

# Mapping Volunteer Involving Organisations in Northern Ireland

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## 1. Acknowledgements

This research was initiated by Volunteer Now, the lead organisation for the promotion and development of volunteering in Northern Ireland, and follows on from previous research undertaken in 2007. The research was funded by the Department for Social Development.

The research was carried out by the Northern Ireland Council for Voluntary Action (NICVA) and Copius Consulting and was overseen by a Mapping Advisory Group chaired by Nicola Lane (Craigavon Borough Council).

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<sup>1</sup> The Volunteer Development Agency and Voluntary Service Bureau were part of a merger in April 2010. The new organisation is known as Volunteer Now.

## 2. Executive Summary

### Mapping Volunteer Organisations in Northern Ireland

This research was initiated by Volunteer Now, the lead organisation for the promotion and development of volunteering in Northern Ireland, and follows on from previous research presented in *It's All About Time*, 2007. The research was funded by the Department for Social Development.

For this report, the largest ever survey on volunteer involving organisations in Northern Ireland was undertaken by the Northern Ireland Council for Voluntary Action (NICVA) and Copius Consulting. Almost 7,000 organisations across Northern Ireland were surveyed by post and a further 3,500 organisations were invited by email to complete an on-line version of the questionnaire. The report covers **1,609 organisations**.

### Objectives of the research

- To produce a report which will set out the key issues emerging from the mapping exercise and provide a follow up to some of the themes in the organisational aspect of *It's All About Time*.
- To undertake an organisational survey to produce a regional database of organisations detailing the address, organisational interest and number and range of volunteer roles available, broken down by geographic area across Northern Ireland.
- To produce key volunteering information which will inform the implementation of both the Volunteering Strategy for Northern Ireland and Community Planning.

### Key Findings

#### Volunteering

- **1,433** organisations reported that they currently involve volunteers in their activities.
- The total number of volunteers reported by respondent organisations totalled **96,464**.
- Voluntary and Community organisations accounted for **76,424** volunteers.
- The distribution of volunteers is dominated by organisations with an income of £1million plus (7%) which account for 40% of volunteers.
- Groups with an income below £10,000 represent 44% of the respondents yet account for just fewer than 10% of the total number of volunteers.

The research also set out to review the different types of volunteering opportunities available in organisations.

**The six most popular types of opportunities offered by organisations –**

1. Administration / office work (55%)
2. Committee / Trust member (44%)
3. Working with children (37%)
4. Fundraising / flag days (36%)
5. Working with young people (36%), and
6. Advice / information (31%).

**Best Practice in formal application and monitoring processes**

A comparison between this report and *It's All About Time* indicates that **best practice has increased** in coverage since 2007. This increase in coverage is to be welcomed although the research indicates that there is **still room for improvement** as only 350 organisations employ all five procedures listed in the table below.

The overall improvements in best practice are presented below.

<b>Formal application and monitoring processes – changes between 2007 and 2010</b>	<b>2007 (%)</b>	<b>2010 (%)</b>
Ask new volunteers to complete an application form	53	58
Interview / Informal chat with potential volunteers	79	87
Ask new volunteers to provide references	50	53
Undertake an Access NI check	59	76
Require new volunteers to undergo a trial period	44	52

The research indicates that the likelihood of each of the procedures being employed by organisations increases with **organisation income levels**, a theme replicated throughout the report. This may be a reflection of a greater **informality**, or a **lack of capacity**, in lower income groups compared to their larger counterparts. In terms of capacity building and skills development smaller income organisations could be encouraged to make greater use of the **Managing Volunteers Health Check** offered by Volunteer Now, which would assist in the development and implementation of good practice.

Whilst the increased evidence of good practice is to be welcomed it comes with a caveat. There may be a danger that the **increasing bureaucracy** relating to volunteering, particularly the major increases in relation to Police record checking, and the developing legislative environment may be viewed negatively by potential volunteers and may act as a deterrent. Organisations need to be clear about which volunteer roles necessitate a Police record check and to follow the guidance provided by Access NI.

## Volunteer Management

Ten further elements of volunteer management were identified in *It's All About Time* and replicated in this research.

Elements of best practice in volunteer management – changes between 2007 and 2010	2007 Yes (%)	2010 Yes (%)
An induction with regard to the organisation	84	87
A named person to go for support	81	86
Training to carry out their role	76	80
Copy of / information about child protection policy	72	79
Support and / or supervision meetings	69	73
Copy of / information about health and safety regulations	69	73
Copy of / information on equal opportunities policy	61	60
Copy of / information about insurance cover	57	53
A written role description	53	48
A written volunteer agreement	39	35

**Each of the top six ranked practices has become more common over time** which would indicate a positive response across the various sectors to the need to embrace good practice. **The four less common practices in 2007 have however decreased in coverage.** The decline in providing information on equal opportunities provides a particular **challenge** vis-à-vis ensuring diversity in volunteering and demonstrating a community relations impact.

**A written volunteer agreement** and **role description** are the least common approaches to volunteer management, particularly in the lower income groups. The decline in the use of role descriptions is particularly concerning as it is a key indicator of good practice which can assist in the recruitment of volunteers by clearly outlining what will be expected of them in an organisation. For potential volunteers role descriptions can be useful in identifying what skills they can develop. This again points to the need to engage with the range of organisations across the various sectors to ensure that there is **significant capacity** to fully develop a range of appropriate volunteer management procedures.

The research also suggests that **developing best practice needs to be focused** on particular sectors and sub sectors. The report suggests that

evidence of best practice is weaker in a number of sectors including the Church / Faith based sector and in Sports / Arts Groups. Within the **Voluntary and Community sector** evidence of best practice is strongest in a number of sub-sectors e.g. Children and Young People, Volunteer Development and Advice and Information but weaker in Arts / Cultural / Heritage, Older People and Sport.

The report suggests that further research is needed on the **barriers to developing good practice** in organisations with particular emphasis on **low income organisations** and with regard to **particular sectors and sub sectors**

## Summary

- The survey responses from 1,609 organisations were analysed for this report with over 70% coming from the Voluntary and Community sector
- Over 70% of the organisations responding to the survey have an annual income of less than £100,000
- 1,433 organisations reported that they currently involve volunteers (including management committee members or trustees) in their activities
- The total number of volunteers reported by respondent organisations totalled 96,464. Within this overall figure there is a wide range from a minimum of 1 to a maximum of 10,000
- Voluntary and Community organisations accounted for 76,424 volunteers followed by Church / Faith based organisations which was the second highest category with 8,031 volunteers
- In terms of the distribution of volunteers a small number of organisations (20) have a high level of volunteers, mainly in the Voluntary and Community sector, accounting for 54,861 volunteers, whereas 93% of organisations have less than 100 volunteers
- In the Voluntary and Community sector organisations with an income of more than £1million accounted for 33,567 volunteers followed by organisations with an income between £10,001 and £100,000 which accounted for 20,523 volunteers
- When recruiting new volunteers the most popular approach employed by organisations is an interview / informal chat (87%) followed by a Police record check (76%). The figures for each of the approaches employed by organisations in the recruitment process show an increase from 2007. Formal application and monitoring process are less evident in organisations with an annual income of £10,000 or less

## Summary (cont'd)

- Following the recruitment of volunteers nearly 87% of organisations have an induction process in place for their volunteers which compares with almost 85% in 2007. The second most common practice in relation to volunteer management is providing volunteers with a named person to whom they can go for support with 86% of organisations providing such a person for their volunteers, up from 81% in 2007. Training for volunteers in how to carry out their role is provided by 79.6% of organisations, up from 76% in 2007
- A written volunteer agreement outlining what the volunteer can expect from the organisation and outlining their roles and responsibilities, training and supervision is the least most common practice offered to volunteers with 35% of organisations providing this, down from 39%. A written role description in relation to volunteers is provided by 48% of organisations down from 53% in 2007
- In terms of the geographical coverage of volunteering opportunities 243 organisations offer volunteering opportunities across Northern Ireland. Within Council areas, the key areas were the Belfast City Council area with 198 organisations, 102 organisations operate in the Derry City Council area and 100 organisations within the Down District Council area
- The most popular types of volunteering opportunities reported by organisations were administration / office work (55%), committee / trust member (44%), working with children (37%), fundraising / flag days (36%), working with young people (36%) and advice / information (31%)



## 3. Introduction

### 3.1 Background to Volunteering Research in Northern Ireland

This survey is the largest ever survey on volunteer involving organisations in Northern Ireland. It builds on a number of previous surveys into volunteering in Northern Ireland, the first of which was published in 1995 by the Volunteer Development Agency<sup>2</sup> and provided the first comprehensive picture of volunteering in Northern Ireland covering 1,063 individuals. This was followed up in 2001 when the Volunteer Development Agency published *Volunteering in Northern Ireland 2001* which was based on the same questionnaire as the 1995 survey and covered a representative sample of 1,312 Northern Ireland residents. Also in 2001, the Volunteer Development Agency published a report into volunteering in voluntary and community sector organisations that looked at the policies and procedures which existed in the sector to engage with, recruit and manage volunteers.

In 2007, the Volunteer Development Agency published *It's All About Time*, which was based on the same format and methodological approach as the 1995 and 2001 surveys. This report covered 1,020 individuals and 745 organisations.

This report, which is based on a survey of organisations, is a departure from the previous surveys in terms of the survey content although elements of the current research are directly comparable to the previous surveys. On this occasion, almost 7,000 organisations across Northern Ireland were surveyed by post and almost 3,500 organisations were invited by email to complete an on-line version of the questionnaire. The report aims to set out the key issues emerging from the survey and provide a follow up to some of the themes in the organisational aspect of *It's All About Time*.

### 3.2 Definitions

Volunteering, as defined here, refers to volunteering through organisations. The definition used in this report and in the surveys undertaken previously is as follows:

*“Volunteers and volunteering refer to individuals and the work or action they undertake for the benefit of others or the community (outside the immediate family), undertaken by free choice and not directly in return for wages.”*

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<sup>2</sup> The Volunteer Development Agency was replaced by Volunteer Now in April 2010

All these reports examining volunteering in Northern Ireland have included formal volunteering within organisations. The definition of this type of volunteering is as follows:

### **Formal volunteering**

*“Unpaid voluntary work carried out with, or under the auspices of, an organisation.”*

### **3.3 Objectives of the research**

- To produce a report which will set out the key issues emerging from the mapping exercise and provide a follow up to some of the themes in the organisational aspect of *It's All About Time*.
- To undertake an organisational survey to produce a regional database of organisations detailing the address, organisational interest and number and range of volunteer roles available, broken down by geographic area across Northern Ireland.
- To produce key volunteering information which will inform the implementation of both the Volunteering Strategy for Northern Ireland and Community Planning.

A range of key questions was posed during the initial stages of the research including:-

- What kinds of organisations involve volunteers?
- How many volunteers are involved?
- What procedures are in place when new volunteers are recruited?
- What policies and practices are in place when volunteers are involved in organisations?
- What levels of support are available to volunteers?
- What are the different roles carried out by volunteers?
- What is the geographical coverage of organisations involving volunteer

## 4. Policy Context: Volunteering policy initiatives in Northern Ireland

The new draft Volunteering Strategy for Northern Ireland sets out to align activities across Government, the community and voluntary sectors and other stakeholders to create the conditions to both re-energise and increase levels of volunteering. DSD agreed in August 2007 to take forward the development of a new volunteering strategy and building on the findings of *It's All About Time<sup>i</sup>* the Department for Social Development formed a Volunteering Strategy Steering Group to advise on the Strategy. The consultation paper *Join In, Get Involved: Build a Better Future<sup>ii</sup>* set out the Department's aim to 'involve more people in volunteer action in order to build a better future for themselves and the people of Northern Ireland' and the Minister set a target in July 2009 of almost doubling the number of volunteers to half a million<sup>iii</sup>. The contribution of the business sector was highlighted in September 2009 when DSD Minister Margaret Ritchie addressed business leaders at a conference organised by Business in the Community entitled 'Connecting Employers to Communities' which highlighted examples of good practice in employer led volunteering through company team challenges, corporate action days and individual volunteering opportunities.

The Volunteering Strategy is also referenced in the Programme for Government<sup>iv</sup>, which defines its 'over-arching aim' as 'to build a peaceful, fair and prosperous society in Northern Ireland, with respect for the rule of law' (p2). It sets out two crosscutting themes:

**'A better future:** fairness, inclusion and equality of opportunity will be watchwords for all our policies and programmes' (p3);

**'Sustainability:** building a sustainable future will be a key requirement for our economic, social and environmental policies and programmes' (p4).

Volunteering is discussed in relation to the promotion of active citizenship and sustaining volunteering under the objective 'to promote strong, integrated sustainable communities where people want to live and socialise'. The development of the new strategy was linked to a target of increasing active citizenship and volunteering by 10% by 2012.

The Strategy also proposes a new definition of volunteering as:

*'The commitment of time and energy, for the benefit of society and the community, the environment or individuals outside (or in addition) to one's immediate family. It is undertaken freely and by choice, without concern for financial gain<sup>v</sup>'.*

The proposed vision for the Strategy relates to a society where:-

- Everyone values the part that volunteering plays in building strong communities and a healthy participative democracy; and
- Everyone has the opportunity to have a meaningful volunteering experience

The consultation period for the new strategy, which closed in October 2009, promoted wide discussions on the main challenges facing volunteering in Northern Ireland by focusing on four key questions:-

How can we -

1. Support and strengthen the volunteering infrastructure?
2. Recognise the value of volunteering and promote the benefits?
3. Enhance accessibility in volunteering?
4. Improve the volunteering experience?

The Department for Social Development has highlighted<sup>vi</sup> the lack of a coordinated approach to volunteering in Northern Ireland at both regional and local level since the end of the Active Community Initiative (ACI) in 2004. This initiative aimed to 'help rebuild a sense of community throughout the UK, by encouraging and supporting all forms of community involvement' for which the Department for Social Development, through the Voluntary and Community Unit, made available £1.8 million between April 2001 and June 2004<sup>vii</sup>. The four key objectives for ACI in Northern Ireland were to be achieved by employing a twin approach, firstly by implementing a comprehensive Action Plan and secondly through a funding programme. The Volunteer Development Agency was appointed as managing agent for the administration of the ACI grants process on behalf of the Department for Social Development.

Earlier notable and relevant initiatives include the 1998 Compact between Government and the Voluntary Sector in Northern Ireland which aimed to develop a new relationship between Government and the voluntary and community sector. The Compact set out the values and principles underpinning the relationship between Government and the sector and established that any policies and programmes developed in respect of voluntary and community activity should reflect and be compatible with the Compact. Government recognised the role of volunteering within all age groups and all sections of society as an important expression of citizenship that is complementary and of equal importance to financial investment. Government committed itself to support strong and effective infrastructure for volunteering.

Following the Compact, a Joint Government / Voluntary and Community Sector Forum was set up to ensure communication channels between Government and the voluntary and community sector were continuously reviewed and improved. The Forum was responsible for the on-going development of Partners for Change (2001) which outlined Government's vision for developing a partnership approach with the voluntary and community sectors in Northern Ireland, with the aim of contributing to economic, environmental and cultural life. It identified a programme of action across every department under three themes:

- Working together
- Capacity building
- Resourcing the sector

These actions together with good practice guidelines and monitoring arrangements were intended to achieve the following aims:

- Shaping policy development
- Building communities
- Promoting active citizenship
- Tackling disadvantage

The Department for Social Development currently operates two main funding programmes to support volunteering in Northern Ireland. The Volunteer Bureau Initiative (VBI) provides core funding of just over £1.1 million per year to support the network of Volunteer Centres across Northern Ireland to:

- Promote volunteering and volunteer centres
- Recruit, support, train and develop volunteers
- Initiate, develop and support volunteering opportunities
- Encourage good practice
- Influence other agencies and public policy
- Plan and evaluate
- Access resources

The Initiative, which is administered by the Department, aims to improve the organisation of volunteering through the development of a local infrastructure for volunteering. A Small Grants Scheme is also funded through the Department for Social Development and provides a total grant fund of £330,000 for locally based voluntary or community groups.

The Programme aims to:

- Promote active citizenship and diversity and make volunteering more inclusive by increasing activity within groups under-represented in the volunteering population (These include people unemployed or not in

paid work, 16-25 year olds, people over 50, people with disabilities and members of minority ethnic communities)

- Increase the number of people volunteering, particularly those new to volunteering activity
- Support the development of good practice and ensure a wide range of volunteering opportunities that enhance learning for volunteering and other benefits
- Support projects that benefit individuals and communities experiencing disadvantage, including communities of place and interest and contribute to New Targeting Social Need

Millennium Volunteers was launched in Northern Ireland in 1999 as part of a UK wide initiative by the Labour Government to develop a 'National Citizens Service' to promote and recognise sustained volunteering among 16 to 24 year olds. Millennium Volunteers is the only specific regional volunteering programme for young people funded directly by the Department of Education in Northern Ireland. Volunteer Now as the National Delivery Organisation, supports delivery partners and community placement organisations in developing best practice for the involvement of volunteers.

Since 1999 some 8,000 young people have registered on the programme in Northern Ireland with over 4,000 gaining their 100 hour Award and over 3,000 gaining their Award of Excellence for 200 hours of voluntary work.

The Programme aims to offer challenges and opportunities for young people to participate, learn and develop; to set a standard for voluntary opportunities for young people; to increase recognition for volunteering as an expression of citizenship and to make a positive impact within local communities.

In 2004 the Chancellor Gordon Brown declared 2005 as the Year of the Volunteer. In Northern Ireland, activities for the celebration were coordinated by the Volunteer Development Agency and aimed to:

- Increase the number of volunteers
- Open up more volunteering opportunities
- Recognise the contribution of volunteers and raise the profile of their work

The Year of the Volunteer had some success in raising awareness of volunteering but its main legacy was in contributing to the development of the Northern Ireland Volunteer Strategy<sup>viii</sup>. Volunteer Now is also the managing body for the Investing in Volunteers Standard<sup>ix</sup> in Northern Ireland which is the UK quality standard for all organisations which involve volunteers in their work. The Standard enables organisations to comprehensively review their

volunteer management, and publicly demonstrates their commitment to volunteering. The Standard, which was reviewed in 2009 and revised in January 2010, continues to cover the four key areas of volunteer management.

In 2005 Government published *Positive Steps*<sup>x</sup> as a response to *Investing Together*<sup>xi</sup>, the report of the Task Force on Resourcing the Voluntary and Community Sector, which described volunteering as the 'golden thread' running through much of the work of the voluntary and community sector and must continue to be encouraged<sup>xii</sup>. Taken together the two reports, whilst not focusing on volunteering, outlined developments key to the voluntary and community sector including longer term funding and measuring outcomes.

## 5. Community Planning

The Northern Ireland Assembly Briefing Note on a Volunteering Strategy for Northern Ireland<sup>xiii</sup> notes the importance of placing the Volunteering Strategy within the context of community planning and the Review of Public Administration as part of DSD's consideration of an integrated regional and local infrastructure to support volunteering and the implementation of the Strategy. The Review of Public Administration<sup>3</sup> recommended that the new local councils should have responsibility for community planning and a new legislative power, known as the power of well being. The aim of community planning is to ensure that people and communities are genuinely engaged in decisions made about the public services that affect them. In 2006 the RPA implementation taskforce established a number of working groups one of which examined the potential of community planning. Having reviewed potential models in England, Scotland, Wales and the Republic of Ireland the working group made 21 recommendations which if implemented would see community planning in Northern Ireland develop along the lines of the Scottish model.

A paper outlining the key issues around community planning by NICVA and Community Technical Aid<sup>xiv</sup> identified a number of opportunities for the voluntary and community sector to:-

- Integrate its work with other council responsibilities
- Strengthen partnerships with the council and other bodies
- Better link community infrastructure and community services
- Simplify funding streams
- Get involved in decision making on planning, priorities and service delivery
- Influence public services policies
- Promote the sector's contribution to civic society and leadership

There are a number of examples in the UK where community planning has engaged with volunteering, for example in Edinburgh<sup>xv</sup> where the Inspiring Volunteering Strategy was developed within the framework of community planning in Edinburgh. Community planning in Scotland was introduced via the Local Government in Scotland Act 2003 and came in response to lobbying by local authorities that saw it as a means of improving the planning and provision of public services at a local level.

NILGA's submission to the Volunteering Strategy consultation<sup>xvi</sup> recognised the significance of placing the Strategy within the context of community

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<sup>3</sup> In June 2010 the Northern Ireland Executive indicated that the local government reform programme (RPA) would not be delivered in 2011 as originally planned



planning as an opportunity to co-ordinate volunteering opportunities through collective, strategic working arrangements between regional governmental bodies and local government. To be effective NILGA believes that the Volunteer Strategy for Northern Ireland needs to have local accountability, delivery and presence. The submission suggests that DSD ‘should support councils in their ‘new’ cluster areas to develop council strategies for volunteering, as it is important that initiatives that support and promote the local community are delivered locally, in order to ensure maximum effectiveness’. Voluntary Service Belfast in its submission also highlighted the importance of individual councils developing a local volunteering strategy as part of the community planning process.

### 5.1 The Impact of the recession

The ambitious aim to increase volunteering in Northern Ireland to half a million set by the Minister for Social Development in July 2009 needs to be set in a broader context that includes the effects of the current recession. *State of the Sector V<sup>xvii</sup>*, drawing on information from *It’s All About Time*, indicated that levels of volunteering in organisations in the voluntary and community sector had increased between 2005 and 2008 from 75,780 to 87,723, within an overall figure of 282,067 volunteers.

**Table 1: *It’s All About Time* - Type of organisation respondents volunteered with<sup>xviii</sup>**

	%	Estimate of volunteers <sup>4</sup>
Voluntary and community sector	31.1	87,723
Church / religious body	25.1	70,799
Sports club	13.2	37,233
Other	12.7	35,823
Public sector (e.g. hospital, nursing home, etc)	10.4	29,335
Private sector	4.2	11,847
Don’t know	2.4	6,769
Political party	0.9	2,538
Trade union	-	-
<b>Total</b>	<b>100</b>	<b>282,067</b>

Base: 212 (all formal volunteers)

<sup>4</sup> Estimates based on the Northern Ireland population aged over 16 (1,343,174).

The second most common type of organisation volunteers were engaged with was the church or religious bodies (70,799) with one quarter of all formal volunteers describing this as the type of organisation they volunteer with most. This is followed by sports clubs which have an estimated 37,233 individuals who have formally volunteered with them over the previous twelve months. Just over half of respondent organisations indicated that they intended to increase volunteer numbers over the following 12 months with a further 37% indicating that the level of volunteering in their organisations was likely to remain static.

Analysis of the impact of the current recession on volunteering in the UK indicates that there is a degree of regional variation<sup>xix</sup> in which the increases in volunteering in the other parts of the UK have yet to be manifested Northern Ireland. Initial analysis would suggest that there is a time lag of approximately 8 -12 months for the impact in mainland UK to filter through to Northern Ireland. In the *Volunteering and the Recession Report 2009* by the Volunteer Development Agency<sup>xx</sup>, which reported on an email survey undertaken in May 2009, approximately half the organisations surveyed said that over the period (Jan- Mar 2009) the number of people applying to their organisation for volunteering opportunities had stayed the same, 36% indicated that volunteer applications had increased and 17% that they had decreased. The main reason for the decreases in volunteering was that people had less time to volunteer due to working longer hours whilst organisations also stated that they did not have sufficient funding for staff to manage volunteers. Almost a third of organisations anticipated that the number of volunteer applications would remain the same over the following six months, a quarter that they anticipated an increase and a fifth anticipated a decrease.

The follow up report in April 2010, which reported on the results from an on-line survey undertaken in March 2010, indicates that Agency members had experienced an increase in the number of people applying to their organisation, up from 36% at the beginning of 2009 to 49% at the end of the year, with the majority seeing an average increase in applications of 25% between October and December 2009. Almost half of respondents expected an increase in the number of applications between March and August 2010 and as a result identified challenges around managing increasing numbers of volunteers in a period when funding could well be restricted and when resources are expected to be stretched in organisations.

A report in April 2009 by the Institute of Volunteering Research,<sup>xxi</sup> which reported on a telephone survey of 220 Volunteer Centres in England, found that 87% of Volunteer Centres had seen an increase in enquiries about volunteering opportunities in the previous six months whilst 76% reported that

volunteers had a high level of interest in using their experience of volunteering to find employment. In January 2010 Volunteering England reported<sup>xxii</sup> that in volunteer involving organisations there had been major increases in enquiries about volunteering with a 30% increase reported by Volunteer Centres compared to 2007-08. Between March and August 2009 almost nine in ten Volunteer Centres saw an increase in enquiries and seven in ten placed a higher number of volunteers. The report outlined a number of positive developments in volunteering including a new £18 million two year programme (April 2008 – March 2011) funded by the Department of Work and Pensions to enable people who had been unemployed for six months to take up volunteering opportunities as a way of improving their employment chances. A National Talent Bank was also created by Government through the Council on Social Action to enable employers temporarily laying off staff or cutting hours to refer staff to volunteering organisations.

This positive impact on volunteering is supported by figures from YouthNet<sup>xxiii</sup> which reported a rise of 115%, from 2007 to 2008, in the number of people applying for volunteering opportunities through 'Do-it', with the number of applications made in 2008 increasing to over 60,000. The latest statistics available, for January and February 2009, indicated a continuation in the trend with the level of applications made double the number made for the same period in the previous year.

## 5.2 Methodology

The survey of volunteering in organisations was based on a questionnaire issued in February and March 2010 to a sample of organisations drawn from a number of key sources. The initial phase of the project was concerned with constructing a database of volunteer involving organisations to which the questionnaire would be issued. By contacting a range of database holders within the sector it became apparent that the survey would have to be operationalised in two parallel stages, the first for organisations for which postal addresses were available and a second for organisations for which only email addresses were available.

The questionnaire<sup>5</sup> was issued to 6,574 organisations by post on two occasions to maximise the return rate. The database for the postal survey was constructed by aggregating a number of available databases from Volunteer Now, Volunteer Centres, NICVA, Department of Education, a number of Councils, the Northern Ireland Committee of the Irish Congress of Trade Unions, the Southern Health and Social Services Trust, the Northern Health and Social Services Trust and the Belfast Health and Social Services

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<sup>5</sup> See Appendix 2

Trust. Additionally the Rural Community Network issued the questionnaire to its membership (400) on behalf of the project, giving an overall postal sample of 6,974.

Emails were also sent to organisations for which only email contact details were available inviting organisations to complete an online version of the survey hosted by Limesurvey. Emails were directly issued by Copius Consulting and NICVA on three occasions to 3,460 organisations drawn from a range of databases including Volunteer Centres, NICVA, the Northern Ireland Committee of the Irish Congress of Trade Unions and the Northern Trust. Volunteer Now directly issued emails to 1,500 organisations held on its database. A number of organisations directly emailed their databases on behalf of the project including the Southern Health and Social Services Trust, the Grand Orange Lodge, The Churches Community Work Alliance, Voluntary Arts Belfast and Sport NI. Emails were again issued on three occasions. In addition to publicising the survey through the NICVA's communication channels, including **nicvanews** and eNews the survey was also covered in an article in the VolResource Newsletter.

A total of 1,975 organisations responded to the survey, 793 online (23% return rate) and 1,182 by post (17% return rate), giving an overall return rate of 19%. Following the data cleaning process the number of responses available for analysis was reduced to 1,609; in the main this was due to the number of incomplete on-line responses.

## 6. Key Findings

### 6.1 Profile of Organisations

The profile of organisations in this survey is broadly similar to the sample generated for *It's All About Time* in 2007, with 70% of organisations coming from the voluntary and community sector in this report compared to 88% in *It's All About Time*. There is a significant increase in the size of the sample for this report, which contains 1,609 organisations in total compared to 745 organisations in the previous survey.

With regard to income levels, over 70% of respondent organisations have an annual income of £100,000 or less, 50% having an annual income between £1,001 and £100,000. At the top of the income scale 7% of organisations have an annual income of more than £1million. There is considerable variability between sectors. For example, in the Voluntary and Community sector 74% of organisations have an income of £100,000 or less, with the single largest income band being £10,000-£100,000 (31%), whilst in the Statutory sector, 48% of organisations have an annual income of over £500,000.

#### Volunteering

The total number of volunteers reported by organisations is 96,464 with the majority (76,424 or 79%) coming from the Voluntary and Community sector. This represents a slight over-representation of the sector as it accounts for 72% of organisations in the sample. Also over-represented are Sports Clubs / Groups which represent 3% of organisations in the sample and account for 4,601 volunteers (5%). The Church / Faith based sector which represents 12% of organisations accounts for just over 8,000 volunteers (8%).

The distribution of volunteers is dominated by organisations with an income of £1million plus (7%) which account for 40% of volunteers, highlighting the greater capacity of larger organisations to accommodate volunteers. However, the impact of income on volunteering is not uniform as the two bands from £250,001 to £1million, with 120 organisations (9%), have 11,368 volunteers (12%).

The second largest population of volunteers is to be found in the £10,001 to £100,000 income band which accounts for 24% of volunteers. In comparison, organisations with an income of less than £1,000 account for just over 3% of volunteers. Groups with an income below £10,000 represent 44% of the sample yet account for just fewer than 10% of the total number of volunteers.

There is a clear challenge identified in the research with regard to enabling smaller income groups to attract greater number of volunteers. It is beyond the scope of this research to identify the reasons for the lower volunteer numbers in the smaller income bands and may be a question better served in more focused future research.

In terms of the geographic coverage of volunteering opportunities 243 organisations (15%) provide volunteering opportunities across Northern Ireland. In local council areas, the Belfast City Council area hosts 198 organisations (12.3%); outside Belfast the main council areas providing volunteering opportunities are Derry (6.3%), Down 6.2%, Coleraine (5.4%), Newry and Mourne (5.2%), Lisburn (5.1%), Fermanagh (4.9%), Limavady (4.8%), Magherafelt (4.8%) and Craigavon (4.8%).

The research also set out to highlight the different types of volunteering opportunities available. Using the volunteering opportunities as categorised on the 'Volunteer Now' website<sup>6</sup> respondents were asked to identify the range of volunteering opportunities on offer. The five most popular types of opportunities offered by organisations included administration / office work (55%), Committee / Trust member (44%), working with children (37%), fundraising / flag days (36%), working with young people (36%) and advice / information (31%).

### **Formal application and monitoring processes**

A comparison between this report and *It's All About Time* on the five main aspects of the formal application and monitoring process indicates that for each of the procedures, including the use of an application form, informal chats with potential volunteers, seeking references, undertaking Police record checks<sup>7</sup> and employing a trial period, there has been an increase in coverage between 2007 and 2010.

There is a significant increase in undertaking Police record checks on potential volunteers, up 17% on the 2007 figure to 76%. Of particular note is the 100% coverage in Schools. The trend is also apparent in the higher income bands and in Church / Faith based organisations, Sports Clubs / Groups (which would be expected in these sectors) and the Statutory sector. This increase in the employment of Police record checks may well be as a result of organisations positively engaging with the legislative framework as it has developed since 2007, however there could be a danger that the

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<sup>6</sup> <http://www.volunteernow.co.uk>

<sup>7</sup> This report uses the term Police record check(ing) as a generic term. In the 2007 survey Police record checking was referred to as POCVA (Protection of Children and Vulnerable Adults or POCNI (Protection of Children Northern Ireland). By 2010 they had been replaced by AccessNI checks.

increasing bureaucracy and developing legislative environment may be viewed negatively by potential volunteers and may act as a deterrent. Organisations may need to be clear about which volunteer roles necessitate a Police record check.

Three hundred and fifty one organisations, three quarters of which are in the Voluntary and Community sector, employ all five application and monitoring procedures. In general the evidence suggests that the likelihood of each of the procedures being employed by organisations increases with organisation income levels, a theme replicated throughout the report. This may be a reflection of a greater informality, or a lack of capacity, in lower income groups compared to the rest of the sample. In terms of capacity building and skills development smaller income organisations could be encouraged to make greater use of the Managing Volunteers Health Check offered by Volunteer Now, which would assist in the development and implementation of good practice.

### **Volunteer management**

Ten elements of volunteer management were identified in *It's All About Time* and replicated in this survey covering inductions, support and training, policy documentation and the use of volunteer descriptions and volunteer agreements. The rank order of employing the various elements remained constant over the two periods with an induction remaining the most popular practice in organisations (87%) followed by 'a named person to go to for support' and training for volunteers to carry out their role (86%).

A written volunteer agreement (35%) and a written role description (48%) are the least popular approaches to volunteer management, particularly in the lower income groups, despite being indicators of good practice which can assist in the recruitment of volunteers by clearly outlining what will be expected of volunteers in an organisation. For potential volunteers both can be useful in identifying what skills they can develop. This again points to the need to engage with the range of organisations across the various sectors to ensure that there is sufficient capacity to fully develop the range of volunteer management procedures.

Each of the top six ranked practices (covering inductions, a named person for support, training, information on the child protection policy, support and supervision and information on health and safety policy) has increased in popularity over time which would indicate a positive response across the various sectors to the need to embrace good practice. The four less popular approaches (covering information of the equal opportunities policy, information about insurance cover, a written role description and a written



volunteer agreement) have however decreased in popularity. The decline in providing information on equal opportunities provides a particular challenge vis-à-vis ensuring diversity in volunteering and demonstrating a community relations impact.

A breakdown of the sample by the nature of the organisations indicates that in general the different elements of volunteer management are more popular in the Voluntary and Community sector than in the overall sample. In general, the Church / Faith based sector and the Sports Clubs / Groups sector tended to score lower across a range of best practice indicators. Although this may be a result of the relatively small sample size for some sectors, it suggests that these sectors merit further study. The Statutory sector generally scored above the sample average suggesting that the sector has well developed procedures and may be well placed to increase the levels of volunteering opportunities it currently offers.

Within the Voluntary and Community sector the strongest sub sector exceeding the average in all the 10 listed procedures was Young People and Children, followed by Volunteer Development, 'Other' and Advice and Information which each exceeded the average in nine categories. The lowest scores were for Arts / Cultural / Heritage which scored below the sample average in all 10 procedures, whilst Sport and Older People both scored under the sample average in nine procedures.



## Profile of organisations

### Summary

- 1,073 organisations (70%) operate in the Voluntary and Community sector; 184 (12%) are Church / Faith based; 132 (9%) are classified as 'Other' and 66 (4%) are from the Statutory sector
- Overall in terms of income levels over 70% of respondent organisations have an annual income of £100,000 or less; 50% have an annual income between £1,001 and £100,000
- 383 organisations (27%) have an annual income between £10,001 - £100,000
- 104 organisations (7%) of organisations have an annual income of more than £1million
- In the Voluntary and Community sector 74% of organisations have an income of £100,000 or less, with the single largest income band being £10,000-£100,000 (31%)
- This pattern of annual income below £100,000 is repeated in the church / faith based sector (79%) and in Sports Clubs / Groups (88%)
- In the Statutory sector 17 organisations (29%) have an annual income of more than £1million
- In the Voluntary and Community sector 268 organisations (25%) operate in the Young People and Children sub sector and 197 (19%) in Community Development

**Table 2: Nature of organisations**

Nature of organisation	Frequency	Percentage
Voluntary / community organisation	1,073	70
Church / faith based <sup>8</sup>	184	12
Sports clubs / groups <sup>9</sup>	43	3
Housing association	2	0.1
Grant making trust	2	0.1
Social enterprise	13	0.9
Credit Union	4	0.3
Mutual	2	0.1
Statutory	66	4
Other	132	9
<b>Total</b>	<b>1,519</b>	<b>100</b>

Base: 1,519 (missing 88)

The profile of organisations in this sample is broadly similar to that generated for *It's All About Time* which comprised of 745 organisations.

**Table 3: *It's All About Time* sample**

Nature of organisation	Frequency	Percentage
Voluntary / community organisation	657	88
Church / faith based	50	7
Sports clubs / governing bodies	28	4
Statutory	10	1
<b>Total</b>	<b>745</b>	<b>100</b>

<sup>8</sup> Church / faith based – this grouping is more accurately defined as church / faith based groups operating in the voluntary and community sector

<sup>9</sup> Sport club / group – this grouping is more accurately defined as sport club / groups operating in the voluntary and community sector

The current survey focused on the Community and Voluntary sector whilst attempting to elicit a better representation across a range of sectors including Church / Faith based organisations and Sports Clubs / Groups; this approach was successful in increasing representation from Church / Faith based organisations (12%) but it produced a disappointing return (3%) from Sports Clubs / Groups. The Statutory sector represents 4% of the sample. Over 70% of respondents identified the nature of their organisation as community and voluntary. In the 'Other' category (9%) the main classifications were school (37), charitable (15), uniformed organisations (10) arts (6), education (6) and pre-schools (6).

**Table 4: Approximate annual income of organisations.**

Income level	Frequency	Percentage
Less than £1,000	273	19
£1,001-£10,000	383	26
£10,001-£100,000	390	27
£100,001-£250,000	164	11
£250,001-£500,000	76	5
£500,001-£1 million	61	4
More than £1 million	104	7
<b>Total</b>	<b>1,451</b>	<b>100</b>

Base 1,451 (missing 158)

The majority of the organisations in the sample have incomes in the lower bands with over 72% of the organisations responding to the survey having an income of £100,000 or less, with over 50% having an income of between £1,001 and £100,000. There is also a minority of organisations (7%) with an income of over £1million.

**Table 5: Approximate income of organisations**

Nature of organisation	<£1,000 %	£1,001 to £10,000 %	£10,001 to £100,000 %	£100,001 to £250,000 %	£250,001 to £500,000 %	£500,001 to £1million %	£1million plus %
Voluntary / community organisation	63	71	83	75	69	58	57
Church / faith based	25	19	6	6	3	2	3
Sports clubs / groups	4	4	3	3	-	-	-
Housing association	-	-	-	-	-	-	-
Grant making trust	-	-	-	1	-	-	1
Social enterprise	0.4	-	1	2	1	2	1
Credit Union	-	-	0.3	0.6	-	2	1
Mutual	-	-	-	-	1.4	-	1
Statutory	3	1	1	5	9	18	17
Other	5	5	6	7	16	18	19
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

In all the income bands the Voluntary and Community sector represents the main category varying between 82.7% of the £10,001 to £100,000 band to 57% of the £1million plus band. In the Church / Faith based category the lower income bands are predominant representing almost a quarter of the <£1,000 band and almost one fifth of the £1,001 to £10,000 band. In the Statutory category, the higher income bands over £250,000 predominate. Income bands for the 'Other' category are consistent across the four categories up to £250,000 around 5 to 7% with a substantial increase in the higher three income bands to between 16 to 19%.

**Table 6: Voluntary and community organisations**

Income level	Frequency	Percentage
Less than £1,000	171	17
£1,001-£10,000	268	26
£10,001-£100,000	320	31
£100,001-£250,000	123	12
£250,001-£500,000	51	5
£500,001-£1 million	35	3
More than £1 million	57	6
<b>Total</b>	<b>1,025</b>	<b>100</b>

Base 1,025 (missing 48)

Analyzing the income bands for Voluntary and Community organisations, it is evident that the majority of organisations (74%) have an income of £100,000 or less with the single largest income band being £10,001 to £100,000 representing almost a third (31%) of all organisations in this category. A sizeable minority (14%) populate the three highest bands between £250,000 and £1million plus.

**Table 7: Church / faith based organisations**

Income level	Frequency	Percentage
Less than £1,000	67	38
£1,001-£10,000	73	41
£10,001-£100,000	22	12
£100,001-£250,000	10	6
£250,001-£500,000	2	1
£500,001-£1 million	1	1
More than £1 million	3	2
<b>Total</b>	<b>178</b>	<b>100</b>

Base 178 (missing 6)

Over three quarters (79%) of the Church / Faith based organisations have an income of £10,000 or less and 97% of the organisations have an income of £250,000 or less. The main income band for Church / Faith based

organisations is £1,001 to £10,000 (41%).

**Table 8: Sports clubs / groups**

Income level	Frequency	Percentage
Less than £1,000	10	24
£1,001-£10,000	15	37
£10,001-£100,000	11	27
£100,001-£250,000	5	12
£250,001-£500,000	-	-
£500,001-£1 million	-	-
More than £1 million	-	-
<b>Total</b>	<b>41</b>	<b>100</b>

Base 41 (missing 2)

All the Sports Clubs / Groups have an income of £250,000 or less with 88% having an income of £100,000 or less. The main income band for Sports Clubs / Groups is £1,001 to £10,000 (37%).<sup>10</sup>

**Table 9: Statutory**

Income level	Frequency	Percentage
Less than £1,000	8	14
£1,001-£10,000	3	5
£10,001-£100,000	4	7
£100,001-£250,000	8	14
£250,001-£500,000	7	12
£500,001-£1 million	11	19
More than £1 million	17	29
<b>Total</b>	<b>58</b>	<b>100</b>

Base 58 (missing 8)

In the Statutory sector organisations the two highest income bands incorporated almost a half (48%) of the organisations with 29% populating the

<sup>10</sup> No data was available for this in the Housing Associations category

highest income band of £1million plus. Over one quarter (26%) had an income of £100,000 or less.

**Table 10: 'Other'**

Income level	Frequency	Percentage
Less than £1,000	14	12
£1,001-£10,000	20	18
£10,001-£100,000	24	21
£100,001-£250,000	12	11
£250,001-£500,000	12	11
£500,001-£1 million	11	10
More than £1 million	19	17
<b>Total</b>	<b>112</b>	<b>100</b>

Base 112 (missing 20)

In the 'Other' category 12% of organisations were in the lowest income band and the main sub category was uniformed organisations (n=4); in the £1,001 to £10,000 category (18%) uniformed organisations were again the main sub category (n=5); charities (n=5), playgroups (n=3), and pre-schools (n=3) were the main sub categories in the £10,001 to £100,000 income band which represents 21% of organisations. Schools (n=4) was the main sub category in the £100,001 to £250,000 band with two organisations each from the arts and charities; in the £25,001 to £500,000 band schools was the main sub category (n=6) with two charities; the £500,000 to £1million category had five schools and 2 local authorities and in the highest band there were six schools and four charities.

**Table 11: Social enterprises**

Income level	Frequency	Percentage
Less than £1,000	2	8
£1,001-£10,000	-	-
£10,001-£100,000	5	42
£100,001-£250,000	3	25
£250,001-£500,000	1	8
£500,001-£1 million	1	8
More than £1 million	1	8
<b>Total</b>	<b>12</b>	<b>100</b>

Base 12 (missing 1)

Over two thirds (67%) of the Social Enterprise organisations had an income between £10,001 and £250,000 with the main income band being £10,001 to £100,000. One Social Enterprise organisation was represented in each of the three highest categories.

**Table 12: Grant making trusts**

Income level	Frequency	Percentage
Less than £1,000	-	-
£1,001-£10,000	-	-
£10,001-£100,000	-	-
£100,001-£250,000	1	50
£250,001-£500,000	-	-
£500,001-£1 million	-	-
More than £1 million	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

Base 2 (missing 0)



**Table 13: Credit unions**

Income level	Frequency	Percentage
Less than £1,000	-	-
£1,001-£10,000	-	-
£10,001-£100,000	1	25
£100,001-£250,000	1	25
£250,001-£500,000	-	-
£500,001-£1 million	1	25
More than £1 million	1	25
<b>Total</b>	<b>4</b>	<b>100</b>

Base 4 (missing 0)

**Table 14: Mutuals**

Income level	Frequency	Percentage
Less than £1,000	-	-
£1,001-£10,000	-	-
£10,001-£100,000	-	-
£100,001-£250,000	-	-
£250,001-£500,000	1	50
£500,001-£1 million	-	-
More than £1 million	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

Base 2 (missing 0)

**Table 15: Voluntary and community sector organisations - Which sub sector which best describes the work of your organisation?**

Sub sector	Frequency	Percentage
Advice and information	82	8
Arts / cultural / heritage	51	5
Community development	197	19
Disability	71	7
Education / training	83	8
Environment / conservation	23	2
Sport	9	1
Housing / homelessness	10	1
Older people	73	7
Volunteer development	17	2
Women	31	3
Young people and children	268	25
Health and well being	61	6
Church / faith based	7	1
Other	76	7
<b>Total</b>	<b>1,059</b>	<b>100</b>

Base 1,059 (missing 163)

Voluntary and Community organisations were asked to further classify their operation in terms of the sub sector in which they operated. More than four in ten (44%) Voluntary and Community organisations operate within two main sub sectors with 25% working within the Young People and Children sub sector and 19% in Community Development. In the 'Other category the main classifications were families (n=20), transport / community transport (n=9) and pre school / playgroup (n=7).

## 7. Volunteering in Organisations

### Summary

- 1,433 organisations (94%) currently involve volunteers (including management committee members or trustees) in their activities
- 994 voluntary / community organisations account for 76,424 volunteers with 8,031 volunteers in 171 organisations in the Church / Faith based sector; 4,954 volunteers in 108 organisations in the 'Other' category and 4,601 volunteers in Sports Clubs / Groups
- Two categories are over-represented in terms of volunteers, the Voluntary and Community sector and Sports Clubs / Groups
- The distribution of volunteers shows a strong relationship with organisational income with the higher income bands over-represented and lower bands under-represented in terms of the numbers of volunteers
- The distribution of volunteers is dominated by the larger organisations with an income of £1million plus (7%) which account for 40% of volunteers highlighting the greater capacity of larger organisations to accommodate volunteers
- The £10,001 - £100,000 income band, comprising 373 organisations (28%), accounts for 23% of volunteers. This under-representation continues within the two lower income bands, which although accounting for 587 organisations (44%), together cover only 9,439 volunteers (10%)
- A small number of organisations (20), mainly in the voluntary and community sector, have a very high level of volunteers, accounting for 54,861 volunteers, whereas 93% of organisations have less than 100 volunteers

**Table 16: Does your organisation currently involve volunteers (including management committee members or trustees) in any of its activities?**

	Frequency	Percentage (%)
Yes	1,433	94
No	88	6
<b>Total</b>	<b>1,521</b>	<b>100</b>

Base 1,521 (missing 88)

The vast majority of respondent organisations indicated that their organisations involve volunteers in some role within their organisations. Only 6% indicated that they did not have any volunteers in their organisation.

**Table 17: Numbers of volunteers**

Nature of organisation	No. of organisations	Number of volunteers	Mode <sup>11</sup>	Median <sup>12</sup>
Voluntary / community organisation	994	76,424	10	15
Church / faith based	171	8,031	10	13
Sports clubs / groups	42	4,601	12*	20
Housing association	-	-	-	-
Grant making trust	2	15	7*	7
Social enterprise	13	1,138	4*	8
Credit Union	4	70	16	16
Mutual	1	12	12	12
Statutory	43	1,220	10	10
Other	108	4,953	10	13
<b>Total</b>	<b>1,378</b>	<b>96,464</b>		

\* multiple modes exist – lowest shown

The total number of volunteers reported by respondent organisations totalled 96,464. Within this overall figure there is a wide range from a minimum of 1 to

<sup>11</sup> Mode - an average found by determining the most frequent value in a group of values

<sup>12</sup> Median – one type of average, found by arranging the values in order and then selecting the one in the middle.. The median is a useful number in cases where the distribution has very large extreme values which would otherwise skew the data.

a maximum of 10,000. Rather than relying on the arithmetic mean which can be skewed by a small number of organisations with significant numbers of volunteers, more illustrative of the distribution of volunteers is the mode (the most frequently occurring response) and the median. Across the main categories of organisations the mode varies between 10 and 12 with the only substantial deviation in the smaller categories; the median in the main varies between 10 and 15 with the only exception being Sports Clubs / Groups with a higher median of 20. Two categories are over-represented in terms of volunteers; the Voluntary and Community sector which represents 72% of responding organisations accounts for 79% of volunteers and Sports Clubs / Groups which accounts for 3% of organisations accounts for 5% of volunteers. Under-represented categories include Church / Faith based organisations (12% of organisations and 8% of volunteers); 'Other' (8% of organisations and 5% of volunteers) and Statutory (3% of organisations and 1% of volunteers).

**Table 18: Organisational income and numbers of volunteers**

Income level of organisation	Number of organisations	Number of volunteers	Mode	Median
Less than £1,000	234	3,312	10	9
£1,001-£10,000	353	6,127	12	12
£10,001-£100,000	373	22,637	10	15
£100,001-£250,000	154	13,993	20	20
£250,001-£500,000	69	7,463	15	20
£500,001-£1 million	51	3,905	20	20
More than £1 million	87	38,136	50	50
<b>Total</b>	<b>1,321</b>	<b>95,573</b>		

An analysis of the distribution of volunteers shows a strong relationship between income and levels of volunteers with the higher income bands over-represented and lower bands under-represented in terms of the numbers of volunteers.

The distribution of volunteers is dominated by organisations with an income of £1million plus (7%) accounting for 40% of volunteers, highlighting the greater capacity of larger organisations to accommodate volunteers demonstrated though the mode and median figures which indicate that the largest organisations in terms of income have an average of 50 volunteers. The two bands from £250,001 to £1million with 120 organisations (9%) have 11,368 volunteers (12%) with the average number of volunteers in organisations between 15-20.

The middle-income band, £100,000-£250,000, which covers 154 organisations (12%) includes 13,993 volunteers (15%) with an average of 20 volunteers in each organisation. Although the £10,001 - £100,000 income band comprising 373 organisations (28%) covers 22,637 volunteers it is underrepresented as this accounts for only 23% of volunteers. This underrepresentation continues with the two lower income bands, which although accounting for 587 organisations (44%), together cover only 9,439 volunteers (10%).

In terms of the distribution of volunteers, a small number of organisations (20) have a high level of volunteers, mainly in the Voluntary and Community sector, accounting for 54,861 volunteers, whereas 93% of organisations have less than 100 volunteers.

**Table 19: Organisations with 1,000+ volunteers**

		Which of the following best describes the nature of your organisation?					Total
		Voluntary / community organisation	Church / faith based	Sports clubs / group	Social enterprise	Other	
Number of volunteers	1,000	3	0	0	1	1	5
	1,100	0	0	0	0	1	1
	1,200	1	0	0	0	0	1
	1,500	2	0	0	0	0	2
	2,000	3	0	0	0	0	3
	2,500	0	0	1	0	0	1
	3,011	1	0	0	0	0	1
	3,500	0	1	0	0	0	1
	3,550	1	0	0	0	0	1
	4,000	1	0	0	0	0	1
	5,000	1	0	0	0	0	1
	7,000	1	0	0	0	0	1
	10,000	1	0	0	0	0	1
<b>Total</b>		<b>15</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>20</b>

## 8. Breakdown of volunteering by the nature of organisations

**Table 20: Volunteers in the voluntary and community sector**

Income of organisation	Number of organisations	Number of volunteers	Mode	Median
Less than £1,000	144	2,285	10*	10
£1,001-£10,000	248	4,315	10	17
£10,001-£100,000	308	20,523	10	15
£100,001-£250,000	119	5,597	20	20
£250,001-£500,000	50	6,887	15*	25
£500,001-£1 million	31	2,495	20*	26
More than £1 million	52	33,567	15	60
<b>Total</b>	<b>952</b>	<b>75,669</b>		

\* multiple modes exist – lowest shown

The Voluntary and Community sector incorporates 75,669 volunteers in total.

In the highest income band, 52 organisations (5%) cover 33,567 volunteers (44%) with a mode of 15 and a high median of 60 reflecting the impact of a relatively small number of organisations with high levels of volunteering. In the second highest income bracket (£500,000 to £1million) conversely 31 organisations (3%) have 2,495 volunteers (3%) indicating that the relationship between income band and levels of volunteering is not consistent.

In the second highest category for volunteers, the £10,001 to £100,000 band, 308 organisations (32%) cover 20,523 volunteers (27%) with a mode of 10 and a median of 15 indicating a wider spread of volunteers across organisations. In the two lower income bands up to £10,000, 392 organisations (41%) have a total of 6,680 volunteers (9%).

**Table 21: Volunteers in the church / faith based sector**

Income of organisation	Number of organisations	Number of volunteers	Mode	Median
Less than £1,000	64	675	4*	9
£1,001-£10,000	66	967	15	13
£10,001-£100,000	21	784	40	37
£100,001-£250,000	10	4,635	60*	90
£250,001-£500,000	2	175	-	87
£500,001-£1 million	-	-	-	-
More than £1 million	2	680	-	340
<b>Total</b>	<b>165</b>	<b>7,916</b>		

\* multiple modes exist – lowest shown

In the Church / Faith based sector the highest income band accounts for only two organisations (1%) and 680 volunteers (9%), with no organisations present in the second highest income band and only two in the third highest band. The highest category in terms of volunteers is the £100,001 to £250,000 band in which 10 organisations (6%) cover 4,635 volunteers (59%), with a mode of 60 and a median of 90 indicating again the impact of a number of organisations with high numbers of volunteers. The three lower income bands combined account for 151 organisations (92%) but only 2,426 volunteers (31%).

**Table 22: Volunteers in the sports clubs / groups sector**

Income of organisation	Number of organisations	Number of volunteers	Mode	Median
Less than £1,000	10	93	10*	10
£1,001-£10,000	15	573	20	20
£10,001-£100,000	11	630	40	40
£100,001-£250,000	5	3,295	25	100
£250,001-£500,000	-	-	-	-
£500,001-£1 million	-	-	-	-
More than £1 million	-	-	-	-
<b>Total</b>	<b>41</b>	<b>4,591</b>		

\* multiple modes exist – lowest shown

In the Sports Clubs / Groups sector, organisations are concentrated in the three lower income bands which account for 36 organisations (88%) covering



1,296 volunteers (28%). The five organisations in the £100,001 to £250,000 income band include 3,295 volunteers (72%).

**Table 23: Volunteers in the social enterprise sector**

Income of organisation	Number of organisations	Number of volunteers	Mode	Median
Less than £1,000	1	4	4	4
£1,001-£10,000	-	-	-	-
£10,001-£100,000	5	73	3*	6
£100,001-£250,000	3	19	1*	8
£250,001-£500,000	1	30	30	30
£500,001-£1 million	1	1,000	1,000	1,000
More than £1 million	1	8	8	8
<b>Total</b>	<b>12</b>	<b>1,134</b>		

\* multiple modes exist – lowest shown

The relatively small sample from the Social Enterprise sector is dominated by a single organisation in the £500,001 to £1million income band which has 1,000 volunteers (88%) whereas the remaining 11 organisations account for only 134 volunteers (12%).

**Table 24: Volunteers in the statutory sector**

Income of organisation	Number of organisations	Number of volunteers	Mode	Median
Less than £1,000	4	20	3	3.5
£1,001-£10,000	3	30	3*	12
£10,001-£100,000	3	65	30	30
£100,001-£250,000	6	66	5*	10
£250,001-£500,000	5	40	4*	6
£500,001-£1 million	7	94	10	11
More than £1 million	10	865	30	37
<b>Total</b>	<b>38</b>	<b>1,180</b>		

The Statutory sector is dominated by the highest income band in which 10 organisations (26%) account for 865 volunteers (73%) with the remaining 28 organisations covering 315 volunteers (27%).

**Table 25: Volunteers in the 'other' category**

<b>Income of organisation</b>	<b>Number of organisations</b>	<b>Number of volunteers</b>	<b>Mode</b>	<b>Median</b>
Less than £1,000	11	97	9	9
£1,001-£10,000	19	228	15*	13
£10,001-£100,000	21	515	7	14
£100,001-£250,000	8	338	10	10
£250,001-£500,000	10	301	10	15
£500,001-£1 million	10	294	6	12
More than £1 million	15	2,850	50	50
<b>Total</b>	<b>94</b>	<b>4,623</b>		

In the 'Other' category the highest income band again dominated with 15 organisations (16%) accounting for 2,850 volunteers (62%), followed by the £10,001 to £100,000 income band in which 21 organisations (22%) covered 515 volunteers (11%).

## 9. Formal application and monitoring purposes

### Summary

- In each of the five approaches to the formal application and monitoring process identified in *It's All About Time* in 2007, the 2010 figures show an increase, with a marked increase in the use of Police record checks
- The rank order of each approach has remained consistent between the two surveys; the main approaches employed by organisations remain an interview / informal chat with potential volunteers and undertaking a Police record check. 908 organisations with volunteers currently employ both approaches
- 351 organisations with volunteers employ all five application and monitoring approaches with three quarters of these organisations coming from the Voluntary and Community sector
- Over a half of all organisations (58%) ask new volunteers to complete an application form, 53% ask volunteers to provide references and 52% require new volunteers to undergo a trial period. This pattern is consistent across all the sectors although in the Statutory sector there is a stronger emphasis on asking new volunteers for references.
- The strongest emphasis on employing interviews / informal chat and Police record checks is evident in the Church / Faith based sector
- In each of the different application and managing processes the lower income bands (up to £10,000) show a lower reliance on each of the application and managing processes than in the higher income bands
- In the Church / Faith based sector the use of four of the procedures is more evident than in the sample overall with only the requirement for volunteers to undergo a trial period less popular. Particular emphasis is placed on the use of Police record checks (92%)
- With the exception of undertaking Police record checks Sports Clubs / Groups tend to under employ each of the application and monitoring processes.
- In Social Enterprises there is a strong emphasis on asking volunteers to complete an application form, having an interview / informal chat with potential volunteers, asking for references and requiring volunteers to undergo a trial period.

## Summary (cont'd)

- The Statutory sector (page 42) places particular emphasis asking potential volunteers for references, undertaking Police record checks and requiring new volunteers to undergo a trial period compared to the sample overall
- Within the 'Other' category each of the procedures is typically less popular than in the sample overall with the exception of undertaking Police record checks
- In the Schools sector there is a very strong emphasis on undertaking an Police record check (100%) and on employing interviews / informal chats (93%) whereas there is less emphasis on asking volunteers to complete an application form or provide references
- Within the Voluntary and Community sector, Disability, Young People and Children and the Church / Faith based organisations rated higher than the sample average across each of the five procedures

There are five key approaches to the formal application and monitoring process in volunteer involving organisations. Tables 26 and 27 enable a comparison between the research findings from *It's All About Time* in 2007 and 2010 which indicates that, over time, best practice has become more evident in all of the approaches, with a very noticeable increase from 59% to 76% in Police record checking.

**Table 26: When recruiting new volunteers does your organisation do any of the following?**

	Yes (%)
Ask new volunteers to complete an application form?	58
Interview / informal chat with potential volunteers?	87
Ask new volunteers to provide references?	53
Undertake an AccessNI check?	76
Require new volunteers to undergo a trial period?	52

**Table 27: When recruiting new volunteers does your organisation do any of the following? - *It's All About Time***

	Yes (%)
Ask new volunteers to complete an application form	53
Interview / informal chat with potential volunteers	79
Ask new volunteers to provide references	50
Undertake a POCNI <sup>13</sup> check	59
Require new volunteers to undergo a trial period?	44

The rank order of each approach has remained consistent between the two surveys; the main approaches employed by organisations continues to be an interview / informal chat with potential volunteers (87% / 79%) and undertaking a Police record check (76% / 59%). In total 908 organisations with volunteers currently employ both approaches. Over a half of all organisations (58%) ask new volunteers to complete an application form, 53% ask volunteers to provide references and 52% require new volunteers to undergo a trial period. This pattern is consistent across all the sectors although in the Statutory sector there is a stronger emphasis on asking new volunteers for references. The strongest emphasis on employing interviews / informal chat and Police record checks is evident in the Church / Faith based sector.

<sup>13</sup> The Protection of Children (NI) Service [POC (NI)]

## 10. Safeguarding vulnerable groups

In terms of the new focus on Safeguarding Vulnerable Groups (Northern Ireland) Order 2007, the equivalent legislation in England and Wales (Safeguarding Vulnerable Groups Act, 2006) and legislative provisions in Scotland will establish new safeguarding arrangements across the UK aimed at strengthening protection for children and vulnerable adults in workplace situations. This new arrangement will be known as the Vetting and Barring Scheme (VBS) and the Independent Safeguarding Authority (ISA) will be central to the new arrangements, which will fully replace those established under POCVA. In June 2010 Government announced that before it is implemented a review of the VBS would be undertaken to ensure the scheme is proportionate.

The key roles identified in this report, which one expected to be affected by this legislation, are:-

**Table 28: Safeguarding vulnerable groups - organisations and volunteer roles**

Volunteer role	%	Volunteer role	%
Children	37	Learning disabilities	11
Young people	36	Drugs / Alcohol use	10
Advice / Information	31	Crime / Safety	9
Arts (Music / Drama / Crafts)	24	Mental health	8
Sports / Outdoor activities	23	Mentoring	8
Befriending	21	Residential Volunteering	7
Older people	20	Short term / Seasonal	6
Care / Support	19	Health / Hospitals / Hospices	5
Counselling / Listening	16	Museums / Galleries / Heritage	4
Families	15	Homeless / Housing	3
Teaching / Tutoring / Supporting learners	14	Human / Civil Rights / Justice	3
Disability / Physical	13	Sensory Impairment	3
Religion / Faith	13	Prisoners / (Ex) Offenders	2
Driving / Escorting	11	Brain injury	1

This is a substantial proportion of the volunteering roles and is reflected in the levels of police record checking identified in this report. The recent review of

the legislation by the Government may impact, over time, on this level of checking.

**Table 29: Organisations that employ all five approaches to volunteer application and monitoring<sup>14</sup>**

Nature of organisation	Frequency	%
Voluntary / community organisation	264	75
Church / faith based	30	8
Sports clubs / groups	8	2
Housing association	1	0.3
Social enterprise	4	1
Statutory	12	3
Other	26	7
Not stated	6	2
<b>Total</b>	<b>351</b>	<b>100</b>

In total 351 organisations with volunteers employ all five approaches with three quarters of the organisations coming from the Voluntary and Community sector.

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<sup>14</sup> Ask new volunteers to complete an application form; Interview / informal chat with potential volunteers; Ask new volunteers to provide references; Undertake a POCNI check and Require new volunteers to undergo a trial period?

## 11. Breakdown of application and managing processes by organisational income levels

Across the different application and managing processes the pattern generally holds that for the lower income bands (up to £10,000) there is a lower reliance on each of the application and managing processes than in the higher income bands.

**Table 30: Does your organisation ask new volunteers to complete an application form?**

Income of organisation	%
Less than £1,000	48
£1,001-£10,000	46
£10,001-£100,000	58
£100,001-£250,000	75
£250,001-£500,000	77
£500,001-£1 million	70
More than £1 million	83
<b>Total</b>	<b>58</b>

In the two lower income bands less than half of organisations ask new volunteers to fill in an application form which is below the average for the sample overall (58%), a pattern which changes in the higher income bands, Above £100,000, where the figure is between 70% - 83%.

**Table 31: Does your organisation interview / have informal chat with potential new volunteers?**

Income of organisation	%
Less than £1,000	78
£1,001-£10,000	86
£10,001-£100,000	89
£100,001-£250,000	96
£250,001-£500,000	96
£500,001-£1 million	94
More than £1 million	94
<b>Total</b>	<b>87</b>



An interview / informal chat is the most popular approach employed in the application process and is used by almost nine in ten organisations in the survey. Just over three quarters of organisations (78%) in the lowest income band employ the approach compared to the top four income bands which are all above 94%.

**Table 32: Does your organisation ask new volunteers to provide references?**

Income of organisation	%
Less than £1,000	41
£1,001-£10,000	39
£10,001-£100,000	55
£100,001-£250,000	61
£250,001-£500,000	71
£500,001-£1 million	72
More than £1 million	79
<b>Total</b>	<b>53</b>

References are sought by between 39% and 41% of organisations in the two lower income bands which is lower than the overall average for organisations in the survey. In the other income bands seeking references by organisations becomes more popular as organisation income increases.

**Table 33: Does your organisation undertake an AccessNI check on new volunteers?**

Income of organisation	%
Less than £1,000	67
£1,001-£10,000	70
£10,001-£100,000	78
£100,001-£250,000	86
£250,001-£500,000	89
£500,001-£1 million	78
More than £1 million	84
<b>Total</b>	<b>76</b>

Police record checks are the second most popular method employed in the application process employed in over three quarters of organisations (76%). Again the pattern indicates that this approach is less evident in the two lower

income bands and used more in the two bands between £100,001 and £500,000.

**Table 34: Does your organisation require new volunteers to undergo a trial period?**

Income of organisation	%
Less than £1,000	38
£1,001-£10,000	44
£10,001-£100,000	55
£100,001-£250,000	61
£250,001-£500,000	71
£500,001-£1 million	55
More than £1 million	59
<b>Total</b>	<b>52</b>

A trial period is the least popular approach employed, being used by only 52% of organisations as part of the application process. This approach is again less typical in the two lower income bands and most popular in the two bands between £100,001 and £500,000.

## 12. Breakdown of application and managing processes by nature of organisation

Overall the Voluntary and Community sector organisations in the sample are very similar to the overall sample with the only deviation evident in the use of Police record checks which are less frequent in this sector compared to the sample overall. A further breakdown of the Voluntary and Community sector by sub sectors is provided in the following pages.

In the Church / Faith based sector the use of four of the procedures is more evident than in the sample overall with only the requirement for volunteers to undergo a trial period less popular. Particular emphasis is placed on the use of Police record checks (92%). With the exception of undertaking Police record checks the Sports Clubs / Groups sector tends to under employ each of the application and monitoring processes, particularly asking volunteers to provide references which is employed by just over a quarter of organisations in the sector.

In Social Enterprises there is a strong emphasis, compared to the sample overall, on asking volunteers to complete an application form, having an interview / informal chat with potential volunteers and asking for references and requiring volunteers to undergo a trial period. Undertaking Police record checks is undertaken by three quarters of organisations. The Statutory sector places particular emphasis asking potential volunteers for references, undertaking Police record checks and requiring new volunteers to undergo a trial period compared to the sample overall.

Within the 'Other' category each of the procedures is typically less popular than in the sample overall with the exception of undertaking Police record checks. Focusing on Schools indicates a particularly strong emphasis on Police record checks with all schools employing this procedure and 93% employing an interview / informal chat. Less emphasis than the sample overall is placed on completing an application form and asking for references.

**Table 35: Voluntary and community sector**

<b>Does your organisation?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample</b>
Ask new volunteers to complete an application form?	910	58	58
Interview/informal chat with potential volunteers?	976	87	87
Ask new volunteers to provide references?	902	53	53
Undertake an AccessNI check?	956	72	
Require new volunteers to undergo a trial period?	914	52	52

**Table 36: Church / faith based organisations**

<b>Does your organisation?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample</b>
Ask new volunteers to complete an application form?	89	61	58
Interview/informal chat with potential volunteers?	152	92	87
Ask new volunteers to provide references?	144	63	53
Undertake an AccessNI check?	170	92	76
Require new volunteers to undergo a trial period?	147	48	52

**Table 37: Sports clubs / groups**

<b>Does your organisation?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample</b>
Ask new volunteers to complete an application form?	37	48	58
Interview/informal chat with potential volunteers?	39	79	87
Ask new volunteers to provide references?	37	27	53
Undertake an AccessNI check?	40	85	76
Require new volunteers to undergo a trial period?	38	50	52

**Table 38: Social enterprises**

<b>Does your organisation?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample</b>
Ask new volunteers to complete an application form?	11	72	58
Interview/informal chat with potential volunteers?	13	92	87
Ask new volunteers to provide references?	12	66	53
Undertake an AccessNI check?	12	75	76
Require new volunteers to undergo a trial period?	11	64	52

**Table 39: Statutory**

<b>Does your organisation?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample</b>
Ask new volunteers to complete an application form?	43	58	58
Interview/informal chat with potential volunteers?	48	90	87
Ask new volunteers to provide references?	48	90	53
Undertake an AccessNI check?	48	92	76
Require new volunteers to undergo a trial period?	45	60	52

**Table 40: 'Other'**

<b>Does your organisation?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample</b>
Ask new volunteers to complete an application form?	106	51	58
Interview/informal chat with potential volunteers?	110	84	87
Ask new volunteers to provide references?	100	47	53
Undertake an AccessNI check?	110	78	76
Require new volunteers to undergo a trial period?	100	46	52

**Table 41: Schools** (identified from within the 'Other' category)

<b>Does your organisation?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	26	42	58
Interview / informal chat	28	93	87
Ask potential volunteers for references	23	43	53
Undertake AccessNI check	30	100	76
Require volunteers to undergo a trial period	22	50	52

### 13. Formal application and monitoring processes - Voluntary and Community Organisations – Sector by Sub Sectors

Within the Voluntary and Community sector Disability, Young People and Children and Church / Faith based organisations rated higher than the sample average across each of the five procedures; Advice and Information, Housing and Homelessness, Health and Wellbeing and 'Other' all scored above average of four of the procedures with Environment and Volunteer Development scoring above the sample average in three of the procedures. Sub sectors scoring below the average across all five procedures included Arts, Community Development, Older People and Education and Training; below the sample in four of the procedures included Sport and Women.

**Table 42: Advice and information**

When recruiting do volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
Ask volunteers to complete an application form	74	70	58
Interview / informal chat	78	91	87
Ask potential volunteers for references	73	63	53
Undertake AccessNI check	72	71	76
Require volunteers to undergo a trial period	74	66	52



**Table 43: Arts / cultural / heritage**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	43	46	58
Interview / informal chat	43	81	87
Ask potential volunteers for references	42	24	53
Undertake AccessNI check	43	37	76
Require volunteers to undergo a trial period	41	37	52

**Table 44: Community development**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	161	29	58
Interview / informal chat	177	81	87
Ask potential volunteers for references	156	25	53
Undertake AccessNI check	169	60	76
Require volunteers to undergo a trial period	160	40	52

**Table 45: Disability**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	65	83	58
Interview / informal chat	65	98	87
Ask potential volunteers for references	65	78	53
Undertake AccessNI check	66	82	76
Require volunteers to undergo a trial period	64	56	52

**Table 46: Education / training**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	75	43	58
Interview / informal chat	74	83	87
Ask potential volunteers for references	63	49	53
Undertake AccessNI check	72	85	76
Require volunteers to undergo a trial period	64	47	52

**Table 47: Environment**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	19	68	58
Interview / informal chat	22	78	87
Ask potential volunteers for references	21	24	53
Undertake AccessNI check	21	33	76
Require volunteers to undergo a trial period	20	55	52

**Table 48: Sports clubs / groups**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	9	22	58
Interview / informal chat	9	67	87
Ask potential volunteers for references	8	12	53
Undertake AccessNI check	9	78	76
Require volunteers to undergo a trial period	9	44	52

**Table 49: Housing / homelessness**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	10	70	58
Interview / informal chat	10	90	87
Ask potential volunteers for references	9	78	53
Undertake AccessNI check	10	90	76
Require volunteers to undergo a trial period	7	37	52

**Table 50: Older people**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	54	48	58
Interview / informal chat	63	84	87
Ask potential volunteers for references	52	44	53
Undertake AccessNI check	53	45	76
Require volunteers to undergo a trial period	52	36	52

**Table 51: Volunteer development**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	15	59	58
Interview / informal chat	15	87	87
Ask potential volunteers for references	13	61	53
Undertake AccessNI check	15	67	76
Require volunteers to undergo a trial period	13	77	52

**Table 52: Women**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	26	54	58
Interview / informal chat	27	89	87
Ask potential volunteers for references	25	48	53
Undertake AccessNI check	25	48	76
Require volunteers to undergo a trial period	26	50	52

**Table 53: Young people and children**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	223	64	58
Interview / informal chat	244	88	87
Ask potential volunteers for references	228	61	53
Undertake AccessNI check	252	92	76
Require volunteers to undergo a trial period	234	55	52

**Table 54: Health and well-being**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	58	84	58
Interview / informal chat	61	95	87
Ask potential volunteers for references	58	74	53
Undertake AccessNI check	58	64	76
Require volunteers to undergo a trial period	59	68	52

**Table 55: Church / faith based**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	7	86	58
Interview / informal chat	7	100	87
Ask potential volunteers for references	6	83	53
Undertake AccessNI check	7	86	76
Require volunteers to undergo a trial period	7	86	52

**Table 56: 'Other'**

<b>When recruiting do volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
Ask volunteers to complete an application form	74	78	58
Interview / informal chat	73	90	87
Ask potential volunteers for references	74	73	53
Undertake AccessNI check	74	76	76
Require volunteers to undergo a trial period	74	58	52

## 14. Volunteer management

### Summary

- The rank order of processes employed in volunteer management has remained consistent between 2007 and 2010. The six top ranked processes have also increased in popularity whilst the remaining four processes have all reduced since 2007
- The most popular form of volunteer management, an induction, was reported by 1,334 organisations (87%) which compares with almost 85% in 2007. The strongest emphasis on inductions was found in the Social Enterprise and Statutory sectors whilst the figure is lowest in Sports Clubs / Groups
- The second most common practice in relation to volunteer management is providing volunteers with a named person to whom they can go for support with 86% of organisations providing such a person for their volunteers, up from 81% in 2007. 80% of organisations offer volunteer training, an increase of 4% since 2007
- A written volunteer agreement outlining what the volunteer can expect from the organisation and outlining their roles and responsibilities is the least most common practice offered to volunteers (35%), ranging from 40% in the Voluntary and Community sector to 13% in Church / Faith based organisations
- A written role description in relation to volunteers is provided by 48% of organisations, down from 53% in 2007
- In terms of the impact of organisation income, in the two lower income bands the employment of all ten procedures is less common than in the higher income bands
- Across the income bands an induction, training, a named person for support and information about the child protection policy are consistently rated as the most popular procedures in organisations
- In terms of the impact of organisation income on volunteer management procedures a general pattern has emerged which would indicate that best practice is more prevalent in the higher income bands although the findings are not consistent



**Table 57: Volunteer management**

Once recruited, do new volunteers receive any of the following?	Yes (%)
An induction with regard to the organisation	87
A named person to go to for support	86
Training to carry out their role	80
Copy of/information about child protection policy	79
Support and/or supervision meetings	73
Copy of/information about health and safety regulations	72
Copy of/information on equal opportunities policy	60
Copy of/information about insurance cover	53
A written role description	48
A written volunteer agreement	35

**Table 58: Volunteer management - *It's All About Time***

Once recruited, do new volunteers receive any of the following?	Yes (%)
An induction with regard to the organisation	84
A named person to go to for support	81
Training to carry out their role	76
Copy of/information about child protection policy	72
Support and/or supervision meetings	69
Copy of/information about health and safety regulations	69
Copy of/information on equal opportunities policy	61
Copy of/information about insurance cover	57
A written role description	53
A written volunteer agreement	39

As can be seen from the tables above the rank order of processes employed in volunteer management has remained consistent between 2007 and 2010. Since 2007 the six top ranked processes have increased whilst the remaining four processes have become less evident. In this research nearly 87% of organisations now have an induction process in place for their volunteers which compares with almost 85% in 2007. The second most common practice in relation to volunteer management is providing volunteers with a named person to whom they can go for support with 86% of organisations providing

such a person for their volunteers, up from 81% in 2007. Training for volunteers on how to carry out their role is provided by 80% of organisations, up from 76% in 2007. Information on child protection (80%), support / supervision meetings (73%) and information on health and safety (72%) are all clearly viewed as important by organisations.

A written volunteer agreement outlining what the volunteer can expect from the organisation and outlining their roles and responsibilities is the least common practice with volunteers (35%), down from 39%. A written role description in relation to volunteers is provided by 48% of organisations down from 53% in 2007.

In terms of the impact of organisation income for volunteer management it is apparent that in the two lower income bands the employment of all ten procedures is much less common than in the higher income bands, indeed the procedures are uniformly employed less often in the lowest band (less than £1,000) compared to the second lowest income band (£1,001 - £10,000). A written volunteer agreement is employed by less than two in 10 organisations in these income bands and a written role description by between a quarter and a third of organisations.

Across the income bands an induction, a named person for support, training and information about the child protection policy are consistently rated as the most popular procedures in organisations. An induction is the most popular procedure in seven of the income bands (ranging from 75%-98%) with the only exception being the £100,001-£250,000 income band where it was ranked second behind a named person to go to for support (95%).

The impact of organisation income on volunteer management procedures is not linear but a general pattern has emerged which would indicate that best practice is more prevalent in the higher income bands although the findings are not consistent. Overall this may be an indication that in larger organisations there is sufficient resources in terms of paid staff and income to manage volunteers more formally.

However the relationship between income band and best practice is inconsistent; the highest income band clearly demonstrates best practice and is ranked first in most of the practices, followed in terms of rank order by the £250,001-£500,000 income band and consequently by £100,001-£250,000, £10,001-£100,000 and £500,000-£1million. What is clear is that in the lower two income bands the application of the various volunteer management procedures is less common than in the higher income bands with only a few exceptions e.g. in the £1,001 - £10,000 income band information on child protection is higher than in the £1million plus band.

## 15. Volunteer Management by organisational income level

**Table 59: Organisational income less than £1,000 (n =273)**

Once recruited, do new volunteers receive any of the following?	Yes (%)	Overall sample
An induction with regard to the organisation	75	87
A named person to go to for support	75	86
Training to carry out their role	68	80
Copy of/information about child protection policy	70	79
Support and/or supervision meetings	65	73
Copy of/information about health and safety regulations	56	72
Copy of/information on equal opportunities policy	37	60
Copy of/information about insurance cover	37	53
A written role description	25	48
A written volunteer agreement	18	35

**Table 60: Organisational income £1,001 - £10,000 (n=383)**

Once recruited, do new volunteers receive any of the following?	Yes (%)	Overall sample
An induction with regard to the organisation	80	87
A named person to go to for support	78	86
Training to carry out their role	75	80
Copy of/information about child protection policy	79	79
Support and/or supervision meetings	67	73
Copy of/information about health and safety regulations	65	72
Copy of/information on equal opportunities policy	48	60
Copy of/information about insurance cover	52	53
A written role description	32	48
A written volunteer agreement	21	35

**Table 61: Organisational income £10,001 - £100,000 (n=390)**

<b>Once recruited, do new volunteers receive any of the following?</b>	<b>Yes (%)</b>	<b>Overall sample</b>
An induction with regard to the organisation	93	87
A named person to go to for support	91	86
Training to carry out their role	80	80
Copy of/information about child protection policy	84	79
Support and/or supervision meetings	77	73
Copy of/information about health and safety regulations	78	72
Copy of/information on equal opportunities policy	71	60
Copy of/information about insurance cover	62	53
A written role description	56	48
A written volunteer agreement	42	35

**Table 62: Organisational income £100,001 - £250,000 (n=164)**

<b>Once recruited, do new volunteers receive any of the following?</b>	<b>Yes (%)</b>	<b>Overall sample</b>
An induction with regard to the organisation	93	87
A named person to go to for support	95	86
Training to carry out their role	87	80
Copy of/information about child protection policy	79	79
Support and/or supervision meetings	82	73
Copy of/information about health and safety regulations	75	72
Copy of/information on equal opportunities policy	67	60
Copy of/information about insurance cover	57	53
A written role description	63	48
A written volunteer agreement	48	35

**Table 63: Organisational income £250,001 - £500,000 (n=76)**

Once recruited, do new volunteers receive any of the following?	Yes (%)	Overall sample
An induction with regard to the organisation	96	87
A named person to go to for support	90	86
Training to carry out their role	91	80
Copy of/information about child protection policy	80	79
Support and/or supervision meetings	80	73
Copy of/information about health and safety regulations	78	72
Copy of/information on equal opportunities policy	71	60
Copy of/information about insurance cover	47	53
A written role description	63	48
A written volunteer agreement	48	35

**Table 64: Organisational income £500,001 - £1million (n=61)**

Once recruited, do new volunteers receive any of the following?	Yes (%)	Overall sample
An induction with regard to the organisation	98	87
A named person to go to for support	90	86
Training to carry out their role	94	80
Copy of/information about child protection policy	79	79
Support and/or supervision meetings	76	73
Copy of/information about health and safety regulations	75	72
Copy of/information on equal opportunities policy	67	60
Copy of/information about insurance cover	44	53
A written role description	48	48
A written volunteer agreement	43	35

**Table 65: Organisational income more than £1million (n=104)**

<b>Once recruited, do new volunteers receive any of the following?</b>	<b>Yes (%)</b>	<b>Overall sample</b>
An induction with regard to the organisation	98	87
A named person to go to for support	97	86
Training to carry out their role	96	80
Copy of/information about child protection policy	75	79
Support and/or supervision meetings	77	73
Copy of/information about health and safety regulations	84	72
Copy of/information on equal opportunities policy	76	60
Copy of/information about insurance cover	63	53
A written role description	86	48
A written volunteer agreement	56	35

## 16. Volunteer Management by nature of organisation

**Table 66: An induction with regard to the organisation**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	965	89
Church / faith based	156	78
Sports clubs / groups	40	65
Housing association	1 <sup>15</sup>	0
Grant making trust	2	50
Social enterprise	11	100
Credit Union	4	100
Mutual	1	100
Statutory	49	92
Other	105	82
<b>Total (All)</b>	<b>1,334</b>	<b>87</b>

Overall 1,334 organisations (87%) reported that they carry out an induction programme for new volunteers with (allowing for the low number in some categories) the strongest emphasis in the Social Enterprise sector (100%) and in the Statutory sector (92%) followed by the Voluntary and Community sector (89%) and the 'Other' sector (82%). The figure is reduced to 78% in the Church / Faith based groups and 65% in Sports Clubs/ Groups.

<sup>15</sup> Where respondent numbers are very low analysis and comment are curtailed

**Table 67: Training to carry out their role**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	928	78
Church / faith based	159	88
Sports clubs / groups	42	71
Housing association	1	100
Grant making trust	2	50
Social enterprise	10	90
Credit Union	3	100
Mutual	1	100
Statutory	47	89
Other	104	77
<b>Total (All)</b>	<b>1,297</b>	<b>80</b>

Eight in ten organisations offer volunteers training, ranging from 90% in the Social Enterprise sector and 89% in the Statutory sector to 71% in Sports Clubs / Groups.

**Table 68: A written role description**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	899	51
Church / faith based	138	27
Sports clubs / groups	38	34
Housing association	1	0
Grant making trust	2	50
Social enterprise	10	70
Credit Union	3	33
Mutual	0	0
Statutory	46	54
Other	100	50
<b>Total (All)</b>	<b>1,237</b>	<b>48</b>

A written role description for volunteers is employed by less than half of organisations overall (48%) ranging from 70% in the Social Enterprise sector



and 54% in the Statutory sector to 27% in Church / Faith based groups.

**Table 69: A named person to go to for support**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	961	86
Church / faith based	162	81
Sports clubs / groups	39	77
Housing association	1	100
Grant making trust	2	100
Social enterprise	11	100
Credit Union	3	66
Mutual	1	100
Statutory	49	90
Other	107	87
<b>Total (All)</b>	<b>1,336</b>	<b>86</b>

A named individual for volunteer support is offered by 86% of organisations ranging from 100% in the Social Enterprise sector and 90% in the Statutory sector to 77% in Sports Clubs / Groups.

**Table 70: Support and / or supervision meetings**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	930	75
Church / faith based	156	69
Sports clubs / groups	37	57
Housing association	1	100
Grant making trust	2	50
Social enterprise	10	90
Credit Union	4	75
Mutual	0	0
Statutory	46	63
Other	101	67
<b>Total (All)</b>	<b>1,287</b>	<b>73</b>

Support and / or supervision meetings are offered to volunteers by just under three quarters of organisations (73%) ranging from 90% in the Social Enterprise sector and 75% in the Voluntary and Community sector to 57% in Sports Clubs Groups.

**Table 71: A written volunteer agreement**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	890	40
Church / faith based	139	13
Sports clubs / groups	38	21
Housing association	1	0
Grant making trust	2	50
Social enterprise	10	60
Credit Union	3	33
Mutual	0	0
Statutory	43	39
Other	95	27
<b>Total (All)</b>	<b>1,221</b>	<b>35</b>

A written volunteer agreement is employed by only just over a third of organisations (35%) ranging from 40% in the Voluntary and Community sector to 13% in Church / Faith based organisations.

**Table 72: A copy of / information about health and safety regulations**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	943	74
Church / faith based	151	56
Sports clubs / groups	40	62
Housing association	1	100
Grant making trust	2	100
Social enterprise	11	82
Credit Union	3	33
Mutual	1	100
Statutory	46	74
Other	107	70
<b>Total (All)</b>	<b>1,305</b>	<b>71</b>

A copy of / information about the health and safety regulations is given to volunteers by 71% of organisations ranging from 82% in the social Enterprise

sector and 74% of Voluntary and Community groups to 56% of Church / Faith based organisations.

**Table 73: A copy of / information about child protection policy**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	961	78
Church / faith based	163	84
Sports clubs / groups	41	93
Housing association	1	100
Grant making trust	2	50
Social enterprise	11	64
Credit Union	3	0
Mutual	2	100
Statutory	49	86
Other	104	69
<b>Total (All)</b>	<b>1,337</b>	<b>79</b>

A copy of / information about the child protection policy is given to volunteers by over three quarters of organisations (78%) ranging from 93% of Sports Clubs / Groups to 69% in the 'Other' category.

**Table 74: A copy of / information on equal opportunities policy**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	921	67
Church / faith based	137	20
Sports clubs / groups	38	53
Housing association	1	100
Grant making trust	2	50
Social enterprise	11	64
Credit Union	3	0
Mutual	1	100
Statutory	46	63
Other	100	50
<b>Total (All)</b>	<b>1,260</b>	<b>60</b>

A copy of / information on the equal opportunities policy is given to volunteers by 60% of organisations ranging from 67% in the Voluntary and Community sector to 20% in Church / Faith based groups.

**Table 75: A copy of / information about insurance cover**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	912	59
Church / faith based	138	32
Sports clubs / groups	38	39
Housing association	1	100
Grant making trust	2	100
Social enterprise	11	73
Credit Union	3	33
Mutual	1	100
Statutory	43	37
Other	95	42
<b>Total (All)</b>	<b>1,244</b>	<b>53</b>

A copy of / information about insurance cover is given to volunteers by just over half of organisations (53%) ranging from 59% in the Voluntary and Community sector to 32% in Church / Faith based groups.

**Table 76: A copy of any other policies?**

Nature of organisation	Number of organisations	Yes (%)
Voluntary / community organisation	1,024	27
Church / faith based	178	13
Sports clubs / groups	41	23
Housing association	1	100
Grant making trust	2	50
Social enterprise	12	25
Credit Union	4	50
Mutual	2	0
Statutory	57	23
Other	117	32
<b>Total (All)</b>	<b>1,438</b>	<b>26</b>

Other policies beyond those identified above are offered by just over a quarter of organisations (26%) ranging from 32% in the 'Other' category to 23% of Sports Clubs / Groups. In general the other policies referenced by respondents tend to be organisation specific e.g. complaints procedures, guide to good practice, induction pack, club rules or organisation code of conduct.

## 17. Volunteer Management: Voluntary and Community organisations – Sub Sectors

Within the sub sectors of the Voluntary and Community sector the strongest sub sector exceeding the average in all the 10 listed procedures was Young People and Children, followed by Volunteer Development, 'Other' and Advice and Information which each exceeded the average in nine categories and Health and Wellbeing; Education and Training and Housing and Homeless exceeded the average in eight procedures. The lowest scores were for Arts / Cultural / Heritage which scored below the sample average in all 10 procedures, whilst the Sport and Older People sub sectors scored under the sample average in nine procedures followed by Community Development which scores less in eight procedures.

For Advice and Information, in which the use of nine of the procedures was more prevalent than the overall sample, the use of a written role description and a volunteer agreement was more significantly higher, whereas the supply of information on child protection was much lower. In Arts / Cultural / Heritage the use of all the procedures was lower than the average throughout with particularly low use of a written role description, a written volunteer agreement, information on health and safety regulations, information on the child protection policy and a named person for support.

In Community Development, which had a lower average than the sample across eight procedures, the use of training and a written role description was particularly low. In Disability, which had higher than average scores on six procedures, there was a much higher than average use of inductions, a written role description and a written volunteer agreement with a low score for supplying information on child protection. Education and Training had a higher average across eight of the procedures with much higher than average incidence of giving volunteers information on equal opportunities, insurance cover and child protection. Environment, which had a higher average across seven procedures, had a much higher than average incidence of a named person for support, support and supervision meetings and supplying information on health and safety. The incidence of support and supervision was much lower than average.

Sport only scored higher than average in terms of supplying information about insurance cover whilst scoring much lower than the sample average in terms of inductions, a written role description, a named person for support, support / supervision meetings and supplying information on health and safety. For Housing / Homelessness, which had a higher average than the sample across eight procedures, there was a much higher use of inductions, a written role description, a written volunteer agreement and supplying information on

health and security and child protection. A lower than average score was returned in supplying information on insurance. The Older People sub sector only scored above the sample average on a written volunteer agreement whilst scoring much lower than average in eight procedures particularly in supplying information on equal opportunities, a written role description and inductions.

Volunteer Development only scored less than the sample average in terms of supplying information on child protection whilst having significantly higher than average scores for inductions, training, a written role description and a volunteer agreement. In the Women sub sector there were slightly higher than average scores across seven categories particularly in supplying information on equal opportunities with a lower incidence of providing information on child protection and insurance and in support and supervision. The Young People and Children sub sector was above the sample across all the procedures with particular emphasis in information on child protection and equal opportunities.

Health and Well Being scored higher than the sample average across eight procedures with much higher than average examples of inductions, training, a written role description, support and supervision and a written volunteer agreement. The Church / Faith based sector had higher averages than the overall sample for a named person for support, support and supervision, a written volunteer agreement and providing information on health and safety. In the 'Other' category which scored above the sample average in nine procedures there was a particular emphasis on a written role description, a written volunteer agreement and information on equal opportunities. Finally, in the Schools sector, there was a strong emphasis on a named person for support and information on health and safety with low scores for a written role description, a written volunteer agreement and information on equal opportunities and insurance.

**Table 77: Advice and information**

<b>Once recruited, do new volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
An induction with regard to the organisation	75	89	87
Training to carry out their role	76	82	80
A written role description	74	61	48
A named person for support	77	87	86
Support / supervision meetings	77	76	73
A written volunteer agreement	74	58	35
Copy of / information about health and safety regulations	75	75	72
Copy of / information about child protection policy	73	69	79
Copy of / information on equal opportunities policy	73	74	60
Copy of / information about insurance cover	74	59	53

**Table 78: Arts / cultural / heritage**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample
An induction with regard to the organisation	43	77	87
Training to carry out their role	43	63	80
A written role description	43	28	48
A named person for support	44	70	86
Support / supervision meetings	43	63	73
A written volunteer agreement	44	23	35
Copy of / information about health and safety regulations	43	58	72
Copy of / information about child protection policy	44	66	79
Copy of / information on equal opportunities policy	43	56	60
Copy of / information about insurance cover	43	42	53



**Table 79: Community development**

<b>Once recruited, do new volunteers receive any of the following?</b>	<b>Number of organisations</b>	<b>Yes (%)</b>	<b>Overall sample (%)</b>
An induction with regard to the organisation	166	85	87
Training to carry out their role	161	61	80
A written role description	151	28	48
A named person for support	168	81	86
Support / supervision meetings	162	67	73
A written volunteer agreement	154	30	35
Copy of / information about health and safety regulations	166	66	72
Copy of / information about child protection policy	170	78	79
Copy of / information on equal opportunities policy	162	60	60
Copy of / information about insurance cover	158	54	53

**Table 80: Disability**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	68	96	87
Training to carry out their role	67	87	80
A written role description	64	62	48
A named person for support	67	91	86
Support / supervision meetings	64	78	73
A written volunteer agreement	64	50	35
Copy of / information about health and safety regulations	65	69	72
Copy of / information about child protection policy	66	70	79
Copy of / information on equal opportunities policy	63	54	60
Copy of / information about insurance cover	64	50	53

**Table 81: Education / training**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	73	92	87
Training to carry out their role	63	75	80
A written role description	65	48	48
A named person for support	71	86	86
Support / supervision meetings	66	80	73
A written volunteer agreement	62	34	35
Copy of / information about health and safety regulations	69	83	72
Copy of / information about child protection policy	74	90	79
Copy of / information on equal opportunities policy	66	73	60
Copy of / information about insurance cover	66	68	53

**Table 82: Environment**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	21	90	87
Training to carry out their role	20	75	80
A written role description	21	48	48
A named person for support	23	96	86
Support / supervision meetings	21	62	73
A written volunteer agreement	21	43	35
Copy of / information about health and safety regulations	21	90	72
Copy of / information about child protection policy	21	76	79
Copy of / information on equal opportunities policy	20	70	60
Copy of / information about insurance cover	22	68	53

**Table 83: Sport**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	9	56	87
Training to carry out their role	9	78	80
A written role description	9	33	48
A named person for support	9	33	86
Support / supervision meetings	9	56	73
A written volunteer agreement	9	33	35
Copy of / information about health and safety regulations	9	56	72
Copy of / information about child protection policy	9	78	79
Copy of / information on equal opportunities policy	9	56	60
Copy of / information about insurance cover	9	56	53

**Table 84: Housing / homelessness**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	10	100	87
Training to carry out their role	10	78	80
A written role description	10	60	48
A named person for support	10	89	86
Support / supervision meetings	10	80	73
A written volunteer agreement	10	67	35
Copy of / information about health and safety regulations	10	90	72
Copy of / information about child protection policy	10	90	79
Copy of / information on equal opportunities policy	10	90	60
Copy of / information about insurance cover	9	44	53

**Table 85: Older people**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	57	70	87
Training to carry out their role	54	65	80
A written role description	49	29	48
A named person for support	56	73	86
Support / supervision meetings	54	61	73
A written volunteer agreement	51	37	35
Copy of / information about health and safety regulations	57	63	72
Copy of / information about child protection policy	51	31	79
Copy of / information on equal opportunities policy	51	45	60
Copy of / information about insurance cover	52	50	53

**Table 86: Volunteer development**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	17	100	87
Training to carry out their role	17	100	80
A written role description	14	86	48
A named person for support	16	94	86
Support / supervision meetings	15	73	73
A written volunteer agreement	13	61	35
Copy of / information about health and safety regulations	14	79	72
Copy of / information about child protection policy	16	75	79
Copy of / information on equal opportunities policy	15	73	60
Copy of / information about insurance cover	16	81	53

**Table 87: Women**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	16	93	87
Training to carry out their role	14	81	80
A written role description	14	56	48
A named person for support	16	92	86
Support / supervision meetings	15	72	73
A written volunteer agreement	13	44	35
Copy of / information about health and safety regulations	14	72	72
Copy of / information about child protection policy	16	68	79
Copy of / information on equal opportunities policy	15	72	60
Copy of / information about insurance cover	16	52	53

**Table 88: Young people and children**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	246	93	87
Training to carry out their role	236	85	80
A written role description	227	58	48
A named person for support	246	91	86
Support / supervision meetings	233	80	73
A written volunteer agreement	220	36	35
Copy of / information about health and safety regulations	240	82	72
Copy of / information about child protection policy	251	95	79
Copy of / information on equal opportunities policy	236	76	60
Copy of / information about insurance cover	229	65	53

**Table 89: Health and well-being**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	61	95	87
Training to carry out their role	58	91	80
A written role description	57	60	48
A named person for support	59	90	86
Support / supervision meetings	60	83	73
A written volunteer agreement	57	47	35
Copy of / information about health and safety regulations	57	74	72
Copy of / information about child protection policy	57	68	79
Copy of / information on equal opportunities policy	57	63	60
Copy of / information about insurance cover	55	51	53

**Table 90: Church / faith based**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	7	86	87
Training to carry out their role	7	86	80
A written role description	7	57	48
A named person for support	7	100	86
Support / supervision meetings	7	86	73
A written volunteer agreement	7	67	35
Copy of / information about health and safety regulations	7	86	72
Copy of / information about child protection policy	7	71	79
Copy of / information on equal opportunities policy	7	57	60
Copy of / information about insurance cover	7	43	53

**Table 91: 'Other'**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	75	95	87
Training to carry out their role	74	88	80
A written role description	73	70	48
A named person for support	73	93	86
Support / supervision meetings	72	77	73
A written volunteer agreement	73	46	35
Copy of / information about health and safety regulations	75	75	72
Copy of / information about child protection policy	75	77	79
Copy of / information on equal opportunities policy	74	69	60
Copy of / information about insurance cover	73	64	53

**Table 92: Schools**

Once recruited, do new volunteers receive any of the following?	Number of organisations	Yes (%)	Overall sample (%)
An induction with regard to the organisation	28	86	87
Training to carry out their role	27	81	80
A written role description	23	39	48
A named person for support	28	96	86
Support / supervision meetings	25	76	73
A written volunteer agreement	24	21	35
Copy of / information about health and safety regulations	30	83	72
Copy of / information about child protection policy	28	86	79
Copy of / information on equal opportunities policy	27	41	60
Copy of / information about insurance cover	24	29	53

(\* the 'other' policies included access to a range of policies (4) anti-bullying (1), staff handbook (1)).



## 18. Volunteering opportunities by council area

**Table 93: Council areas in which organisations offer opportunities for volunteering opportunities**

Council area covered	Yes	%	Rank
Northern Ireland wide (all Council areas)	243	15.1	1
Belfast City Council	198	12.3	2
Derry City Council	102	6.3	3
Down District Council	100	6.2	4
Coleraine Borough Council	87	5.4	5
Newry and Mourne District Council	84	5.2	6
Lisburn Borough Council	82	5.1	7
Fermanagh District Council	79	4.9	8
Limavady Borough Council	78	4.8	9
Craigavon Borough Council	77	4.8	10=
Magherafelt District Council	77	4.8	10=
Dungannon and South Tyrone Borough Council	74	4.6	12
Omagh District Council	72	4.5	13
Ballymena Borough Council	71	4.4	14
Cookstown District Council	68	4.2	15
Newtownabbey Borough Council	63	3.9	16
Ards Borough Council	60	3.7	17
North Down Borough Council	59	3.7	18
Armagh City and District Council	56	3.5	19=
Banbridge District Council	56	3.5	19=
Strabane District Council	56	3.5	19=
Antrim Borough Council	52	3.2	22=
Larne Borough Council	52	3.2	22=
Carrickfergus Borough Council	50	3.1	24
Ballymoney Borough Council	49	3	25
Castlereagh Borough Council	47	2.9	26=
Moyle District Council	47	2.9	26=
Don't know / not sure	15	0.9	28

(Base 1,609: responses exceed 100% as this was a multiple response question)

Two geographical areas dominate the distribution of volunteering opportunities with 243 organisations (15.1%) offering volunteering opportunities Northern Ireland wide and 198 (12.3%) within the Belfast City Council area. Beyond these two areas the main council areas for volunteering opportunities are Derry City (6.3%), Down 6.2%, Coleraine (5.4%), Newry and Mourne (5.2%), Lisburn (5.1%), Fermanagh (4.9%), Limavady (4.8%), Magherafelt (4.8%) and Craigavon (4.8%).

In terms of where voluntary and community organisations are located, State of the Sector V<sup>xxiv</sup> reported that just over one-quarter (28.1%) of all voluntary and community organisations in Northern Ireland are based in the Belfast City Council area, followed by Derry City Council with 8.4% of all voluntary and community organisations. Belfast and Omagh district council areas have the highest number of voluntary and community organisations per head of population (five groups per 1,000 head of Council area population).

**Table 94: Estimated number of voluntary and community organisations by district council area – State of the Sector V**

	%	Organisations per 1,000 head of population		%	Organisations per 1,000 head of population
Antrim	2.0	2	Dungannon	3.5	3
Ards	1.8	1	Fermanagh	5.2	4
Armagh	3.9	3	Larne	1.1	2
Ballymena	2.5	2	Limavady	1.1	2
Ballymoney	1.0	2	Lisburn	3.6	2
Banbridge	1.6	2	Magherafelt	2.0	2
Belfast	28.1	5	Moyle	0.8	2
Carrickfergus	1.3	2	Newry and	4.6	2
Castlereagh	2.1	2	Newtownabbey	1.8	1
Coleraine	4.2	3	North Down	2.3	1
Cookstown	1.9	3	Omagh	4.6	5
Craigavon	4.6	3	Strabane	2.9	4
Derry	8.4	4	Total	100	3
Down	3.1	2			

Base: 3,136

## 19. Different roles carried out by volunteers

**Table 95: Different roles carried out by volunteers**

Volunteer role	%	Volunteer role	%
Administration / Office work	55	Crime / Safety	9
Committee / Trust member	44	DIY / Practical	8
Children	37	Mental health	8
Fundraising / Flag days	36	Mentoring	8
Young people	36	Residential Volunteering	7
Advice / Information	31	Research / Policy work	7
Community development	27	Short term / Seasonal	6
Arts (Music / Drama / Crafts)	24	Unemployment	6
Sports / Outdoor activities	23	Men's groups	5
Befriending	21	Anti poverty work	5
Older people	20	Health / Hospitals / Hospices	5
Care / Support	19	Shops / Retail	5
Finance / Accounting	17	Home-based volunteering	4
Counselling / Listening	16	Race / Ethnicity / Refugees	4
Families	15	Museums / Galleries / Heritage	4
Teaching/Tutoring/Supporting learners	14	Library / Information management	4
Computing	14	Specialist / Technical	4
Women's groups	13	Homeless / Housing	3
Disability / Physical	13	Human / Civil Rights / Justice	3
Religion / Faith	13	Sensory Impairment	3
Catering	12	Disaster / Emergencies	3
Environment	11	Overseas volunteering	3
Conservation / Gardening	11	Prisoners / (Ex) Offenders	2
Driving / Escorting	11	Languages / Translating	2
Marketing / PR / Media	11	Animals	2
Learning disabilities	10	Online volunteering	2
Drugs / Alcohol use	10	Journalism	2
Management / Business Skills	10	Gay / Lesbian / Bi / Transgender	1
Campaign / Lobbying	10	Brain injury	1

(Base 1,609: responses exceed 100% as this was a multiple response question)

Using the volunteering opportunities as categorised on the 'Volunteer Now' website<sup>16</sup> respondents were asked to identify the range of volunteering opportunities on offer. Five types of opportunities were offered by over a third of organisations including administration / office work (55%), Committee / Trust member (44%), working with children (37%), fundraising / flag days (36%) and advice / information (31%).

### Other roles

Ninety one respondents indicated that additional volunteer roles, not covered in the list above, are undertaken in their organisations. Whilst in the main these roles were specific to individual organisations the main categories related to Support (n=12), Board of Governors (n=4), Volunteers (n=4), Education (n=3), Families (n=3), Schools (n=2), Governance (n=2), Arts (n=2), Health (n=2), Radio (n=2), Transport (n=2) and Youth (n=2).

As part of the survey organisations were asked if they would be interested in promoting volunteer opportunities via the internet, for example through (<http://www.volunteernow.co.uk>), the 'Volunteer Now' website. The results from this question indicated that just over a third of respondents would be interested in promoting their volunteering opportunities; almost a third were unsure or not interested.

### Promotion of opportunities

**Table 96: Would your organisations be interested in promoting volunteer opportunities via the internet, for example through the Volunteer Now website?**

	Number of organisations	%
Yes	535	35.6
No	478	31.8
Not sure	490	32.6
<b>Total</b>	<b>1,503</b>	<b>100</b>

Five hundred and thirty five organisations indicated that they would be interested in promoting volunteering opportunities via the internet with a further 490 stating that they were unsure as to whether they would be interested. Four hundred and seventy eight respondents indicated that they would not be interested in availing of internet promotion of volunteering opportunities.

<sup>16</sup> <http://www.volunteernow.co.uk/>

## 20. Appendix 1

### **Breakdown by Council Areas**

Respondents were asked to indicate in which Council areas their organisation offered volunteering opportunities. This was a multiple response question and included an option for 'Province wide'. As a result the sum total of volunteers identified in areas is much greater than the total number of volunteers identified in the body of the report.

The total number of organisations on a Northern Ireland wide basis was **65,439**

Nature of Organisation	Number	%
Voluntary / community organisation	166	69
Church / faith based	27	11
Sports club / group	10	4
Grant making trust	2	.8
Social enterprise	1	.4
Statutory	3	1
Other	30	13
<b>Total</b>	<b>239</b>	<b>100</b>

Income Level	Frequency	%
Less than £1,000	27	11
£1,001-£10,000	35	15
£10,001-£100,000	56	24
£100,001-£250,000	31	13
£250,001-£500,000	21	9
£500,001-£1 million	17	7
More than £1 million	49	21
<b>Total</b>	<b>236</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Frequency	%
Advice and information	17	10
Arts / cultural / heritage	6	4
Community development	4	2
Disability	22	13
Education/training	8	5
Environment / conservation	7	4
Sport	2	1
Housing / homelessness	3	2
Older people	6	4
Volunteer development	3	2
Women	2	1
Young people and children	33	20
Health and well being	23	14
Church / faith based	3	2
Other	24	15
<b>Total</b>	<b>163</b>	<b>100</b>

The number of volunteers across all sectors in Antrim Borough Council was **3,487**

Nature of Organisation	Number	%
Voluntary / community organisation	36	69
Church / faith based	3	6
Sports club / group	3	6
Social enterprise	2	4
Statutory	5	10
Other	3	6
<b>Total</b>	<b>52</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	5	10
£1,001-£10,000	11	22
£10,001-£100,000	13	26
£100,001-£250,000	8	16
£250,001-£500,000	4	8
£500,001-£1 million	2	4
More than £1 million	6	12
<b>Total</b>	<b>49</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	2	6
Arts / cultural / heritage	3	8
Community development	3	8
Disability	1	3
Education/training	2	6
Environment / conservation	2	6
Housing / homelessness	1	3
Older people	1	3
Women	1	3
Young people and children	11	31
Health and well being	5	14
Church / faith based	1	3
Other	3	8
<b>Total</b>	<b>36</b>	<b>100</b>

The number of volunteers across all sectors in Ards Borough Council was **7,345**

Nature of Organisation	Number	%
Voluntary / community organisation	39	66
Church / faith based	13	22
Sports club / group	3	5
Statutory	1	2
Other	3	5
<b>Total</b>	<b>59</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	6	10
£1,001-£10,000	15	25
£10,001-£100,000	14	24
£100,001-£250,000	6	10
£250,001-£500,000	5	8
£500,001-£1 million	5	8
More than £1 million	8	14
<b>Total</b>	<b>59</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	1	3
Arts / cultural / heritage	2	5
Community development	1	3
Disability	3	8
Education/training	3	8
Older people	2	5
Volunteer development	1	3
Young people and children	13	33
Health and well being	7	18
Church / faith based	3	8
Other	3	8
<b>Total</b>	<b>39</b>	<b>100</b>



The number of volunteers across all sectors in Armagh City and District Council was **2,357**

Nature of Organisation	Number	%
Voluntary / community organisation	47	84
Church / faith based	3	5
Social enterprise	1	2
Statutory	3	5
Other	2	4
<b>Total</b>	<b>56</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	9	17
£1,001-£10,000	14	26
£10,001-£100,000	16	30
£100,001-£250,000	6	11
£250,001-£500,000	3	6
£500,001-£1 million	3	6
More than £1 million	2	4
<b>Total</b>	<b>53</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	6	13
Arts / cultural / heritage	2	4
Community development	6	13
Disability	2	4
Education/training	2	4
Housing / homelessness	1	2
Older people	1	2
Volunteer development	2	4
Women	2	4
Young people and children	14	30
Health and well being	2	4
Church / faith based	1	2
Other	6	13
<b>Total</b>	<b>47</b>	<b>100</b>

The number of volunteers across all sectors in Ballymena Borough Council was **2,588**

Nature of Organisation	Number	%
Voluntary / community organisation	50	70
Church / faith based	7	10
Sports club / group	5	7.
Credit Union	1	1
Statutory	4	6
Other	4	5
<b>Total</b>	<b>71</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	13	20
£1,001-£10,000	20	31
£10,001-£100,000	14	22
£100,001-£250,000	6	9
£250,001-£500,000	3	5
£500,001-£1 million	2	3
More than £1 million	6	9
<b>Total</b>	<b>64</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	3	6
Arts / cultural / heritage	2	4
Community development	9	18
Disability	2	4
Education/training	4	8
Environment / conservation	1	2
Housing / homelessness	1	2
Older people	2	4
Young people and children	14	28
Health and well being	7	14
Church / faith based	2	4
Other	3	6
<b>Total</b>	<b>50</b>	<b>100</b>

The number of volunteers across all sectors in Ballymoney Borough Council was **2,054**

Nature of Organisation	Number	%
Voluntary / community organisation	37	77
Church / faith based	5	10
Sports club / group	1	2
Statutory	4	8
Other	1	2
<b>Total</b>	<b>48</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	3	6
£1,001-£10,000	14	30
£10,001-£100,000	11	24
£100,001-£250,000	6	13
£250,001-£500,000	3	6
£500,001-£1 million	2	4
More than £1 million	7	15
<b>Total</b>	<b>46</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	2	5
Arts / cultural / heritage	1	3
Community development	7	18.9
Disability	3	8
Education/training	1	3
Environment / conservation	1	3
Sport	1	3
Housing / homelessness	1	3
Older people	2	5
Volunteer development	1	3
Women	3	8
Young people and children	10	27
Health and well being	1	3
Church / faith based	1	3
Other	2	5.
<b>Total</b>	<b>37</b>	<b>100</b>

The number of volunteers across all sectors in Banbridge Borough Council was **2,623**

Nature of Organisation	Number	%
Voluntary / community organisation	43	78
Church / faith based	6	11
Statutory	5	9
Other	1	2
<b>Total</b>	<b>55</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	8	15
£1,001-£10,000	15	28
£10,001-£100,000	16	30
£100,001-£250,000	5	9
£250,001-£500,000	3	6
£500,001-£1 million	2	4
More than £1 million	5	9
<b>Total</b>	<b>54</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	6	14
Arts / cultural / heritage	2	5
Community development	5	12
Disability	4	9
Education/training	3	7
Housing / homelessness	1	3
Older people	1	3
Volunteer development	1	3
Women	1	3
Young people and children	13	30
Health and well being	1	2
Other	5	12
<b>Total</b>	<b>43</b>	<b>100</b>

The number of volunteers across all sectors in Belfast City Council was **13,871**

Nature of Organisation	Number	%
Voluntary / community organisation	143	73
Church / faith based	18	9
Sports club / group	8	4
Social enterprise	4	2
Statutory	7	4
Other	16	8
<b>Total</b>	<b>196</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	24	13
£1,001-£10,000	37	19
£10,001-£100,000	53	28
£100,001-£250,000	24	13
£250,001-£500,000	21	11.1
£500,001-£1 million	9	5
More than £1 million	22	12
<b>Total</b>	<b>190</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	7	5
Arts / cultural / heritage	14	10
Community development	20	14
Disability	11	8
Education/training	5	3
Environment / conservation	6	4
Sport	1	1
Housing / homelessness	3	2
Older people	8	6
Women	5	3
Young people and children	34	30
Health and well being	11	8
Church / faith based	1	1
Other	16	11
<b>Total</b>	<b>142</b>	<b>100</b>

The number of volunteers across all sectors in Carrickfergus Borough Council was **4,599**

Nature of Organisation	Number	%
Voluntary / community organisation	38	78
Church / faith based	5	10
Social enterprise	1	2
Statutory	2	4
Other	3	6
<b>Total</b>	<b>49</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	5	11
£1,001-£10,000	13	28
£10,001-£100,000	12	26
£100,001-£250,000	6	13
£250,001-£500,000	2	4
£500,001-£1 million	1	2
More than £1 million	7	15
<b>Total</b>	<b>46</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	3	8
Arts / cultural / heritage	2	5
Community development	4	10
Disability	2	5
Education/training	2	5
Housing / homelessness	1	3
Older people	3	8
Young people and children	11	29
Health and well being	5	13
Church / faith based	1	3
Other	4	10
<b>Total</b>	<b>38</b>	<b>100</b>

The number of volunteers across all sectors in Castlereagh Borough Council was **5,184**

Nature of Organisation	Number	%
Voluntary / community organisation	31	67
Church / faith based	7	15
Sports club / group	3	6
Social enterprise	1	2
Statutory	1	2
Other	3	6
<b>Total</b>	<b>46</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	8	18
£1,001-£10,000	5	11
£10,001-£100,000	11	24
£100,001-£250,000	5	11
£250,001-£500,000	6	13
£500,001-£1 million	2	4
More than £1 million	8	18
<b>Total</b>	<b>45</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Arts / cultural / heritage	3	10
Community development	3	10
Disability	2	6
Environment / conservation	2	6
Housing / homelessness	1	3
Women	3	10
Young people and children	7	23
Health and well being	3	10
Church / faith based	2	6
Other	5	16
<b>Total</b>	<b>31</b>	<b>100</b>

The number of volunteers across all sectors in Coleraine Borough Council was **3,974**

Nature of Organisation	Number	%
Voluntary / community organisation	59	69
Church / faith based	7	8
Sports club / group	1	1
Social enterprise	1	1
Statutory	7	8
Other	11	13
<b>Total</b>	<b>86</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	12	16
£1,001-£10,000	16	21
£10,001-£100,000	22	29
£100,001-£250,000	9	12
£250,001-£500,000	5	7
£500,001-£1 million	3	4
More than £1 million	9	12
<b>Total</b>	<b>76</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	6	10
Arts / cultural / heritage	1	2
Community development	8	14
Disability	5	9
Education/training	3	5
Environment / conservation	2	3
Housing / homelessness	1	2
Older people	3	5
Volunteer development	1	2
Women	2	3
Young people and children	17	29
Health and well being	3	5
Church / faith based	1	2
Other	5	9
<b>Total</b>	<b>58</b>	<b>100</b>



The number of volunteers across all sectors in Cookstown District Council was **2,491**

Nature of Organisation	Number	%
Voluntary / community organisation	56	82
Church / faith based	6	9
Sports club / group	1	1
Social enterprise	1	1
Statutory	1	1
Other	3	4
<b>Total</b>	<b>68</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	10	16
£1,001-£10,000	15	24
£10,001-£100,000	21	33
£100,001-£250,000	7	11
£250,001-£500,000	4	6
More than £1 million	6	9
<b>Total</b>	<b>63</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	7	13
Arts / cultural / heritage	1	2
Community development	4	7
Disability	3	5
Education/training	5	9
Environment / conservation	3	5
Housing / homelessness	1	2
Older people	1	2
Volunteer development	1	2
Women	3	5
Young people and children	16	29
Health and well being	4	7
Church / faith based	1	2
Other	5	9
<b>Total</b>	<b>55</b>	<b>100</b>

The number of volunteers across all sectors in Craigavon Borough Council was **2,916**

Nature of Organisation	Number	%
Voluntary / community organisation	58	76
Church / faith based	9	12
Sports club / group	1	1.
Mutual	1	1
Statutory	3	4
Other	4	5
<b>Total</b>	<b>76</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	8	11
£1,001-£10,000	21	28
£10,001-£100,000	30	40
£100,001-£250,000	6	8
£250,001-£500,000	4	5
£500,001-£1 million	2	3
More than £1 million	3	4
<b>Total</b>	<b>74</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	6	10
Arts / cultural / heritage	1	2
Community development	12	21
Disability	5	9
Education/training	1	2
Sport	1	2
Housing / homelessness	1	2
Older people	6	10
Volunteer development	1	2
Women	1	2
Young people and children	17	30
Health and well being	1	2
Other	4	7
<b>Total</b>	<b>57</b>	<b>100</b>

The number of volunteers across all sectors in Derry City Council was **2,465**

Nature of Organisation	Number	%
Voluntary / community organisation	82	80
Sports club / group	1	1
Social enterprise	1	1
Mutual	1	1
Statutory	4	4
Other	13	13
<b>Total</b>	<b>102</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	6	6
£1,001-£10,000	16	17
£10,001-£100,000	32	34
£100,001-£250,000	21	22
£250,001-£500,000	4	4
£500,001-£1 million	3	3
More than £1 million	13	14
<b>Total</b>	<b>95</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	3	4
Arts / cultural / heritage	4	5
Community development	14	17
Disability	5	6
Education/training	7	9
Environment / conservation	4	5
Sport	2	2
Housing / homelessness	2	2
Older people	4	5
Women	2	2
Young people and children	24	30
Health and well being	8	10
Other	2	2
<b>Total</b>	<b>81</b>	<b>100</b>

The number of volunteers across all sectors in Down District Council was **4,064**

Nature of Organisation	Number	%
Voluntary / community organisation	70	70
Church / faith based	11	11
Sports club / group	4	4
Credit Union	2	2
Statutory	6	6
Other	7	7
<b>Total</b>	<b>100</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	23	24
£1,001-£10,000	20	21
£10,001-£100,000	30	32
£100,001-£250,000	8	8
£250,001-£500,000	4	4
£500,001-£1 million	1	1
More than £1 million	8	8
<b>Total</b>	<b>94</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	5	7.
Arts / cultural / heritage	8	12
Community development	9	13
Disability	6	9
Education/training	5	7
Environment / conservation	2	3
Housing / homelessness	1	1
Older people	4	6
Volunteer development	1	1
Women	1	1
Young people and children	16	23
Health and well being	2	3
Church / faith based	1	1
Other	8	12
<b>Total</b>	<b>69</b>	<b>100</b>

The number of volunteers across all sectors in Dungannon and South Tyrone Borough Council was **3,087**

Nature of Organisation	Number	%
Voluntary / community organisation	57	78
Church / faith based	13	18
Statutory	2	3
Other	1	1
<b>Total</b>	<b>73</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	13	19
£1,001-£10,000	9	13
£10,001-£100,000	24	35
£100,001-£250,000	10	14
£250,001-£500,000	4	6
More than £1 million	9	13
<b>Total</b>	<b>69</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	4	7
Arts / cultural / heritage	2	3
Community development	5	9
Disability	5	9
Education/training	4	7
Sport	1	2
Housing / homelessness	1	1.8
Older people	2	3
Volunteer development	3	5
Women	4	7
Young people and children	15	26
Health and well being	3	5
Church / faith based	1	2
Other	7	12
<b>Total</b>	<b>57</b>	<b>100</b>

The number of volunteers across all sectors in Fermanagh District Council was **2,878**

Nature of Organisation	Number	%
Voluntary / community organisation	57	73
Church / faith based	7	9
Sports club / group	1	1
Social enterprise	1	1
Statutory	6	8
Other	6	8
<b>Total</b>	<b>78</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	20	26
£1,001-£10,000	19	25
£10,001-£100,000	21	28
£100,001-£250,000	5	7
£250,001-£500,000	3	4
£500,001-£1 million	2	3
More than £1 million	6	8
<b>Total</b>	<b>76</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	2	4
Arts / cultural / heritage	4	7
Community development	8	14
Disability	5	9
Education/training	5	9
Environment / conservation	1	2
Older people	4	7
Volunteer development	2	4
Women	1	2
Young people and children	15	27
Health and well being	3	5
Other	6	11
<b>Total</b>	<b>56</b>	<b>100</b>

The number of volunteers across all sectors in Larne Borough Council was **1,384**

Nature of Organisation	Number	%
Voluntary / community organisation	39	75
Church / faith based	5	10
Sports club / group	1	2
Statutory	3	6
Other	4	8
<b>Total</b>	<b>52</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	7	15
£1,001-£10,000	21	46
£10,001-£100,000	10	22
£100,001-£250,000	2	4
£250,001-£500,000	2	4
More than £1 million	4	9
<b>Total</b>	<b>46</b>	<b>100</b>

#### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	2	5
Community development	13	33
Disability	1	3
Education/training	1	3
Housing / homelessness	1	3
Older people	1	3
Volunteer development	1	3
Young people and children	13	33
Health and well being	3	8
Other	3	8
<b>Total</b>	<b>39</b>	<b>100</b>

The number of volunteers across all sectors in Limavady Borough Council was **1,826**

Nature of Organisation	Number	%
Voluntary / community organisation	65	85
Church / faith based	2	3
Sports club / group	1	1
Social enterprise	2	3
Statutory	2	3
Other	5	6
<b>Total</b>	<b>77</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	5	7
£1,001-£10,000	24	33
£10,001-£100,000	23	31
£100,001-£250,000	8	11
£250,001-£500,000	3	4
£500,001-£1 million	3	4
More than £1 million	7	10
<b>Total</b>	<b>73</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	6	9
Arts / cultural / heritage	1	1
Community development	17	26
Disability	1	1
Education/training	6	9
Environment / conservation	1	1
Sport	1	1
Housing / homelessness	3	5
Older people	4	6
Volunteer development	1	1
Young people and children	17	26
Health and well being	5	8
Other	2	3
<b>Total</b>	<b>65</b>	<b>100</b>



The number of volunteers across all sectors in Lisburn City Council was **8,543**

Nature of Organisation	Number	%
Voluntary / community organisation	67	83
Church / faith based	4	5
Sports club / group	3	4
Social enterprise	2	2
Credit Union	1	1
Other	4	5
<b>Total</b>	<b>81</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	12	15
£1,001-£10,000	17	21
£10,001-£100,000	23	29
£100,001-£250,000	7	9
£250,001-£500,000	9	11
£500,001-£1 million	6	7
More than £1 million	6	7
<b>Total</b>	<b>80</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	1	1
Arts / cultural / heritage	4	6
Community development	15	23
Disability	6	9
Education/training	4	6
Environment / conservation	1	1
Housing / homelessness	1	1
Older people	4	6
Women	2	3
Young people and children	16	24
Health and well being	3	4
Church / faith based	1	1
Other	8	12
<b>Total</b>	<b>66</b>	<b>100</b>

The number of volunteers across all sectors in Magherafelt District Council was **2,122**

Nature of Organisation	Number	%
Voluntary / community organisation	58	75
Church / faith based	11	14
Sports club / group	1	1
Statutory	5	6
Other	2	3
<b>Total</b>	<b>77</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	15	21
£1,001-£10,000	17	24
£10,001-£100,000	21	30
£100,001-£250,000	6	8
£250,001-£500,000	4	6
More than £1 million	8	11
<b>Total</b>	<b>71</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	8	14
Arts / cultural / heritage	1	2
Community development	5	9
Disability	2	3
Education/training	8	14
Environment / conservation	4	7
Housing / homelessness	2	3
Older people	1	2
Volunteer development	1	2
Women	1	2
Young people and children	14	25
Health and well being	5	9
Church / faith based	1	2
Other	4	7
<b>Total</b>	<b>57</b>	<b>100</b>

The number of volunteers across all sectors in Moyle District Council was **2,824**

Nature of Organisation	Number	%
Voluntary / community organisation	39	83
Church / faith based	2	4
Sports club / group	3	6
Statutory	2	4
Other	1	2
<b>Total</b>	<b>47</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	8	17
£1,001-£10,000	7	15
£10,001-£100,000	17	37
£100,001-£250,000	5	11
£250,001-£500,000	2	4
£500,001-£1 million	1	2
More than £1 million	6	13
<b>Total</b>	<b>46</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	4	10
Arts / cultural / heritage	3	8
Community development	6	15
Disability	4	10
Education/training	2	5
Environment / conservation	1	3
Housing / homelessness	1	3
Older people	2	5
Volunteer development	1	3
Women	2	5
Young people and children	9	23
Health and well being	1	3
Other	3	8
<b>Total</b>	<b>39</b>	<b>100</b>

The number of volunteers across all sectors in Newry and Mourne District Council was **4,736**

Nature of Organisation	Number	%
Voluntary / community organisation	59	71
Church / faith based	7	8
Sports club / group	3	4
Social enterprise	1	1
Statutory	6	7
Other	7	8
<b>Total</b>	<b>83</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	8	11
£1,001-£10,000	21	28
£10,001-£100,000	26	35
£100,001-£250,000	7	9
£250,001-£500,000	5	7
£500,001-£1 million	2	3
More than £1 million	6	8
<b>Total</b>	<b>75</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	5	8
Arts / cultural / heritage	5	8
Community development	7	12
Disability	8	14
Education/training	4	7
Housing / homelessness	1	2
Older people	5	8
Volunteer development	2	3
Women	2	3
Young people and children	11	19
Health and well being	3	5
Other	6	10
<b>Total</b>	<b>59</b>	<b>100</b>

The number of volunteers across all sectors in Newtownabbey Borough Council was **6,699**

Nature of Organisation	Number	%
Voluntary / community organisation	44	71
Church / faith based	4	6
Sports club / group	2	3
Social enterprise	2	3
Statutory	3	5
Other	7	11
<b>Total</b>	<b>62</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	6	10
£1,001-£10,000	14	24
£10,001-£100,000	13	22
£100,001-£250,000	9	15
£250,001-£500,000	7	12
£500,001-£1 million	2	3
More than £1 million	7	12
<b>Total</b>	<b>58</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	1	2
Arts / cultural / heritage	2	4
Community development	9	20
Disability	4	9
Education/training	1	2
Sport	1	2
Housing / homelessness	2	4
Women	2	4
Young people and children	10	23
Health and well being	5	11
Church / faith based	1	2
Other	6	14
<b>Total</b>	<b>44</b>	<b>100</b>

The number of volunteers across all sectors in North Down Borough Council was **7,495**

Nature of Organisation	Number	%
Voluntary / community organisation	41	71
Church / faith based	9	15
Statutory	2	3
Other	6	10
<b>Total</b>	<b>58</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	6	11
£1,001-£10,000	11	20
£10,001-£100,000	11	20
£100,001-£250,000	5	9
£250,001-£500,000	7	13
£500,001-£1 million	3	5
More than £1 million	12	22
<b>Total</b>	<b>55</b>	<b>100</b>

#### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	2	5
Arts / cultural / heritage	1	2
Community development	2	5
Disability	2	5
Education/training	3	7
Environment / conservation	1	2
Volunteer development	1	2
Young people and children	14	34
Health and well being	5	12
Church / faith based	2	5
Other	8	19
<b>Total</b>	<b>41</b>	<b>100</b>

The number of volunteers across all sectors in Omagh District Council was **4,212**

Nature of Organisation	Number	%
Voluntary / community organisation	54	76
Church / faith based	5	7
Sports club / group	1	1
Housing association	1	1
Statutory	5	7
Other	5	7
<b>Total</b>	<b>71</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	13	19
£1,001-£10,000	17	25
£10,001-£100,000	24	35
£100,001-£250,000	5	7
£250,001-£500,000	1	1
£500,001-£1 million	3	4
More than £1 million	6	9
<b>Total</b>	<b>69</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	2	4
Community development	7	13
Disability	4	7
Education/training	3	6
Environment / conservation	1	2
Older people	4	7
Volunteer development	1	2
Young people and children	22	41
Health and well being	3	6
Other	7	13
<b>Total</b>	<b>54</b>	<b>100</b>

The number of volunteers across all sectors in Strabane District Council was **1,415**

Nature of Organisation	Number	%
Voluntary / community organisation	42	75
Church / faith based	5	9
Sports club / group	3	5
Housing association	1	2
Social enterprise	1	2
Statutory	3	5
Other	1	2
<b>Total</b>	<b>56</b>	<b>100</b>

Income Level	Number	%
Less than £1,000	5	9
£1,001-£10,000	15	28
£10,001-£100,000	10	18
£100,001-£250,000	11	20
£250,001-£500,000	3	6
£500,001-£1 million	4	7
More than £1 million	6	11
<b>Total</b>	<b>54</b>	<b>100</b>

### Voluntary and community organisations – sub sectors

Sub-Sector	Number	%
Advice and information	3	7
Arts / cultural / heritage	1	2
Community development	7	17
Disability	2	5
Education/training	1	2
Sport	1	2
Housing / homelessness	3	7
Older people	3	7
Young people and children	12	29
Health and well being	6	15
Other	2	5
<b>Total</b>	<b>41</b>	<b>100</b>



### **Unidentified geographical areas**

Twelve organisations with a total of 683 volunteers indicated that they did not know or were unsure of where they offered volunteer opportunities.

## 21. Appendix 2

### Questionnaire

# Volunteer Development Agency 'Volunteering in Organisations Survey 2010'

Please find attached a short questionnaire which I would be very grateful if you took a few minutes to complete.

The survey, being carried out by **NICVA** and **Copius Consulting** on behalf of the **Volunteer Development Agency**, is funded by the **Department for Social Development** and the information collected will be used to facilitate the delivery of the forthcoming Volunteering Strategy.

The Volunteer Development Agency is the centre of expertise for the promotion and development of volunteering in Northern Ireland and provides support, information and training on volunteer management, child protection and working with voluntary management committees. For more information see [www.volunteering-ni.org](http://www.volunteering-ni.org).

Completed questionnaires should be returned by **Friday 12 March 2010** (FREEPOST envelope provided). All organisations returning a completed questionnaire will be entered into a free draw to win a Volunteer Development Agency training course up to the value of £100 anytime in the next 12 months. The draw will take place in March. We greatly appreciate your assistance with this very important piece of work.

If you require any additional information about this survey please contact Stephen Bloomer in the NICVA Research Unit using one of the following methods:

Tel: 028 9087 7777

Email: [stephen.bloomer@nicva.org](mailto:stephen.bloomer@nicva.org)

I look forward to hearing from you soon.

**NB.** All information provided to us in the survey will be treated in the utmost confidence.

## Volunteering in Organisations

Please confirm your address and contact details below.

	Organisation
	Contact
	Position
	Address
	Town
	Postcode
	Telephone
	Email
	Website

### 1. Which of the following best describes the nature of your organisation?

*Please tick one only.*

Voluntary / community organisation

Church / faith based

Sports club / group

Housing association

Grant making trust

Other (*please specify*)

Social enterprise

Credit Union

Co-operative

Mutual

Statutory

### 2. Please indicate the approximate annual income of your organisation.

*Please tick one only.*

Less than £1,000

£1,001-£10,000

£10,001-£100,000

£100,001-£250,000

£250,001-£500,000

£500,001-£1 million

More than £1 million

**3. If you are a voluntary or community organisation, please identify which sub-sector best describes the work of your organisation. Please tick one only.**

Advice and information	<input type="checkbox"/>	Housing / homelessness	<input type="checkbox"/>
Arts / cultural / heritage	<input type="checkbox"/>	Older people	<input type="checkbox"/>
Community development	<input type="checkbox"/>	Volunteer development	<input type="checkbox"/>
Disability	<input type="checkbox"/>	Women	<input type="checkbox"/>
Education / training	<input type="checkbox"/>	Young people and children	<input type="checkbox"/>
Environment / conservation	<input type="checkbox"/>	Health and well being	<input type="checkbox"/>
Sport	<input type="checkbox"/>	Church / faith based	<input type="checkbox"/>
Other ( <i>please specify</i> )	<input type="checkbox"/>		

**4. Does your organisation currently involve volunteers (including management committee members or trustees) in any of its activities?**

Yes (*Go to Q5*)

No (*Go to Q10*)

**5. If yes, please indicate the number of volunteers who are currently involved with your organisation. Use an approximation if necessary.**

**6. When recruiting new volunteers does your organisation do any of the following?**

	Yes	No	Don't know
Ask new volunteers to complete an application form?			
Interview/informal chat with potential volunteers?			
Ask new volunteers to provide references?			
Undertake an AccessNI check?			
Require new volunteers to undergo a trial period?			

**7. Once recruited, do new volunteers receive any of the following?**

	Yes	No	Don't know
An induction with regard to the organisation?			
Training to carry out their role?			
A written role description?			
A named person to go to for support?			
Support and /or supervision meetings?			
A written volunteer agreement?			
Copy of / information about health and safety regulations?			
Copy of / information about child protection policy?			
Copy of / information on equal opportunities policy?			
Copy of / information about insurance cover?			
Copies of any other policies or guidance ( <i>please specify</i> )			

**8. From the list below please indicate in which Council areas your organisation offers opportunities for volunteers. *Please tick all that apply.***

Province wide

Don't know / not sure

Antrim Borough Council

Down District Council

Ards Borough Council

Dungannon and South Tyrone

Armagh City and District Council

Fermanagh District Council

Ballymena Borough Council

Larne Borough Council

Ballymoney Borough Council

Limavady Borough Council

Banbridge District Council

Lisburn City Council

Belfast City Council

Magherafelt District Council

Carrickfergus Borough Council

Moyle District Council

Castlereagh Borough Council

Newry and Mourne District Council

Coleraine Borough Council

Newtownabbey Borough Council

Cookstown District Council

North Down Borough Council

Craigavon Borough Council

Omagh District Council

Derry City Council

Strabane District Council

**9. Please indicate below which of the different roles are carried out by your volunteers. Please tick all that apply.**

- |                                    |                                  |
|------------------------------------|----------------------------------|
| Administration / Office work       | Homeless / Housing               |
| Advice / Information               | Human / Civil Rights / Justice   |
| Animals                            | Journalism                       |
| Anti poverty work                  | Languages / Translating          |
| Arts (Music / Drama / Crafts)      | Learning disabilities            |
| Befriending                        | Library / Information management |
| Brain injury                       | Management / Business Skills     |
| Campaign / Lobbying                | Marketing / PR / Media           |
| Care / Support                     | Men's groups                     |
| Catering                           | Mental health                    |
| Children                           | Mentoring                        |
| Committee / Trust member           | Museums / Galleries / Heritage   |
| Community development              | Older people                     |
| Computing                          | Online volunteering              |
| Conservation / Gardening           | Overseas volunteering            |
| Counselling / Listening            | Prisoners / (Ex) Offenders       |
| Crime / Safety                     | Race / Ethnicity / Refugees      |
| Disability / Physical              | Religion / Faith                 |
| Disaster / Emergencies             | Research / Policy work           |
| DIY / Practical                    | Residential Volunteering         |
| Driving / Escorting                | Sensory Impairment               |
| Drugs / Alcohol use                | Shops / Retail                   |
| Environment                        | Short term / Seasonal            |
| Families                           | Specialist / Technical           |
| Finance / Accounting               | Sports / Outdoor activities      |
| Fundraising / Flag days            | Teaching / Tutoring / Supporting |
| Gay / Lesbian / Bi / Transgender   | Unemployment                     |
| Health / Hospitals / Hospices      | Women's groups                   |
| Home-based volunteering            | Young people                     |
| Other(s) <i>(please specify)</i> . |                                  |

**10. Would your organisation be interested in promoting volunteer opportunities via the internet, for example through (<http://www.volunteernow.co.uk>), the 'Volunteer Now' website?**

Yes

No

Not sure

Completed questionnaires should be returned by **Friday 12 March** (FREEPOST envelope provided).



## 22. References

- <sup>i</sup> It's All About Time, Volunteer Development Agency, 2007
- <sup>ii</sup> Join In, Get Involved: Build a Better Future, Department for Social Development, 2009
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- <sup>iv</sup> <http://www.pfgbudgetni.gov.uk/finalpfg.pdf>
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<http://www.niassembly.gov.uk/researchandlibrary/2010/0210.pdf>
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- <sup>viii</sup> [http://www.dsdni.gov.uk/index/voluntary\\_and\\_community/vcni-volunteering-strategy.htm](http://www.dsdni.gov.uk/index/voluntary_and_community/vcni-volunteering-strategy.htm)
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[http://www.dsdni.gov.uk/positive\\_steps.pdf](http://www.dsdni.gov.uk/positive_steps.pdf)
- <sup>xi</sup> Investing Together, Department for Social Development, 2004,  
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- <sup>xii</sup> Investing Together, Department for Social Development, 2004, p.10  
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- <sup>xv</sup> Inspiring Volunteering: A Volunteering Strategy for Edinburgh, Edinburgh Compact Partnership, 2006  
[http://www.volunteeredinburgh.org.uk/organise/volunteering\\_strategy](http://www.volunteeredinburgh.org.uk/organise/volunteering_strategy)
- <sup>xvi</sup> <http://www.nilga.org/template1.asp?pid=907&parent=726&area=2>
- <sup>xvii</sup> State of the Sector V – Northern Ireland Voluntary and Community Sector Almanac 2009, NICVA 2009
- <sup>xviii</sup> It's All About Time, Volunteer Development Agency, 2007
- <sup>xix</sup> Volunteering and the Recession, Volunteer Now (formerly Volunteer Development Agency), April 2010
- <sup>xx</sup> Volunteering And The Recession Report 2009, Volunteer Development Agency,  
[http://www.volunteering-ni.org/what\\_we\\_do/publications](http://www.volunteering-ni.org/what_we_do/publications)
- <sup>xxi</sup> The Benefits of Volunteering for Employability – key findings from recent research by The Institute for Volunteering Research, Institute for Volunteering Research, April 2009  
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- <sup>xxii</sup> Volunteering in the recession: Outline report for the Recession Summit, 21 January 2010  
<http://www.volunteering.org.uk/WhatWeDo/Policy/whatwearesaying/2010/Volunteering+in+the+recession>
- <sup>xxiii</sup> <http://www.youthnet.org/media&campaigns/pressreleases/volunteeringflourishinginrecession>
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