







WELCOME TO THE ICS REVIEW

Through this report we want to bring you not just statistics but also some of the stories which bring to life the impact International Citizen Service is making.



More than 10,000 young volunteers have taken part, and by August 2015, over 14,000 young people will have had their lives changed in countless positive ways. Each one of these young people has the potential to be an agent for change for the rest of their lives,

which means the impact of ICS will continue to be felt for many years to come.

ICS is committed to recruiting young people representative of the UK's diversity, supporting young people from all walks of life to take part in this once in a lifetime opportunity. We've also made excellent progress towards our goal of recruiting the same number of UK volunteers and volunteers from the host countries – working together as equal partners. Just as important, 89% of our overseas partners said that they were better able to support development as a result of ICS volunteers.

Thank you for supporting ICS. Thank you for the impact you are helping us achieve.

Brian Rockliffe, Director, ICS (VSO)



"EACH ONE OF OUR YOUNG VOLUNTEERS HAS THE POTENTIAL TO BE AN AGENT FOR **POSITIVE CHANGE** FOR THE REST OF THEIR LIVES."

A QUICK GUIDE INTERNATIONAL CITIZEN SERVICE

What is ICS?

ICS is a volunteering opportunity for 18–25 year olds, backed by the UK Government and led by VSO. It gives young people the chance to work side-by-side with local volunteers in developing countries, to make a meaningful contribution to fighting poverty.

ICS Entrepreneur placements tackle poverty in developing countries supporting entrepreneurs and small businesses.

What does ICS want to achieve?

ICS has three main aims; personal development, project impact and active citizenship.

By August 2015 ICS will have enabled

14,000

young people to gain skills, support sustainable development projects and become active citizens both at home and overseas.





Who is involved in ICS?

ICS is led by VSO along with

10

respected development organisations:

- Balloon Ventures
- Challenges Worldwide
- International Service
- Lattitude Global Volunteering
- Progressio
- Raleigh International
- Restless Development
- Skillshare International
- Tearfund
- YCare International

10-12 WEEKS

How does it work?

Volunteers spend 10-12 weeks with the project. They work alongside local volunteers, tackling problems together and sharing valuable knowledge about how to get things done. They live in the heart of the community, often staying with a local family. When they get back to the UK, they are supported to carry on making a difference in their local communities. This might involve campaigning and lobbying, volunteering or holding a talk at a youth or community centre.

What makes us different?

ICS is the largest international volunteering programme for young people and is committed to recruiting a diverse cohort of volunteers.

ICS follows robust quality principles and outcome measures which seek to provide strong and specific evidence of the impact it is making – both on the projects it supports and the lives of the young people who join our programme.



Host homes: VSO volunteer Alexandra Mountain with her host family on the island of Bohol, Philippines.



Host homes: Jemima Simon (left) and Leah Boyne with their host mother, Mrs Mary Adgjini.



5791 UK **VOLUNTEERS**



4209 **IN COUNTRY VOLUNTEERS**



GOVERNMENT FUNDED PLACEMENTS



OVER 30 COUNTRIES



LIVING IN **HOST HOMES**



GROWING IN CONFIDENCE AND SKILLS



LIFE LONG ACTIVE CITIZENS



APPLICATION

We encourage applications from young people from all backgrounds.



SELECTION

Potential international volunteers attend a selection day where they carry out group activities and an interview to see if ICS is the right programme their placement. for them at that time.



TRAINING

Volunteers also attend a training course where they learn more about international development and



FUNDRAISING

UK volunteers are asked to fundraise a minimum of £800 as a sign of commitment to the programme.



10-12 WEEK **PLACEMENTS**

Young people live and work alongside their counterpart volunteers, becoming part of the community and contributing to long term development projects.



DEBRIEF

We take feedback from volunteers seriously and support them to evaluate their experiences and continue their learning.



ACTION AT HOME

Action at home is a chance for volunteers to put into practice the skills they have learned on their placement in their home community. Volunteering, raising awareness of international development or setting up their own project.

THE IMPACT WE MAKE

Placements with ICS are carefully selected for the impact they will have on some of the world's poorest communities. Volunteer placements last 10-12 weeks, but all projects contribute to existing long-term, sustainable development programmes.

Volunteers work on one of five types of projects: education; health; livelihoods (helping people earn their way out of poverty); civic participation (giving people a strong voice in their own communities); and improving the environment.

"My in-country counterpart and host family were easily the most vital part of my ICS journey"

Skillshare International volunteer Ciaran Maxwell, 20, Market Harborough, UK



"Hand washing was the biggest problem in the hospital. Now we have hand washing facilities"

Ulumbi Richard, Nurse

RALEIGH, TANZANIA

60% REDUCTION IN INFANT DIARRHOEA

In Tanzania, almost half the population does not have access to clean water. Only one person in four has access to safe sanitation. As a result, over 20,000 children die each year from diarrhoea.

ICS volunteers visited five schools in the rural community of Mgongo, Tanzania, to teach children about the importance of hand washing and boiling drink water, for example. To measure the impact, volunteers did a survey before and after the campaign. Before the campaign, only 60% of children answered the questions about hygiene correctly. This rose to 98% after the sessions. In total, 1,505 students took part in the sessions.

The project also installed simple hand washing facilities in each school and produced 160 posters promoting their use. A further 500 people pledged to install the simple 'tippy taps' – which enable people to clean their hands by tipping water out of a plastic container.

Even in the short time they were there, volunteers saw a marked reduction in the incidence of diarrhoea. In just one month, the number of children aged 0-5 with diarrhoea decreased by nearly 60%, compared with a drop of just 9% during the same period the previous year.



The number of children with diarrhoea in Mgongo decreased by nearly

60% during the project.

VSO, KENYA

IMPROVING EDUCATION FOR DISABLED CHILDREN

In Kenya, an estimated 28% of school age children with disabilities do not attend school, while one in three children in a special school is inappropriately placed. Eight teams of ICS volunteers worked with schools in Kifili, Kenya, to advocate for disability rights, run vocational training sessions for disabled children and improve teaching resources.

In total, 175 volunteers (89 from the UK and 86 from Kenya) worked with eight schools and education authorities in the area. They also organised awareness-raising events, including a march, and held meetings with community leaders.

Literacy levels at five schools supported by the project improved noticeably during the year, while parents of disabled children are now more actively involved with local schools and special units. "The workshops have provided our teaching staff with therapy skills that will hugely benefit the children"

Mzungu Sahajanand Special School

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THE IMPACT **WE MAKE**

INTERNATIONAL SERVICE, BURKINO FASO

WOMEN'S ASSOCIATION REACHES MORE PEOPLE

In the Oubritenga region of Burkino Faso, only one woman in five is literate, malnutrition is common and women participate little in civic life.

Between July 2012 to March 2014, 49 volunteers from Burkino Faso and the UK worked with Kabeela Women's Association on projects to improve the living conditions of women in Oubritenga.

Volunteers helped to start a new club where women take part in income-generating activities such as making bracelets and crochet bags. Volunteers also researched potential sales outlets and developed a marketing plan. The women now run their own independent co-operative shop.

Right: ICS volunteers helped to organise a march in Kifili to raise awareness of the needs and rights of local children with disabilities.

of local organisations said they were better able to bring about positive change in their community as a result of their work with ICS.

WHAT ICS VOLUNTEERS DO...

The percentage of ICS volunteers working in each sector:

22% 22% 20% 16%

11%

Education

Health

Livelihoods

Civic Participation

Environment

9% have worked on projects supporting multiple sectors.





SUPPORTING ENTREPRENEURS, TACKLING POVERTY

ICS Entrepreneur tackles poverty in some of the world's poorest communities supporting entrepreneurs and small businesses.

Launched in March 2014, ICS Entrepreneur is an innovative pilot programme that connects teams of young volunteers from the UK with local volunteers from developing countries, putting their skills and creativity into practice supporting emerging businesses.

The key distinction between ICS Entrepreneur and ICS is the focus on business.

CHALLENGES WORLDWIDE, UGANDA

A GLOBAL EFFORT TO COMBAT POVERTY AND SUPPORT COMMUNITIES.

Volunteer Millie Johnson, 23 from Preston, used her business skills to help Ugandan company Aine've develop their banana wine business from a small family operation to a full-scale business.

Clive Ainebyoona, the business owner, was full of passion and was looking for support with his basic business practices. Working with Uganda volunteer Amon Kato, Millie trained Clive to use a financial management system, including projecting a budget and cash flow.

With cost savings from better management, Clive now intends to employ someone full-time to manage the books. His business looks set to take off.

BALLOON VENTURES, KENYA

MAKING HEALTHY FAST-FOOD FOR STUDENTS A REALITY

Lollita Koech, 24 from Kenya, is volunteering as an ICS Entrepreneur Team Leader with Balloon Ventures. She is overseeing UK and Kenyan volunteers supporting young entrepreneurs, such as marketing student Martin making his idea for healthy fast food for students a reality.

"The training I've received has given me a whole new set of skills and practical experience to pass on to others"

Jamie Baird, 21, Balloon Ventures volunteer, Belfast

"The best thing was that they [UK volunteers] were very committed and willing to learn too"

Denis Kasule, Entrepreneur, Uganda



"Students want convenient, affordable food you can eat on the move," Martin kept saying so Balloon ICS volunteers focused on supporting his idea for healthy fast food for students in the form of chapros, a Kenyan take on burritos.

They did their research, taking on board all the training from Balloon, talking to past volunteers, students and the community. Together they overcame challenges such as timing and keeping the chapros warm. To start with they made and sold 30 chapros, making a small profit. The following week the volunteers returned with more pre-prepared chapros and sold out again thanks to Martin's idea to give return customers a free one if they filled out some feedback and brought three other customers with them.

"Martin has been my inspiration," says Kenyan Team Leader Lollita, "He was not sure whether students would embrace the concept of Kenyan burritos but took on board lessons from the first testing and the second time round students, Boda boda (motorcycle) drivers and office workers all queued up asking for chapros."

With the pitching event coming soon (where volunteers and the entrepreneurs they support bid for an investment from Balloon), Martin and the volunteers working with him have increased motivation and drive; scouting for business partners, marketing chapros and connecting with customers.

Above: Secretary of State for International Development Justine Greening with ICS volunteers at the launch of ICS Entrepreneur

ICS Entrepreneur will recruit

800

young volunteers with a passion for business by August 2015.





NEW SKILLS, NEW CONFIDENCE

Through ICS, young people take on new challenges and develop their skills and confidence. Volunteers from the UK work with volunteers from the host country – living and learning together in the heart of the communities.

We support young people throughout the programme – from pre-placement training to supervision while on the placement and post-placement follow-up. We welcome people from all backgrounds and are committed to recruiting young people representative of UK society. We are working to ensure that equal numbers of men and women take part in ICS; to ensure that young people from across the regions and nations are fairly represented; and that disabled young people can take part.

RESTLESS DEVELOPMENT, UGANDA

"I NEVER EXPECTED TO LEARN SO MUCH."

Patrick Collins, 26, from Glasgow, helped to run health awareness and life skills sessions for children in the Ugandan village of Buyengo.

"For me, the best thing about ICS is that it gives people from every background the opportunity to make a difference. Before ICS, I spent seven years working in debt collection. Working with Anika and Rita, the volunteers from Uganda, was the most rewarding part of the ICS programme. I was in charge of planning, organising and reporting on all our activities. Anika and Rita were so much more knowledgeable than I was about sexual and reproductive health. Together we made a strong team, without me they'd have been dismissed by those we were talking to because of their age and gender.

I never expected to learn so much and develop so many interpersonal skills. Planning and organising work with no computer has made me much more resourceful – I feel I can adapt to anything now.

"I think young people are a powerful tool in the fight against poverty. As you get older, you start accepting things the way they are but when you're young, you challenge everything – you want to change things and you have the energy and enthusiasm to do it."

97%

of ICS volunteers say the experience is useful or very useful for their personal development.

"ICS is a good way of delivering information [to young people] because it works through young people – and young people are the future. ICS has empowered me, and I am empowering other young people"

VSO volunteer Glenn Oliva, 26, Bangad, Philippines

Right: Patrick Collins on placement in Uganda

PROGRESSIO, ZIMBABWE

Calton Siatimba, 22, from Binga in Zimbabwe supported local organisations to raise awareness about healthcare issues affecting youth groups and school aged children.

"Before being introduced to ICS, I had little knowledge about what it takes to be part of community development. During the ICS journey I have met and collaborated with different stakeholders from government ministries, NGOs, local leaders and the Zimbabwean Police who urged us to make our ICS placement a stepping stone in advocating for Binga community issues.

"Being part of ICS enhanced my learning opportunities through team planning, implementing activities and writing and presenting reports. This has boosted my confidence to higher levels.

"I am now ICS ambassador to the young people in Binga district. I have learnt how to address social issues. It was a changing moment in my life participating in this programme." "I found the ICS programme to be an innovative use of youth to mobilize other young people to respond to community challenges"

Mr Zonta, the General Secretary of the Neighbourhood Development Committee of Katanga, Togo, where YCare International volunteers supported health projects.

"ICS has really helped me develop professional skills"

Ciaran Maxwell, 20, Market Harborough





LATTITUDE, GHANA

"ICS HAS MADE ME THINK ABOUT HOW TO SOLVE ISSUES."

Kimbrela Odonkor, 25, from Ghana, volunteered in the Ghanaian village of Abrobiano, helping to raise awareness of health issues amongst children.

"I applied to ICS because I wanted to be more experienced and be able to solve issues, and because I love working with kids. ICS has made me think more about how to solve issues with my peers when we have problems.

Through ICS, I have increased my tolerance towards people and their personalities and I am willing to compromise with ideas and discuss ideas in a manner where all opinions are heard. I have learnt to be confident in myself when a role is given to me. With these changes, I am certain I can face the future and what it holds for me."

Above: ICS volunteer Kimbrela with some of the children she worked with in the village of Abrobiano, Ghana.

96%

of ICS volunteers say the experience is useful or very useful for their professional development.

VSO, ETHOPIA

"I CONTINUE TO USE LOTS OF THE SKILLS I DEVELOPED."

Rebecca Park, 23 from Essex, decided to study Human Rights Law as a result of her ICS placement in Cherkos, Ethopia.

"I was working as a Beauty Therapist but looking for something a bit exciting and different when I applied to ICS. The projects I supported were based in a slum in Ethiopia, called Cherkos, where I worked with orphans and commercial sex workers."

Working alongside local volunteers Rebecca organised health awareness sessions and volunteered at clinic days for the sex workers where they were tested for HIV and other sexually transmitted diseases.

"I continue to use lots of the skills I developed on ICS. I am doing a part time leadership and management course at work where I have to do tasks very similar to the ones I had in Ethiopia, including looking after people and leading a session. I am still working as a Beauty Therapist but I am going to the University of Essex in October to study Human Rights Law. I am very passionate about this subject and that is all down to ICS."

"ICS has boosted my confidence. I'm now far more open to activities that would have been beyond me"

Tearfund volunteer Luke Mellor, 21, Wolverhampton, UK



Below: Rebecca (third from left), at a demonstration she helped to organised against female genital mutilation in Parliament Square for her Action at Home activity.



ACTIVE CITIZENS

For many volunteers the ICS experience marks the start of a lifetime as an active citizen, committed to positive change in the UK and overseas.

After their placement, young people put into practice the knowledge, skills and motivation they have gained, so they become active citizens in their own communities too. Many start volunteering for a community group or organisation where they live, or take part in lobbying and campaigning on development issues. Others speak at public events about ICS and help to recruit, select and train new volunteers.

"I wanted to do something outside of my comfort zone. Doing ICS was one of the best decisions I could've made"

Hannah Okunlola, 30, Ilford

VSO, NEPAL

"WE NEED TO MOBILISE YOUNG PEOPLE."

Aashish Nepal, 25, finished his ICS placement in Nepal, but his commitment to improving the lives of poorer people in his country remains as strong as ever.

After his placement on a health project in the Lamjung district of Nepal, Aashish set up Youths in Action, a campaign which is raising awareness of the dangers of climate change in western Nepal. "People are migrating because of drought, landslides and flooding," says Aashish. "We need to make political leaders and communities aware of the dangers. We need to mobilise young people to do it."

ICS has increased his confidence and he now feels able to meet and influence different community stakeholders, including government officials.

Before joining ICS he worked in business administration. Now he hopes to find work in development.

of young people start volunteering for a new group or organisation within six months of completing their ICS placement.

In 2013-14, ICS volunteers completed almost

'Action at Home' activities within six months of returning home.



TEARFUND, BOLIVIA

"I AM MUCH MORE AWARE OF LOCAL ISSUES."

Having completed her placement in Bolivia, working with street children, Nicola Langley is using her new-found confidence and skills to influence people in her home town of Glastonbury, Somerset.

After her ICS placement, Nicola wrote a children's story based on her experience, which has been displayed at cafes across Glastonbury. She's also got involved in the crafttvist movement - using crafts to voice opinion and pursue a quest for justice. She made craftivist pieces such as small paintings and fabric creations with famous quotes about children and persuaded cafes, the local library and religious groups to display and distribute them.

"I am much more aware of local issues, especially on topics surrounding homelessness in Somerset. I even applied for a job as a support worker to local people who find themselves in that situation. I have a new respect for people who work in that area."

Above: Progressio ICS returned volunteers getting ready for the Enough Food for Everyone IF rally.

FUNDING

ICS is funded by the UK government. VSO holds the ICS contract with DFID, worth £54.8 million between March 2012 and August 2015, to support 14,000 young people to take part in the programme.

ICS Entrepreneur is funded through an addition to that contract worth £3.9 million between March 2014 and August 2015 to support an additional 800 young people to trial innovative approaches to supporting entrepreneurs and emerging businesses.

ICS is further supported through volunteer fundraising and to date our volunteers have raised a fantastic £5.1 million. UK volunteers are supported by a dedicated fundraising support officer and are asked to fund raise a minimum of £800 each as a sign of commitment to the programme and to raise awareness of ICS.

VALUE FOR MONEY

ICS is committed to ensuring and demonstrating value for money in terms of economy, effectiveness and efficiency. The programme is evaluated externally and the results are available publically on **www.gov.uk** through the ICS pilot evaluation (conducted by ITAD) and our mid-term evaluation (conducted by Ecorys).

Click here to view the independent ICS Evaluation Report

Click here to view the independent ICS Mid-term Evaluation Report

Our commitment to value for money is one aspect of our on going monitoring and evaluation which is designed to ensure ICS projects make a real difference to our partners and the communities where we work, and to the experience and learning of our volunteers.

ICS PARTNERS













































"Youth work and development go hand in hand. When young people work together they have a huge capacity for change."

YCare International volunteer, Cara Burnett, 21, Horsham, UK

ICS is led by VSO and funded by the UK Government. It is a development programme that brings together 18–25 year olds from all backgrounds to fight poverty in overseas and UK communities.

You don't need cash or qualifications to take part in ICS – just the ambition to make a difference.

International Citizen Service

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