



In August 2017 Thanet Volunteer Bureau were delighted to receive formal recognition for its work as a Volunteer Centre by being awarded Wave 4 Volunteer Centre Quality Accreditation by the National Council for Voluntary Organisations. Volunteer Centre Quality Accreditation (VCQA) measures a Volunteer Centre's ability to deliver its services to a high standard and create a local environment in which volunteering can flourish. The standard recognises TVB's achievements in matching people who want to volunteer with organisations who can use their help and advice, promoting volunteering, and helping local charities and other organisations to involve volunteers in their work.



2017 was also a time for Thanet Volunteer Bureau winning first prize for The Isle of Thanet Gazette – Heart of the Community Awards 2017.

Volunteers and volunteering is at the centre of everything we do at TVB and in this, our 30<sup>th</sup> year, we were delighted to accept the award on behalf of all the volunteers, volunteer organisations and TVB staff who contribute so much to so many projects across Thanet.

In October 2017 TVB moved to The Kent Innovation Centre In Broadstairs from where we are better able to co-ordinate our services. We are still on the look out however for that high street hub where we can join with our partners in delivering much valued volunteering and support services to Thanet's communities whilst having a more visible presence.

#### What's next for Thanet Volunteer Bureau?

In 2017 we began a dialogue with Trustees and colleagues from neighbouring Volunteer Centres serving Dover Districts and Shepway. The result of these discussions and much work behind the scenes, has led us to progress into 2018 a merger proposal. We are confident that together we will have a stronger voice, make better use of our combined skills and resources and better connect and support the communities we serve.

At our AGM on 27th September 2018, we will invite Trustees and Members from all three volunteer centres to join with us to mark the signing of the Transfer Agreement which joins us together as Kent Coast Volunteering effective October 1st 2018.



# Thanet Volunteer Bureau Annual Report 2017-18

*A snapshot of what we achieved  
in our 30th Year*



Registered Charity No: 1111800

[www.thanetvolunteerbureau.co.uk](http://www.thanetvolunteerbureau.co.uk)

248 VIO's registered with TVB on our database

484 Potential Volunteers Registered with TVB

4 Training Courses delivered in partnership to support volunteers and VIO's



As a partner of Stronger Kent Communities Consortium we oversaw delivery of the following projects across Kent:

11 Volunteer Fairs across the Kent Districts

Over 325 Volunteer Involving Organisations from across Kent took part in these fairs

95% reported that the fairs helped support the work that they do

Over 312 certificates were presented to individual members of Kent's Volunteering Community

70+ Businesses contacted/info shared about Employee Supported Volunteering (ESV)

78 Charities supported: info gathered for ESV tasks and then shared with companies)

151 New (ESV) volunteering opportunities

90 volunteers from 8 companies took part in 10 volunteering days, benefiting 7 charities

97 DBS checks processed to support VIO's and Volunteering in Thanet  
Yet Another Service to support TVB's role as Go to Place for all things Volunteering

4 Training Courses delivered in partnership to support volunteers and VIO's

19 dedicated volunteer drivers carried out 12,204 journeys taking less able people to medical appointments across Thanet, Kent and London. This service supports 692 members.



2,056 people came through the doors at one of our "Your Time" groups  
354 hours given by volunteers to Your Time  
Volunteering partnerships formed with DWP and East Kent College.

70 people went on Day Trips" in partnership with Thanet Community

Over 80 people matched with a volunteer befriender - "They don't know the joy they bring. When you don't see anybody and then someone like Tracey turns up, they're worth their weight in gold"

563 people helped by our Central Referrals Service, connecting older people to support and leisure services provided by the Thanet Community Support Partnership and beyond.  
"Although I am housebound, I know I have people at the end of the telephone to help me"

80 VIO and public sector organisations attended monthly TCSP Networking lunches  
"Fabulous opportunity to network and find out about support in the local community"

278 members of Thanet Over Fifties Forum (TOFFs), formed in September 2017

90% reported being better informed about the topics discussed at each of the bimonthly TOFFs meetings to have taken place to date



The Trustees who oversee the good governance of TVB are listed here but all of our achievements rest on the shoulders of the dedicated staff and the many volunteers who support us both in the office and in the delivery of the projects and activities we co-ordinate. Unfortunately space does not allow us to list everyone individually but please allow us to take this opportunity to record our appreciation and thanks.

Serving Trustees

2017—2018

Elizabeth Somers James— chair

Xanthe Pitt

Sally Hinchliffe - Treasurer

Geoff Loman

John Seston

Sharon Lewis (Resigned 07/11/17)

Alan Godley (Resigned 15/03/18)

Andrew Grieve (Resigned 18/04/18)

**Our Thanks to our Funders and Sponsors who have enabled us to continue to make a difference to Thanet's Community, in no particular order they are:-**

