



Annual report 2017



President's Introduction

We have now completed a third year here at Volunteers Peru, and have once again fulfilled our goal of supporting our projects. In Honofre Benavides School, Tomepampa our volunteers assisted the teachers in the English classes and in La Casa Hogar Torre Fuerte our volunteers continued to support the girls with their homework and assisted in other educational activities. We are again so thankful for the invaluable contributions of our volunteers and all their hard work and patience that helped make 2017 an incredible year.

A pivotal moment for Volunteers Peru was the cultural exchange between Honofre Benavides and Aurora Eccles School, Norwich, England.

In June, we took thirteen students, two teachers and an ex-student to spend three weeks in Norwich, England. We were able to share their language, music, architecture, food, experiences, and in short part of the English culture. As the students said, it was an unforgettable experience and we are eternally grateful to the entire community of Aurora Eccles School who welcomed us with love, and provided the economic contribution for this exchange. We will always carry them in our hearts.

In September, we were fortunate to have Kat Gronn, a Volunteer, who raised funds to create a new library in La Casa Hogar Torre Fuerte. Kat spent two months researching, buying books, printing and meticulously labeling over 200 books for the girls to enjoy. We will continue to add to this beautiful collection and we are deeply grateful for this kind gesture.

In conclusion, I can only say thank you very much to all our volunteers. Without them, we would not be able to support our projects. The volunteers are the base of this organization, with their desire to help the students in Tomepampa, and the girls in La Casa Hogar.

We also want to thank all those associated with Volunteers Peru that helped make this year possible.

Thank you.



Lic. María de Los Angeles Bellido Zanabria Founder and President

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2017 Annual Report

Volunteers Peru has continued to flourish and we feel we have been able to better support our two projects this year. We continued to develop our network and improve our practices at both projects, The Casa Hogar Torre Fuerte in Arequipa and The Colegio Honofre Benavides School in Tomepampa.

In June, the children from Tomepampa partook in a school exchange program and spent three weeks at The New Eccles Hall School in Norwich, England. This was a pivotal moment for Volunteers Peru and we are very grateful to Aurora Eccles School for their work and dedication to realizing this exchange.

In 2017 we had 32 volunteers: we are elated to have had this many volunteers, and we are very grateful to every volunteer who offered their time and skills to our projects. These volunteers

spent time at one of our two projects enhancing the education and well-being of the children we support.

Volunteers Peru continues to learn from past experiences, and we are always trying to implement new practices to improve on the way we run Volunteers Peru. We have set our key goals to work toward in the next year in order to keep growing and improving upon the support we provide to our projects. As previously mentioned in 2016 *we hope to continue the learning process by listening carefully to what each project wants and needs. 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, UPDATES AND ACHIEVEMENTS

Casa Hogar Torre Fuerte, Arequipa:

This year, we had 26 volunteers helping at Casa Hogar Torre Fuerte, which is one volunteer less than last year. In total we had 8 weeks with no volunteers helping in the Casa Hogar. On average, volunteers stayed 3.6 weeks during 2017.

- The first quarter was quiet, and our then Project Manager Eva joined the girls on their summer break to the beach.

- In May our new Project Manager Megan Addison started working for Volunteers Peru. We looked at mini projects in the house such as knitting classes, origami, and cooking classes with the girls. Our volunteer Jeff came into the house and worked full time: on Fridays and Saturdays he would then teach baking classes to the girls. This was hugely successful and helped build stronger relationships with the kitchen staff.

- Currently, volunteers leave to go to the house around 1:30pm and come back around 6pm. We are looking into volunteers assisting in the morning if they wish -- this would be in the kitchen -- as we noticed having volunteers in the morning also helped facilitate stronger relationships with the kitchen staff.

- After speaking with the house, it appears that sometimes 'Culture Day' was becoming a little stressful for the staff at the home. It has now become a little more relaxed with the volunteers doing something special, but not necessarily on their last day. The volunteers can choose whether or not they wish to partake in this, and not all the girls have to join in. They play games, cook food, make crafts or dance.

- We had a volunteer from Australia, Kat Gronn, who very generously raised money for a new library in the girls' home. She arrived in August and spent six weeks re-designing, buying new books, and meticulously organizing a new system for the girls. The idea is to

get the girls excited about reading. Kat also left a pack on how future volunteers can help the library if they wish to do so. In total S/.8,700 was raised.

- During July and August there were at least 4 week of strikes plus 2 weeks of holidays. As the girls didn't have much to do, we took advantage of this and started using the sewing machines. After speaking with the house and noting the importance of the homework, mini projects will now take place on Fridays and Saturdays.
- The house have set a new schedule for the girls every day. At 2:30pm the girls have their chores and at 3pm all the girls need to be in the dining hall sitting down in the class groups doing their homework. This makes it a lot easier for the volunteers as they know where they need to be and when they need to be there. If any girls don't have homework they are encouraged to do an educational activity.
- Photos are no longer allowed to be taken in the house of the girls' faces. Group photos are acceptable and views from behind, however from now on we are not putting photos that show the girls' faces up on social media.

Colegio Honofre Benavides, Tomepampa:

This year, 7 volunteers have spent time at Colegio Honofre Benavides, which is a few less than last year. Volunteers were in Tomepampa throughout most of the school year. There were 9 weeks of the school year where volunteers were not in the school. Volunteers stayed an average of 8.2 weeks in 2017.

- This year in June we had the school Exchange with Aurora Eccles School in Norwich, England. On the 18 of June, 12 previously chosen students and 4 adults went to the UK and spent three weeks in the exchange school. They took outings to London, Cambridge, the beach, the zoo, and to other small towns nearby. Everyone thoroughly enjoyed themselves, and all say they will never forget this wonderful time. We would once again like to thank all those who made this trip possible. For more information, please see the blog on our website and the report on the school exchange.
- Volunteers continue to assist mainly in the secondary school classes and are welcome to assist in Primary school, too. Volunteers are also given the option to do after school classes and homework help.
- As mentioned earlier, during July and August Peru was in what was called an 'educational crisis'. There were major strikes that went from mid-July to the end of August. This meant that the school in Tomepampa was closed and our volunteers had little to do. We started looking at trying to do 2 hour classes with just the volunteer and the students from the school exchange, however as soon as preparation was underway the strikes were called

off and the students returned. We are now looking into what to do if this were to happen again and what volunteers could do with their time as to be productive and helpful.

PARTNERSHIPS

- Online Listings

This year we have been focusing mainly on two online platforms, Go Overseas and Exchange do Bem. Although we still occasionally receive applications via other sources such as Giving Way and Volunteer World, we noticed that it is important to focus our efforts on where the majority of our volunteers comes from. Go Overseas have been extremely helpful and we receive many of our volunteers through their platform.

- New online listings

Our other platform is called Exchange Do Bem, a Brazilian startup founded by Eduardo Mariano. Eduardo came to visit us and both of our projects here in Arequipa and in Tomepampa. He spent a week with us and generously donated to both projects, giving sandals for the girls in the Casa Hogar and a volleyball net and balls for the school in Tomepampa. Since his visit, we have received a total of 6 confirmed applications for 2017 and already 3 for 2018. We will work to continue working closely with Eduardo and his team.

Volunteer action

Volunteers are the most important assets to Volunteers Peru. We have management staff to oversee daily activities, but the majority of the activities done at the projects are done by volunteers. Each volunteer brings a different personality and skill set to each project. This year we had 32 volunteers from 14 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.

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





RESEARCH AND DOCUMENTATION

We have reviewed our documentation, making adjustments from the previous year:

- **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 also updated our application form and translated it to Spanish. We have started looking into requesting background checks from volunteers.
- We have improved the application process by updating the online application form with more specific questions. We additionally have edited the documents that we send to volunteers. The information pack, Pre-Departure Guide, and Housing Brochures have all been updated and translated into Spanish. These are reviewed regularly to make sure they have current information.
- **Good practice and Ethical Volunteering:** Volunteers Peru conducts annual surveys to assess the successes and failures of our organization through the eyes of those we serve. This enables us to maintain good practices and facilitate ethical volunteering. This year, through surveys taken at the Casa Hogar Torre Fuerte and Colegio Honofre Benavides, we investigated whether the children and staff at the respective projects are satisfied with the work we deliver. The surveys have been analysed and graphical data has been produced. Generally, children and staff were very happy with the work that we do. Negative feedback generally only came upon the departure of volunteers, meaning we need to do everything possible to keep a steady presence of volunteers involved in our projects throughout the whole year. This January, we will seek out another strong partner organization to bring in new volunteers so as to maintain a steady influx of volunteers, rather than a depletion.

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 and blog**
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. We also have a monthly blog that is published on the website. This contains more specific and personal information, such as special activities and personal experiences. This is currently being written by the Project Coordinator.

- **Social Media**
We are active on social media, namely Facebook and Instagram, and we are able to raise awareness and support for our projects through these platforms. Former volunteers are also able to keep in touch with our projects through social media such as Facebook and Instagram. In 2017 we have a total of 1,313 likes. 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 two paid members of staff, the Project Manager and Project Coordinator as well as the Founder/President that oversees the work. We have a new Project Manager, Megan Addison, who started in April, and a new Volunteer Coordinator, Sarah Jeter, who started in August.

We liaise closely with staff at both projects in order to make sure our work is supporting directly supporting 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 volunteers. We have an accountant that specializes in NGOs who keeps our accounts up to date and in line with Peruvian standards. We are now registered with APCI.

DEFINING KEY GOALS FOR 2018

We have defined several key goals that we will strive to achieve during 2018. 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 match. After looking at feedback and seeing how some volunteers with more basic levels of Spanish react and feel once here, we have changed our website page to say you must have at least an intermediate level of Spanish. If volunteers do not, we will encourage them to take classes and come back at a later date. Although this seems stringent, volunteers are most helpful when they are able to communicate, and they have a better, more involved experience with better language skills. 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.

- APCI Registration - We are pleased to announced that we are now registered with APCI (Agencia Peruana de Cooperación Internacional). We hope to expand our reach as an NGO by attracting more volunteers and facilitating visa processes with this registration.
- We wish to establish an online bank account through which we can receive one-time and monthly donations from world-wide supporters. This is a difficult endeavor as there are many bank restrictions with Peruvian banks due to prevalent financial corruption, but we are hopeful of establishing a fruitful connection in the near future.
- Volunteers Peru would like to establish a new project site with a retirement home in Selva Alegre, Arequipa. We feel that the elderly population here is underserved and we would like to support this community in any way that we can. Primary contact will be made in January of 2018 after which we hope to initiate a positive partnership.

- Increase Volunteer Recruitment

We would like to increase the amount of volunteers coming to both projects so we can maintain a steady volunteers flow with no gaps during the 2018 year. In 2017, we had 25 volunteers in the Casa Hogar and 7 volunteers in Tomepampa, the lower number in Tomepampa due to its remote location. We will look at other opportunities in Tomepampa through which we can support and bring in more volunteers. As mentioned, we joined Exchange do Bem this year and have already received 5 volunteers through them in 2017, and 3 prospective volunteers for 2018. We are very happy and extremely grateful for all our volunteers and with all the work they are doing for us, and we are excited to see what 2018 brings!

Project Activities: Find below the activities we wish to carry out in 2018:

Casa Hogar Torre Fuerte

- Casa Hogar Torre Fuerte has a comprehensive sewing room with several functioning sewing machines. We wish to utilize this sewing room and its supplies to carry out sewing workshops with the girls. To do this, we will hire a part time teacher with sewing-machine knowledge who will be assisted by our volunteers.
- In order to make Casa Hogar Torre Fuerte a more sustainable and eco-friendly establishment we hope to establish a small garden with onions, tomatoes, garlic, several decorative flower varieties, succulents, and herbs. Casa Hogar Torre Fuerte will be able to use produce from the garden, and the garden will allow the girls to have something to look after and care for on a daily basis. Fundraising and realization of this project will begin in January of 2018.
- We wish to hire a tutor for girls who are struggling in school due to hypothesized learning disabilities.
- We will continue to utilize the library as both an educational and recreational resource. We will prioritize having specific hours in which volunteers will help girls

discover and read books, and conduct several library workshops to promote reading and literacy.

- Volunteers Peru will prioritize orchestrating activities with volunteers to help girls learn basic artisanal and team-building skills.
- We will go to Casa Hogar Torre Fuerte at least one morning per week in order to support the girls in the secondary school. We wish to assist in homework and offer a stronger volunteer presence to help facilitate health relationship building with the girls.
- We wish to take the girls in secondary school on several outings in Arequipa so they can learn more about the city and culture they come from.
- We will continue to offer daily help with homework and education but we will do so in a more structured and organized way. We will identify girls who are struggling and pair them up with volunteers to have one-on-one tutoring, and work with the house to enforce a stricter homework hour in which all homework is done in the Comedor at 3:30.
- Volunteers Peru will increase communication with Casa Hogar Torre Fuerte. Doing this will facilitate healthier and more mutually beneficial relationships between the house and Volunteers Peru while also allowing Volunteers Peru to better provide for the needs of the house, as these needs will be known.
- Volunteers Peru will urge volunteers to facilitate mini-projects and activities to help educate the girls and build relationships between girls and volunteers.
- Volunteers Peru will fundraise and ask volunteers to donate books to the library instead of purchasing individual gifts for girls, if volunteers wish, to expand the library.

Colegio Honofre Benavides:

We do not send volunteers to the school during January - March, as during these months there is no school and the rainy season makes travelling difficult.

In the 2nd, 3rd and 4th quarters (April – December) our activities will continue as they have this year. During the second, third and fourth quarters of 2018 our activities will include, but not be limited to:

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. (Due to the strikes this year we were unable to have after school activities)
- Facilitating a kitchen exchange between an Exchange do Bem service group and the Colegio in which Exchange do Bem will support in the realization of the Colegio's new kitchen. While this exchange is not definite, Volunteers Peru will pursue this opportunity in order to help the school.

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 \$230, this was raised from \$200 as now we are working more closely with platforms and banks, and there are additional fees and costs to take into account. There have been concerns expressed about the concept of paying to volunteer, when individuals are already dedicating their time and effort. However, 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: A few supporters have given donations both of money and goods to further the advancement of our organisation and to help the projects. We are currently working on opening a paypal account to make receiving donations easier.
- We kindly ask those wishing to see a full financial statement for 2017 to contact us directly

HOW YOU CAN 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

2017 was a great year of growth for Volunteers Peru. Between January and December of 2017, we worked with 34 volunteers who dedicated countless hours to the children and staff at our projects. We have come a long way in our three years of existence, and we are very proud of what we have accomplished. During our first two years, we learned how to better recruit and prepare our volunteers and better support our projects. We have enjoyed seeing our gradual yet steady growth in volunteer numbers, and it is our sincere hope that this growth continues.

In the coming year, we look forward to the new experiences and opportunities ahead of us, but we also know that future success is directly dependent on being aware of our past successes and failures. We will learn from our past three years of existence, and we will work hard in the coming year to make 2018 our best year yet. We will support the children and staff at our projects, Casa Hogar Torre Fuerte and Colegio Honofre Benavides, and we will constantly work to better ourselves, better our organization, and better the world in which we live.

Megan Addison, Project Manager, December 2017