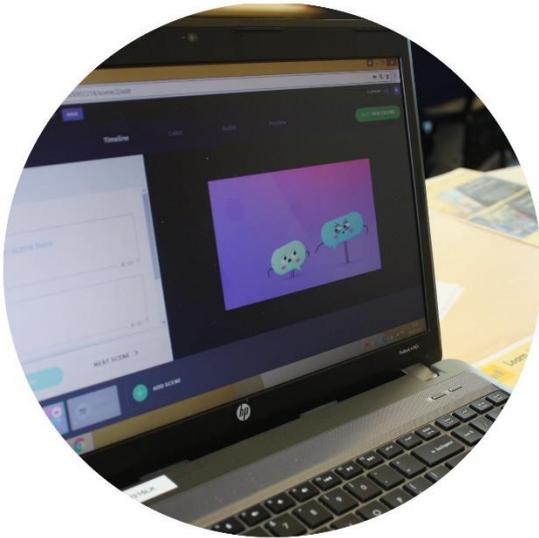
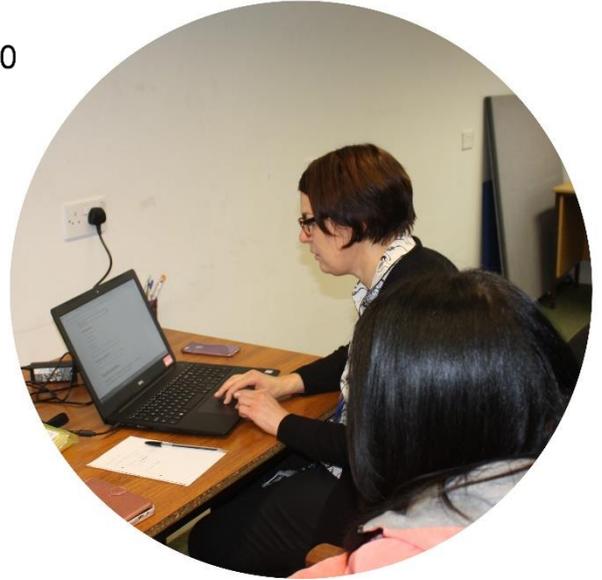




An Independent Charity No. 1075060



Report on the use laptops donated by TSG to North Tyneside Voluntary Organisations Development Agency

North Tyneside VODA: Background

VODA is a registered charity (number 1075060) and company limited by guarantee (number 3703221) that provides support, advice, training and information to volunteers and voluntary and community organisations operating in North Tyneside.

Based at the Queen Alexandra Campus in North Shields, VODA works to support and develop the voluntary and community sector by providing a wide range of support services and by representing the views of the sector to government and policy makers on a local and national level.

VODA also delivers a number of direct volunteering and social action projects in the community of North Tyneside. These include Sector Connector, which brings local businesses and the voluntary and community sector together for mutual benefit; the #iwill project, which supports young volunteers to create digital and media campaigns around social issues they feel strongly about; and SAINT (Social Action in North Tyneside), which supports volunteers with mental health and other long-term conditions to overcome barriers to volunteering and create short-term social action projects in the community.

For more information visit www.voda.org.uk

INFOGRAPHIC 2017-2018

NORTH TYNESIDE VODA

Supporting volunteers and the voluntary
and community sector of North Tyneside



DEVELOPMENT ADVICE SESSIONS

620

on topics including setting up, legal structures, finance, HR and governance issues

FUNDING ADVICE

We delivered **319** funding advice sessions and it is estimated that groups who received funding advice brought almost £640,000 into the borough



VOLUNTEERING SUPPORT

We received 1,173 volunteering enquiries during 2017-18. We referred volunteers to **177** local groups and organisations.

GOOD NEIGHBOURS PROJECT

Our Good Neighbours volunteers carried out 1,207 jobs for 481 beneficiaries, giving a staggering 4,336 hours of volunteering



4,336 hours



27 Courses

TRAINING COURSES

We delivered 27 training courses to 232 learners on topics including volunteering, funding, personal development, data protection and social media

INFORMATION PROVISION

We keep the sector informed on relevant issues through our website, ebulletins, newsletter and social media channels



Laptop donation

The six laptops donated to VODA in December 2017 have been very well used over the last nine months by VODA's social action projects and its beneficiaries.

Social action projects enable people who do not necessarily wish to engage in regular, formal volunteering to get involved in activities which will benefit the wider community. They often enable people who lack confidence, who are experiencing health issues or who are socially isolated to discover the contribution that they are able to make and to prepare them for other types of volunteering.

Some of the social action projects for which the laptops have been used are detailed in this report.

Friends of North Tyneside

The Friends of North Tyneside project enabled people aged 50+ to try out a period of intensive volunteering over a 12 week period. Two projects ran concurrently – one in which the volunteers worked with a group of young people with learning difficulties, supporting them with confidence building and other skills to move them closer to the world of work; and a second supporting a group of socially isolated older people.

The volunteers working with the young people used the laptops to create CVs and to enable them to research different forms of employment. Three of the young people that the group worked with went on to get jobs following their involvement with the project!

The volunteers working with the older people used the laptops with people in sheltered accommodation and in care homes, showing them how to use the internet to research family history and how they could contact relatives using Skype.

One lady contacted her son in Dubai for a very emotional reunion. Her son said:

“I know when I speak to mum, she's very keen to attend the class and is always upbeat on the day that she's attended so I'm really happy that this is working out for her.”

I feel somewhat detached and helpless in supporting her being based here so I'm always happy when she tells me that she's involved in classes like this.” The family history research stimulated discussion between the older people and helped them to discover common interests.

SAINT (Social Action in North Tyneside) Universal Credit support

VODA and volunteers on our SAINT project have been working with North Tyneside Citizens Advice Bureau to provide voluntary support to people who need to submit their online claims for Universal Credit but who have little or no IT skills.

The laptops have been used weekly by the volunteers to sit with clients and work through the online claims with them, and people have commented that it has made such a difference to have the support of volunteers who are patient and kind. The following quote is from Richard who volunteers with the project:

“Having some spare time on my hands and wanting to do something useful, I approached VODA to see what they might suggest. The wonderful Kim [VODA's Volunteer Development Officer] directed me to the new VODA initiative working with those applying for Universal Credit, and this has proved most rewarding.

“Universal Credit is, in essence, a good idea which should make things simpler for everyone, but the online application process presents a daunting prospect to many, especially to those even less familiar than I am with the mysterious ways of IT.

“I have found it a real pleasure to be part of the small team who, after basic training and with superb support from Josie [VODA's Social Action Worker], spend one morning a week with applicants for Universal Credit, some of whom have hit hard times but many of whom find themselves a little lost in the face of all they are required to do. It is a privilege to sit down with them, hear their stories, and lend a helping hand.”

“Each week we are able to help people set up their Universal Credit account and arrange their first interview. They are now on their way, and that gives a real lift to those of us alongside them.”



Richard is pictured here at the Citizen's Advice Bureau

#iwill

Part of the wider #iwill campaign to encourage more young people in to social action, VODA is working with a group of young volunteers to train create digital and media campaigns around causes and issues in the community that they care about.

As well as offering the volunteers the chance to learn from a range of professionals in the fields of social media, photography, film-making, blogging, web and graphic design and more, the projects is also teaming the young people up with local voluntary and community sector organisations who are facing challenges in this area. In this way, the young people will “pay forward” the learning that they have received and will use that to support and train others.

The laptops are being used weekly by the young people to undergo training in digital media and to create campaigns that can help get key messages across in amusing and succinct ways.

One team of young volunteers has created a campaign called *#iwill Unfold* around sharing positive mental health messages and details of local services. Hannah Grey, who has volunteered with the programme weekly said:

“I’m really enjoying being part of this project. We want to help people deal with their mental health in a positive and way and to share their ideas to support others. I’ve learned how to schedule Facebook posts, take photographs of people and share them online and to design a logo, which I’m really proud of.”



Hannah is pictured above right, with fellow volunteer Kristina

Although, as can be seen from above, the laptops are almost continually in use for social action projects, they have also enabled VODA staff to work flexibly by taking out presentations to small community groups and to support people who are unable to visit the VODA offices to find out more about and access volunteering opportunities. We are hugely grateful for the donation and look forward to using the laptops to extend our work in the North Tyneside community.

Community Friendly Business Award

In recognition of TSG's laptop donation and the projects the laptops have enabled, TSG was presented with the Community Friendly Business Award at the VODA AGM on 28th November.

