrastructure in this project. It should be acknowledged, that such organisations may provide a considerable amount of volunteering infrastructure-type support to internal 'clients'. While some stakeholders argued that these organisations should be included within this study as part of the volunteering infrastructure, none identified them when asked to list key volunteering infrastructure organisations and the general consensus was that they should (for the purpose of this study at least) be excluded from the definition. If these groups opened up their volunteer management training or the recruitment of volunteers, for example, to other organisations then they would be counted (CSV, for example, has been counted as a volunteering infrastructure organisation within this study as it provides brokerage functions and training on volunteer management to people outside of its own organisation).

Some of these volunteering infrastructure organisations focus entirely on supporting and developing volunteering in its entirety (generalist volunteering infrastructure), others focus on certain aspects of volunteering, such as young people, health and social care or the promotion of volunteering (specialist volunteering infrastructure), and others provide support for volunteering as one part of a much broader programme of work aimed at supporting other aspects of the third sector (voluntary and community sector infrastructure). They operate at national, regional, sub-regional and local level (see below).

Figure 14 illustrates the complexity of the volunteering infrastructure in London. The multiple relationships and the unclear lines of communication between the different volunteering infrastructure bodies were commented upon throughout the research. Volunteer-involving organisations, for example, may link in with a considerable number of these infrastructure organisations. Likewise, local

volunteering infrastructure organisations may have multiple lines of communication with different infrastructure bodies. This complexity creates a potential barrier to either individual potential volunteers or volunteer-involving organisations accessing the support of the volunteering infrastructure as it can be confusing as to who to go for, for what.

Figure 14: Illustrating London's volunteering infrastructure provision and relations
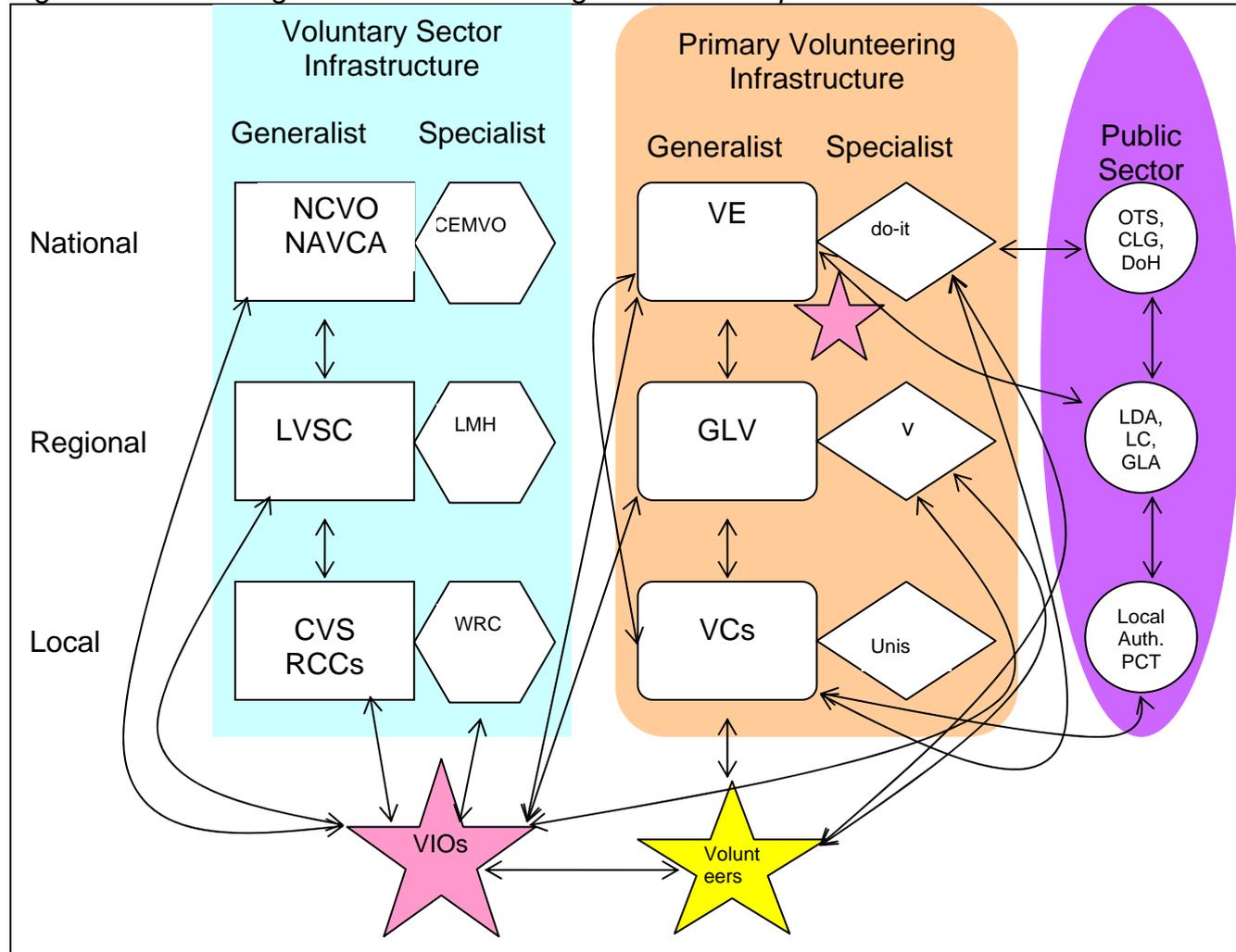
Please note – the organisations listed are illustrative. This is not an exhaustive list. An explanatory list of the acronyms used in this diagram can be found in Appendix

3.1.2 Volunteering infrastructure coverage
Of the 154 volunteering infrastructure organisations identified through the mapping in London, two-fifths provided national-level volunteering infrastructure functions and the same proportion provided local-level volunteering infrastructure functions (see Figure 15). One-in-ten volunteering infrastructure organisations in London provided support at a regional level and the same proportion at a sub-regional level.

Figure 15: The scope of volunteering infrastructure organisations in London
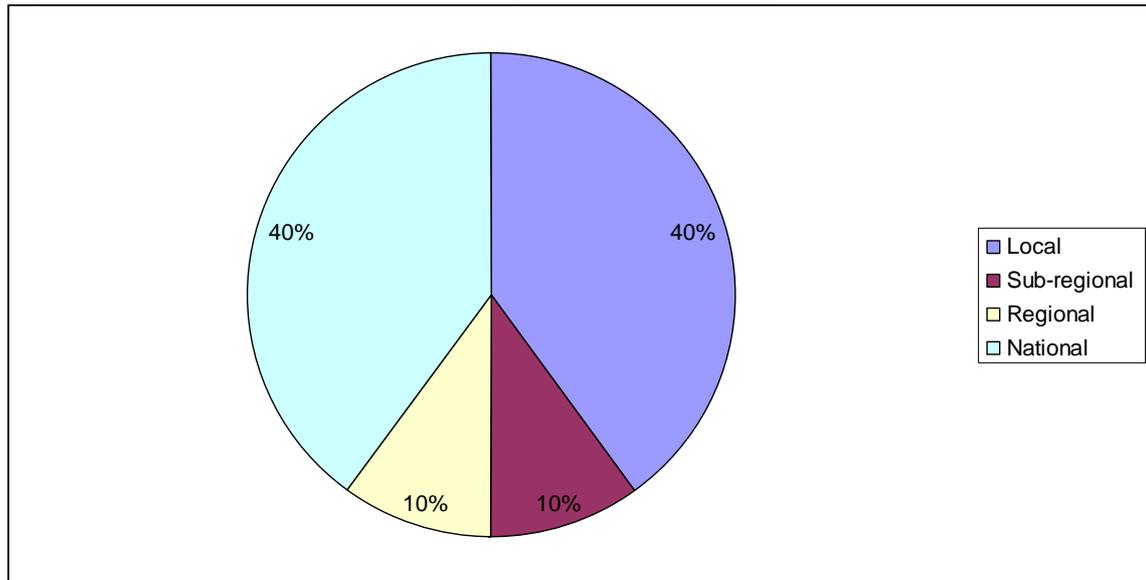
Base: 154

Within the mass of volunteering infrastructure organisations identified at each level, a 'core' group of (mostly generalist) volunteering infrastructure organisations was identified by research respondents as the most visible and/or effective. These were:

1. National: Volunteering England (CSV; TimeBank; **v**; YouthNet were also identified regularly by respondents);
2. Regional: Greater London Volunteering;
3. Sub-regional: Volunteer Centre networks, particularly West London Network;
4. Local: Volunteer Centres.

These organisations have in common a mission which is primarily focused on the development of volunteering, and they tend to be at the forefront of activities on volunteering. They tend to be 'generalist volunteering infrastructure' bodies in that they support volunteering in its entirety (e.g. VE, GLV, Volunteer Centres), although some can be considered 'specialist volunteering infrastructure' in that they support a particular type of volunteering, or a particular group of volunteers (TimeBank, v, YouthNet). While many other organisations operate at each level to provide volunteering infrastructure functions, for most, volunteering could be considered secondary to their core mission.

3.1.3 National generalist volunteering infrastructure provision
By virtue of being the home of many national organisations, London is well served by national volunteering infrastructure organisations. Indeed, as one stakeholder respondent put it, it is a 'crowded market place'. These national organisations tend to focus mainly on providing support to other infrastructure bodies and to volunteer-involving organisations, although some do provide a brokerage function and/or work directly with volunteers in other ways.

The research did not focus in detail on the capacity of the volunteering infrastructure at national level, although some analysis has been possible through the stakeholder interviews. Respondents noted a number of particular strengths of the national volunteering infrastructure, which included: being the voice for volunteering and representing the sector within policy developments at the national government level; the development of agreed quality standards; the development of uniform branding for local volunteering infrastructure; sharing good practice and facilitating networking among volunteering infrastructure and volunteer-involving organisations. Particular mention was made of the national volunteering database, provided by YouthNet and used by a wide range of organisations to advertise volunteering opportunities that can be searched by potential volunteers through www.do-it.org.uk.

A number of challenges were, however, identified. These tended to focus on a lack of capacity, particularly in terms of delivering support to local volunteering infrastructure organisations. For example, specific mention was made of the loss of a team of regionally focused staff within Volunteering England – while London had previously had a dedicated staff resource within Volunteering England funding cuts had meant this post had been abolished. The ability therefore of Volunteering England to either engage directly in local agendas or to support Volunteer Centres to do so was questioned. As one stakeholder respondent asked:

> *'VE is well represented in national agendas but how does that translate to the local level?'*

Concerns over fragmentation and competition within the volunteering infrastructure (and indeed across the third sector) were also raised at this level, with calls for a more streamlined approach to providing infrastructure functions.

3.1.4 *Regional generalist volunteering infrastructure provision*
Compared to other regions of the country, London is in general well served in terms of the coverage of its regional volunteering infrastructure. It is one of only a small number of areas to have a funded regional volunteering infrastructure body - Greater London Volunteering (GLV). While there are many regional voices for volunteering in London, GLV was seen to be the core generalist volunteering infrastructure provider. Its members are predominantly the local Volunteer Centres, and it aims to increase the quality and quantity of volunteering in every borough across London.

GLV was felt to be particularly strong in terms of networking and representation of Volunteer Centres at a regional, and to a lesser extent national level. In particular, it was seen as fulfilling an important role in supporting networking between local volunteering infrastructure bodies (Volunteer Centres) and facilitating information sharing, good practice development, training and access to funding resources through developing joint funding bids. It was also seen to be effective at facilitating communications between local and national infrastructure bodies, and with regional government, and through this being able to work on policy issues, particularly with regards to 2012.

There was, however, a common perception that GLV was poorly resourced in terms of income and staffing, given the range and scope of their activities. A number of respondents also commented on the relative infancy of GLV, recognising the steady progress that had been made in recent years.

To some extent, however, GLV was felt to have a difficult position as a generalist volunteering infrastructure provider with a common perception being that it must be 'all things to all people'. While Volunteer Centres, and indeed most stakeholders, were positive about the role of GLV, some concerns were raised about the need for GLV to be more inclusive of other volunteering infrastructure providers and of volunteer-involving organisations. Others, however, disagreed putting forward an alternative view that being clear about what it is (a membership body for Volunteer Centres) and what it is not (a membership body for any regionally-based organisation with an interest in volunteering) may help to keep the organisation focused and effective. Indeed, the need for all volunteering infrastructure bodies at all levels to be clear about their purpose was an issue raised throughout the study.

At least two regional volunteering networks have also been established in recent years. The London Regional England Volunteer Development Council brings together key volunteering stakeholders, including infrastructure bodies, volunteer-involving organisations, policy makers and funders. A parallel network has been established in each English region and all feed in to the national England Volunteer Development Council, with the secretariat provided by Volunteering England. In London, the group is also linked to the London Regional Change-up Volunteering Sub-group as the two groups are brought together in the London Stakeholders Volunteering Forum. The London Stakeholders Volunteering Forum is chaired by GLV and involves approximately 25 volunteering infrastructure and partner organisations. In addition, the Volunteering in London group has been established by the Greater London Authority (GLA) bringing together representatives with an interest in volunteering from across all sectors to focus on the delivery of the Mayor's Olympics-related objective (as described in the introduction) of ensuring the social benefits of 2012 are maximised for Londoners. These volunteering specific networks sit alongside dozens of more general third sector networks.

3.1.5 Sub-regional volunteering infrastructure provision
There are two sub-regional Volunteering Infrastructure networks that are funded in London (West and South). The West London network was established in 2005 as part of the ChangeUp programme. It was the first sub-regional volunteering infrastructure network in London. It is formally structured and has some funding, although its work is subsidised by its host organisation. The South London Volunteer Centre Managers Network has, since the 1990s, brought together managers from six Volunteer Centres in South London. Although not formally established, with no governing documents, it provides a mechanism for sharing good practice and collaboration. In addition, there is an informal network for North London, which while being an established network does not have any funding; Volunteer Centres in East London were also reported to meet through a more informal network and through the East London CVS network (ELCVS). The

Central London sub-region does not appear to have comparable structures, although the Volunteer Centres do meet together on a more informal basis.

At present then, the sub-regional volunteering infrastructure is patchy, with limited capacity. Although respondents felt that having a strong sub-regional structure would increase capacity (through, for example, facilitating sharing of local knowledge, joint bid writing, sharing best practice, information and training), finding time for collaboration was difficult.

Several stakeholders interviewed had no knowledge, engagement or experience with sub-regional Volunteer Centre networks. There was, however, some demand for this. For example, sports infrastructure groups reported difficulties in working sub-regionally where there was no sub-regional Volunteer Centre network.

3.1.6 Local generalist volunteering infrastructure provision

Volunteer Centres can perhaps be best understood as the most 'grassroots' section of the core generalist volunteering infrastructure; they are the main providers of local generalist volunteering infrastructure services. London has good coverage of generalist volunteering infrastructure at the local level with nearly all boroughs having a Volunteer Centre. Again, it is rare across England for a region to have such a consistent pattern of one Volunteer Centre per local authority area. At the beginning of the research period all but two boroughs had a Volunteer Centre, with the exceptions being Lambeth (although there was a pilot Volunteer Centre programme in place) and the City of London.

During the course of the research, in June 2008, Lambeth saw the launch of its Volunteer Centre. The new Volunteer Centre is integrated with the CVS. After running as a pilot programme for two years, it successfully secured funding from a Big Lottery Basis bid (a lack of funding was the key reason for a lack of provision in the Borough in the past).

At the same time, however, developments were less positive in other boroughs. In one borough the Volunteer Centre closed temporarily (it has since re-opened as an independent VC); one lost all of its staff; the manager of another one was on long term leave; and a fourth was considering merging with a CVS. A lack of funding has been a significant factor in these developments.

London's Volunteer Centres vary considerably in terms of resources, capacity and scope of work. Section 4.3 provides a detailed analysis of the capacity of the local volunteering infrastructure.

While Volunteer Centres were the main providers of generalist volunteering infrastructure at the local level, many other organisations provided either specialist volunteering infrastructure support (e.g. the Volunteer Centre within the London School of Economics) or by broader third sector infrastructure support with a volunteering function within that (e.g. Councils for Voluntary Service - CSV).

3.1.7 Specialist and other volunteering infrastructure providers
Of the remaining infrastructure bodies, not part of this core group of generalist, a majority are either general voluntary and community sector infrastructure bodies operating at national (e.g. National Association for Voluntary and Community Action - NAVCA), regional (e.g. London Voluntary Service Council - LVSC), sub-regional (e.g. Central London CVS (Council for Voluntary Service) Network), or local (e.g. CVS) level, or they are specialist organisations focused on particular sub-sectors (e.g. Sport England nationally, or the East London Business Alliance sub-regionally), issues (e.g. Media Trust) or groups of the population (e.g. the Lesbian, Gay, Bisexual and Transgender (LGBT) Consortium).

Specialist volunteering infrastructure providers offer very specific brokerage, advice or training related to or for their targeted client groups (e.g. Scope) or for a particular form of volunteering or route into volunteering (e.g. www.do-it.org.uk). Sometimes specialist providers signpost clients to generalist infrastructure organisations. A number of respondents stressed the importance of having structured relationships in place between specialist and generalist infrastructure bodies to ensure this happens. Specialist groups were felt to know their communities and have credibility with their client groups; generalists were felt to know volunteering well.

Particular mention was made of sports organisations, and the increasingly important role played by partnerships and networks between generalist volunteering infrastructure organisations and sports infrastructure bodies in delivering volunteering infrastructure functions. These links operate at different levels. For example, frequent mention was made of the link between Volunteering England and Sport England at the national level with a post funded by Sport England and based in Volunteering England dedicated to facilitating these relationships at a national, regional and local level. Appropriate links were also being made at the regional and local level between volunteering and sports infrastructure bodies.

3.1.8 The role of local authorities
Although not a specific focus of this study, the role of local authorities in supporting the volunteering infrastructure and volunteering more broadly was an issue raised throughout the study. Local authorities have long since funded the local volunteering infrastructure; most, if not all, London boroughs provide at least some funding to their Volunteer Centres (see section 4.3.2). The introduction of volunteering targets within Local Area Agreements (LAAs), however, focused attention. In the current and previous round of LAAs, a number of London boroughs have developed stretch targets for volunteering; in some cases this has resulted in additional funding for the volunteering infrastructure. It has led to studies on volunteering in boroughs, as in the Tower Hamlets study reported earlier. Smaller studies have also been conducted in Harrow and Havering. In Westminster the stretch target for volunteering has led to the employment of an Impact and Evaluation Coordinator, who has responsibility for systematically tracking volunteers.

Nationally, however, some have questioned how meaningfully local authorities have engaged with stakeholders, including the volunteering infrastructure, in

developing LAA targets and working towards their achievement (Gilbert and Hopkins, 2008). This also seems to be the case in London. While some respondents reported positively on activities associated with the LAA volunteering targets, others were more sceptical with particular concerns reported around the lack of robust baseline data and the narrow focus on regular formal volunteering, limited to those who volunteered for two hours or more each week or 100 hours or more a year.

Within the new round of LAAs it is notable that of the 43 English local authorities that have selected National Indicator 6 (regular, formal volunteering) as one of their 35 top priorities, 11 are London Boroughs. Eight have selected National Indicator 7, which relates to a 'thriving third sector', which would include a consideration for the recruitment and engagement of volunteers. One of the boroughs has selected both National Indicator 6 (NI6) and National Indicator (NI7), meaning that in total 18 out of the 33 boroughs have selected either NI6 or NI7. Further, while 11 Boroughs have selected NI6, all boroughs will effectively have to report on their performance on it, through the Place Survey which includes questions on regular volunteering (see above).

London 2012 has provided further stimulation of the engagement of local authorities, and regional government bodies, in the volunteering agenda. London Councils, has for example, funded a number of 2012 volunteering projects – three of which are focused on engaging 'hard to reach' groups as volunteers, one on training volunteers to lead guided walks around the Olympics Parks and one focused on building capacity within the volunteering infrastructure (see report for London Councils by David Taylor Partnerships Ltd, 2008). Barking and Dagenham has established a 'Gateway to the Games' project with the aim of recruiting over 500 volunteers to get involved in pre-Games activities such as sporting events, leading walking around the borough, fundraising to help potential future Olympians from the borough and other related activities (*ibid*). Meanwhile, Newham Volunteers, which was set up in 2004, had over 3,000 volunteers on its books by 2007, with a core group of 500 trained volunteers who regularly help out in a range of local events (see Creative Cultures, Perfect Moment, 2007). More broadly, recent research commissioned by London Councils to identify examples of good practice in volunteer-involvement in London in the run up to the Games concluded that 'a broad range of partners and organisations across London have been seeking to develop a panoply of volunteering programmes and activities' (David Taylor Partnerships Ltd: 2008:6). In short, the prospect of the Olympics has developed a lot of excitement around volunteering.

Related to both the Olympics and the LAA process (and other factors), a number of boroughs are developing volunteering strategies. For example, Hackney is in the process of developing a volunteering strategy due to be published in 2009; Camden, Lewisham, Newham and Westminster have also all either developed or are in the process of developing volunteering strategies. It is likely that other Boroughs are also undertaking similar exercises.

A number of areas of concern were noted around both the engagement of local authorities in the volunteering agenda in general and specifically around Olympics related volunteering. In general, there was a sense among

stakeholders that local authorities (and indeed other public sector bodies) have a limited understanding of the role, diversity and impact of volunteering and of the role of the volunteering infrastructure (work elsewhere suggests this is not an issue that is limited to London). Some stakeholders raised concerns about the 'numbers game' approach being driven by the LAA process, particularly when the focus had been on increasing the number of people volunteering for a certain number of hours each week or each year. Other questioned the commitment of local authorities beyond the Games.

Although beyond the concerns of individual local authorities it seems appropriate to mention here that in connection with the Olympics volunteering programme a number of stakeholders identified concerns in terms of raised expectations and a perceived lack of action and leadership (from LOCOG and others) on adopting and taking the Olympics volunteering strategy forward. There was a sense that the momentum built when London won the bid to host the Games, and the subsequent work to develop a volunteering strategy which involved a large number of stakeholders, may be lost. There was a call for greater guidance on volunteering in the Games, and on the role of the different stakeholders.

3.2   Demand for infrastructure services
The scope of the research did not allow for an in-depth exploration of the demand for volunteering infrastructure services. Some analysis of the perceived demand was, however, possible.

The biggest area of demand for national volunteering infrastructure services was felt to be the development of a campaigning and representing role – being able to represent volunteering and more specifically the local and regional volunteering-infrastructure at the national level.

Some of the demand for national and regional infrastructure services and support comes from within the volunteering infrastructure network itself (e.g. from local infrastructure organisations for the services of regional and national organisations). Between levels of the volunteering infrastructure, the greatest demand was felt to be for representation, both in terms of promoting and representing volunteering in general, but more particularly in terms of representing and promoting the volunteering infrastructure within policy-making circles. Demand was also high for second and third tier volunteering infrastructure bodies to provide information, advice and guidance on policy and good practice developments. As one local volunteering infrastructure respondent said:

> *Demand is high; we use them [the regional volunteering infrastructure body] to find out what's going on at regional levels, with local government, statutory partners, Mayors office, current funding availability. They pull together the region and have a coordination and policy role, which allows us to be aware of the policy issues. We can feed in through them to regional and national levels.*

Outside of the network itself, overall, the perception was that there was a high level of demand for volunteering infrastructure services from front line volunteer-

involving organisations. The demand (or at least latent demand) was felt to be particularly high with regards to best practice standards, brokerage, training, technical resources and issues, representation, promotion and research. It was felt that front line organisations are looking for volunteers and support in helping them find them, but they are also looking for advice on a range of issues related to volunteering. Smaller volunteer-involving organisations were felt to be in greatest need of the support available from the volunteering infrastructure, although they were also the least likely to find and tap into the support available. The capacity of small organisations to access the support on offer from the volunteering infrastructure was an issue raised by a number of respondents.

A number of recent pieces of research on volunteering in London give weight to these findings. One study across London highlighted the challenges for volunteer managers and the need for better quality and more consistent training in volunteer management (Freshminds, 2008). Locally based studies (although variable in their quality) have also identified a series of challenges for volunteering, and indicate a demand for the volunteering infrastructure in helping to address them. Research in Tower Hamlets found that the biggest barrier to volunteering was a slow response by organisations to enquiries from potential volunteers, with other barriers including: unwelcoming environments, training requirements, lack of clarity of volunteer roles, poor volunteer management skills, and low numbers of desirable volunteer opportunities. This suggests a demand for the volunteering infrastructure to support frontline organisations in addressing these issues. A study in Havering (Forster-Sill et al, undated) found that 84 per cent (26) of the organisations involved felt they needed some support on issues concerning volunteering, most commonly with regards to recruiting volunteers, but also advertising their organisation to potential volunteers, and in managing volunteers. Research in Southwark found that 71 per cent of responding organisations wanted support in helping to recruit volunteers and 59 per cent wanted improved information and training for volunteers (Community Viewfinders, 2006). Research in Harrow (The Partnership, undated) and Westminster (Westminster City Partnership, 2008) highlighted similar concerns for the support needed by organisations in recruiting volunteers, developing meaningful opportunities, and in providing meaningful support for volunteers.

The need to develop opportunities for volunteers was raised by a number of stakeholders. On the one hand it was reported that organisations were struggling to recruit volunteers: one survey found that 80 per cent of responding volunteer-involving organisations in London needed more volunteers. On the other hand, there were reports of some organisations that were at capacity in terms of the number of volunteers they could involve. There was a general sense that there was a mismatch between the opportunities currently available for volunteers and the types of opportunities that were attractive to potential volunteers. As one stakeholder respondent said:

> *"I think that large organisations and public bodies don't have the right attitudes to what volunteers could add to services, so the right opportunities are not being built. There is a misunderstanding about what volunteers can bring… it is down to individuals, but also the infrastructure. The infrastructure could do more to encourage organisations to be aware*

of the value of volunteering and how they could encourage more… I think that volunteers are missing out on valuable opportunities because the links are not being made and the understanding of what volunteering could be is not there…"

The difference, however, between actual and latent or potential demand should be noted. Several stakeholder respondents spoke of organisations needing support with their volunteering even though they might not realise they do. This issue is reflected in the following comment:

"[Sports] volunteers on the ground don't see themselves as volunteers and don't see the issues in volunteer management. So there is not much demand in relation to volunteering infrastructure or volunteer management, because they don't identify as volunteers and they don't want help in relation to volunteer management. We need to ask the questions in a different way, about what they want help with. The sports volunteers in clubs are very insular; they think they should find the solutions themselves. Governing bodies are not promoting volunteer management as a solution. They are very good at awards and 'thank you's' but the policies and procedures have hardly been touched at the local level." (stakeholder representative)

More specifically, in terms of the demands cited by Volunteer Centres, the most frequently cited 'in demand' services were:

- Brokerage (25 Volunteer Centre respondents reported brokerage to be the most in demand service) ;
- Capacity building/good practice development/training for volunteer-involving organisations (cited by 10 respondents);
- Supported volunteering, particularly supporting mental health service users and unemployed people (cited by 8 respondents). .

A number of specific issues around the Olympics were raised with regards to the potential demand for Volunteer Centre services. Three potential periods of demand were identified: in the run up to the Games, as people are encouraged and inspired to get involved in volunteering in their local communities; during the Games, with the need to recruit and train 70,000 volunteers; and after the Games, with the need to find opportunities for people who volunteered in the Games and are keen to continue to do so. There was a lack of clarity, however, as to what the exact role of Volunteer Centres would be at each stage, particularly during Games time. There was a concern that the existing volunteering infrastructure might be side-lined in the Games time volunteer recruitment programme. As one respondent said:

'There are some uncomfortable truths related to the Olympics and it is a depressing picture of how little may be coming for volunteering infrastructure from the Olympics. [Volunteer Centres] could do this but probably won't be asked'

Another respondent said:

> *'We should build on current volunteering infrastructure and use that, this is a golden opportunity to enhance the capacity and build sustainability. It is disturbing that national volunteering infrastructure organisations are being created who proceed to label existing volunteering infrastructure as not fit for purpose....it is in their interest to negate the work of local volunteering infrastructure'*

The following section of the report focuses on the capacity of Volunteer Centres to meet demand. In general, almost half (14) of the Volunteer Centres surveyed said that they were not able to meet the current demands for their services. This was mainly due to capacity issues related to a lack of resources. As one respondent put it:

> *'The VCs give it a good try but they don't all have the capacity or staff to provide the needed services such as best practice advice.'*

3.3 The capacity of the local volunteering infrastructure in London

This section provides a detailed analysis of the resources and activities of Volunteer Centres, the core providers of local (generalist) volunteering infrastructure services in London.

3.3.1 Setting the scene

As noted above, London has 32 Volunteer Centres (although this figure has fluctuated over the duration of the research period), with one in all but one borough (City of London). Half (15) of the Volunteer Centres in London are independent organisations, while half are integrated with the local Council for Voluntary Service (CVS). In addition to their main offices, half (15) of the Volunteer Centres have outreach points and six have branches. Approximately half (14) of the Volunteer Centres cover more than just the borough in which they are based, in order to either undertake sub-regional projects, or to cover boroughs where there is no or limited Volunteer Centre activity (although all but one borough has a Volunteer Centre, in two boroughs the Centre is relatively new and in at least one the resources are severely limited meaning additional support is needed from Volunteer Centres in neighbouring boroughs in order to meet demand) .

Most of the Volunteer Centres are open during weekday working hours, with only six out of the 32 being open later that 5:30pm and none being regularly open over the weekend. A number of respondents noted issues that this could create in terms of accessibility for people who worked full time, particularly those who may require additional support to start volunteering.

Most of the Volunteer Centres have participated in the recent nation-wide rebranding process (which has seen the introduction of a common brand of Volunteer Centres, awarded to those who pass the Volunteer Centre Quality Accreditation). All the Volunteer Centres surveyed had achieved some type of quality mark, and most had more than one. Most (26) have achieved Volunteering England's Volunteer Centre Quality Accreditation, and a large number have also been awarded at least one of a range of other quality

standards. Seventeen, for example, have achieved PQASSO, 16 have Investing in Volunteers, 11 Investors in People and 13 have an assortment of other standards.

3.3.2 Resourcing Volunteer Centres

The **median** average income for Volunteer Centres in London for 2007/8 was £192,387 (the mean was £252,234) (please note, this is based on responses from 30[8] of the 32 Volunteer Centres). The total income of the 30 Volunteer Centres reporting was £7.5 million. Income, however, ranged dramatically from £26,000 to nearly £900,000.

As Table 3 indicates, independent Volunteer Centres have higher funding on average than those which are integrated. However, it should be noted that for integrated Volunteer Centres the recorded figures may not include funding for 'back office' functions which are paid for by the parent organisation. Similarly, Inner London Volunteer Centres on average have higher levels of funding than those in Outer London.

---

[8] Full financial details were received from 29 Volunteer Centres, a total only from one and no financial data from two (one of which had not been operating during the financial year in question)

Table 3: Sources of funding for Volunteer Centres in London

Income Source	All Volunteer Centres %	Funding Volunteer Centres in Inner London %	Funding Volunteer Centres in Outer London %	Funding Independent Volunteer Centres %	Funding Integrated Volunteer Centres %
Public Sector	63	58	68	59	74
Central Government	*6*	*6*	*5*	*5*	*9*
Regional Government	*9*	*7*	*11*	*7*	*13*
Local Government	*36*	*26*	*49*	*33*	*45*
European Funding	*3*	*3*	*2*	*3*	*0*
Local Strategic Partnerships	*10*	*16*	*2*	*11*	*7*
Grants and Trusts*	29	30	28	31	24
Corporate	4	7	1	5	1
Individuals	0	0	0	0	0
Fees for services	3	4	2	4	0
Interest & Investments	1	1	1	1	1
Other	0	1	0	0	0
Total Annual Income	£7,567,016	£3,242,021	£3,197,663	£5,766,876	£1,755,760
Average (mean) Annual Income	£252,234	£360,416	£180,112	£384,458	£120,008
Base	*29*	*13*	*16*	*15*	*15*

*Note: grants and trusts are from the voluntary sector only, this does not include public sector grants, as that is included in the public sector category

There are also sub-regional differences in funding levels for Volunteer Centres, with those in Central London tending to have higher levels of funding overall than those in other sub-regions, particularly compared to North London and East London Volunteer Centres which have, on average, the lowest levels of funding (see Table 4).

Table 4: Sources of funding for Volunteer Centres in London sub-regions

Income Source	North %	Central %	East %	West %	South %
Public sector	45	62	59	67	68
Central government	0	8	4	0	9
Regional government	12	4	9	15	9
Local government	30	29	39	27	50
European funding	0	2	2	8	0
Local strategic partnerships	3	19	5	17	0
Grants and Trusts	54	19	38	27	28
Corporate	0	10	0	4	0
Individuals	0	0	0	0	1
Fees for services	0	6	1	1	2
Interest and investments	0	2	0	0	1
Other	0	0	1	0	0
Total annual income	£392,339	£2,344,345	£1,930,635	£1,235,025	£1,620,314
Average (mean) annual income	£98,085	£390,724	£214,515	£255,877	£270,052
Base	4	6	9	4	6

.
On average, Volunteer Centres had seven different funding streams in 2007/8. Overall, 63 per cent of funding for Volunteer Centres in London came from the Public Sector (predominantly local government). Seven Volunteer Centres stated that public sector sources were funding all their core costs, while five said that none of their core costs were covered by public sector funders. In addition, Volunteer Centres received 30 per cent of their funding from Grants and Trusts, with the rest made up from a variety of different sources. Just over half of the Volunteer Centres (18) do not charge any fees for any of their services to either individuals or organisations.

These different funding streams tended to have different timeframes, with many Volunteer Centres (13) having had a variety of 1,2 and 3 year funding timeframes, while 10 had only three year funding and seven had only one year funding.

In terms of staffing, Volunteer Centres have on average (mean) 4 full time and 3 part time staff. In total, the 31 Volunteer Centres across London reported employing 128 full time staff and 93 part time staff. This ranged, however, from 0 full time staff through to 18 full time staff. The work of the Centres is also supported through an average of 14 volunteers (including trustee and office-based volunteers, but excluding project volunteers).

3.3.3 Delivering the brokerage function

London's Volunteer Centres had more than 53,000 enquiries from volunteers in the last financial year, with an average of 1,715 volunteers registering an interest in volunteering over the course of the year. This works out to be an average of approximately 143 volunteers enquiries each month for each Volunteer Centre.

Potential volunteers registering with a Volunteer Centre are asked to complete a monitoring form. This data suggests that certain groups are more likely to use the Volunteer Centres services than others. For example, women are more likely to register than men (72 per cent compared to 28 per cent – although please note that these figures excluded 2,433 enquirers who did not specify their sex).

Apart from men, Volunteer Centres seem particularly successful in attracting enquiries from people who are under-represented as volunteers in London or who might be considered at risk of social exclusion.

Young people (particularly those aged 19-25) are disproportionately likely to use Volunteer Centres, compared to the population of London and to the proportion of young people who volunteer nationally.

Figure 16: Age range of volunteer enquirers registering with Volunteer Centres
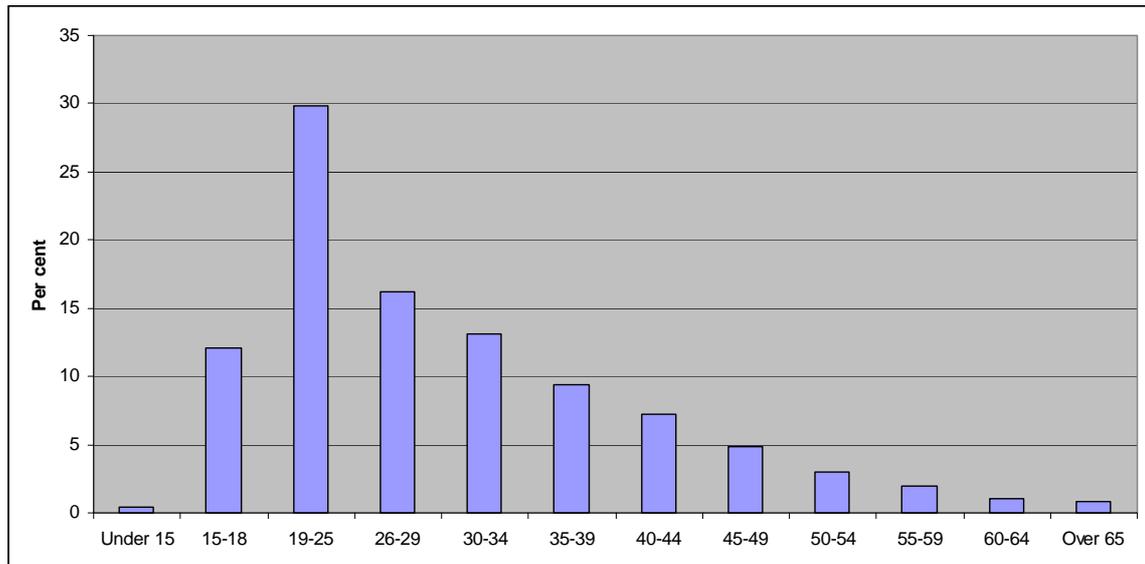
Base: All enquirers, excluding none response = 37,025. None response 2870 = 7%

Volunteer Centres in London also seem to be serving BAME groups in larger proportions than the population as a whole (see Figure 17 – although please note the large number of none respondents). Of people who have registered with a Volunteer Centre, Black people are represented at twice the level that they are represented in London's working age population as a whole. Asian, Chinese, mixed race and other ethnic groups are engaging with Volunteer Centres at rates proportionate to their population size, whereas White people are engaging far less.

Figure 17: Ethnicity of volunteer enquirers registering with Volunteer Centres
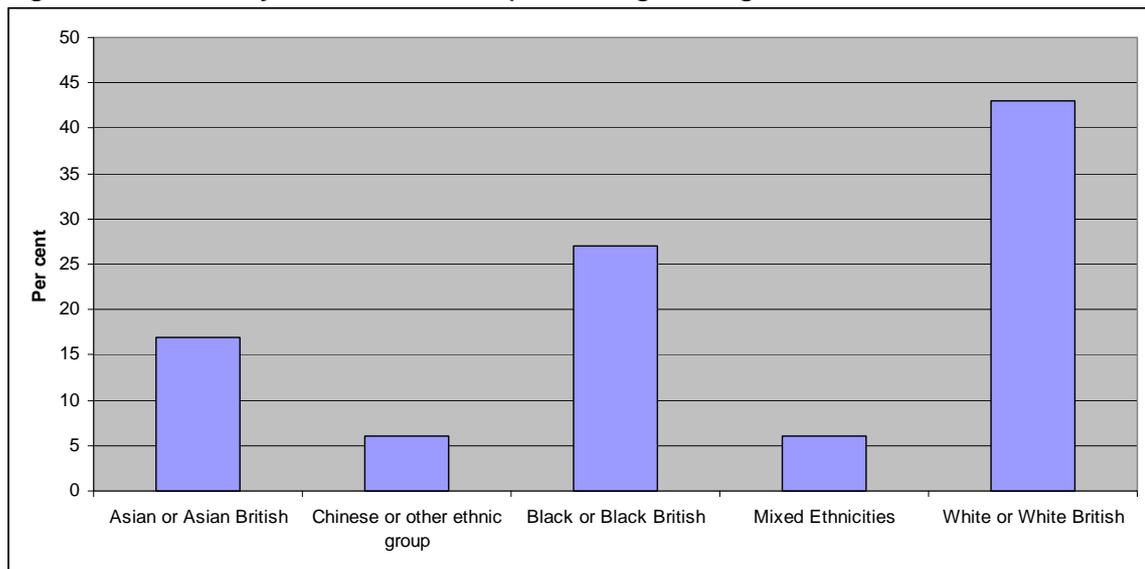
Base: All enquirers, excluding none response = 36,263. None response = 6431 = 15%

Little data is available on the faith backgrounds of enquirers, with 73 per cent choosing not to disclose this information or simply not being asked to do so. However, the limited data that is available suggests that Volunteer Centres may be filling the needs of minority communities, particularly Muslims. It has not, however, been possible to verify this within the scope of this research.

Currently there is no comprehensive equalities data from Volunteer Centres on sexual orientation. While many VCs were willing to include sexual orientation in their equalities monitoring (and some do this), most do not at present due to technical, database issues.

Six per cent of those people registering with Volunteer Centres self-reported as being disabled. By comparison, 16 per cent of London's working age population is disabled. It should, however, be noted that 23 per cent of Volunteer Centre enquirers failed to specify whether or not they were disabled, meaning that considerably more disabled people could be utilising the Volunteer Centre services than reflected in this figure.

In terms of the employment status of enquirers, a large number were students (33 per cent of those who specified) and a disproportionate number were unemployed and seeking work (21 per cent - compared to a 7 per cent unemployment rate for London as a whole[9]). In addition, many enquirers (15 per cent) were unemployed and not seeking work (homemakers, or people unable to work due to health reasons, for example). Given that full-time students were the least likely socio-economic group to volunteer in London (section 3) these figures suggest that Volunteer Centres have been particularly effective in recruiting this group.

---

[9] Office of National Statistics (2008) *Annual Population Survey – October 2006-September 2007,* Crown Copyright

Figure 17: Employment status of volunteer enquirers registering with Volunteer Centres
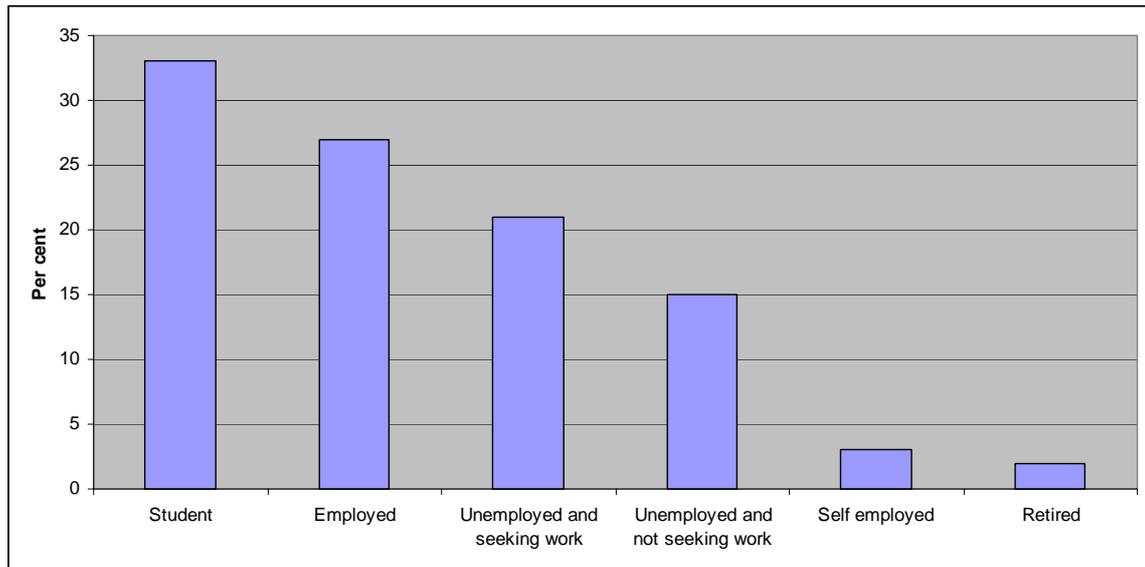
Base: All enquirers, excluding none response = 34,695. None response = 7,156 = 17%

While many Volunteer Centre enquirers came via the www.do-it.org.uk website[10]; many also phoned, dropped-in, came via e-mail or via other websites or are reached at events. On average, one-third (34 per cent) of people who enquired about volunteering were seen by Volunteer Centre staff in one-to-one appointments, although this varies considerably from one organisation to another. Some Volunteer Centres had a policy to make appointments with all volunteers while others do a considerable amount of virtual or phone-based brokerage and only see those people who ask for an appointment and need extra help.

Accurate data for the number of volunteers placed with organisations through Volunteer Centres was not available, due to difficulties faced in tracking and monitoring clients which would be expensive and time consuming. Available figures have, however, enabled an estimate of between 100 and 3,000 volunteers being placed by each Volunteer Centre into organisations across London in the previous financial year. Taking a minimal average of 531 volunteers placed by each Volunteer centre, this would equate to over 16,000 volunteers being placed in organisations in a year. Indeed, among the 19 Volunteer Centres that had been able to track enquirers, 10,000 volunteers were placed in 2007/8.

As a result of the difficulties in tracking enquirers, accurate calculations of conversion rates have also not been possible. However, based on the data available, with an average of 1,715 potential volunteers registering with each Volunteer Centre each year, and a (very conservative) average of 531 volunteers being placed, this gives a conversion rate of 31 per cent – for every three enquiries received, one person goes on to volunteer. Research elsewhere has calculated a conversion rate of 25 per cent for one Volunteer Centre (Donahue,

---

[10] It has been estimated that one-third of enquiries come via www.do-it.org.uk It has not, however, been possible to substantiate this figure through the research

2007), of 20 per cent for www.do-it.org.uk (quoted in Donahue, 2007), and of 36 per cent for a Volunteer Centre where clients had no follow up from staff compared to 50 per cent for clients who received follow-up from staff (Tully, 2008).

In terms of the volunteer opportunities being registered by organisations with Volunteer Centres, at the time of interview a total of 8,940 volunteer opportunities were active. To put this another way, there were vacancies for nearly 9,000 volunteer roles in London at the time of reporting. The average number of opportunities registered with Volunteer Centres was 288, although this ranged from 62 through to 639.

Very few Volunteer Centres had information on retention rates for volunteers: two had data directly from volunteers and two had information based on small surveys of volunteer-involving organisations. Within the scope of this project it is not, therefore possible to comment on the retention of volunteers recruited via Volunteer Centres. However, to give some insight into this issue, one Volunteer Centre had recorded that 341 volunteers had completed 100 hours or more volunteering in the previous year; while another Volunteer Centre found that volunteer-involving organisations reported that 25 per cent of their volunteers stay for 6-12 months while 27 per cent stay for over 12 months.

3.3.4 Marketing volunteering
One role of Volunteer Centres is to market and publicise volunteering and volunteering opportunities to their local communities. Each Volunteer Centre in London publicized volunteering opportunities on www.do-it.org.uk. Most had undertaken additional marketing activities, with 19 having developed a formal written marketing and/or publicity plan and many having utilised innovative marketing techniques, including:

- A balloon race event;
- Adverts in the local cinema magazine;
- Bookmarks handed out to local libraries;
- DVDs;
- Open evenings and/or speed match sessions for volunteers and volunteer-involving organisations to meet each other;
- Shopping bags;
- Adverts on buses;
- Social networking sites;
- Talks at local coffee shops.

Most (25) of the Volunteer Centres had launched publicity campaigns within the previous year, and most (23) had participated in national and/or regional volunteering publicity and campaigns such as Volunteers Week, Make a Difference Day or local Mayor's Office events.

3.3.5 Developing good practice
A third core function fulfilled by Volunteer Centres is good practice: working with volunteer-involving organisations to ensure volunteers are involved and supported well. As noted in the previous section, this has been highlighted as an

area of considerable (although latent) demand for action by the local volunteering infrastructure.

Among the 30 Volunteer Centres that provided data, at least 8,666 volunteer-involving organisations were registered with them. This gives an average of 289 volunteer-involving organisations 'on the books' of each Volunteer Centre in London. In the last financial year, a total of 1,190 new volunteer-involving organisations were registered by Volunteer Centres; an average of 43 new organisations being supported by each Volunteer Centre over the year.

The registration process that Volunteer Centres require volunteer-involving organisations to go through often includes a volunteer 'fitness' assessment, with a list of requirements that must be fulfilled by organisations before they can be registered to be referred volunteers. The requirements typically included: charitable aims/not-for-profit status; insurance for volunteers; volunteer policy; equal opportunities policy; health and safety policy; child and vulnerable adult protection policy; payment of volunteer expenses; provision of volunteer support and supervision. In some cases this involves organisations self-reporting; in other cases the Volunteer Centre visits an organisation in order to approve it. In general, however, there was wide variation in adherence to these requirements with Volunteer Centres recognising a need to balance flexibility and scope for working with organisations to develop these systems, with a desire to conform to standard best practice.

The most common forms of good practice support provided by Volunteer Centres to volunteer-involving organisations were advice and training. It was estimated that Volunteer Centres train an average of 72 volunteer-involving organisations each year; provide advice to 80; and hold forums for 45. They also provided a range of other forms of support to organisations, including distributing a regular newsletter or e-bulletin. This suggests London's 32 Volunteer Centres hold forums for over 1,400 volunteer-involving organisations each year, train over 2,300 and provide advice to over 2,500.

The training provided to volunteer-involving organisations was wide ranging, although much focused on various elements of volunteer management such as volunteer recruitment, volunteer support and supervision, volunteer expenses and developing volunteer policies. Table 7.1 in the Appendix 7 gives additional details of the training provided. Among integrated organisations, the parent body (generally a CVS) often provided training for volunteer-involving organisations, some of which focused on volunteer management issues, either in addition to or instead of the Volunteer Centre.

In addition to providing training for volunteer-involving organisations, many (18) Volunteer Centres in London also provided training directly to volunteers. Some of this was accredited, some was not. The courses ranged from general introductory courses for people who are new to volunteering, through to more detailed coverage of specific topics such as mentoring and befriending, confidentiality, advice work or sensitivity training.

3.3.6 Developing volunteering opportunities

The potential role of Volunteer Centres in helping organisations develop appropriate opportunities was identified through the stakeholder interviews in this research. The extent to which this already happens was not explored in full (although it is implicit in the increasing number of volunteer-involving organisations that the Volunteer Centres work with, as discussed above).

One of the ways in which Volunteer Centres do, however, work to develop opportunities for volunteering is through running projects. The types of projects that they ran in 2007/8 varied considerably, although those related to supported volunteering were most common. Twenty Volunteer Centres, for example, had run a supported volunteering project for people with experience of mental ill health, while 14 had run supported volunteering projects for young people (see Table 7.2 in Appendix 7 for a full list of projects).

3.3.7 Strategic development of volunteering

Volunteer Centres were found to be well integrated into local networks and consortia, indicative of their work to ensure the strategic development of volunteering, and more broadly to ensure the role of volunteering in contributing the strategic development of their localities is recognised and supported.

Broadly speaking the Volunteer Centres were involved in two categories of partnerships. They were most likely to be directly involved in networks with other Volunteer Centres, either at a regional or sub-regional level. These could be considered supportive partnerships, with a focus on joint working and shared learning. They were also, however, involved in a range of more strategic partnerships including being represented on ChangeUp Consortia, Local Strategic Partnerships (although they were more likely to be represented by a CVS than directly represented on such bodies) and, less commonly, sports partnerships (County Sports Partnerships (Pro-Actives) or Community Sport And Physical Activity Networks) (see Figure 18).

Figure 18: Form of representation of Volunteer Centres in strategic partnerships
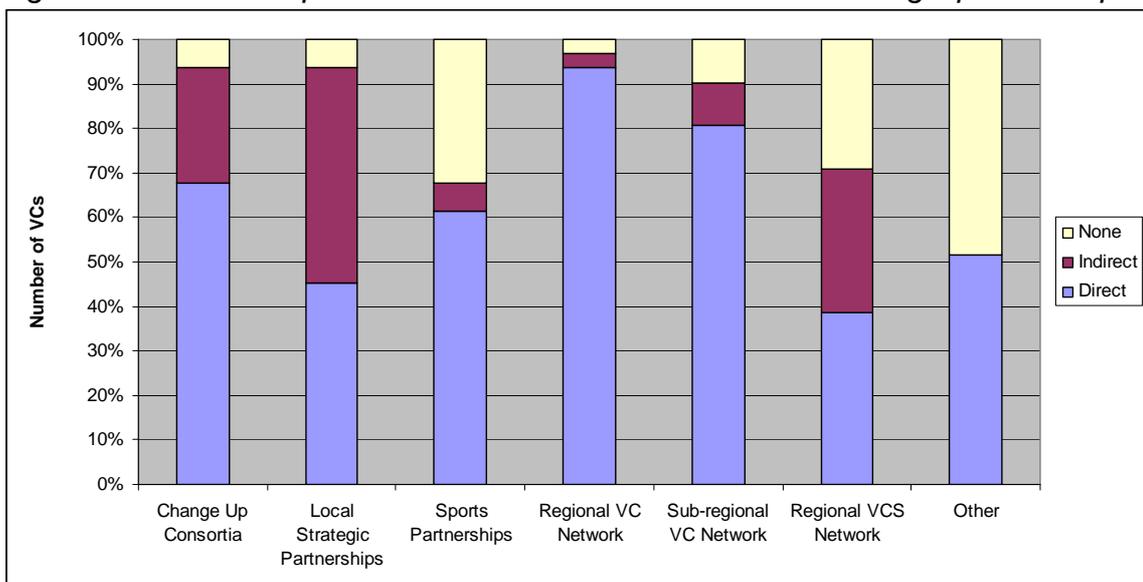
Base: 31 Volunteer Centres

In general, Volunteer Centres reported being well engaged with the local funding agenda, and to a lesser extent with the local political agenda (see Figure 19). They also felt they were fairly effective in terms of shaping the local volunteering agenda.

Figure 19: Perceptions of engagement with and influence over local agendas
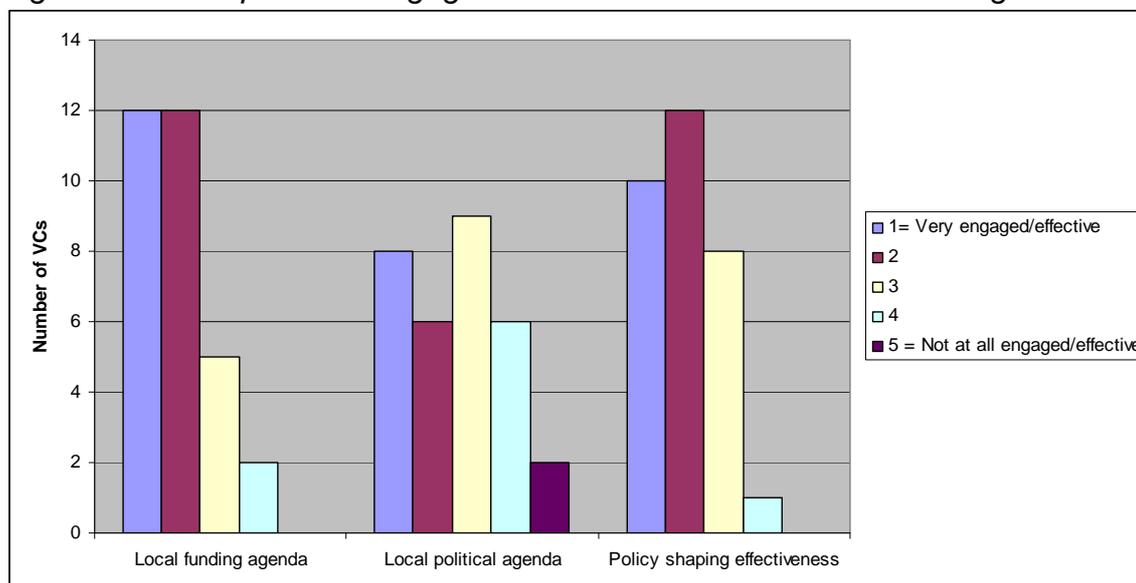
Base: 31 Volunteer Centres

3.3.8 Responding to policy on volunteering

Volunteer Centres were also involved in specific consultations in relation to the development of public policy which had implications for volunteering. Most (26) had been involved in policy relationships with local policy-makers. They were less involved, however, in policy relationships at either the regional or the national level, with a number feeling that the volunteering infrastructure organisations that operated at those levels (e.g. Greater London Volunteering regionally, and Volunteering England nationally) were better placed to do so.

The policy issues that Volunteer Centres thought were most important varied considerably, although volunteer expenses was mentioned most frequently. Other policy issues considered important included (among others):

- Benefits and volunteering;
- Childcare for volunteers;
- Compact;
- CRB checks for volunteers;
- The employability agenda;
- Funding;
- The future of volunteering, and the modernisation agenda;
- The volunteering National Indicator (NI6) within Local Area agreements;
- Olympics.

Volunteer Centres had taken action on many of these issues throughout the previous year, and had also responded to a number of consultations on subjects ranging from Active Citizenship through to Primary Care Trust strategic planning and Safer Communities.

3.4 Future sustainability and development of Volunteer Centres

When asked to comment on the sustainability of their organisations, Volunteer Centre respondents were, overall, reasonably optimistic. There was, however, a suppressed sense of doubt, or concern. Most (24 out of 32) said they were confident about their Centre surviving the next ten years (see Figure 20).The biggest challenge facing Volunteer Centres was thought to be a lack of sustainable funding (and the figures discussed above suggest this is a valid concern), and a lack of support and capacity for core functions. Other identified challenges included, for example: commissioning and competition; diversifying client base; lack of support from national volunteering infrastructure; lack of leadership; managing growth and a lack of understanding of the value of Volunteer Centres. As one respondent noted, however:

> *These are not new issues, they have been around for a long time and there is a constant uncertainty, the VCs don't seem to have their destiny in their own hands. The exceptional ones have found a diversity of services and products to provide and tap into and have found success. How feasible is it to be a generalist when the financial support is specialist driven?*

Figure 20: Levels of confidence among Volunteer Centres for survival over the next ten years
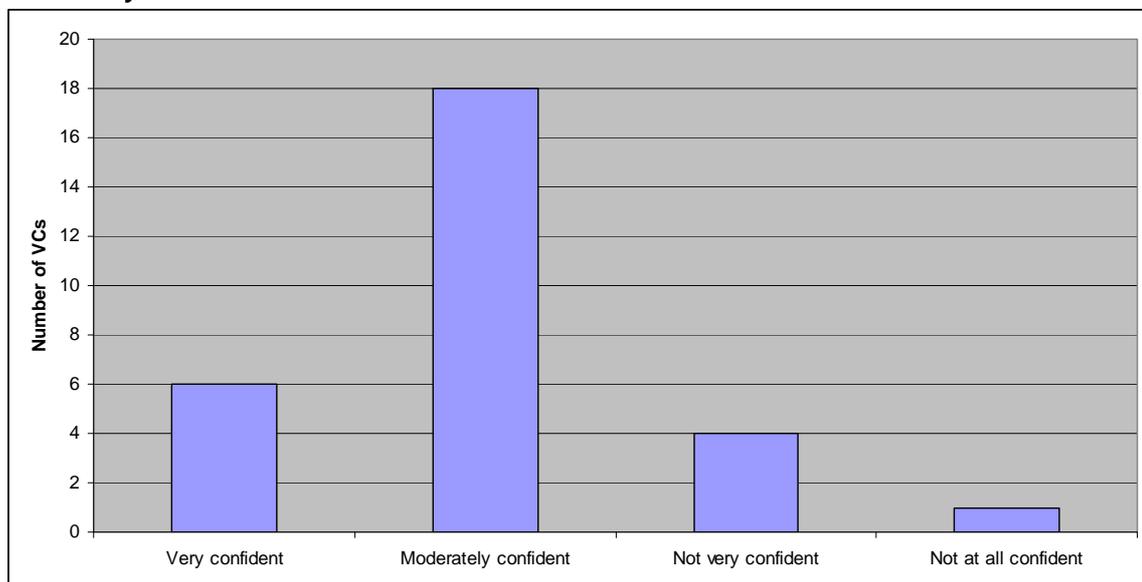
Base: 29 Volunteer Centres

In terms of where they get support in addressing some of these challenges, Volunteer Centres drew on support from a wide variety of sources, including, generalist volunteering infrastructure organisations at regional and national level (e.g. Greater London Volunteering (GLV), Volunteering England (VE), YouthNet, and the UK Volunteer Programme Manager (UKVPM) web-based forum),

broader voluntary and community sector infrastructure bodies (e.g. London Voluntary Service Council (LVSC) and the National Council for Voluntary Organisations (NCVO)) and specific sector bodies (e.g. Train to Gain).

At present, however, Volunteer Centres reported a number of barriers to accessing any available support for their staff and/or services. Issues of funding to cover training costs and staff time to attend any courses were highlighted as the most pertinent barriers to support, but access to information was also an issue.

In terms of what types of support Volunteer Centre managers would most like to see provided in the future, the most common responses centred around practical support with fulfilling their core functions and also information sharing, leadership development, technical support for VBase (volunteer database, widely used by Volunteer Centres); and support and signposting for funding.

4   A strong pulse, but weak ticker: Conclusions and recommendations

Volunteering is alive and well in London, but not quite alive and kicking. In many areas there is cause for celebration, but there are also considerable challenges ahead for volunteering in London.

4.1   A solid foundation

Millions of Londoners volunteer in some way each year, whether they do so on a regular or more occasional basis. Londoners get involved in volunteering at a level which is broadly comparable to the English population as a whole. While formal volunteering is common, informal volunteering is even more prevalent. There is barely an area of London life that is not touched by volunteering.

Volunteers undertake a wide variety of roles in the groups and organisations they support. The most common roles are raising money, organising events and being members of committees and boards. A majority of Londoners also support each other through volunteering more informally on a one to one basis. Many give advice to fellow citizens, provide a 'free' babysitting or child minding service and assist with writing letters or filling in forms. In doing so, volunteers make a significant contribution to the life and vitality of London.

There are a multitude of organisations involving and supporting volunteers in London. Research commissioned by London Councils estimated that there are over 8,000 organisations linked to volunteering (David Taylor Partnerships Ltd, 2008). We have identified over 150 organisations involved in providing volunteering infrastructure functions. London's local authorities and other public sector organisations also support (and involve) volunteers, with many becoming more actively involved. London is particularly well covered in terms of its national, regional and local infrastructure provision; with a wealth of potential organisational resource for developing volunteering. The value of having a regional volunteering infrastructure body, not common across the rest of the country, is of particular note. The overall consistent coverage of the Volunteer Centre network, with (as a rule) one per local authority area, again not common across the country, is also a strength.

These infrastructure organisations support both individual volunteers and the organisations that involve them, helping to ensure volunteering flourishes. At the local level, Volunteer Centres across London dealt with enquiries from over 53,000 potential volunteers last year; an average of 143 potential volunteers each month for each Volunteer Centre. With an estimated one in every three of these potential volunteers being placed in one of the nearly 9,000 volunteer opportunities that Volunteer Centres in London have registered with them at any one time, it is estimated that Volunteer Centres were responsible for placing approximately 17,000 volunteers last year. And these are conservative estimates.

Volunteer Centres were particularly successful at engaging Londoners who are otherwise under-represented as volunteers in London. They are engaging, for

example, BAME groups at a higher rate than within the population as a whole. They are also engaging with a large number of young people. They play a vital role in supporting people into volunteering who may otherwise face a series of barriers to getting involved.

At the same time Volunteer Centres engaged with nearly 8,700 volunteer-involving organisations; providing training for 2,300 and advice for 2,500. There is considerable demand, or at least need, for more of this support.

4.2   No time for complacency
There is no room, however, for complacency. Although Londoners volunteer at the same rate as the English as a whole, when compared to other individual regions, London is among a group of regions with relatively low levels of participation. Many of London's boroughs were in the lowest quartile of local authorities across England in terms of the level of sports volunteering. As across the country as a whole, levels of volunteering in London have stayed static between 2001 and 2007. Within that, however, they have dipped slightly over the past two years after a few years of increase. Whether or not these figures indicate a significant trend in volunteering remains to be seen.

Participation is not even across London's population, with some groups being far more likely to volunteer than others. Those aged 20-24 years old, for example, are notably under-represented in volunteering, and more so than across England as a whole. Those who are active in their faith are more likely to volunteer than those who are not. London has some way to go before achieving the Commission for the Future of Volunteering's vision of volunteering being in the 'DNA' of society. While Volunteer Centres are engaging well with 'hard to reach groups', they are not reaching all groups, such as men.

Significant barriers exist to volunteering in London, not least of which are an apparent lack of suitable opportunities and poor volunteer recruitment management practices within the sector. While thousands of vacancies are registered with Volunteer Centres for volunteers, there was a sense that many potential volunteers are struggling to find opportunities that they want to, or can, engage in.

Having more organisations providing volunteering infrastructure functions in itself creates challenges. It is a crowded market place and that can create unhealthy competition, fragmentation and duplication, and a lack of clarity as to who is responsible for what and where individual volunteers and volunteer-involving organisations should turn to for support. In general, there is a poor understanding of the role and function of volunteering infrastructure in London and with over 150 organisations identified as playing a role in volunteering infrastructure it is perhaps not surprising that key stakeholders (e.g. volunteer-involving organisations and public sector partners) reported finding it hard to understand where to turn to find the most appropriate support. The complexity of the communication and partnership channels contribute to this. London's volunteering infrastructure could get better at working together, and with key partners. While this has already begun, through for example the London Stakeholders Volunteering Forum, getting better at this would streamline and

strengthen the network. London's local authorities could also get better at engaging consistently and supportively with the infrastructure and with volunteering more generally.

Further, while relatively well provided for in terms of volunteering infrastructure coverage, the capacity of London's volunteering infrastructure, and particularly Volunteer Centres is limited. While some Volunteer Centres are clearly thriving, many Volunteer Centres are struggling financially, and the long term sustainability of many is questionable. While Volunteer Centres were themselves reasonably optimistic about their future, during the course of this research (a six month period), one Volunteer Centre temporarily closed (this has since re-opened as an independent VC), one lost most of its staff, one began the process of merging with a CVS and several others confided their serious concerns about survival. There is a general sense that many of London's Volunteer Centres are already working to or beyond their current capacity.

There are also considerable differences within the Volunteer Centre network: resources vary considerably as do levels of activity. There are clear disparities between inner and outer London Volunteer Centres, and between those that are integrated and independent, yet they are expected to fulfil the same functions and carry the same branding. Many are financially vulnerable. Inevitably some Volunteer Centres are performing more effectively than others. In short, there is an inconsistency in resource and provision. There is a general perception among stakeholders that provision is also 'patchy' in terms of quality, although to some degree this reputation is unfair and it may be that this is down to a lack of awareness of the range of functions performed by Volunteer Centres. Unequal weight is placed on the brokerage function of Volunteer Centres, with a lack of understanding of the breadth of their activities. Although not conclusive, indications are that those Volunteer Centres that had the highest levels of resources and were the busiest in terms of their engagement with volunteers and volunteer-involving organisations were those that were operating strategically within their locality – they were operating across their six core functions and had convinced local strategic partners of their importance and effectiveness in all these areas.

A poor evidence base on the effectiveness of Volunteer Centres does not help. In general, Volunteer Centres lack common systems and processes. There is no consistency in the use of systems for tracking volunteers, for example, and this contributes to problems with a poor evidence base which in turn leads to a poor understanding on the role and value of the volunteering infrastructure among key stakeholders. In general, there was a need for a much better ongoing 'health check' on volunteering. Both in terms of enhancing the evidence base on the effectiveness of the volunteering infrastructure, but also on the engagement of Londoners as volunteers at the borough level.

The capacity of the infrastructure to support recruitment of Games volunteers and maximise volunteering legacy has been questioned (see David Taylor Partnerships Ltd, 2008). Volunteer Centres have in place the right structures, functions and services to fulfil the role. Without additional resource, however, evidence does suggest that in some areas the infrastructure might struggle to

cope with a massive influx in demand for its services. This might come from those who volunteer during the Games and want to continue to do so, or from those that were unsuccessful in their bids to become Games-times volunteers and so need encouraging and supporting to find alternative opportunities. The greatest demand, however, may come from the need for the volunteering infrastructure to help support the creation of new volunteering opportunities in which to engage the thousands of willing citizens who have already registered an interest in volunteering for the Olympics. To set up a separate volunteering infrastructure specifically to meet the needs of the Olympics, however, is likely to serve only to erode further the existing volunteering infrastructure leaving a rather more negative legacy than has been talked about.

In turn, while there is huge enthusiasm for the potential of the Olympics to reinvigorate volunteering, the Games are also creating a number of challenges for the volunteering movement. There is an emerging sense that an historic opportunity could slip through our fingers, with concerns about an apparent stagnation in preparations. After initial optimism, there is a growing sense of disappointment at the level to which those responsible for the Games have engaged with the volunteering sector, leading to concerns about sustainability and legacy.

4.3 It's different in London…

In many ways the messages within these key findings on the general 'health' of volunteering and the volunteering infrastructure would be common to regions across England, but in some ways 'it is different in London'. This was a phrase used by respondents throughout the study. The project has not looked at volunteering in enough detail in other regions to test the validity of this statement, but indications are that it is, at least to some extent true. The 'difference' occurs in three key areas:

- A diversity of participants – simply put, London's population is more diverse than that of other regions. At present, volunteers are not drawn equally from across different social groups. Volunteer Centres in London are, however, particularly successful in engaging with groups that are generally considered to be under-represented or hard to reach. London is likely a very different scenario from the country as a whole and there could be much to be learned from the experiences here of minority groups and volunteering.

- A crowded market place – the density of volunteering infrastructure organisations is likely to be greater in London than other regions. This creates opportunities but also challenges for volunteering (as discussed above);

- A potential lack of suitable opportunities – there is a growing sense (although not the evidence to back it up) that it is not volunteers that are missing in London, but the opportunities for them to get involved in. In reality it is likely that the issue is more a mismatch between what potential volunteers want to do and what organisations want (or at least think they want) them to do.

4.4   Recommendations
While it was not the role of this research to develop very specific recommendations for the future development of volunteering in London, five key areas for development do emerge from the research. Each has a series of recommendations for two broad groups of stakeholders.

4.4.1 Diversifying the volunteer base

It is tempting to say that we need to get more Londoners volunteering and to create a series of specific recommendations about promotion and recruitment campaigns. Certainly if London aspires to make volunteering part of its 'DNA' (ala the Commission) or if it wants to pit itself against the regions that currently have higher numbers of volunteers it would need more volunteers and to do more to encourage and facilitate that. It is not, however, the role of this research to make such specific recommendations about how to recruit more volunteers, not least because this research has indicated that there may already be issues with the number and/or suitability of available opportunities for any new volunteers to engage in (an area in need of further exploration – see below). Concerns have also been raised about an over emphasis on increasing the quantity of volunteering rather than the quality of engagement. What is clear is that there is a need to ensure that volunteering is accessible; to ensure that the barriers to participation are removed and so enable equal access to volunteering, whether or not that opportunity is taken up.

The LDA/GLA/LC/Boroughs should consider:

- supporting efforts to ensure volunteering is inclusive and accessible through identifying and tackling barriers to engagement in London. Among others, this is likely to include: supporting the government's new Access to Volunteering scheme; raising awareness of the diversity of volunteering in London and of those involved; supporting Volunteer Centres in their work with 'hard to reach' groups/volunteers with extra support needs; supporting national campaigns to tackle barriers created to volunteering through Criminal Record Bureau Checks and misunderstandings about Benefits requirements;

- providing leadership by each organisation encouraging its own staff to volunteer and establishing or enhancing existing employer supported volunteering schemes;

- exploring further the 'demand' for more volunteers in London, and subsequently the best ways to 'grow' volunteering in London, including the potential of supporting promotional campaigns;

- supporting the volunteering infrastructure in its work to broker volunteering opportunities, particularly the role they play in engaging 'hard to reach' groups;

- supporting the volunteering infrastructure in its work to create new volunteering opportunities;

- working with partners to develop new volunteering opportunities within each of their own organisational structures, and then work to ensure that any of their own internal volunteer programmes are inclusive and so become beacons of good practice in volunteer-involvement;

Volunteering infrastructure organisations should consider:
- strengthening their good practice function;

- strengthening their developing opportunities function;

- building on existing efforts and play to the current strengths of Volunteer Centres in supporting the involvement of volunteers with extra support needs and those from groups that have traditionally been less involved in volunteering.

4.4.2 Strengthening the volunteering infrastructure
While London is relatively well served in terms of the coverage of volunteering infrastructure, there is a need to fill in the remaining gaps and then to enhance partnership working, reduce duplication, simplify channels of communication (moving away for the complexity of current linkages as demonstrated in figure 4.1), recognise which infrastructure organisations are best placed to meet which needs and play to those strengths, and to ensure a great consistency of resources and services across the local volunteering infrastructure.

LDA/GLA/LC/Boroughs should consider:
- understanding, recognising and valuing all the six core functions of the volunteering infrastructure, and promote these to a range of both internal and external audiences;

- facilitating, supporting and participating in regional and sub-regional networking and partnership working, within volunteering infrastructure and across the volunteering movement as a whole;

- ensuring all Volunteer Centres receive sustainable funding of at least the base level of resources required to undertake all their six core functions (work done by Volunteering England to develop a funding framework for Volunteer Centres may be useful in establishing this base level);

- supporting the provision of training for the development of leadership and management skills among volunteering infrastructure organisations;

Volunteering infrastructure organisations should consider:
- continuing to campaign for sustainable funding for the local volunteering infrastructure;

- looking to ensure complete geographical coverage of national, regional, sub-regional and local generalist volunteering infrastructure;

- enhancing the profile and understanding of what the volunteering infrastructure does through reviewing, clarifying and then communicating the respective roles, activities and outcomes of the different groups of volunteering infrastructure providers operating in London and ensuring that each plays to its own strength rather than necessarily trying to cover all bases;

- enhancing cooperation and partnership to reduce duplication and reinvention of wheels. This is needed up and down, and across the volunteering infrastructure network. For example, developments such as good practice should be cascaded down from national to regional to local infrastructure organisations (rather than countless good practice guides being developed for example, templates for these could be developed at a national level and then tailored at both the regional and local level);

- streamlining channels of communication and linkage. Different models could be considered to enhance and simplify both horizontal and vertical linkages within volunteering infrastructure, making it easier for those wanting to engage with the volunteering infrastructure to understand who they would be best to link with;

- developing a clear 'customer care' package for the local volunteering infrastructure that could be used to ensure a consistent base level of standards across all core functions, while encouraging and allowing for innovation;

- ensuring adequate support (including training) is provided down through the infrastructure hierarchy;

- strengthening leadership within all levels of the volunteering infrastructure.

4.4.3 Developing the evidence base

There are many gaps in the existing evidence base for volunteering, particularly at the level of individual boroughs. Without a strong evidence base it is hard to develop effective volunteering policy or practice. It is even more difficult to measure progress. This is currently creating issues with regards to the measurement of Local Area Agreement targets on volunteering; it is also likely to be an issue for measuring the volunteering legacy of the Olympics.

LDA/LC/GLA/Boroughs should consider:
- commissioning research to explore the views and experience of volunteers in London and to investigate the volunteer management capacity of London's volunteer-involving organisations, their demand for more volunteers, and their demands for the volunteering infrastructure;

- commissioning research on the impact of volunteering;

- commissioning in-depth research to explore the volunteering needs, experiences and barriers of particular minority groups in London (e.g. Muslim, LGBT, disabled, unemployed people);

- strengthening the evidence base on volunteering at borough level, particularly in terms of levels of volunteering and demographic profile of volunteering. To some extent this will be met through the Place Survey, but consideration should be given to whether or not this will provide all evidence needs and to ensuring that a consistent approach is adopted to its methodological implementation;

- supporting a strengthening of the evidence base on the effectiveness and impact of the volunteering infrastructure.

Volunteering infrastructure organisations should consider:
- strengthening the evidence base on the effectiveness and impact of the volunteering infrastructure, and ensure this is communicated;

- providing leadership on how to measure volunteering through, for example, developing a question bank;

- developing and cascading guidance, support, training and frameworks for monitoring, evaluation and impact assessment within volunteering infrastructure organisations, including for example support in using the *Check it out* toolkit designed to enable volunteer development agencies assess their impact.

4.4.4 Preparing for the Olympics
Although volunteers will be drawn from across the country to help out in the Olympics, it is likely that a majority will come from London. There is much to be done to prepare for the Games and to ensure a positive volunteering legacy. In particular, there is a need to clarify, adopt (and adapt if required) and disseminate the Olympics volunteering strategy that was produced for LOCOG (*Team 2012: Volunteers uniting our Nations and the world)*. There is then the need to ensure the sector is ready to harness the goodwill and initiative of a new 'crop' of volunteers who might not otherwise get involved.

LDA/LC/GLA/Boroughs should consider:
- clarifying who is responsible for the volunteering legacy – pre, during and post Games;

- confirming LOCOG's adoption of the Olympics Volunteering Strategy, and then encouraging and facilitating its dissemination;

- providing clarity on the role of volunteering infrastructure in supporting the Games time volunteer programme;

- ensuring that the initial momentum that was built around the planning of the volunteering strategy is not lost;

- coordinating efforts of individual boroughs in the production of local Olympics Volunteering Strategies;

Volunteering infrastructure should consider:
- providing leadership on the involvement and role of the volunteering infrastructure in the Olympics, influencing LOCOG and other key strategic partners while also acting as the link to the local infrastructure;

- developing the 'case' for the involvement of the volunteering infrastructure in the recruitment of Games times volunteers.

4.4.5 Ensuring a strategic approach
There is a need for a more joined up and strategic approach to volunteering. Local authorities and volunteer centres should work together to produce volunteering strategies for their areas, these should feed into regional and national volunteering strategies so ensuring all working to same end, although tailored to their own context.

LDA/LC/GLA/Boroughs should consider:

- identifying a volunteering lead or champion within each of the named regional bodies and within each borough authority. Roles for the volunteering lead/champion would include joining us thinking and work on volunteering within the individual agencies as well as across partners;

- considering developing a volunteering strategy for London, which would build on the work done to develop strategies within individual boroughs, and provide a framework within which individual boroughs that have yet to develop their own strategies could work to ensure all working towards achieving the same overall goals, however tailored to their own context;

- ensuring that there is cross-fertilisation between boroughs developing volunteering strategies;

Volunteering infrastructure organisations should consider:
- Influencing and working with key public sector stakeholders to facilitate the development and implementation of any volunteering strategies.

Appendix 1: Borough level studies on volunteering

The following table summarises the statistics on levels of volunteering at a borough level that were identified through this research. It does not claim to be an exhaustive list, but does represent all those identified through this research process.

The * symbol is used to indicate those boroughs which have selected National Indicator 6 (participation in regular volunteering); the ** symbol indicated those that have selected National Indicator 7 (environment for a thriving third sector).

BOROUGH	LEVELS OF VOLUNTEERING	METHODOLOGY USED	QUESTION ASKED
Barking and Dagenham	No data identified/made available		Research and volunteering strategy currently being developed
Barnet	14%, 34000 (2007)	Based on a resident survey, 1038 respondents	
Bexley*	15000, plus 5000 committee members (2005)	Based on 29 completed questionnaires out of 831 sent to voluntary groups, as a basis for a ChangeUp Infrastructure plan. Level of volunteering extrapolated from these responses.	
Brent	Data only for number of volunteers in surveyed organisations		
Bromley*	No data identified/made available		
Camden*	47% (2008)	Residents panel survey, based on 898 respondents.	"*any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than, or in addition to close relatives, or to benefit the environment.*"
City of London**	No data identified/made available		
Croydon**	Data available, but not made public at time of publication	Residents panel survey, based on 903 respondents.	"*Thinking of the group(s), club(s) or organisation(s) you have been involved with, in which, if any, of these ways have you given unpaid help in the last 12 months?*"

Ealing	Currently tracking volunteers who do 100hours – no data yet available		
Enfield*	2,251	Unclear how this figure was obtained.	
Greenwich	No data identified/made available		
Hackney	36% (2008) (this includes all frequencies of volunteering, from once a week through to infrequent-formal volunteering)	MORI survey	*"We are interested to know about the unpaid help people give. Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work. Please exclude giving money and anything that was a requirement for you job. Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?"*
Hammersmith & Fulham	62% (less than two hours a week); 38% (two hours per week or more) (2008)	Annual residents survey	*"If you have done any voluntary work during the past year, would you say that on average this was for....?"*
Haringey*	No data identified/made available		
Harrow* **	21% (2008)	Residents survey conducted by MORI – voluntary work for at least two hours a week on average in the past 12 months.	
Havering**	No data identified/made available		
Hillingdon*	38000 (2006)	MORI quality of life survey. Number of residents who carry out formal voluntary work through groups, clubs or organisations for an average of 2 hours a week or more.	
Hounslow**	No data identified/made available		

Islington*	16% (2007)	Residents survey	*"Have you taken part in any formal volunteering activities in the past year?"*
Kensington & Chelsea*	59% (2008) (62% of children in school)	Residents panel survey, number of people reporting that they have engaged in volunteering on an average of at least 2 yours per week in the last year.	*"Are you involved in any of the following types of community group? This can be either as a member, or as a member of staff/helper on average for at least two hours per week over the past year."*
Kingston Upon Thames**	No data identified/made available		
Lambeth	24% (2008)	Residents survey, based on 1088 respondents.	*"In the last 12 months have you given your time, without pay, to any groups, clubs or organisations?"*
Lewisham**	42%	Survey carried out by volunteer centre. Further clarification needed regarding methodology.	
Merton	15% (2007)	Residents survey	*"Have you engaged in formal volunteering for two hours a week or more over the past year?"*
Newham*	No data identified/made available		
Redbridge*	46% (2007)(derived from the 'never' answer percentage of 54%). (This includes all frequencies of volunteering, from 'almost every day' through to infrequent- formal volunteering).	Residents survey, based on 1100 responses.	*"How often, if at all, do you undertake any voluntary work (apart from work for political parties and trade unions) in the community or elsewhere?*
Richmond	20% (2007)	Citizens panel survey	*"Have you engaged in formal volunteering on an average of at least two hours per week over the last year?*
Southwark	18586 (2006), for 'managed volunteers'. This is 'indicative only', extrapolated from survey responses about 'Active Citizenship', which includes volunteering, but expands this definition to include various typologies.	Active Citizens survey.	

Sutton	62% (2005)	Unknown	
Tower Hamlets**	29% of over 16s participated in formal volunteering in the last year (2007) or 44000 borough residents (based on 2001 census profile).	Several survey instruments used, and focus groups.	
Waltham Forest	No data identified/made available		
Wandsworth	No data identified/made available		
Westminster	15% (2006), or 30,500 borough residents (includes formal volunteering varying from at least 4 hours a week to less than two hours a week)	Residents survey	*"Over the last 12 months how often, if at all, have you undertaken a formal volunteering role, for example working in a charity shop or as a school governor?"*

Appendix 2: A definition of the volunteering infrastructure

The following definitions were developed and adhered to throughout this project:

> *Volunteering infrastructure:* is the physical facilities, structures, systems, relationships, people, knowledge and skills that exist to support and develop, coordinate, represent and promote front-line organisations to help them deliver their aims more effectively, thus enabling them to create more effective volunteering programmes. Organisations that make up volunteering infrastructure include Volunteer Centres. Its purpose is to ensure that front-line volunteer-involving organisations have the capacity, resources and support necessary to engage with current and potential volunteers from all sectors of the community.

> *Volunteering infrastructure organisations:* are voluntary organisations whose purpose or goals include the provision of infrastructure functions (support and development, coordination, representation and promotion) to front-line volunteer-involving organisations other than or in addition to themselves *(Adapted from Building on Success).*

Based on criteria for the volunteering infrastructure established by Volunteering England, volunteering infrastructure organisations (for the purpose of this project at least) should fulfil at least one of the six core functions, namely:

7. **Brokerage**
8. **Marketing volunteering**
9. **Good practice development**
10. **Develop volunteering opportunities**
11. **Policy response and campaigning**
12. **Strategic development of volunteering**

Assumptions:
- Infrastructure support is focused toward organisations rather than individuals. This can be inclusive of brokerage activities when brokerage is aimed at providing volunteers to 'client' organisations.
- Volunteering infrastructure exists at the national, regional, sub-regional and local levels. Examples are as follows:
  - National: Volunteering England
  - Regional: Greater London Volunteering
  - Sub-regional: East London Business Alliance
  - Local: Volunteer Centre Tower Hamlets
- Volunteering infrastructure can be generalist (i.e. dealing with all forms of volunteering – e.g. Volunteering England) or specialist (i.e. focusing on one specific area of volunteering – e.g. National Strategic Partnership for Volunteering in Health and Social Care) in nature.
- Volunteering infrastructure does not include large organisations with infrastructure functions that only serve internal needs. For example, if the National Trust run a volunteer management training programme but it is only open to NT staff, this would not be classified as volunteer infrastructure for the purposes of this project.

Appendix 3: Volunteer Centre survey

Research question:
How much and what type of support are Volunteer Centre's providing to VIOs, volunteers and potential volunteers?

Initial contact and introduction:
- Make initial contact by phone or email to introduce the project and set a date for the visit.
- Email the introduction notes, definitions paper, and respondent copy of the survey questions when the date is confirmed.
- At the start of the visit, remind the respondent of the background information on the project, aims, scope and funder. Confirm that they have received the documents sent. Confirm agreed understanding of the terms and definitions. Offer to answer any questions that they may have about the project.
- Get informed consent and talk about confidentiality and data sharing with GLV and between partners.
- Answer any additional questions from respondent.

Pre-loaded Questions:
Researchers are expected to produce an initial response sheet which should include the following:

1. Name of the VC
2. Contact person
3. Phone number
4. Address (Street number, name, postcode)
5. Email
6. Name of the borough covered
7. Coverage area (borough, more than, less than)
Notes should include the additional areas covered if outside the borough.
8. Independent or integrated (if integrated, please state the type of 'parent' group)
Independent means a volunteer centre that exists as its own legal entity with its own board. Integrated means a volunteer centre that is legally part of another organisation (such as a CVS), reporting to one board.
9. Legal status (company limited by guarantee, other)
10. Is the VC a registered charity? (Y/N)
11. Opening hours
By __open__ we mean that it is staffed (paid or unpaid) so that people can make enquiries.
12. Branch and outreach points details
By __branches__ we mean physical office space located elsewhere which is open (as above) to the public for a minimum of 21 hours a week for at least 48 weeks of the year.
By __outreach points__ we mean locations where staff (paid or unpaid) of your VC are based on an occasional basis to provide VC services. These may or may not be physical office space. They may be located within offices of other organisations, such as libraries or Job Centre Plus. This refers to

places which are occasionally staffed and does <u>not </u>refer to unstaffed information points.

13. Does the VC have a website? (Y/N, if so, provide the address)
14. Does the VC use VBase? (Y/N)
15. Is there a local Compact in place in the Borough? (Y/N)
   Notes should include if the Compact includes volunteering or if there is a separate Volunteering Compact in place locally.

The above data should be verified (as appropriate) in person at the start of the survey.

Main Questions:
Organisational Structure & Resources

16. What was your total income for FY 07-08?
   Please give total funding as well as the amount of Restricted and Unrestricted subtotals. Additionally, list the totals from the sources below and note if they are Restricted or Unrestricted funds. Give figures to the nearest pound. If there is no funding from any particular source, please enter £0. Funding includes fees for services provided under contract, grants and any other payments. While we understand that funding can be complicated, you should make a judgement call as to the source of the funding and should base your decision on who administers the funds. If the VC is integrated, please specify income exclusively for the VC. If available, please attach a copy of accounts.

Funding Sources		
	Restricted Unrestricted Total	
Public Sector Funding or Contracts		
Central government		
Regional government bodies (such as LDA, GOL, GLA, ALG, Regional Development Agencies, London Councils, Change Up/Capacity Builders)		
Local government (such as the Local Authority or PCT)		
European funding		
Local Strategic Partnerships		
Voluntary Income		
Grant-giving bodies and Trusts (such as the Lottery and private foundations)		
Corporate sponsorships and donations		
Individual donations		
Earned Income		
Fees for services		
Interest & Investments		
Other		
Grand Total		

17. How many separate streams of funding is the VC in receipt of?
18. What are the timeframes for the funding from Government sources?
19. Is full cost recovery budgeting applied?
20. Do public sector funders fund core costs (all, some, none)?
21. How many FT paid staff are currently employed by the VC?
22. How many PT paid staff are currently employed by the VC?
23. How many volunteers work at or help to run the VC at any given time (this should include the governing body)?

Please ensure that this number reflects only volunteers who help to run the office and not project volunteers.

24. Does the VC share any infrastructure or services with any other organisations (such as payroll, ICT, reception, training rooms, etc.)? (Y/N, if Y, please state)
25. Do you have any of the following quality marks?
    a. Investors in Volunteers
    b. Investors in People
    c. Matrix
    d. PQASSO
    e. Other

Core Function Areas
26. Do you charge a fee for any of your services? (Y/N, if Y, please specify)

27. Brokerage
This section is seeking information on the number of enquiries that the VC received from individuals over the course of the year, the number of responses from the VC and the related activities undertaken. By enquiries, we mean initial contact from an individual asking for information from the VC. It also asks for a demographic profile of these individuals. This information refers to enquiries received between 1 April 2007 and 31 March 2008. Some of this information can be found by running the Volunteer Statistical information on V-Base, which can be found in the reporting section. You might find it easiest to print the report off from V-base and then fill in the appropriate answers on this form.

It is important here to check how data is stored and if all the data is stored on VBase or if some data is stored in spreadsheets. If some data is not stored on VBase, try to get all sets of data reported.

a. Please state either a total number or 'do not collect'.

	Number of enquiries from potential volunteers in the last FY (07-08)
Phone	
Via Do-It	
E-mail	
In person	
Events	
Post	
Other	
Total	

b. Please state either a total number or 'nil'

	Appointments with volunteers in the last FY (07-08)
In person at main office	
By phone	
Off site	
Other	
Total	

c. How many emails did you send with volunteering information (and VIO contact details) to potential volunteers in the last FY (07-08)?
d. How many volunteers were placed with VIOs in the last financial year (07-08)?
If all the data is stored on VBase, you can calculate this by running the Volunteer Statistical Information report and selecting 'placed' volunteers in the report criteria and then selecting the date period required.
e. How many opportunities are currently registered as active?
f. Do you have any information on retention rates for volunteers placed with VIOs (if so, please specify)?
g. Please provide the following equalities data for all volunteers:
   i. Age
Please write in the age ranges used and note the number of non-responses or 'blanks'.

Age Range	VBase	Other data sets
1		
2		
3		
4		
5		
Number not recorded		
Total		

i. Ethnicity

Ethnicity	VBase	Other data sets
Asian		
Indian		
Pakistani		
Bangladeshi		
Any other Asian background		
Chinese or other ethnic group		
Chinese		

Any other ethnic group		
Black		78
Caribbean		
African		
Any other Black background		
Mixed		
White and Black Caribbean		
White and Black African		
White and Asian		
Any other mixed background		
White		
British		
Irish		
Any other white background		
Number not recorded		
Total		

ii. Gender

Gender	VBase	Other data sets
Female		
Male		
Other		
Number not recorded		
Total		

iii. Disability

Disability Status	VBase	Other data sets
Yes		
No		
Number not recorded		
Total		

iv. Employment status

Employment Status	VBase	Other data sets
Employed		
Unemployed and seeking work		
Unemployed and not seeking work (including house persons)		
Self employed		
Student		
Unable to work (legal status)		
Number not recorded		
Total		

v. Faith (if collecting)

Religious Affiliation or Faith	VBase	Other data sets
None		
Buddhist		
Christian		
Hindu		
Jewish		
Muslim		
Sikh		
Other		
Number not recorded		
Total		

vi. Sexual orientation (if collecting)

Sexual Orientation	VBase	Other data sets
Gay		
Lesbian		
Bisexual		
Transgender		
Heterosexual or 'straight'		
Number not recorded		
Total		

28. Marketing
    a. Does the VC have a marketing/publicity plan?

b. Have you created any innovative marketing techniques? If so, give details.
c. Did you launch any marketing/publicity campaigns in the last year?
d. Have you participated in any regional or national marketing/publicity campaigns in the last year? If so, which ones?

29. Good Practice
    a. What sort of requirements do you have in order for volunteer-involving organisations (VIOs) to register with the VC?
    b. Have you provided any training to volunteers in the last year? If so, please describe or provide a list.
    c. Do you have a good practice library or other resources available to clients (please include any web-based resources related to good practice)?
    d. How many VIOs in total are registered with the VC?
    e. How many new registrations have you had from VIOs in the last financial year (07-08)?
    f. Please note number below.

	How many VIOs have you supported in the following ways in the last financial year (07-08)?
Training	
Advice	
Forums	
Other support	
Total	

g. Yes or no:

Please tell us if you provided any of the following training to VIOs in the last financial year (07-08)?	
Advertising your volunteer opportunities	
Conducting health and safety risk assessments for volunteers	
Criminal records bureau disclosures for volunteers (police checks)	
Dealing with difficult situations with volunteers	
EVM Provider	
Inducting and training volunteers	
Interviewing and selecting volunteers	
Involving older volunteers	
Involving other equality groups	
Involving refugees and asylum-seekers as volunteers	
Involving volunteers as fundraisers	
Involving volunteers as mentors and befrienders	
Involving volunteers with additional support needs	
Involving volunteers with mental health support needs	
Involving volunteers with specialist skills	

Involving young people as volunteers	
Legal advice about volunteers	
Liability and insurance for volunteers	
Recruiting management committee members and trustees	
Starting to work with volunteers	
Supervising and supporting volunteers	
Volunteer agreements	
Volunteer expenses	
Volunteer recruitment	
Volunteer retention	
Working effectively with teams and groups	
Writing a volunteer policy	
Other (please specify)	

30. Developing Opportunities
   a. Was your VC represented on any partnerships between 1 April 2007 and 31 March 2008? If so, was it direct or indirect involvement? *Please use the table as a guide.*

	Yes, directly	Yes, indirectly
Change Up consortia		
Local Strategic Partnership/ Local Area Agreement		
CSPANS or Sports Partnership		
Regional VDA network		
Sub-regional VDA network		
Regional voluntary and community sector network		
Other		

   b. Please tell us about any local volunteering infrastructure organisations that you may be aware of in the borough.

   c. Yes or no:

Please tell us if you ran any of the following projects in the last financial year (07-08)?	
Accredited volunteering	
Befriending schemes	
Employer supported volunteering	
Furniture schemes	

Gardening schemes	
Investing in Volunteers Partner Agency work	
One to one volunteering placements	
Public sector volunteering	
Sports volunteering	
Supported volunteering - BAME	
Supported volunteering – disabled people	
Supported volunteering – ex-offenders	
Supported volunteering – faith groups	
Supported volunteering - LGBT	
Supported volunteering – older people	
Supported volunteering – refugees and asylum-seekers	
Supported volunteering – unemployed	
Supported volunteering - women	
Supported volunteering – young people	
'Taster' sessions	
Training projects	
Transport schemes	
Other (please specify)	

31. Policy Response
Policy here refers to government or public policies related to volunteering.
   a. Have you facilitated any consultations with local VIOs related to policy issues in the last year?
   b. Is the VC involved in any policy relationships with local, regional or national policy-makers? If so, please state which.
   c. Which policy issues related to volunteering do you think are most important? Have you taken any action on them or others?

32. Strategic Development
   a. How engaged is the VC with the local funding agenda (1= Very engaged, 5= not at all engaged)
   b. How engaged is the VC with the local political agenda (1= Very engaged, 5= not at all engaged)
   c. How would you rate the effectiveness of the VC in shaping the local volunteering agenda? (1=very effective, 5=not at all effective)
   d. Have you been part of or are you aware of any research to establish the levels of volunteering in your borough (if so, please provide details)?

Third Tier Support
33. Where do you/your team tend to go for support/training/advice (please give examples)?
34. Do you feel there are any barriers for you or your staff in receiving support or professional development from other agencies?
35. What types of support/advice/training would you like to see available for VCs that is currently missing?

Future Needs

36. Which VC services have been in the greatest demand over the last year?
37. Would you say that your VC is: able to meet current demand/not able to meet current demand?
38. What limits your capacity to provide more or additional services?
39. What three words would describe the greatest strengths of the VC?
40. How confident are you in regard to the survival of the VC over the next ten years (very confident, moderately confident, not very confident, not at all confident)?
41. What challenges do you envision for your VC over the next 5 years?

Appendix 4: Stakeholder interviews

4.1 Stakeholder interviewees

- BiTC
- CSV
- Do-It
- GLV
- LGBT Consortium
- London Councils
- LVSC
- Museums Hub
- National Coalition for Black Volunteering
- NAVCA
- Personal Best
- Scarman Trust
- Scope
- Sport England
- The Centre for the Study of Voluntary and Community Activity at Roehampton University
- TimeBank
- V
- VE * 3
- West London Network

- Change Up - stakeholder volunteering forum

4.2 Stakeholder interview topic guide

Research question:
What is the current state of volunteering infrastructure in London (including national infrastructure) and what areas need further development over the next five years, particularly in preparation for the Olympics?

Provide an introduction to the interviewee:
- Background information to be given on the project, aims, funder and results
- Get informed consent and talk about confidentiality
- Define volunteer infrastructure and volunteering infrastructure organisations
- Define scope of project

Introductory question (each question will include probes and follow up as appropriate):
1. Which organisations come to mind when you think about volunteering infrastructure organisations? Which ones do you think of as particularly effective?

National Volunteering Infrastructure

2. How would you describe the capacity of the national volunteering infrastructure? (Follow up: where are the gaps? What about the generic/specialist split?)
3. How would you describe the level of demand for national volunteering infrastructure services? (Follow up: where is the demand coming from?)
4. What do you see as the strengths of national volunteering infrastructure organisations? (Follow up: specify third tier/second tier. Ask about challenges)
5. What do you see as the future development needs for national volunteering infrastructure? (Follow up: meeting Olympics demands)

London Regional and Sub-regional Volunteering Infrastructure

6. How would you describe the capacity of the regional and sub-regional volunteering infrastructure in London? (Follow up: what about the generic/specialist split?)
7. How would you describe the reach of regional volunteering infrastructure in Greater London?
8. How would you describe the level of demand for regional volunteering infrastructure services in Greater London?
9. What do you see as the strengths of regional volunteering infrastructure organisations in Greater London? (Follow up: ask about challenges)
10. What do you see as the future development needs for regional volunteering infrastructure in Greater London? (Follow up: meeting Olympics demands)

Local Volunteering Infrastructure

11. How would you describe the capacity of local volunteering infrastructure in Greater London? (e.g. volunteer centres…)
12. How would you describe the level of demand for local volunteering infrastructure services in Greater London?
13. Do VIOs get the support they need from local volunteering infrastructure?
14. Do volunteers get the support they need from local volunteering infrastructure? Could the infrastructure support an additional 70,000 volunteers?
15. What do you see as the strengths of local volunteering infrastructure organisations in Greater London? (Follow up: ask about challenges)
16. What do you see as the future development needs for local volunteering infrastructure at the Greater London? (Follow up: meeting Olympics demands)

17. Is there anything else you would like to add?

Appendix 5: Additional data from the Citizenship Surveys

Table A5.1 Levels of volunteering, 2001-2007/8

		London				England			
		2001	2003	2005	2007-8	2001	2003	2005	2007-8
At least once in last 12 months	Formal volunteering	39	37	42	41	39	42	44	43
	Informal volunteering	69	60	65	63	67	63	68	64
At least once a month	Formal volunteering	25	23	27	23	27	28	29	27
	Informal volunteering	37	35	33	36	34	37	37	35
BASE		*1112*	*1091*	*1102*	*1040*	*9340*	*8922*	*9195*	*8804*

Source: Citizenship Survey; Base (unweighted): Core sample, all respondents

Table A5.2 Levels of volunteering, by age

				Formal volunteering	Informal volunteering	All volunteering	BASE (unweighted)
At least once in last 12 months	London	16-24		34	55	63	75
			16-19	50	69	78	36
			20-24	17	41	46	39
		25-34		32	69	77	218
		35-49		49	70	78	343
		50-64		43	61	71	208
		65-74		43	58	66	102
		75+		32	41	50	92
		All		41	63	72	1040
	England	16-24		41	67	77	727
			16-19	48	67	78	308
			20-24	35	67	76	419
		25-34		40	68	78	1319
		35-49		50	70	80	2449
		50-64		44	62	74	2084
		65-74		41	60	69	1148
		75+		31	46	55	1072
		All		43	64	75	8804
Once a month	London	16-24		16	33	39	75
			16-19	24	41	51	36
			20-24	8	24	26	39
		25-34		16	33	42	218
		35-49		25	42	51	343
		50-64		29	35	49	208
		65-74		32	35	49	102
		75+		24	26	39	92
		All		23	36	46	1040
	England	16-24		24	42	52	727
			16-19	28	41	56	308
			20-24	20	42	49	419
		25-34		22	36	46	1319
		35-49		29	37	51	2449
		50-64		29	31	47	2084
		65-74		31	35	50	1148
		75+		24	28	40	1072
		All		27	35	48	8804

Source: 2007/8 Citizenship Survey, Base (unweighted): Core sample, all respondents (the very small sample sizes for some age groups in London should be noted)

Table A5.3 Levels of volunteering, by ethnicity

		Ethnic group		Formal volunteering	Informal volunteering	All volunteering	*BASE (unweighted)*
At least once in last 12 months	London	White		41	62	71	*726*
		BAME		36	60	67	*3042*
			Asian	32	55	62	*1235*
			Black	43	65	73	*1173*
			Mixed/Chinese/Other	32	65	70	*634*
		All		41	63	72	*1040*
	England	White		44	65	75	*8036*
		BAME		37	59	67	*5493*
			Asian	35	56	64	*2745*
			Black	42	63	72	*1672*
			Mixed/Chinese/Other	35	61	68	*1076*
		All		43	64	73	*8804*
Once a month	London	White		26	35	46	*726*
		BAME		21	33	42	*3042*
			Asian	18	29	37	*1235*
			Black	26	38	48	*1173*
			Mixed/Chinese/Other	20	32	42	*634*
		All		23	36	46	*1040*
	England	White		28	35	49	*8036*
		BAME		22	32	40	*5493*
			Asian	19	28	36	*2745*
			Black	27	38	48	*1672*
			Mixed/Chinese/Other	20	33	42	*1076*
		All		27	35	48	*8804*

Source: 2007/8 Citizenship Survey, Base: Core and boost sample, except All which uses core sample only

Table A5.4: Levels of volunteering, by faith

				Formal volunteering	Informal volunteering	All volunteering	*BASE (unweighted)*
At least once in last 12 months	London	Faith		39	61	69	*3404*
			Active	44	62	70	*2273*
			Not active	35	61	69	*1127*
		No faith		43	65	75	*349*
		All		41	63	72	*1040*
	England	Faith		43	63	74	*11934*
			Active	52	66	77	*5975*
			Not active	39	62	72	*5944*
		No faith		42	68	78	*1565*
		All		43	64	73	*8804*
At least once a month	London	Faith		26	35	45	*3404*
			Active	30	38	50	*2273*
			Not active	22	33	42	*1127*
		No faith		18	31	41	*349*
		All		23	36	46	*1040*
	England	Faith		28	35	49	*11934*
			Active	39	41	57	*5975*
			Not active	23	33	44	*5944*
		No faith		24	33	46	*1565*
		All		27	35	48	*8804*

Source: 2007/8 Citizenship Survey, Base: Core and boost sample, all respondents = 349 (No faith) – 3404 (faith)

Table A5.5 Levels of volunteering, by highest qualifications

			Formal volunteering	Informal volunteering	All volunteering	BASE (unweighted)
At least once in last 12 months	London	Qualification	46	68	77	*741*
		Degree	49	73	81	*327*
		Higher ed, below degree	44	69	79	*86*
		A level	54	67	76	*102*
		GCSE, A-C	45	68	76	*134*
		GCSE, D-E	23	56	63	*23*
		Foreign or other qualification	32	49	66	*46*
		No qualification	16	50	55	*157*
		All	41	63	72	1040
	England	Qualification	49	70	81	*5716*
		Degree	59	75	86	*1701*
		Higher ed, below degree	54	71	84	*708*
		A level	50	71	82	*996*
		GCSE, A-C	42	68	78	*1439*
		GCSE, D-E	35	60	69	*344*
		Foreign or other qualification	34	57	67	*173*
		No qualification	25	50	59	*1434*
		All	43	64	73	8804
Once a month	London	Qualification	25	38	49	*741*
		Degree	28	36	49	*327*
		Higher ed, below degree	26	46	56	*86*
		A level	27	40	53	*102*
		GCSE, A-C	21	39	47	*134*
		GCSE, D-E	18	32	34	*23*
		Foreign or other qualification	18	37	45	*46*
		No qualification	10	27	33	*157*
		All	23	36	46	1040
	England	Qualification	30	38	52	*5716*
		Degree	37	38	57	*1701*
		Higher ed, below degree	33	42	57	*708*
		A level	31	38	54	*996*
		GCSE, A-C	24	37	48	*1439*
		GCSE, D-E	22	32	42	*344*
		Foreign or other qualification	21	37	45	*173*
		No qualification	15	26	34	*1434*
		All	27	35	48	8804

*Source: Citizenship Survey, Base (unweighted): Core sample, all respondents **aged under 70** years old; except All = all respondents*

Table A5.6 Levels of volunteering, by occupation

			Formal volunteering	Informal volunteering	All volunteering	BASE (unweighted)
At least once in last 12 months	London	Higher managerial & professional	58	73	82	127
		Lower managerial & professional	50	74	82	306
		Intermediate	39	56	70	108
		Small employers & own account workers	46	61	71	85
		Lower supervisory & technical	39	64	75	62
		Semi-routine	27	58	64	127
		Routine	22	45	52	92
		Never worked/long term unemployed	35	47	60	82
		Full-time student	35	64	67	29
		All	41	63	72	1040
	England	Higher managerial & professional	58	73	85	902
		Lower managerial & professional	54	72	84	2200
		Intermediate	44	62	77	981
		Small employers & own account workers	42	66	74	730
		Lower supervisory & technical	39	63	72	879
		Semi-routine	34	59	68	1410
		Routine	28	55	62	1016
		Never worked/long term unemployed	30	48	56	442
		Full-time student	47	65	74	148
		All	43	64	73	8804
Once a month	London	Higher managerial & professional	30	33	50	127
		Lower managerial & professional	27	41	53	306
		Intermediate	20	33	42	108
		Small employers & own account workers	31	43	54	85
		Lower supervisory & technical	27	32	48	62
		Semi-routine	18	34	41	127
		Routine	13	22	29	92
		Never worked/long term unemployed	24	24	35	82
		Full-time student	9	46	49	29
		All	23	36	46	1040
	England	Higher managerial & professional	37	35	55	902
		Lower managerial & professional	34	39	56	2200
		Intermediate	28	32	48	981
		Small employers & own account workers	27	38	50	730
		Lower supervisory & technical	23	34	46	879
		Semi-routine	22	33	43	1410
		Routine	17	31	39	1016
		Never worked/long term unemployed	19	30	37	442
		Full-time student	26	39	53	148
		All	27	35	48	8804

Source: 2007/8 Citizenship Survey, Base (unweighted): Core sample, all respondents, Please note the very small sample sizes for some groups in London.

Table A5.7 Levels of volunteering, by 'at risk of social exclusion*'

			Formal volunteering	Informal volunteering	All volunteering	*BASE (unweighted)*
At least once in last 12 months	London	Groups not at risk of social exclusion	47	65	75	*512*
		Groups at risk of social exclusion	32	59	65	*3259*
		All	41	63	72	*1040*
	England	Groups not at risk of social exclusion	49	69	80	*5295*
		Groups at risk of social exclusion	34	56	65	*8238*
		All	43	64	73	*8804*
Once a month	London	Groups not at risk of social exclusion	29	35	48	*512*
		Groups at risk of social exclusion	19	34	41	*3259*
		All	23	36	46	*1040*
	England	Groups not at risk of social exclusion	31	37	53	*5295*
		Groups at risk of social exclusion	21	32	41	*8238*
		All	27	35	48	*8804*

Source: 2007/8 Citizenship Survey; Base (unweighted): Core and Boost sample, except all which is just core sample
* 'At risks' includes people from Black Asian and Minority Ethnic groups, people with Lifelong Limiting Illnesses, and people with no qualifications.

Table A5.8 Activities undertaken by current formal volunteers

	London		England	
	At least once in last 12 months	Once a month or more	At least once in last 12 months	Once a month or more
Raising/handling money	53	52	52	52
Organising/helping to run an event	42	53	47	55
Leading the group/member of committee	21	31	26	37
Providing transport/driving	15	20	20	26
Giving advice/information/ counselling	23	30	19	24
Visiting people	19	22	19	24
Befriending/mentoring people	19	26	16	21
Secretarial/clerical/admin work	15	20	17	23
Representing	12	16	13	18
Campaigning	8	11	9	10
Other practical help	32	37	32	36
Other help	12	14	11	13
BASE	422	247	3727	2390

Source: 2007/8 Citizenship Survey, Base: Core sample, all current formal volunteers

Table A5.9 Activities undertaken by current informal volunteers

	London		England	
	At least once in last 12 months	Once a month or more	At least once in last 12 months	Once a month or more
Giving advice	55	61	45	52
Looking after property or pet	31	30	39	37
Transporting or escorting someone	31	36	31	38
Babysitting/caring for children	35	39	31	35
Keeping in touch with someone	28	38	28	38
Writing letters/filling in forms	30	39	25	30
Doing shopping/collecting pension	25	33	25	33
Cooking/cleaning/laundry	21	28	20	26
Decorating/home improvement	15	17	16	17
Representing someone	10	14	8	11
Sitting with/providing personal care	6	9	6	8
Any other activities	5	6	5	6
BASE	668	387	5608	3109

Source: 2007/8 Citizenship Survey, Base: Core sample, all current informal volunteers

Table A5.10 How people found out about their current formal volunteering

	London	England
From someone else already involved in the group	55	55
From a friend not involved in the group/word of mouth	26	23
School, college, university	26	23
Through previously using services provided by the group	17	22
Place of worship	26	20
Local newspaper	7	9
Local events	8	8
Promotional event/volunteer fair	7	6
Internet/organisation website	12	7
Employer's volunteering scheme	3	4
Library	6	4
TV or radio	3	3
Doctor's surgery	2	2
Community Centre	4	3
Through work	2	2
Volunteer Centre	2	2
National newspaper	3	2
Advertisements	1	1
Careers centre/fair	2	1
Set up the club	1	1
Approached the club	1	1
Millennium Volunteers	1	1
Involvement with other groups	1	1
Invited/approached by organization	1	1
Some other way	2	2
BASE	*420*	*3720*

Source: 2007/8 Citizenship Survey, Base: Core sample, all current formal volunteers

Appendix 6: Additional data from the Active People survey (Source: Active People Survey, Sport England)

Local Authority	All	Gender		Age			Ethnic		Limiting disability		Socio Economic Classification			
		Male	Female	16-34	35-54	55+	White	Non white	Yes	No	NS SEC1,1.1,1.2,2	NS SEC3	NS SEC4	NS SEC5,6,7,8
Barking & Dagenham	3.7%	3.9%	3.5%	4.6%	4.1%	2.0%	3.7%	3.4%	3.1%	3.8%	7.1%	1.6%	1.9%	2.2%
Barnet	3.4%	4.1%	2.7%	3.3%	3.5%	3.5%	3.4%	3.4%	4.5%	3.2%	4.1%	3.4%	3.2%	1.7%
Bexley	5.3%	6.4%	4.3%	7.9%	4.1%	4.4%	5.5%	2.8%	4.8%	5.4%	5.0%	4.4%	2.7%	5.8%
Brent	2.7%	3.5%	1.9%	2.8%	3.5%	1.6%	2.5%	3.0%	2.3%	2.8%	3.3%	0.0%	2.3%	1.7%
Bromley	4.2%	5.3%	3.3%	6.2%	3.9%	2.9%	4.3%	2.9%	2.0%	4.5%	4.9%	3.5%	3.5%	3.3%
Camden	2.5%	2.6%	2.4%	3.6%	2.1%	0.7%	2.6%	2.3%	1.7%	2.6%	2.1%	0.0%	1.8%	4.6%
City of London	3.0%	4.6%	1.0%	3.5%	3.3%	1.8%	3.1%	2.1%	0.0%	3.3%	3.1%	13.5%	0.0%	0.0%
Croydon	5.1%	5.7%	4.5%	7.8%	3.9%	3.4%	5.7%	3.5%	5.3%	5.0%	5.8%	6.5%	5.5%	3.2%
Ealing	4.1%	5.1%	3.2%	4.2%	5.1%	2.5%	3.9%	4.5%	3.4%	4.2%	5.1%	4.3%	1.3%	3.3%
Enfield	3.6%	5.5%	1.8%	2.9%	4.1%	3.7%	3.8%	2.6%	3.4%	3.6%	4.8%	0.0%	4.8%	2.2%
Greenwich	4.3%	4.4%	4.3%	3.8%	6.6%	1.9%	4.7%	2.8%	3.0%	4.5%	4.7%	1.2%	3.5%	6.0%
Hackney	2.3%	2.1%	2.5%	1.3%	2.6%	3.9%	2.0%	2.9%	1.9%	2.4%	3.3%	0.0%	2.5%	2.6%
Hammersmith & Fulham	3.1%	3.1%	3.0%	3.7%	2.7%	2.3%	2.7%	4.4%	2.9%	3.1%	3.4%	3.9%	3.3%	1.8%
Haringey	2.7%	4.1%	1.3%	4.6%	1.6%	0.8%	2.5%	3.1%	2.4%	2.8%	2.3%	0.0%	2.4%	0.6%
Harrow	4.1%	3.7%	4.5%	4.1%	4.7%	3.3%	4.7%	3.1%	2.0%	4.4%	4.1%	1.5%	1.3%	5.5%
Havering	4.6%	7.1%	2.4%	6.8%	4.9%	2.7%	4.9%	1.8%	3.6%	4.8%	6.2%	3.3%	2.2%	4.5%
Hillingdon	4.8%	6.8%	2.9%	4.1%	5.6%	4.6%	5.3%	2.5%	0.6%	5.4%	6.2%	4.2%	12.7%	2.2%
Hounslow	3.7%	4.5%	3.0%	4.4%	3.2%	3.5%	4.3%	2.6%	1.9%	4.0%	4.9%	3.4%	0.0%	3.4%
Islington	2.5%	2.5%	2.5%	2.3%	3.5%	1.2%	2.8%	1.5%	1.1%	2.8%	3.0%	2.5%	3.1%	1.5%
Kensington & Chelsea	1.9%	1.3%	2.6%	2.0%	2.3%	1.3%	1.2%	4.8%	1.5%	2.0%	2.6%	0.0%	1.0%	2.3%
Kingston upon Thames	4.2%	5.6%	2.8%	4.4%	5.3%	2.7%	4.3%	3.8%	4.5%	4.2%	3.7%	3.0%	6.7%	5.3%
Lambeth	2.6%	2.2%	3.1%	1.8%	3.5%	2.8%	2.7%	2.5%	2.5%	2.6%	2.1%	2.2%	0.9%	4.0%
Lewisham	3.2%	3.6%	2.8%	4.2%	2.9%	1.9%	3.2%	3.2%	1.7%	3.4%	5.0%	0.7%	1.3%	1.9%
Merton	3.0%	4.1%	1.8%	3.3%	3.5%	1.8%	3.0%	2.9%	1.1%	3.2%	3.1%	1.3%	4.6%	3.7%
Newham	3.0%	3.7%	2.3%	4.1%	3.0%	0.4%	2.3%	3.5%	1.1%	3.3%	3.3%	3.6%	1.5%	1.3%
Redbridge	3.8%	4.6%	3.0%	6.0%	4.0%	0.8%	3.6%	4.0%	1.9%	4.0%	5.3%	1.4%	1.5%	1.9%
Richmond upon Thames	3.6%	4.4%	2.8%	3.5%	4.5%	2.5%	3.5%	4.4%	3.4%	3.6%	4.2%	1.7%	6.6%	0.7%
Southwark	2.2%	2.4%	1.9%	2.0%	2.3%	2.1%	2.5%	1.5%	0.9%	2.4%	2.4%	1.4%	1.8%	1.8%
Sutton	4.8%	5.6%	4.0%	7.3%	3.7%	3.5%	4.8%	4.3%	2.1%	5.2%	6.2%	2.4%	0.9%	4.1%
Tower Hamlets	3.3%	4.3%	2.2%	2.9%	4.4%	2.6%	2.9%	4.0%	1.0%	3.7%	3.6%	0.0%	4.2%	4.0%
Waltham Forest	3.3%	4.3%	2.3%	3.4%	3.9%	2.1%	3.5%	2.9%	0.9%	3.6%	4.1%	0.0%	3.8%	2.0%
Wandsworth	2.5%	3.3%	1.7%	2.2%	2.3%	3.5%	2.2%	3.7%	1.5%	2.6%	3.0%	3.1%	1.2%	0.3%
Westminster	3.6%	3.6%	3.7%	2.9%	4.3%	4.2%	4.1%	2.1%	2.2%	3.8%	5.9%	0.0%	2.1%	2.6%

Appendix 7: Additional data from the Volunteer Centre surveys

Table 7.1: VC Training provided for volunteer-involving organisations

Training Course	Number of Volunteer Centres providing the course in 07-08
Volunteer recruitment	22
Supervising and supporting volunteers	19
Volunteer retention	18
Involving volunteers with mental health support needs	17
Volunteer expenses	17
Finance & funding	17
Involving volunteers with additional support needs	16
CRB disclosures for volunteers	15
Legal advice about volunteers	15
Inducting and training volunteers	14
Starting to work with volunteers	14
Dealing with difficult situations with volunteers	13
Interviewing and selecting volunteers	13
Involving young people as volunteers	13
Liability and insurance for volunteers	13
Volunteer agreements	13
Writing a volunteer policy	13
Involving other equality groups	12
Health and safety risk assessments for volunteers	11
Recruiting trustees	9
Involving volunteers as mentors and befrienders	8
Advertising volunteer opportunities	6
Diversity & equalities	6
Quality & good practice	6
Involving refugees and asylum-seekers as volunteers	5
Involving volunteers as fundraisers	5
Communications	5
HR	5
EVM Provider	4
Involving older volunteers	4
Volunteer management	4
Involving volunteers with specialist skills	2
Working effectively with teams and groups	2
Partnerships	2
Child protection	2
Other	7

Table 7.2: Projects run by Volunteer Centres, 2007/8

Type of Project	Number of VCs
Supported Volunteering – mental health	20
One to one volunteering placements	18
Training projects	16
Public sector volunteering	15
Sports volunteering	15
Supported Volunteering – young people	14
Supported Volunteering - BAME	11
Supported Volunteering – disabled people	11
'Taster' sessions	11
IIV Partner Agency work	10
ESV	9
Supported Volunteering – unemployed	9
Accredited volunteering	8
Befriending schemes	8
Gardening schemes	8
Supported Volunteering - women	6
Supported Volunteering – ex-offenders	5
Supported Volunteering – older people	5
Supported Volunteering – refugees and asylum-seekers	5
Supported Volunteering – faith groups	3
Transport schemes	3
Supported Volunteering - LGBT	2
Good Practice Development	2
Furniture schemes	1
Other	18

Appendix 8: Volunteering infrastructure diagram: acronyms and abbreviations

NCVO	National Council for Voluntary Organisations
NAVCA	National Association for Voluntary and Community Action
LVSC	London Voluntary Sector Council
CVS	Council for Voluntary Service
RCC	Rural Community Council
CEMVO	Council for Ethnic Minority Voluntary Organisations
LMH	London Museums Hub
WRC	Westminster Refugee Consortium
VE	Volunteering England
GLV	Greater London Volunteering
VC	Volunteer Centre
Do-it	www.do-it.org.uk
v	v
Unis	Universities
OTS	Office of the Third Sector
CLG	Department for Communities and Local Government
DoH	Department of Health
LDA	London Development Agency
LC	London Councils
GLA	Greater London Authority
Local Auth.	Local Authorities
PCT	Primary Care Trusts
VIOs	Volunteer-involving organisations

Appendix 9: References

Billis, D. and Harris, M. (1996) *Voluntary Agencies: Challenges of organisation and management,* Macmillan: Basingstoke.

Commission on the Future of Volunteering (2007) *Manifesto for Change* Commission on the Future of Volunteering, London

Communities and Local Government (2008) *Citizenship Survey: 2007-08 (April 2007 – March 2008), England & Wales: Cohesion Research Statistical Release 4,* CLG: London.

Community Viewfinders (2006) *Active Citizenship in Southwark: Mapping the existing and potential range of opportunities available for Active Citizenship,* Community Viewfinders: London.

Creative Cultures, Perfect Moment (2007) *Developing an Olympics Volunteering Framework for Westminster,* Westminster Learning and Employability Network: London.

David Taylor Partnerships (2008) *2012 Volunteering Best Practice: Draft report for London Councils,* London Councils: London.

Donahue, K. (2007) *Volunteering in Tower Hamlets: Local perspectives on volunteering trends and issues,* Volunteer Centre Tower Hamlets: London.

Gilbert, A. and Hopkins, M. (2008) *Volunteering and Local Area Agreements: Report for Volunteering England,* unpublished.

Greater London Volunteering and partners (2007) *Volunteering Bridge: Understanding the relationship between Black Minority Ethnic and Refugee (BMER) organisations and Volunteer Centres,* GLV and partners: London.

Forster-Still, G., Meldrum, B. and Wills, J. (undated) *Volunteering in Havering: A research report into the level of volunteering in the London Borough of Havering and the quality of volunteering placements,* Havering ChangeUp Steering Group: London.

Freshminds (2008) *Scoping Volunteer Management Training (VMT) in London: Prepared for the London Development Agency*, Freshminds: London.

Institute for Volunteering Research (2004) *Volunteering for All? Exploring the link between volunteering and social exclusion,* Institute for Volunteering Research: London.

Machin, J. and Ellis Paine, A. (2008) *Management Matters: A national survey of volunteer management capacity,* Institute for Volunteering Research: London.

Low, N., Butt, S., Ellis Paine, A. and Davis Smith, J. (2007) *Helping Out: A national study of volunteering and charitable giving,* Cabinet Office: London.

Rochester, C., Ellis Paine, A. and Howlett, S. (forthcoming) *Volunteering and Society in the 21st Century,* Macmillan.

Penberthy, C. and Forster, A. (2004) *Building on Success: Strategy for volunteering infrastructure 2004-2014,* Volunteering England: London.

The Partnership (HAVSO, HAVS, the African SANG) (undated) *Mapping of Volunteering in Harrow,* The Partnership: Harrow.

Volunteer Centre Lewisham (undated) *Volunteering in Lewisham: A five year cross-sector volunteering strategy for Lewisham,* Volunteer Centre Lewisham: London.

Volunteering England (2007) *Volunteer Centre Quality Accreditation Handbook for Volunteer Centre Managers and Chairs,* Volunteering England: London.

Westminster City Partnership (2008) Westminster Volunteering Strategy: Enriching lives and communities 2008-2016, Westminster City Partnership: London.