



# Annual Report 2015



Tel: (+51) 54-212982



Cruz Verde 300-B, Cercado, Arequipa



[volunteersperu@gmail.com](mailto:volunteersperu@gmail.com)



[www.volunteersperu.org](http://www.volunteersperu.org)

**PRESIDENT’S INTRODUCTION**

The second year of activity for the NGO Volunteers Perú was very successful, due to support from two organizations: Globetrotting for Good who supported the Casa Hogar in the implementation of a Sewing Workshop; and the partnership with New Eccles Hall School. Through New Eccles, we will have a cultural exchange program in June 2016 with the Colegio Honofre Benavides, which is located in the most remote place in the Region of Arequipa. Colegio Honofre Benavides is a state school and this will be their first exchange with England, which will help the lives of these students. My sincerest gratitude goes to the organizations supporting us as well as Ella, Emilee and Eva and every volunteer for the work they have done for us. Thank you.



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

**TABLE OF CONTENTS**

Annual Report 2015 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 2016 ..... 8

Resource Generation ..... 10

How You Can Help Volunteers Perú ..... 11

Concluding Statement ..... 12

Appendix ..... 13

## **ANNUAL REPORT 2015**

2015 has been a year of great growth and activity for Volunteers Perú. 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. Learning from our experiences in our first year, we 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 2015, we had 30 volunteers, which is nearly a 50% increase from our first year as an NGO. 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 doing 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.

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, 30 volunteers have spent time at Casa Hogar Torre Fuerte, which is a 50% increase from last year. We did not have many volunteers from January-March, but things started to pick up in May. We had peak times in July and August and again in October with up to 7 volunteers at one time. Volunteers stayed an average of 4 weeks at the Casa Hogar Torre Fuerte this year.

- The first quarter of 2015 was summer break. Volunteers played games, sports and did arts and crafts with the girls. We also accompanied the girls on their annual beach trip in February.
- 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 kindergarten and primary school. It was not always easy for volunteers to help the girls, so we also implemented various measures in order to motivate the girls to study.
- Additionally, volunteers worked with the girls, who were particularly behind in reading and writing. Using "Coquito", a colourful and fun educational book on reading and writing, we saw great improvements in the girls' literacy.

- From April to July, we had a Peruvian intern from a local university spend time in the Casa Hogar Torre Fuerte. As she is studying to be a social worker, she worked closely with the staff at the home to gain experience for her degree. She conducted a full study on how the home works and was a very valuable intern to Volunteers Peru and the Casa Hogar.
  - In July we implemented a sewing workshop in the Casa Hogar. This was made possible due to a grant from Globetrotting for Good. With the money from this grant we were able to buy machines and supplies, so that the girls can learn the valuable skill of sewing. The Globetrotting for Good team came with suitcases full of donations to prepare and to set up the room. A local seamstress has volunteered to teach the girls and regular classes will be held during their summer break from January until February. We hope the girls can continue the classes into the school year as well with weekend classes.
  - We also introduced dental students to the Casa Hogar in order for the girls to get free treatment at a local university. As there is often no money in the budget at the Casa Hogar for things like glasses or dental care, this is an important connection for the home to have.
- **Colegio Honofre Benavides, Tomepampa:**

This year 5 volunteers have spent time at Colegio Honofre Benavides, which is one less than last year. Volunteers were in Tomepampa from May-July and again in November until the end of the school year in December. In comparison to last year, the volunteers stayed longer this year, staying an average of 4.8 weeks rather than 4.

    - During the summer break in February, the Project Manager and Project Coordinator spent two weeks painting the primary school. Painting the six primary class rooms will help to improve their learning environment in the new school year. As they receive little funding to make such improvements, it was a good way for us to support the school.
    - 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. Other volunteers assisted the English teacher in the secondary classes. They helped with pronunciation and acted as a general teacher's assistant for the English teacher.
    - In addition to helping in classes, volunteers have also helped the director in her office doing administration work.
    - Furthermore, volunteers ran after school English classes with students from the Albergue, as well as with the students who are involved in the school exchange (detailed below).
    - One volunteer created a curriculum for IT lessons. The school has computers to teach IT, but no unfortunately teacher. Therefore, volunteers can teach these lessons as the plan and computers are there. Even basic IT knowledge will help the students as this technology is used in the workplace and higher education.

- In May, the school was visited by the Director and a teacher from New Eccles Hall School as well as a coordinator in order to begin a partnership. New Eccles Hall is a Private School from Norwich England, who was interested in setting up an exchange with another school. After their visit, it was decided that Colegio Honofre was a good match and plans have been under way since then, in order to make the exchange happen. In June 2016, students from New Eccles Hall School will spend two weeks in Tomepampa and in 2017 students from Tomepampa will go to England. This is a very exciting opportunity for Colegio Honofre, as school exchanges in Peru normally only exist between Private schools in the cities and not between rural public schools.

## **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 2015 and have supported one another in fundraising efforts.

- Online Listings

This year we have been able to join many important online networks. Our application to join the Omprakash network was accepted. Additionally, after making changes and improvements to our website, we have been listed on Volunteer South America. We are also with a new platform Giving Way, among others. We have also worked with online volunteers through the UN online volunteer system. These volunteers have helped us improve our website, flyers and search engine optimization. It is very important for us to have these partnerships with so many different organizations around the world, in order to spread what we do and recruit more volunteers.

- New Eccles Hall School

As described above, the partnership with New Eccles Hall School is a very important partnership for us to be a part of. Teachers from Tomepampa as well as the president of Volunteers Peru, María de Los Angeles Bellido Zanabria, travelled to England to solidify this partnership. Now that both sides have visited each country, they can both see what the students will be involved with in the exchange. This is only the beginning and we hope to keep this partnership for many years. We are very excited to be hosting the students and teachers from New Eccles Hall School in June 2016.

## **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 project 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 30 volunteers from 9 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 2014-2015



## **RESEARCH AND DOCUMENTATION**

This year we have reviewed our documentation, making some 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 students 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 made adjustments, especially to the Induction Pack, in order to be up to date with information.

- 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: [http://www.volunteersperu.org/uploads/4/1/2/9/41292025/volunteers\\_peru\\_strategic\\_plan.pdf](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 Colegio Honofre Benavides, we have been able to investigate whether they are satisfied with the work we deliver. The surveys have been analysed and graphical data from the surveys can be found in the appendix. Generally, students 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 project throughout the whole school year.

Volunteers spent a total of 3 months in the school, which is far less than the 9 month school year. We will carry out the same surveys in the Casa Hogar Torre Fuerte next year. These surveys are important for us to make sure that we are keeping up good practices and ethical volunteering.

## **COMMUNICATIONS**

Communications are very important to us. 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 writes a monthly Newsletter. This keeps previous, current and future volunteers up to date with our projects. Additionally, anyone interested in receiving our Newsletter can sign up on our Facebook page. Moreover, the Newsletter is also published on our website every month.

- 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. In 2014, we gained a total of 614 followers via our social media pages. In 2015, we increased our followers to 805. 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 communications 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 organisation. As detailed in the Partnership section, we have expanded this network and hope to continue working on this in the future. Additionally, we are working to improve our SEO to be found more easily online.

### **HUMAN RESOURCES AND BUSINESS SUPPORT**

Volunteers Peru is comprised of one paid members 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 a 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 2016**

We have defined several key goals that we will strive to achieve during 2016. 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 are going to change the application process for volunteers, including a new application with more rigorous questions, in addition to a Skype interview. This is to ensure that the volunteers are the right fit for the organization and are better screened to properly support our projects.

In addition, we will review current documents and create new documents, in order to ease the transition for new volunteers. This is to make sure selected volunteers have sufficient information before arrival as well as better training to be able to enhance their support to the projects.

- Develop and Expand Fundraising Activities

Last year we already expanded our fundraising activities with more parties, a quiz night and other events, for example selling food at rugby games. This year, we would like to continue to expand on these events in order to have sufficient funds to support our projects.



- 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 50% increase in recruitment this year, which would be equivalent to a total of 45 volunteers.

- Monitoring and Evaluation

In 2015, we developed tools to monitor and evaluate the impact of our presence at the Casa Hogar Torre Fuerte and the Colegio Honofre Benavides to be sure that we are working effectively and making a positive contribution at both project sites. This was done through a survey. This year we would like to expand on this survey, and not only hand them out to the girls and students, but also to the staff at both projects, in order to evaluate our impact at both projects.

- Learning From Experience

We kindly ask all our volunteers to complete an Exit Questionnaire upon completion of their time at Volunteers Peru, and we are using their feedback to ensure that the experience of both the volunteers and the children at the projects is positive and constantly improving. We will continue to do that this year and have therefore created an online form, in order to make the form easier to access for volunteers. Additionally, with the online form, data can be easily created and analysed.

➤ **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 2016.

1<sup>st</sup> 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.
- Volunteers will perform fun summer activities with a schedule, so the girls have something to look forward to and volunteers know more what to 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 be held twice per week during the summer holiday and once school starts again, we will schedule time to continue the workshops.
- As homework help was difficult at times with the girls in 2015, before the end of the first quarter, we will come up with a system to improve the structure of how we help the girls and how to better motivate the girls.

**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 2016.
- 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 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> 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 2016 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 teacher 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 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 two 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. 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 and selling food at rugby games. We hope to further these activities in the next year.

We kindly ask those wishing to see a full financial statement for 2015 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](mailto:volunteersperu@gmail.com)

## **CONCLUDING STATEMENT**

2015 was a year of great growth for Volunteers Peru. Between January and December we worked with 30 volunteers, who between them dedicated over 3000 hours to the children and staff at our projects.

From our first year, we learned how to better recruit and prepare our volunteers and with that better support our projects. It was great to see gradual, but steady growth in volunteer numbers, and we continue to see this.

In our first year, we would not have been prepared to accommodate the numbers that we did in 2015. It was also a great year for us as far as expanding our online networks and partnerships. We built stronger bonds and formed new ones that will help us to expand in the coming years. We have been very fortunate with receiving a grant from Globetrotting for Good and creating school exchange partnership 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.

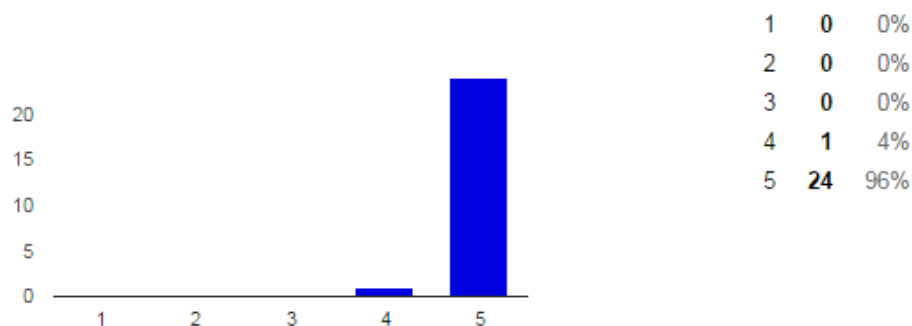


*Eva Paterson, Project Manager*

## APPENDIX

### Colegio Honofre Benavides Survey Analysis – Primary School

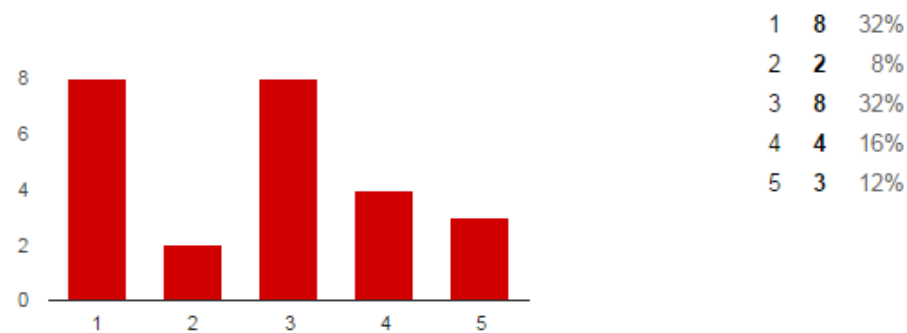
¿Cómo te sientes cuando llega un profesor voluntario nuevo?



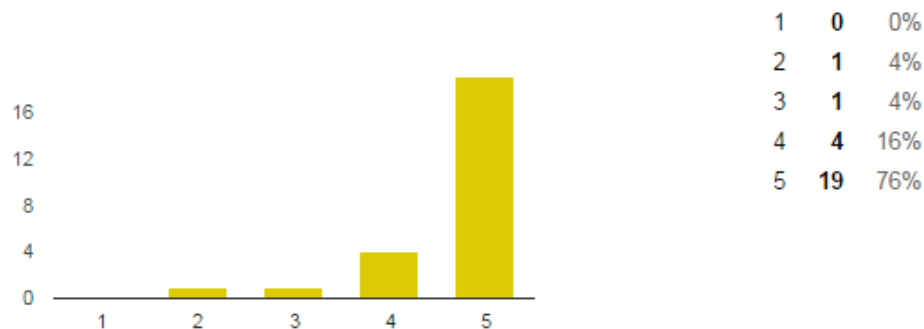
¿Cómo te sientes cuando los voluntarios están en tu clase?



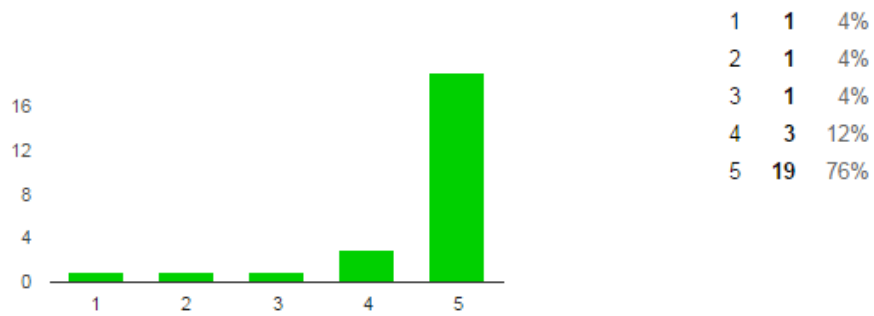
¿Cómo te sientes cuando el voluntario se va?



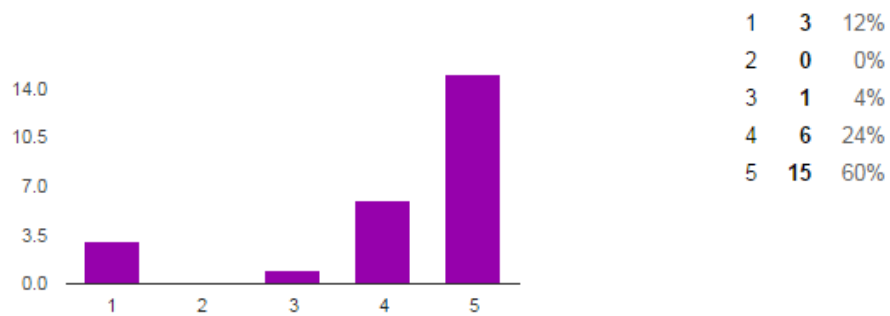
¿Te sientes que los voluntarios te ayudan tus estudios?



¿Qué tan feliz te sientes cuando los voluntarios están en tu clase?

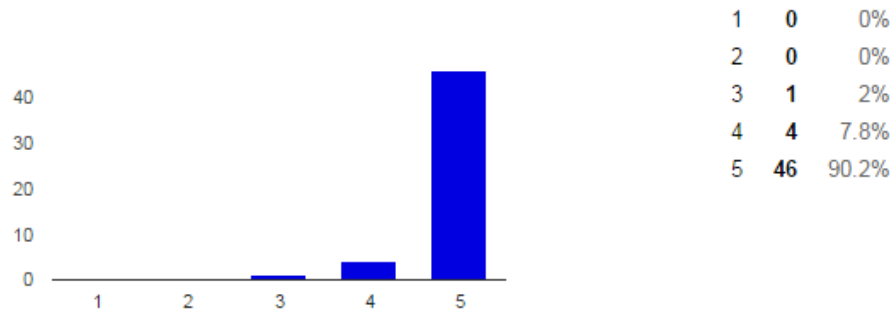


¿Qué tan cómodo te sientes cuando los voluntarios están en tu clase?

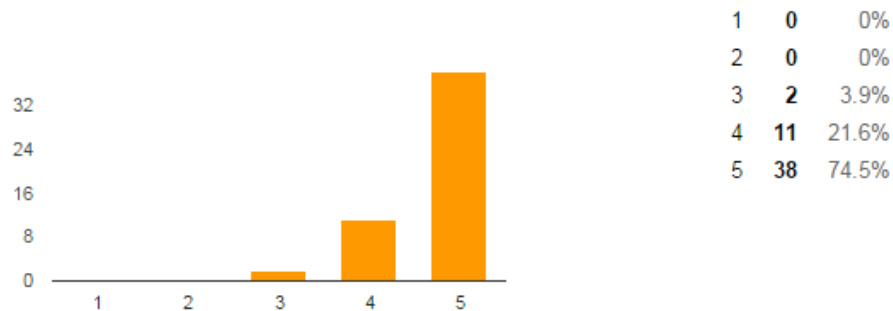


**Colegio Honofre Benavides Survey Analysis – Secondary School**

¿Cómo te sientes cuando llega un profesor voluntario nuevo?

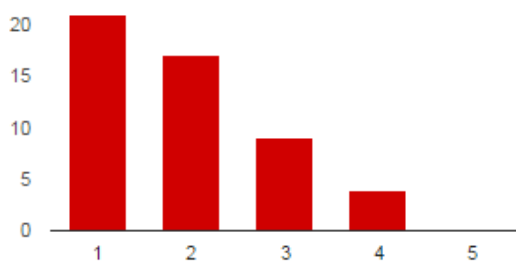


¿Cómo te sientes cuando los voluntarios están en tu clase?



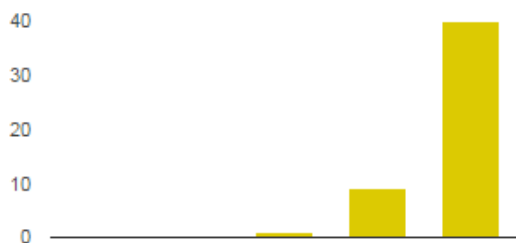


¿Cómo te sientes cuando el voluntario se va?



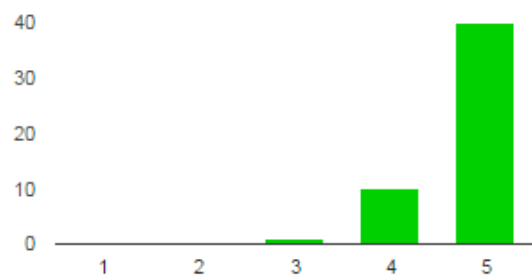
1	21	41.2%
2	17	33.3%
3	9	17.6%
4	4	7.8%
5	0	0%

¿Te sientes que los voluntarios te ayudan tus estudios?



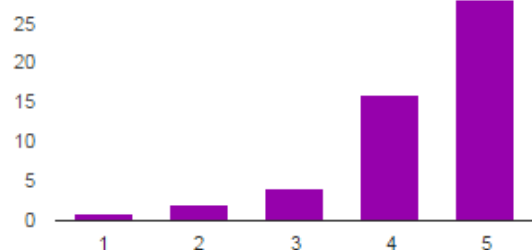
1	0	0%
2	0	0%
3	1	2%
4	9	18%
5	40	80%

¿Qué tan feliz te sientes cuando los voluntarios están en tu clase?



1	0	0%
2	0	0%
3	1	2%
4	10	19.6%
5	40	78.4%

¿Qué tan cómodo te sientes cuando los voluntarios están en tu clase?



1	1	2%
2	2	3.9%
3	4	7.8%
4	16	31.4%
5	28	54.9%