

GLA Oversight Committee, 24 March 2015**Transcript of Item 7: The Mayor's Senior Adviser for Team London, Volunteering, Charities and Sponsorship**

Len Duvall AM (Chair): How successful have you been in improving the profile of volunteering since the Olympics?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Team London has a very good story to tell, actually. As you know, we set out to try to make volunteering easier, to improve its profile, to maintain the momentum from the London Olympic Games, to bring in a new generation of volunteers and also to do a lot to support the very good existing volunteering organisations that were already in London.

There are statistics that we have that show how much work we have done. I can just give you some of the headline figures, which are very interesting. We have over 80,000 registered volunteers now on the Team London website, which is a considerable achievement. Over 1,000 - 1,202 - organisations registered posting their volunteering opportunities and so we are bringing those local communities and local charities into the Team London network. We have over 60,000 active volunteers, those people who are volunteering at the moment, involved in different activities.

We have also had great success with our young people and student programmes. We have delivered social action programmes with our partner, Free the Children, to over 850 London schools. We have a target to reach 1,000 schools by the end of the year and 2,000 schools by the end of next year. We have also launched a major campaign with students in London. This has been one of our big success stories, starting with an advertising campaign that was on the London Underground between October and December 2014. We now have 45,000 students on our student database. That is just the start of the story but I can give you a lot more detail.

Len Duvall AM (Chair): Would you say that you think we have reached a steady state in terms of the number of volunteers and volunteering opportunities?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): No, we can continue to grow, having established those areas and having put in structures to make sure we can build. We have brought in a lot of funding from outside bodies, from the Big Lottery Fund, from the Technology Strategy Board, from the European Social Fund (ESF) and also from corporates and private funding. That has enabled us to do even more than we had originally planned to do. For example, the HeadStart programme, which was mentioned by Joanne [McCartney AM], is funded by corporates to help get young people to volunteer and to see it as a pathway into work. We work with 16-year-olds and 18-year olds across London.

Jenny Jones AM: It has been three years since the Olympics. Are you planning any sort of re-launch?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): We are not planning a re-launch; what we are planning to do is to continue to build. In the next stage, having done our major programme with young people in schools and students in universities - volunteering as a route to

work is our theme of trying to engage young people - we are now working on a further plan to engage corporates more, to really embed volunteering in companies - large, medium and small companies - and for them to see the value of volunteering. We are doing a press release and a launch tomorrow for one of our programmes, Speed Volunteering, to make it easier to volunteer.

We also have, for example, a further launch of our Corporate Commitment, which has three key elements to it. It is very easy and we want to get as many companies as possible to sign up to it. Anyone you know who would like to do so, please do tell us about them.

Basically, what we are asking them to do is to value volunteering by giving one day's paid leave for all staff; to recognise the value of volunteering for employees within a company because it improves relationships within the company and it improves the skills of the employees; and thirdly to recognise the value of young people who are trying to get jobs and have done volunteering that has given them skills. As I am sure you know, 76% of employers say they would rather employ somebody who has volunteered. If we can instil that idea both with the young people who want the jobs and are starting their careers, and with the companies, then we have a good story to tell. That is part of bringing together those two major strands.

Jenny Jones AM: You mentioned getting to an extra 1,000 schools in the next year.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes.

Jenny Jones AM: That would push it up to 2,000. In three years you have 1,000 but in --

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): We launched the programme just over a year ago. We obviously had to set it up and we had to get the money in. That was absolutely critical. We brought in funding from Unilever and from the Big Lottery Fund. Once we had that, having done a pilot, which was two years ago, we could then launch the programme and be confident that we could do it. We are actually in 870 schools and it is only March. We do have until the end of 2015 to go over - we hope - 1,000 and the next 1,000 we will recruit thereafter.

Jenny Jones AM: When you are talking about years, you are talking about the election year, are you?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): No. It is the academic year we work to.

Jenny Jones AM: OK, because of course we are moving into our final year of our term of office. Are you feeling any temptation to let things die down?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Absolutely not.

Jenny Jones AM: You are going to keep going?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): We have our foot on the accelerator, Jenny, I can assure you. We are very ambitious for it, actually, because we are beginning to see that the message is getting across to all these different sections that I have referred to, different groups of people, and it is a great success story.

Jenny Jones AM: On corporate stuff, what do you feel the firms themselves get out of giving people paid leave and that sort of thing? A lot of companies would be resistant to that, would they not?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): An awful lot of the big companies already do a lot, actually, and we want to recognise those that are doing a lot; but we obviously want to increase the numbers as much as possible, so we will continue with that. What they get out of it they recognise and they do talk about it. A lot of them have very well developed corporate social responsibility (CSR) programmes. They feel that their own employees gain skills by volunteering as part of corporate unity, corporate development and individual development. They learn skills that they perhaps did not know they had by volunteering. It is highly valued.

Jenny Jones AM: You have also said that there are 16,000 active volunteers out of 80,000 --

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): No, 60,000. It is actually 61,000 active volunteers.

Jenny Jones AM: That is very impressive. I heard 16,000.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): No, 61,877 currently. That number is probably slightly higher because, as a result of our schools programme, which is the Young Ambassador in Schools, we obviously have engaged teachers as well. With the teachers who are involved across the London schools that we work in, we have probably over 75,000 active volunteers.

Jennette Arnold OBE AM: I just wanted to come back to you, Veronica, if we could be just a little bit more granular about the numbers and then maybe look forward in the next year to doing something more specific. If the partners that you are working with were to be asked, how would they disaggregate these numbers that you are quoting us? For instance, on volunteers, there will be some schools that already have their own volunteering programme that you are working with and you might be counting their numbers. Is it possible to disaggregate your figures?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Let me give you the breakdown of the Young Ambassadors in-school programme, which is developing social action programmes for schools across London, primary and secondary schools. We go into schools where they do not have existing programmes. That is the purpose of the Free the Children programme. We are now in over 870 schools.

Jennette Arnold OBE AM: The answer to my question is all the figures that you have quoted are pure to you?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Pure. Those are our figures.

Jennette Arnold OBE AM: These are not figures that could be deemed as being double-counted?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): No. They are schools which Free the Children have gone into on our behalf, yes.

Jennette Arnold OBE AM: OK. That is what I wanted.

Natalie Cramp (Programme Director): The surveys that the data comes from for Free the Children say, “As a result of this programme, how many young people are now volunteering in your schools?” It is very clear that it is as a result of the programme that we are measuring.

Jennette Arnold OBE AM: This is what I wanted on record: that your figures are clear and distinct to this programme.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes. Thank you.

Joanne McCartney AM: You said you have 45,000 students on the database now. Are they students that have just registered or are they actively volunteering?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Obviously, they have registered and many of them are volunteering. Some volunteer immediately as a result of having seen the student campaign. As you know, we had a big campaign on the London Underground about volunteering as a route to work. They would not necessarily all be volunteering at the same time, but they are young people who have expressed an interest in volunteering and we track as far as we can those who are volunteering at any moment.

For example, a lot of young people now have joined our programme for events and Visitor Welcome. In all our different programmes we do ask for information about ethnicity, age, employment status and so on. There is a way of analysing the figures based on samples for each of the programmes.

Joanne McCartney AM: Then the website itself is an umbrella website?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes.

Joanne McCartney AM: Charitable organisations can put opportunities on that. This is about how we can get some certainty about the value that you have added to the figures. Presumably, many charities will not use your website but many will.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes.

Joanne McCartney AM: It is whether you actually created extra or whether those opportunities were there already.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes. Obviously, the charities provide the opportunities. On the whole, that is where they come from, apart from our own Visitor Welcome programme, which is a very particular programme that we wanted to continue as a result of the 2012 Olympics and part of the legacy. Absolutely, the charities post their opportunities but all charities say they need more volunteers. We have 1,200 charities posting their opportunities and they would not be posting their opportunities if they were not happy with the result. I cannot give you the exact number of volunteers that each charity has acquired.

We do also have specific programmes where we give small grants to charities; you will find that in the notes. We give £10,000 grants - we have done it three times now - to ten charities a year to help them grow their

capacity. If you actually look at the figures, you will see that the number of people engaged on those small grants programmes is usually twice what we expect. We have had some very good results from that.

Additionally, there is, for example, our Speed Volunteering programme. This is one of the things which we are working on now - we had a soft launch at the beginning of the year and we are launching tomorrow - which is to get more young people to volunteer on a one-off basis. If you have a busy life you maybe want to give an hour at lunch time or if you have a free Saturday afternoon. "Shall I go and dig a tree? Shall I go and read to an old people's group?" These are different things that you can do just as one-off opportunities. We have given grants to 20 charities across London - one of them in your area, Joanne - where they get £10,000 to develop the concept of speed volunteering to attract more volunteers. We are all the time in different ways trying to build those volunteer numbers to integrate into the communities.

Joanne McCartney AM: The reason I asked the question is because I am not certain yet from the figures that you have quoted whether they are volunteer opportunities that have been created by virtue of the website and the work that has been done here or whether they were already there and the charities asking them --

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): No, these are all new numbers as a result of Team London, the numbers we are quoting, for both the number of volunteers through the Team London website, through the schools, through the students and through the corporates. They are additional volunteering numbers.

Joanne McCartney AM: They are additional but I do not know whether, without you, they would have still been there. Charities would have advertised, perhaps locally, but those volunteers would still have come forward. I am just trying to --

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): The big problem, as you know, for anything is that it is very hard to get results unless you have money. The point where we have succeeded is we have brought new funding into volunteering and as soon as you bring funding in, you can build volunteering numbers. In your area, Haringey, for example, we are doing work with Haringey Mencap. We have given them a small grant to help them build their volunteers through speed volunteering. There may be young people who can give some time but have not perhaps thought of it previously.

Valerie Shawcross CBE AM: In terms of the diversity of the volunteers, I can see that you have certainly hit your targets on the number of unemployed involved and under-35s are very largely represented. That is very good, but clearly there are some issues in the make-up of the volunteers at the moment that you might want to be looking at.

For example, in the current make-up of the volunteers, there has been some demographic shifting, has there not? We seem to have 67% female at the moment and 33% male and so the proportion of men involved has gone down relative to women. The proportion of white volunteers has gone up compared to people from ethnic minorities, particularly the category that is down here as 'Chinese and other'. Is there anything you are doing to think about and try to broaden the demographic involvement or the diversity of the volunteer pool?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): We have worked very hard at making sure that we have continued the diversity. At the moment 42.9% of those who come through our website are from black and minority ethnic (BAME) communities and 5% are disabled, but where we get some very interesting figures are in some of the areas where we have done the new work. There, we have a very good story to tell.

For example, our Borough Ambassadors are ambassadors that we recruit - we now have 54 - to work across all the London boroughs to support the Free the Children social action programmes in schools. From those numbers, we currently have 67% from BAME communities. We have particularly wanted to go out to recruit Borough Ambassadors that reflect their communities and so that is a good story.

Interestingly, in our HeadStart programme, which is targeting 16 to 18-year olds to introduce the idea of volunteering as a route to work, 82% are from BAME communities. In our schools, 57% are BAME. Possibly volunteering in the old days was seen as maybe a slightly older, more female and more of a traditional white activity and what we are showing now is that among our new recruits we are getting a very good response from BAME communities.

Valerie Shawcross CBE AM: There has been a bit of a dip. The figures that we are looking at are slightly different from what you are quoting there. The proportion of white volunteers has gone up from 46% to 52%. What you are saying is the work you are doing now is going to shift the balance back to better reflecting the make-up of particularly our younger communities?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes. That is absolutely right, yes.

Valerie Shawcross CBE AM: OK. I just was having a quick look at the list of the boroughs represented in the charities that you are working with and I am not surprised to see that my boroughs, which have a very rich civic life --

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Fantastic.

Valerie Shawcross CBE AM: Southwark and Lambeth have a fantastic number of charities involved with you but there are some boroughs where they have less than ten organisations in partnership with you: Bexley have six, Havering - six, Hillingdon - six and Sutton - six.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes.

Valerie Shawcross CBE AM: Is there a problem there?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): I do not think there is a problem. As you say, in Lambeth 72 organisations are represented and in Southwark, 95. They vary from borough to borough. The point is that a lot of charities work across all London boroughs. It may be that we can come back to you with some further figures but maybe in Bexley there are a large number of charities that work across all London boroughs. We would not have included them in the statistics.

Valerie Shawcross CBE AM: It might be something to look at, though, why those boroughs seem relatively disengaged.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes, that is an interesting question.

Valerie Shawcross CBE AM: Last thing, then: you did mention there, Veronica, the percentage of disabled people who are engaged in volunteering opportunities. Tell us about what progress you are making on this.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): We are making good progress. We are currently at 5% across our brokerage service of disabled volunteers but we are doing more work in that area. I will tell you what we are doing: we are working with Greater London Volunteering to see what more we can do. They, as you know, represent all of the volunteering centres across the London boroughs and we are working with them to see if we can increase those numbers. During the Olympics the figure was 6% and we are now at 5% and so we think we are doing quite well.

Actually in our schools programme - again, very interesting - 17% of the HeadStart participants require additional support. We have identified them as those with medical conditions, mental health, mental support, challenging behaviour or learning difficulties. Again, with the young people we are making serious progress.

Caroline Pidgeon MBE AM: I want to understand, Veronica, how you and your team are adding value in this area. Your website says that last year over 60% of Londoners chose to volunteer. Can you just tell me where that figure has come from?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): That is a figure that was produced from a Cabinet survey that was published in 2013 and that is on a Government website. It actually says that in London informal volunteering once a year increased from 49% in 2010/11 to 60% in 2012/13.

Caroline Pidgeon MBE AM: OK. Two years ago, the Government said that once a year people were informally volunteering at 60%. If I compare that and look at the figures you gave us, 61,877 active volunteers in the last year, out of a total of London's population, that is 0.7%. It is nowhere near this idea of 60%.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): No. Forgive me but the 61,000 are those who are actively volunteering through Team London. There are millions of people who are volunteering in all sorts of different ways across the country through different charities. What we are trying to do is to increase the volunteering in London but also particularly build the young generation. That has been our big programme for Team London because we recognise there is already a very active network of volunteers across London.

Caroline Pidgeon MBE AM: Out of the 60%, if we assume that is a correct figure - and it is from a Government source so we assume it is correct - you are contributing to 0.7% of that. All the work you are doing is only adding a very small amount to all the volunteering out there.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): There are over 300,000 users of the website. That does not necessarily mean that they join Team London. If you take the 300,000 who use the website to find the volunteering opportunities, you could come up with a different percentage. It is a very interesting point because I would like to work perhaps with the National Council for Voluntary Organisations (NCVO) to find out what we think the total number of volunteers is in London.

However, it is not compulsory for people who use our website to register because we think that is a barrier for people. Some people want to join Team London, they want to have more guidance and they want to have specific programmes that they can join, but some people say, "Fantastic. I live in Haringey, there is something going on with Mencap and I can join that". They do not need to join Team London to do it. The two sets of figures are not really connected.

Caroline Pidgeon MBE AM: What I am trying to say, though, is that out of the total of London's population, the number of people who have actively volunteered, you could argue, is relatively small. This morning you have regularly mentioned the NCVO; with the intent of getting more disabled people volunteering, you have mentioned you are talking to Greater London Volunteering. What I cannot quite understand is what added value your team and your role are giving when you already have these established channels?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): What we are doing is bringing more money in to build the next generation of volunteers; that is what we are doing. That is something that a lot of charities find very difficult to do. They do not have the resources to reach the schools, to reach the universities or to be able to fund programmes to develop the idea of volunteering as a route to work. This is why it is added value.

Caroline Pidgeon MBE AM: The added value is because you are putting a bit of additional money in to help the established sector to --

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): You say "A bit of extra money". If you add up the total amount of money that is going into Team London, £5 million, it is quite a lot of money.

Caroline Pidgeon MBE AM: My job is to try to challenge and tease out these things.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes.

Caroline Pidgeon MBE AM: Finally from me, obviously your job description covers a dozen areas of responsibility: Team London is one of them; lead for sponsorship; stakeholder management; other mayoral priorities. What percentage of your time would you say you dedicate to Team London?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Currently, I would say probably two days a week. Every day probably has 20 different elements to it and so it is quite difficult to break it down. I do not say, "Only on Mondays am I going to talk to Natalie [Cramp, Programme Director]".

Caroline Pidgeon MBE AM: Of course.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): I work in City Hall four days a week - although, as we all are, I am available 24/7. I would guess that it is about two days if it is a particularly busy time, for example when we are coming up to a big event that involves the Mayor, like our Team London Awards - which is a fantastic way to recognise the achievements of volunteers in London - possibly I would spend a bit more time. Then there is the quieter time during the summer when the Visitor Welcome programme is on and that is all up and running and established. Then there is less time. It is a bit of give and take.

Caroline Pidgeon MBE AM: Over the year, about 50% of your time is spent on Team London?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): I would say roughly 50% of the four days a week, yes.

Caroline Pidgeon MBE AM: Great. Thank you.

Roger Evans AM: Veronica, when you were here in front of us back in October 2013 you told us that London falls behind other global cities such as New York when it comes to encouraging volunteering. What do you think we can learn from a city like New York?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): New York was actually very helpful to us when we set up Team London. As you remember, Team London was built on the model that Mayor Bloomberg [Michael Bloomberg, former Mayor of New York] established, the Cities of Service, and they gave us a lot of guidance in to you build volunteering numbers. Currently, we compare very well with New York. We have some figures that show that in New York 19.7% of residents volunteer. In London the figure for informal volunteering once a year is 60% and informal volunteering once a month is 34%. Not all figures are completely comparable but we think we are doing pretty well compared with New York.

Roger Evans AM: The New York figure is 19.7%?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Yes.

Roger Evans AM: As compared to 60% for London. That does not sound comparable. That sounds like they are being measured in a different way.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): They might be. There are 61% engaged in volunteering, which involves favours for neighbours; you could count that. As you rightly say, the figures are not necessarily comparable but we are doing well in relation to New York.

Roger Evans AM: Do you feel that we have caught New York up? Certainly the implication that we had a couple of years ago was that they were doing better than us. If so, how have you achieved that?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): There is no doubt that 2012 and the Olympic Games and the Paralympics made a huge impression on London and the volunteers are a very important part of it. That has all helped in the story of people understanding volunteering in a different way.

We like to call it 'social action' because it helps young people get over what might have been seen as an activity that they did not necessarily relate to, whereas 'social action' sounds more proactive. It is about engaging young people in their communities. That is where we have been particularly successful. As far as I know, the New York Cities of Service does not do a comparable programme in schools, although obviously there are a lot of other charities that work in New York that work in schools.

Roger Evans AM: You mentioned 2012 as being the catalyst. Do you keep track of the people that we picked up in 2012 for the Olympics and see how many of them have continued to contribute after that?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): There were 70,000 altogether and Team London had 8,000. Probably about 5,000 of the original 8,000 are still very active volunteers. For example, in Visitor Welcome we have nearly 1,000 volunteers every summer who come and support the welcome to London. We have over 1,200 volunteers from that programme who also support our London events programmes. As you know, we support some of the big London sports events. Those who

might have been volunteering in the Olympics might be interested in getting involved in those events. There is quite a considerable cross-over, yes.

Roger Evans AM: Just finally, a couple of weeks ago I hosted an event here that recognised the efforts of volunteers helping the Metropolitan Police Service - Neighbourhood Watch people, special constables and police cadets - and quite a lot of them said to me they had not experienced something like that before. Do you think we recognise people's voluntary contributions enough in London?

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): We could always do more. You are absolutely right that it is terribly important to recognise the volunteers. We have the community events. I meet groups from volunteering organisations on a regular basis. We have the Team London Awards. Over 400 organisations put forward candidates to win those awards and they are very prestigious. We also want to extend that recognition for volunteers through the Corporate Commitment. That is a very good way of thanking individual employees in organisations for the work that they do. There is always more to do, but thank you for drawing it to my attention.

Jenny Jones AM: Going back to Roger's question about the 60%, it sounds like quite a dodgy figure, actually. Going back to Caroline's [Pidgeon MBE AM] questions about what percentage of that 60% you have actually generated, I volunteer once a month for a homeless organisation but I do not know that many people who volunteer, quite honestly. I know a lot of people who volunteer a lot but I do not know many people who volunteer --

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): I can only give you the statistics that the Government uses, which are on the website. We can investigate the samples that they did to find this out but that is the figure that is used and is very well-recognised across the voluntary sector. It is the figure that is used by the NCVO. For example, one of the organisations we do a lot of work with is Step Up To Serve, which as you know has this campaign to increase volunteering amongst young people, but they have their own statistics. The Government is very supportive of volunteering. When Nicholas Hurd MP [Minister for Civil Society] was in the role, he did a great deal to help voluntary organisations to raise the profile. We can investigate further but that is a published statistic.

Jenny Jones AM: By the Government's measure, from what you said, Joanne [McCartney, AM] volunteered to carry my paperwork in here earlier and so she has volunteered this year as well.

Joanne McCartney AM: I do lots of volunteering, yes.

Jenny Jones AM: There you go, you see.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): We will certainly look further into it and perhaps we can do some work through our Intelligence unit to drill down into that figure further.

Jennette Arnold OBE AM: Yes, keep people involved in volunteering activities.

Len Duvall AM (Chair): Are there any further questions from Members? OK. We will probably want to write to you with some follow-up questions on reflection once we have read the transcripts. We will come back to you. Thank you very much.

Veronica Wadley (Senior Advisor - Team London, Volunteering, Charities & Sponsorship): Thank you very much.