

**Communities, Localities and Culture
LBTH Integrated Youth and Community Services
Service Level Agreement (SLA)**

Organisation / Agency Name	Volunteer Centre Tower Hamlets
Address	Norvin House, 45-55 Commercial Street, London, E1 6BD
Project Co-ordinator / Link worker	Cath Bavage, Chief Executive Peppe Rella, Youth Volunteering Advisor
Contact Email address	cath@vcth.org.uk
Contact Telephone/ Mobile	020 7377 0956

Project Name: Youth Volunteering in Tower Hamlets

Project Theme: *(please refer to the 5 ECM Outcomes)*

This project fits 2 ECM outcomes; Positive Contribution and Enjoy & Achieve

Aims and Objectives of the project:

To raise awareness of volunteering among young people.

To develop and maintain availability of suitable volunteering opportunities for young people.

To engage young volunteers in meaningful volunteering placements in Tower Hamlets.

Summary of the Proposed Project: *(please also indicate how you intend to deliver)*

We will raise awareness of volunteering and its benefits to young people aged 15-19 (up to 25 with SEN) by conducting presentations in schools, colleges, youth clubs and other community youth settings. A total of 6 presentations will be delivered during the 5 months between 1 April and 31 August 2015, and we anticipate that between 10 and 20 young people will attend each session (between 60 and 120 young people in total).

We will continue to distribute our new volunteering publicity materials, specifically targeting a youth audience. Materials will be sent to all LBTH-funded youth clubs and all state-run secondary schools in the borough.

To mark Volunteers' Week (1-7 June), we will advertise a number of current volunteering opportunities in **East End Life**, many of which will be suitable for young people, and will encourage young residents to think about volunteering over their summer holidays.

We will offer 1:1 appointments with trained advisors for young people at our office in Commercial Street, but will also offer appointments at outreach venues where presentations have been delivered (if required). 5 appointments will be delivered per week (total 104 appointments in 5 months). We anticipate that approximately 50% of young people will turn up to their appointments, so we expect to see 52 young people face-to-face during the period.

Of the 52 young people advised, we expect 31 (60%) to start a volunteering placement successfully.

Critical to young people starting volunteering is the ongoing availability of high quality, varied and meaningful volunteering placements. To achieve this we will **visit, health-check and register 10 new Volunteer Involving Organisations** during the 5 months. This, combined with updating opportunities at 446 organisations already registered with VCTH, should produce **42 new volunteering roles in April-August 2015**. We will conduct ongoing work with registered organisations to ensure that they are young-people friendly and that they can offer good roles to volunteers aged 15+

We can offer a **half-day training session on Involving Young Volunteers** to a group of youth workers/organisations identified by LBTH Integrated Youth and Community Services

Delivery Period: 1 April 2015 - 31 August 2015 (5 months)

Total number of Young People	Age Group	Target groups you will work with <i>(Please list these groups)</i>
104 x 1:1 appointments offered	15-19 year olds (up to 25 with SEN)	All young people aged 15-19 (plus up to 25 with SEN), spanning all equalities groups, targeting those attending schools and youth clubs
52 x young people seen at appts (50% turn up rate)	15-19 year olds (up to 25 with SEN)	Young people who have booked appointments with advisors
31 Volunteer starters in placements	15-19 year olds (up to 25 with SEN)	Young people who have attended appointments with advisors or attended presentations

Please describe monitoring framework for the project you intend to deliver?

We will collect and monitor the following information;

- Details of dates, venues, target audiences and numbers of participants at presentations
- All young people entered on VBase (our bespoke database) enabling registration data, appointment date, referrals to placements and tracking data to be recorded
- Follow-up e-mails and phone calls to young people after attending appointments made and recorded
- SurveyMonkey questionnaires to volunteers issued quarterly and analysed
- List of new organisations registered produced
- List of volunteering opportunities registered produced
- Signed attendance sheet of trainees participating in Involving Young Volunteers training
- Quarterly monitoring reports submitted to LBTH Integrated Youth & Community Services

How do you evidence the impact as described in the project proposal?

We will evidence impact as follows;

- Quotes from young people about the benefits they have gained from their volunteering placements
- Quotes from organisations about the contributions that young volunteers have made to their work/the services they provide to the community

How your project intends to recruit young people and indicate the risk categories (please provide us with a copy of the risk assessment):

We will recruit young people for the project in a number of ways;

- Presentations at schools, colleges, youth clubs and other community settings
- Distribution of posters and leaflets to all LBTH-funded youth clubs and secondary schools
- Ongoing referrals from specialist agencies, including mental health teams, drug/alcohol teams, Job CentrePlus, disability organisations, leaving care team, etc
- Word of mouth recommendations from existing service users
- VCTH's website

Please provide Name and CRB reference number for all paid/unpaid staff delivering this project:

Name	Verification Officer	Date	CRB Number
Catherine Bavage	LBTH	07/01/2009	001221867636
Giuseppe Rella	LBTH	12/03/2009	001229122833

Health & Safety Designated individual:

Name Catherine Bavage

Address Volunteer Centre Tower Hamlets, Norvin House, 45-55 Commercial Street, London, E1 6BD

Tel: 020 7377 0956

Costs:

Items	Costs
Total Costs	£16,667

Additional information:

Organisation Insurance Details (including public liability insurance): Towergate Insurance

No: QBE policy number CHMIA1000718 (Employer's and Public Liability)

Expiry Date: 26 October 2015

Lead Contact: Chief Executive

Signed:



Name: Catherine Bavage

LBTH Officer:

Signed:



Name: Hasan Faruq
Quality Assurance
Manager



02/06/15