



**Thrive Trafford – Volunteer Managers Network
Meeting, Tuesday 11th June 2019
Café in the Park, The Counselling & Family Centre**

Attendees:

- Alison Savage, The Counselling & Family Centre
- Anna McKenzie, The Hub, Altrincham
- Caroline Lewis, Thrive Trafford
- Helen Hargreaves, Youth Offending Service
- Jackie McNeish, Pure Insight
- Janet Plumb, Friends of Moor Nook Park
- Julie Reilly, Trafford Partnerships & Communities
- Kaf Bays, Healthwatch Trafford
- Kate Pemrick, Greater Manchester Fire & Rescue Service
- Katrina Grier, North West Air Ambulance
- Lesley Steel, Communities United Project
- Lisa Miller, Leonard Cheshire Disability
- Margaret Bamber, The Toy House
- Paul Lewis, Communities United Project
- Olivia Porteous, Breast Cancer Care
- Tony Holroyd, The British Red Cross

Apologies:

- Jenny Bagchi, Pure Insight
- Joanna Padovani, Stretford Public Hall
- Lee James Griffiths, Henshaws
- Lottie Timmins, The National Trust
- Manju Pearce, Trafford Rape Crisis
- Mark Bailey, Trafford Council
- Sharon Doyle, Strive, Talk Listen Change
- Sue Mosco, Intergen Trafford

Minutes from the last meeting

Minutes and actions from the last meeting were discussed including the Coop Digital community research project, the Volunteer Quality Standards best practice in Kirklees, Volunteers Week, VCSE Representatives on Trafford Partnership Boards, and the increase in demand for social value and community projects.

• **Trafford Volunteer Awards**

Caroline from Thrive talked to the group about the launch of the Trafford Volunteer Awards as part of Volunteers Week. She discussed how Volunteer Managers and other local people could nominate people or businesses for a Volunteer Award within four

different categories, 'Volunteer', 'Young Volunteer', 'Group or organisation that supports its volunteers'; 'Business that supports its employees to volunteer.' More details can be found on <http://www.thrivetrafford.org.uk/news/national-volunteers-week-time-celebrate-2019-nominate-unsung-heroes-trafford-volunteer-awards/>

- **Volunteering Quality Award for Trafford – Lesley Steel and Paul Lewis from Communities United Project**

Lesley Steel from the Communities United Project talked to the group about the Volunteering Quality Award they use in Kirklees to support volunteer managers with Volunteer Quality Standards.

The QAB Standards award helps VCSE organisations using volunteers to standardise their volunteer management processes, which helps to evidence their social impact when applying for funding. Lesley and Paul spoke to the group to see if there was any interest in any organisations potentially going through the award, and if so to see if there would be any potential to put an offer forward to the Council or another funder to invest in the Quality Award for Trafford. Paul from CUP said he could give an approximate cost to run the programme in Trafford for investors to know more about the investment cost.

Caroline from Thrive and Julie Reilly from the Partnerships team mentioned that VMs could download and use the Thrive Trafford Volunteer Managers Toolkit if they wanted support with looking at the policies and procedures for volunteer management as an alternative.

Open Networking Discussion

- **Community Care Navigator Service – Manchester Foundation Trust**

Caroline from Thrive talked to the group about the new Community Care Navigator service running from the Discharge team in Wythenshawe Hospital, and working alongside the British Red Cross Home from Hospital service. Caroline explained to the group that volunteers could refer people who maybe isolated or in need of help to access local community and voluntary activities and groups with support and an assessment by the new service, and that it was open to any age. Caroline from Thrive said she will forward on the contact and referral details for the service to the VMs.

- **British Red Cross – Community Reserve Volunteer Service**

Tony Holroyd from The British Red Cross talked to the group about the Community Reserve Volunteer service and discussed some of the emergencies their volunteers have supported nationally.

- **Young Volunteers and Promoting Opportunities to under 18's**

Kaf Bays from Healthwatch Trafford talked to the group about the website VInspired no longer promoting volunteer opportunities and wanted to know if there were any other resources to promote local volunteering opportunities for under 18's to get involved with. Caroline from Thrive said that they could create a separate page predominately for youth volunteering opportunities.

Janet Plumb from Friends of Moor Nook park asked about the law around taking on Young Volunteers, Caroline said that NCVO had useful advice around this and would send the details over to Janet and the other VMs.

- **Trafford's Children & Adults Safeguarding Board website and training offer**

Caroline from Thrive talked to the VMs about the free Safeguarding training on offer for VCSE and their volunteers to access through the new Trafford Council's Children & Adults Safeguarding Board website.

- **Twine Digital Application for Volunteer Data – free for community businesses**
Caroline talked to the group about a new app called Twine Together, a Power to Change funded resource free for Community Businesses to use to collect volunteer data. Caroline said she would share the details of the application for the group to look at in more detail.
- **Community projects and social value opportunities for business volunteers**
Caroline from Thrive discussed with the VMs the increase in demand for community projects and social value opportunities within the VCSE sector from local businesses working in the area.
- **Volunteer Manager news and information share**
 - Caroline from Thrive talked to the group about the new Early Help Working Well programme which has now launched to support SMEs as a free occupational health service to help reduce anyone at risk of becoming on long term sick, and this service is open to the VCSE sector to use too.
 - Julie Reilly from Trafford Partnership shared details of Trafford's Inclusive Neighbourhood grants to support local people to deliver an event or project that brings people together. Other events mentioned included LCCC World Cricket Cup; Tour of Britain (volunteers wanted for the 14th September); Sale Festival; Altrincham Festival; and Trafford Live.
 - Katrina Grier from North West Air Ambulance said that they had successfully been awarded a £10,000 Awards for All grant to help them with volunteer recruitment and raising awareness of volunteering with their service. Caroline mentioned to the group that Trafford had a new Funding Officer for the National Community Lottery called Kelly Duke and that she would share the details for VMs.
 - Paul Lewis from Communities United Project talked to the group about the work they are doing with Street Games to support young people and youth action. Paul said to the group that he was keen to set up a meeting with anyone interested in discussing the programme and youth action further.
 - Janet Plumb from Friends of Moor Nook Park shared with the group that they had been nominated for a 'Raring to Go' Award for the Moor Nook Apple Festival and were up against Dunham Massey's Christmas Lights.
 - Lesley Steel from CUP said that some of the local private pre-school and nursery staff have offered to volunteer their time over the summer holidays to help with the Sale West Stay & Play volunteering sessions.
 - Jackie McNeish from Pure Insight mentioned that they had been successful in receiving funding for a new project to support care leavers to receive counselling.
 - Kate Pemrick from GMFRS discussed the change in service, and that they were undergoing a restructure, which may impact on some of the volunteering services. Kate mentioned that VCSEs can hire the GMFRS Community Event stage and vehicles for free as well as booking community rooms.

- **AOB**

Agenda items for next meeting

1. Guest Speakers
2. News, Events and Information
3. Open Networking for Volunteer Managers
4. AOB

Next Steps/Key Actions

Action: Caroline from Thrive to follow-up with The Coop on their Digital volunteer offer and community consultation with residents and VCSE organisations in Stretford. Caroline from Thrive to send the details of the Trafford Volunteer Award nominations including the link for VMs.

Action: Caroline to forward on the Volunteer Quality Standards details from Lesley at CUP.

Action: All Volunteer Managers to let Caroline from Thrive know if they would be interested in Trafford running a Volunteer Quality Standards award.

Action: Paul Lewis from CUP to give Caroline from Thrive an approximate cost for investing in the Volunteering Quality Award programme to take to the Council.

Action: Caroline to share details of the Community Care Navigation Service based in Wythenshawe Hospital.

Action: Caroline from Thrive to share details of the Twine Together Digital data application for Volunteer Managers to look at.

Action:

Action: Caroline to share details of the Trafford Children & Adult Safeguarding Board training and link to new website.

Action: Caroline from Thrive to send through a copy of the Community projects and social value application form for VCSEs to complete.

Action: Caroline from Thrive to share details of the new Early Help Working Well programme.

Action: Julie Reilly to share further details of the Inclusive Neighbourhood Grants programme.

Action: Caroline from Thrive to share details of Greater Manchester Fire & Rescue service Community event and room details.

Date and Time of Next Meeting

Date: September 2019 TBC

Venue: TBC