



Thrive Trafford – Volunteer Managers Network Meeting, Monday 22nd January 2018 Trafford Town Hall, Stretford M32 0TH

Attendees:

- Antonia Pike, Making Space
- Caroline Lewis, Thrive Trafford
- Carter Portch, Talk Listen Change
- Debbie Houghton, University of Manchester
- Elaine Eland, St Johns Centre
- Grace Turley, United Response
- Ian Wallace, Leonard Cheshire
- Jane Harries, New Life Charity
- Julie Reilly, Partnerships & Communities, Trafford Council
- Julie Williams, Coppice Library, BlueSci
- Kaf Bays, Healthwatch Trafford
- Karen Duffy, Age UK Trafford
- Luke Rees, Greater Manchester Fire & Rescue
- Mark Bailey, Trafford Council
- Sandra Hardingham, Leonard Cheshire Disability
- Sharon Doyle, Talk Listen Change
- Tom North, Being There

Apologies:

- Cherisse Appleby, New Way Forward
- Gwen Lightfoot, Contact the Elderly
- Jennifer Rae, Victim Support
- Laura Wells, NCS
- Lynda Gorman, Crossroads Care
- Manju Pearce, Trafford Rape Crisis
- Mark Woodland, Victim Services, GMCA
- Sue Smith, Alzheimer's Society

Introduction and Updates

Introductions from the organisations and actions were discussed from the last VMN

- **Sharon Doyle – Volunteer Manager of the Year, The Strive Project and Best Practice Volunteer Management.**
Sharon Doyle from Talk Listen Change talked to the group about the Strive project across Trafford and Salford and shared some of the best practice methods that she has used to recruit and manage the 50 volunteers she has on the Strive Project over the past two years.
- **Thrive Volunteer Management Toolkit**

Caroline from Thrive talked to the group about the resource available for Volunteer Managers to use as a guide for managing volunteers.

The Volunteer Management Toolkit can be downloaded on:

<http://www.thrivetrafford.org.uk/volunteering-trafford/volunteer-management-toolkit/>

- **Thrive Trafford Quality Mark**

Caroline from Thrive explained to the group that if their organisation was looking to tender for commissioned services or contracts then they may want to consider working through the Trafford Quality Mark, which is a free support service for Voluntary, Community and Social Enterprise organisations looking to become more fit-for-purpose, sustainable and better able to deliver quality services. The Trafford Quality Mark assessment covers 9 areas, including Business Planning, Governance, Managing People, Policies and Procedures, Money Matters, Performance Management, Engagement and Services, Promotion and Marketing and Partnership Working.

For any organisation interested in finding out more please visit:

<http://www.thrivetrafford.org.uk/development-support/trafford-quality-mark/>

- **Reach Skills – Connecting People, Skills and Good Causes**

Caroline from Thrive discussed a new online platform available for VCSE organisations to use to promote Trustee vacancies or Pro Bono business volunteering support needed. More details can be found on www.reachskills.org.uk

- **National Citizen Service – Community Volunteering Projects wanted**

Caroline talked to the group about NCS and explained that they were looking for Community Projects for their teams of young people in the Summer. Elaine Eland from St Johns Centre gave some feedback on the NCS groups she has had at the centre over the past few years.

If you would like to find out more or put a community project forward, please contact Laura Wells NCS Coordinator - laura.wells@salfordfoundation.org.uk or call 0161 787 3838 / 07415 473975

- **Access to Training for Volunteers**

Caroline from Thrive talked to the group about several training opportunities available for Volunteer Managers to access for volunteers, including:

- Trafford Council's Train Trafford website - <http://traintrafford.co.uk/Training>

- CORC - Anna Freud Learning Network – free e-learning module for 'Measuring and monitoring mental wellbeing to improve the lives of children and young people' – www.corc.uk.net/elearning

- GMCVO - Small Local Charities and Community Groups Training Day:

<https://www.gmcvo.org.uk/small-local-charities-and-community-groups-training-day>

- GMCVO - Community University Partnership Initiative:

<https://www.gmcvo.org.uk/community-university-partnership-initiative>

Open Networking Discussion

- VM Attendees were invited by Caroline from Thrive to discuss any opportunities, share information and raise any queries during this discussion.
- Julie Reilly from Trafford Council's Partnership & Communities team gave an update on the One Trafford Response pilot in the North of the Borough.

- Karen Duffy from Age UK talked to the group about the three Winter Warmth events they were running in Urmston, Old Trafford and Altrincham as part of the Winter Resilience grant funding they were awarded from Trafford Council.
- Carter Portch from Talk Listen Change talked to the group about the free counselling sessions available for people aged over 55 in Trafford. Carter said that they were looking for ways in which they could gain more referrals from people for this free service. Several of the group were interested in finding out more details as they had a long waiting list of people wanting counselling.
- Caroline handed out a list of the different VCSE organisations that were delivering different projects as part of the Winter Resilience funding. Including African Caribbean Care Group, Age UK Trafford, Be Social – Trustcare, LMCP Carelink, Theatre of Senses, Talk Listen Change, and Trafford Veterans.
- 2027 Job opportunity for people with 2 years or more experience of working or volunteering within the community. Further details will be shared with the group.
- Debbie Houghton from the University of Manchester said that any groups looking to recruit new volunteers or to recruit a student intern for research purposes could find out more through their website - www.manchester.ac.uk/volunteers
- 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 forward on information details discussed during the meeting.**
- **Action: Invite guest speakers to talk to the group.**

Date and Time of Next Meeting

Friday 27th April 2018 at 1pm to 3pm
Venue TBC