



Annual Report 2016



Tel: (+51) 54-212982



Cruz Verde 300-B, Cercado, Arequipa



volunteersperu@gmail.com



www.volunteersperu.org

PRESIDENT'S INTRODUCTION

2016 was a very special year for Volunteers Peru, and the projects we support —The Casa Hogar Torre Fuerte in Arequipa, and Colegio Honofre Benavides in Tomepampa. We are so thankful for the invaluable contributions of our volunteers, and the support they provided to the children here in Peru.

This year, we also hosted a school exchange between Colegio Honofre Benavides in Peru, and New Eccles Hall School in England. Fourteen British students visited us in June, and spent time in Tomepampa, one of the most remote areas of the Arequipa district. The students learned about Peruvian culture, including dance, music, clothing, games, food, and more! It was an incredible experience for everyone involved, and we are excited to visit England with a group of Peruvian students in 2017!

I would like to take a moment to thank Project Manager Eva Paterson for all of her hard work and for all of her efforts in making the school exchange possible. Thank you to all of our wonderful volunteers, and everyone involved with the school exchange for making this opportunity possible. It is because all of you that Volunteers Peru is able to continue the work that we do.



*Lic. María de Los Angeles Bellido Zanabria
Founder and President*

TABLE OF CONTENTS

Annual Report 2016 Introduction	3
Activities and Achievements	3
Partnerships	5
Volunteer Action	5
Research and Documentation.....	7
Communications	7
Human Resources and Business Support.....	8
Defining Key Goals for 2017	8
Resource Generation.....	10
How You Can Help Volunteers Perú.....	11
Concluding Statement	12

ANNUAL REPORT 2016

2016 has been an exciting year of activity for Volunteers Perú. Each year we grow more and more and are able to better support our projects with more volunteers and resources. In the first year, we built the groundwork, created documents, made links with our projects and put out listings to recruit volunteers. In our second year, we grew significantly with more volunteers, resources and better practices. Now, in our third year, we have expanded our network even more and refined our practices. Learning from our experiences in our first two years, we have worked hard to improve our practices and enhance the way we support our two projects; The Casa Hogar Torre Fuerte home for girls at risk in Arequipa and The Colegio Honofre Benavides rural school in Tomepampa.

In 2016, we had 35 volunteers, which is nearly a 17% increase from last year. These volunteers spent time at our two projects enhancing the education and well-being of the children we support. We have continued to nourish and build on the relationships we have with our network of supporters and will continue to do so.

We have learned from our past experiences and this year we have implemented many new structures to improve the way our volunteers support our projects. We have continued to foster good relationships with the two projects we support and have taken on feedback from the projects and volunteers to learn and grow. We have also created new documents in order to better support incoming volunteers.

In the next year, we hope to continue the learning process by listening carefully to what each project wants and needs. We also hope to recruit more volunteers to be able to fully support both projects. We have set out our key goals to work toward in the next year in order to keep growing and improving the support we give to our projects.

ACTIVITIES AND ACHIEVEMENTS

- **Casa Hogar Torre Fuerte, Arequipa:**

This year, 26 volunteers have spent time at Casa Hogar Torre Fuerte, which is a decrease of 13% from last year. However, volunteers spent more time in the Casa Hogar in 2016 and we had very few gaps where there were no volunteers supporting the Casa Hogar. There were only 2.5 weeks in the entire year where we had no volunteers in the Casa Hogar. This is a good improvement from 2015 where there were 7 weeks with no volunteers. Volunteers stayed an average of 5.6 weeks at the Casa Hogar Torre Fuerte this year which is an improvement from 4 weeks last year.

- The first quarter of 2016 was summer break. We had several volunteers throughout January and February to support in this time. Volunteers played games, sports and did arts and crafts with the girls. They also accompanied the girls on outings and held workshops with the girls. The sewing workshop was also used a lot during this time with

both the older and younger girls. Finally, we accompanied the girls on their annual beach trip in February to mark the end of the holidays.

- We had some very generous donations from volunteers who did online fundraising to support the Casa Hogar. With this money we were able to buy school supplies for the girls among many other necessities in the home like cleaning supplies, new pillows, towels, clothes and shoes.
- From the beginning of the school year in March until December, our volunteers have supported the girls to complete their chores and homework on a daily basis, in particular the youngest girls who attend primary school. As the girls are regularly new in the home, we worked hard to help them get into the routine of chores and homework. We had homework charts to keep the girls motivated to do their homework.
- We have a new practice in the Casa Hogar this year, which is the Culture Day. As a way to say goodbye and teach the girls a little about where they are from with a fun activity, volunteers have a culture day on their last day. This year we have had many interesting and fun activities, including arts and crafts, dances and food. It is really important for the girls to be able to say goodbye and now that they are accustomed to the new routine, every culture day we have they know it is their opportunity to say their goodbyes and enjoy one last day with the volunteer. We will continue these into next year.

- **Colegio Honofre Benavides, Tomepampa:**

This year 10 volunteers have spent time at Colegio Honofre Benavides, which is double the amount of volunteers from last year. Volunteers were in Tomepampa throughout most of the school year. This year there were only 9 weeks of the school year where volunteers were not in the school. This is a very big improvement on 2015, where about 26 weeks passed in the school year with no volunteers. Volunteers stayed an average of 4.4 weeks in 2016.

- During the summer break from December to March, the school was closed, but we were busy planning the School Exchange that took place in June.
- Volunteers helped in both primary and secondary classes. In primary school, volunteers supported teachers each day with a different grade. They also spent one hour per class a week teaching Basic English. Students at Colegio Honofre typically do not begin learning English until secondary school, so this has been a good introduction for them.
- Most volunteers assisted the English teachers in the secondary classes. As this year there are 50 teaching hours for English in the secondary school, there are now two teachers to support. Volunteers helped with pronunciation and acted as a general teacher's assistant for the English teachers. It has been very valuable to have volunteers in classes as there are now many hours to support.
- Volunteers also ran after school English classes with students from the school exchange.
- In June, Venture Peru, the School Exchange between New Eccles Hall School and Colegio Honofre Benavides took place. 14 students and 9 teachers came from England to spend three weeks in Peru. It was a very successful and enjoyable exchange. In Tomepampa,

the parents and teachers put on cultural activities for the group and we took a variety of trips. The students are now looking forward to taking the trip to England next June.

PARTNERSHIPS

- Local NGO network

There are several NGO/volunteer programmes based in Arequipa. We do not have any formal partnership agreements with these organisations, but make an effort to foster relationships of understanding and mutual support with them. We have continued to foster those relationships in 2016 and have supported one another in fundraising efforts. We have had a meeting with one NGO to discuss how to better harness NGO partnerships in the future. Additionally, we were invited to another NGOs radio show to talk about Volunteers Peru and promote a fundraiser party.

- Online Listings

This year we have been able to join more online networks. Although we already have a large network, we have expanded where possible as new websites are being created to support NGOs. Additionally, we have partnered with Go Overseas and now run our application through them. We have also partnered with YOLA who offer online Spanish classes to volunteers before they arrive.

- New Eccles Hall School

After having a successful school exchange in June, our partnership with New Eccles Hall School has become very strong this year. We look forward to continue to work with them and send the students from Colegio Honofre Benavides to England in June 2017. In 2017 we are also sending an intern to work with New Eccles Hall School, a graduate from Colegio Honofre Benavides. We are so fortunate to have made this partnership to be able to help give opportunities to students that would normally not have these prospects.

VOLUNTEER ACTION

Volunteers are one of the most important assets to Volunteers Peru. There is management staff to oversee everything, but the majority of the activities done at the projects are done by volunteers. With each volunteer there is a different personality and skill set that brings new things to each project. This year we had 35 volunteers from 15 different countries.

We try very hard to run an ethical and responsible volunteer programme. We give each volunteer a full and thorough induction, explaining the issues and complexities at each project. We also work hard to manage the expectations of both the volunteers and the children. For the volunteers, it is important that they are realistic about the impact that they will be able to make in a relatively short time. For the children, they need to know from the beginning how long a volunteer will stay and what their role will be. Volunteering should be a mutual exchange that is beneficial on both sides.

It is important for us to have a solid organisational structure behind the volunteers in order to ensure that they feel supported in their work, and also to ensure that their efforts are continued when they leave. Stability for the children is very important at both projects. For the girls at Casa Hogar Torre Fuerte, it is very important for us to make sure that the girls do not feel that they are being

abandoned in any way, when volunteers leave. At Colegio Honofre Benavides, keeping continuity in the students' education is vital.

THANK YOU TO ALL OF THE VOLUNTEERS THAT HAVE SUPPORTED VOLUNTEERS PERU AND THE CHILDREN WE WORK WITH!



VOLUNTEERS 2016



RESEARCH AND DOCUMENTATION

This year we have reviewed our documentation, making some larger adjustments from the previous year. We have also expanded on the research that we previously conducted in order to support our projects. Moreover, we have asked in both the girls and staff in the Casa Hogar and the students and teachers in Colegio Honofre Benavides to fill out a survey in order to investigate if they are satisfied with the work we do.

- Day-to-Day and HR Paperwork:

We have reviewed all documentation for our operations, including the comprehensive induction procedure, volunteer contracts (general and for each individual project) and the child protection policy. We have improved the application process by creating an online application with more rigorous questions and now have skype interviews with volunteers before they arrive. We additionally have changed the documents that we send to volunteers. We now have an Information Pack, Pre-Departure Guide and Housing Brochures. These are reviewed regularly to make sure they have current information. We have also translated our previous Annual Reports into Spanish.

- Strategic Plan:

In order to apply for APCI in Peru, we have developed an in depth Strategic Plan. This plan includes details of what we do, why we do it and our goals for the next three years.

For further details, you can find the Strategic Plan on our website by following the link below: http://www.volunteersperu.org/uploads/4/1/2/9/41292025/volunteers_peru_strategic_plan.pdf

We have still not applied for APCI, but we have the documentation ready for when we are able to apply.

- Good practice and Ethical Volunteering:

Through surveys taken at the Casa Hogar Torre Fuerte and Colegio Honofre Benavides, we have been able to investigate whether the children and staff are satisfied with the work we deliver. The surveys have been analysed and graphical data has been produced. Generally, they were very happy with the work that we do, the only problem they had was when volunteers leave. This means that we need to do anything possible to keep volunteers in the projects throughout the whole year. These surveys are important for us to make sure that we are keeping up good practices and ethical volunteering.

COMMUNICATIONS

We have a network of former volunteers and supporters with whom we keep in contact via various social media platforms and volunteering websites.

- Newsletter

The Project Manager or Project Coordinator writes a monthly Newsletter. This keeps previous, current and future volunteers up to date with our projects. The Newsletter is emailed to our Newsletter list recipients as well as published on our website.

- Social Media

We are active on social media and are able to raise awareness and support for our projects and fundraising efforts through these platforms. Former volunteers are also able to keep in touch with our projects through social media such as Facebook, Twitter and LinkedIn. In 2014, we gained a total of 614 followers via Facebook. In 2015, we increased our followers to 805 and by the end of 2016 we had a total of 1,035. We hope to keep increasing this number and broadening our network of supporters.

- Volunteer Networks and Recruitment

Volunteer recruitment and networking is almost exclusively done online, via email, social media, online volunteer databases and communication with universities. We are constantly updating our listings on all relevant volunteer platforms, in order to ensure that potential volunteers and supporters have access to current and relevant information about our organization. As detailed in the Partnership section, we have expanded this network and hope to continue working on this in the future.

HUMAN RESOURCES AND BUSINESS SUPPORT

Volunteers Peru is comprised of one paid member of staff (Project Manager) and one unpaid member of staff (Project Coordinator) as well as the Founder/President that oversees the work. We also liaise closely with staff at both projects in order to make sure our work is supporting them in their needs. We rely on the support of our volunteers to carry out our activities at the projects. We work alongside a qualified Spanish teacher, who offers classes to our volunteers. We have an accountant that specializes in NGOs, in order to keep our accounts up to date and up to Peruvian standards.

DEFINING KEY GOALS FOR 2017

We have defined several key goals that we will strive to achieve during 2017. These are broken down into two categories; strategic NGO development (to be carried out by staff) and project activities (to be carried out by volunteers).

➤ **NGO Development:**

- Professionalize Practices

We will maintain our current volunteer application, and continue to have Skype interviews with potential volunteers, to ensure a good fit. In an effort to best support the organizations we work with, we will attempt to recruit more Spanish speaking volunteers, and we will be vigilant about having volunteers sign up for classes to increase their knowledge prior to their arrival at Volunteers Peru. Additionally, we will continue to review current documents and create new documents, in order to ease the transition for new volunteers, in an effort to provide the most comprehensive and up to date information possible.

- Develop and Expand Fundraising Activities

Volunteers Peru will aim to host at least one fundraiser per month. Potential fundraisers include quiz/trivia nights, selling food at sports games, and parties. It would be ideal to have 25% of our revenue come from fundraising efforts in 2017. In an effort to diversify fundraising sources, we will also begin applying for grants as far as is possible.

- **APCI Registration**

We would like to be registered with the APCI (Agencia Peruana de Cooperación Internacional) in order to be fully registered in the Peruvian NGO directory and have official recognition of our work from all government bodies. Last year we were unfortunately unable to register with APCI, so this year we will continue the process.

- **Increase Volunteer Recruitment**

As we enter a new year, we are aiming to recruit more volunteers to ensure a consistent flow of support for both projects, particularly in Tomepampa, which due to its remote location, unfortunately does not receive the same amount of volunteers. We have joined many new recruitment platforms in the past year and are seeing an increase of volunteers this year. We will continue to work on this in the coming year, especially for Tomepampa. We would like to see another 20% increase in recruitment this year, which would be equivalent to a total of 42 volunteers.

- **Monitoring and Evaluation**

In the past we have given surveys to the children and staff at the Casa Hogar Torre Fuerte and at Colegio Honofre Benavides in Tomepampa. We will continue to give surveys every six months (June and December 2017), and will work to develop 3-5 additional quantitative data points related to our impact at each project.

➤ **Project Activities:**

Below please find the activities that our volunteers will carry out at the Casa Hogar Torre Fuerte and the Colegio Honofre Benavides in 2017.

1st quarter (January – March):

Casa Hogar Torre Fuerte:

- As we have more volunteers this quarter, we would like to formalize and have a better-structured summer break. We will develop a book of activities to use as a resource in the future.
- Volunteers will perform fun summer activities with a schedule, so the girls have something to look forward to and volunteers have a better idea of what activities they can do.
- These activities include, but are not limited to: Educational games such as reading and math, arts and crafts, games, sports, cultural activities, and writing workshops.
- Additionally, the sewing workshop will continue during the summer holiday and once school starts again, we will try to schedule time to continue the workshops.
- We will develop a system to improve the structure of how we help the girls and how to better motivate the girls during homework time.

Colegio Honofre Benavides:

- During this period there are no classes in Colegio Honofre Benavides, due to the summer break. However, we will be planning the school exchange that will take place in June 2017.
- The students that will travel to England in 2017 have been given English books to study during the summer, and we will try to meet with them in Arequipa, otherwise we will travel to Tomepampa at the start of the school year to assess their English.

In the 2nd, 3rd and 4th quarters (April – December) our activities will continue as they have this year. We will evaluate the needs of the girls at the Casa Hogar Torre Fuerte and the students at Colegio Honofre Benavides on a continuous basis to ensure that we meet their needs as fully as possible. During the second, third and fourth quarters of 2017 our activities will include, but not be limited to:

Casa Hogar Torre Fuerte:

- Homework help (with a better structure and work plan).
- Maintaining a safe and secure atmosphere in the home.
- Supporting the local staff according to their needs.
- Supporting the Casa Hogar in their goal of constructing an in-house training centre for the older girls.

Colegio Honofre Benavides:

- Supporting the English teachers in the Secondary school with planning and teaching classes.
- Supporting other secondary teachers as per the skills and interests of volunteers.
- Carrying out one session per week in each primary grade of English, or other as per the skills and interests of the volunteer.
- Carrying out afternoon homework help and learning support sessions with the students, especially those who have been selected to travel to England. However, if we have enough volunteers we would like to be able to have afternoon sessions with all of the students in the secondary grades.

RESOURCE GENERATION

We need to generate resources to cover administration costs, project activities and to grow as an organisation to further and improve our impact. In our first three years in operation, we have generated resources in the following ways:

- Program Fee

All volunteers pay a one-off program fee in order to participate. This is our main source of income. Volunteers pay a fee of \$150, however, this will be increased to \$200 in 2017. There have been concerns expressed about the concept of paying to volunteer, when individuals are already dedicating their time and effort. However, at this stage, a program fee is necessary for us to be able to continue as an organization. This will be reviewed again in the future.

- Spanish School and Tours

We work alongside qualified Spanish teachers and are partnered with a tour agency to offer language classes and travel opportunities to volunteers. A percentage of the income from the classes and tours goes to Volunteers Peru.

- Donations

Several supporters, former volunteers and their families have given donations both of money and goods to further the advancement of our organisation and to help the projects. We will work on opening an account to make receiving donations easier.

- Fundraising

We have been able to generate resources via fundraising activities. These have included club nights, trivia quiz, a concert in Santa Catalina and an online T-shirt campaign. We hope to further these activities in the next year.

We kindly ask those wishing to see a full financial statement for 2016 to contact us directly.

HOW CAN YOU HELP VOLUNTEERS PERÚ

- Volunteer With Us

We are always looking for compassionate and enthusiastic volunteers to spend time at our projects. We ask volunteers to dedicate a minimum of two weeks at the Casa Hogar Torre Fuerte and one month at the Colegio Honofre Benavides, but of course, the longer you can spend, the better for us and the children at the projects.

- Raise Awareness and Help Recruit Volunteers

If you are unable to volunteer yourself, but know someone who might be interested, please do not hesitate to refer them to us. We would also appreciate our supporters raising awareness of what we do by sharing news of our work, talking to schools, universities and community groups.

- Make a Donation

Please help us to continue supporting our projects by making a donation. We will always inform you exactly where the funds have been directed and send pictures and feedback where appropriate.

If you feel that you can support us in one of the ways listed above, please contact us at volunteersperu@gmail.com

CONCLUDING STATEMENT

2016 was a year of great growth for Volunteers Peru. Between January and December 2016 we worked with 35 volunteers, who between them dedicated over 4800 hours to the children and staff at our projects.

We have come a long way in three years and are very proud of what we have accomplished. From our first two years, we learned how to better recruit and prepare our volunteers and with that better support our projects. It is great to see gradual, but steady growth in volunteer numbers, and we hope to continue to see this.

Our third year was very successful in that we had more volunteers support each project longer. We are particularly proud of the support we have given in Colegio Honofre Benavides, as the number of volunteers doubled. We are also very pleased with the Venture Peru School Exchange and the partnership we have with New Eccles Hall School.

In the next year we are looking forward to the new experiences ahead and of course we are always looking back and learning from all of the previous experiences we have had. We aim to support the children and staff at our projects, the Casa Hogar Torre Fuerte and Colegio Honofre Benavides, more and more each year.

Finally, as this is my last year as Project Manager with Volunteers Peru, I would like to express my gratitude to our network. It has been such pleasure working with all of our volunteers, Project Coordinators, supporters and of course Marita over the past three years. I know Volunteers Peru will continue to flourish and I look forward to seeing what the future has in store for this wonderful organization.



Eva Paterson, Project Manager