



## **Thrive Trafford Volunteer Managers Network Meeting 2<sup>nd</sup> October 2014, Sale Point**

### **Attendees:**

- Sarah Lewis, Service Delivery Manager, Thrive Trafford
- Caroline Lewis, Project Coordinator, Thrive Trafford
- James McVeigh, Employment and Training Officer, Trafford CYPS
- Stephen Lavery, Stretford Foodbanks
- Simon Davies, Trafford Council
- Councillor Dylan Butt, Trafford Council
- Tina Huxley, G Force
- Solomon Jeng, Sale West ABC
- Gillian Renshaw, Trafford Council
- Lynda O'Gorman, Crossroads Care
- Angela Ormesher, Youth Offending Service
- Julie Reilly, Trafford Council, Partnerships & Communities
- Sabeeya Dawood, Challenge 4 Change
- Terry McKernan, Trafford Council, Children, Families & Wellbeing
- Kath Johnson, Trafford Council, Children, Families & Wellbeing
- Sue Frost, blueSCI
- Anita Appleton, Learning & Information Manager, Trafford Centre for Independent Living
- Jenny Hunt, Trafford Council

### **Apologies:**

Becci Cunningham, Victim Support; Kate Booth, Cyril Flint Volunteers; Mark Nesbitt, VCAT; Bernie Connor, VCAT; Fiona Villanova, Leonard Cheshire Disability; Manju Pearce, Trafford Rape Crisis; Gill Prideaux, TSpC; Natalie James, Stockdales; Aliya Bukhari, Voice BMET; Rachael Forde, Trafford Community Leisure Trust.

### **Volunteer Managers Network Meeting**

- **Minutes from the last meeting**

Sarah Lewis (SL) from Thrive discussed some of the actions from the last meeting with the group and gave an update on some of the points including:

- Trafford College, Volunteer Manager's training course – SL explained to the group that Trafford College was due to be running a Volunteer Manager's training course shortly, venue and cost still TBC.
- Volunteering information or any other opportunities from each member to be shared amongst the group towards the end of the session.

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**Action: Sarah to chase up Trafford College with regards to a date, venue and cost for the Volunteer Manager's training.**

SL discussed with the group about the proposed model for third sector representation, including how can we make sure that the Third Sector is represented at a strategic level, can influence decision making and what is the model for this.

- **Talent Match**

SL gave the group information about Talent Match, explaining how the programme works and some of the opportunities open for the Volunteer Managers/ organisations.

### **Volunteering Charter and Peer Review Models**

- **Discussion about the model**

SL handed out copies of the Volunteering Trafford Charter explaining the purpose of the charter and main benefits for groups and organisations from it.

Following the development of the Volunteer Charter for Trafford and discussion in previous meetings SL explained that Thrive has been researching the potential for a peer review model based on models from elsewhere and how this could be implemented across organisations in Trafford.

SL gave the attendees a paper with findings of the research from elsewhere, including the nine indicators from Investing in Volunteers (iiv), and Wandsworth Volunteer Bureau in South London's pilot model of volunteer peer reviewing – please see attachment for further details.

Taking into account the research attendees were asked to take a look at two proposed models for Trafford; Option 1 – Online and Evidence Based Review; and Option 2 One-to-One Review. Attendees were then asked to work in groups to discuss and consider questions in relation to the two different models. SL asked if any organisation would be interested in piloting the peer review; a few attendees said that they would like to do this as they have their policies and procedures in place. It was noted that each organisation will need to ensure there was a main point of contact for the peer review, such as a volunteer co-ordinator.

One of the attendees suggested getting volunteers from across the various organisations across Trafford involved in the development of the peer review model. The general consensus was that this would be beneficial to get volunteer feedback, help in developing buy-in for the peer review model, and to address any worries about peer reviews.

There was no general view on which option the members thought was best to take forward, and both options seemed to have pros and cons following the discussion amongst the group.

**Action: Members to decide on how they want the peer review model to be carried out, and if any organisations would be willing to pilot over a year period.**

**Action: Volunteer Audit Questionnaire to be produced for next meeting in November. Stronger Families Volunteering Link – Jenny Hunt, Trafford Council**

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- **Discussion about issues and opportunities**

Jenny Hunt (JH) from Trafford Council came to talk to the group about the Stronger Families Programme and some of the opportunities and potential future collaborations that could be made with some of the voluntary sector groups in Trafford.

JH highlighted the main purpose of Stronger Families was to give families support they need to access various services, and support with other issues families face. Stronger families work with all members of the family, to assess all needs and not just the family member with a multi-agency referral.

JH explained that Stronger Families is keen to find ways of improving the way they work to meet the ever changing needs of each family; mainly by different agencies sharing best practice and sharing good work examples throughout the different agencies and networks.

JH outlined that by engaging families and especially those that are hard to reach information can be shared, and the complexities of different family's needs can be addressed more effectively and efficiently with the right service and support.

JH discussed some of the lessons learnt from the programme, and talked about how the project will move forward; Jenny then asked the members if there was anyone in the group that would be interested in taking part in the future pilot scheme with Stronger Families, and asked if any members knew of any families that may benefit from the programme.

The members were asked to discuss in groups if they thought volunteers play a role in future delivery and support of Stronger Families; what would be the benefits and barriers to volunteers taking on a case co-ordinator role; and how can their organisation support the Stronger Families model; the members then feedback their thoughts to the rest of the group. JH to take away the information and feedback from the group and look at ways in which this could be used to help support new and existing families on the programme.

Please see attached the Stronger Families presentation from JH, which outlines further details of the Stronger Families programme and also Jenny's contact details.

### **Agenda items for next meeting**

Attendees discussed the items that could form part of the next meeting agenda.

1. Volunteer Audit Questionnaire
2. Peer Review Model Development
3. Sharing Best Practice for Volunteering including current volunteers
4. Talent Match Workshop – 3<sup>rd</sup> December 2014

### **Next Steps/Key Actions**

- College's Volunteer Manager's training; Thrive to discuss with Trafford College a new date and any associated costs.

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- Suggested that partners bring the opportunities they have within their organisation to the next meeting to assist with highlighting opportunities.
- Volunteer Audit Questionnaire – Sarah from Thrive to produce a Volunteer Audit Questionnaire for Volunteer Managers to fill out to assess the current volunteering assets they have and look at potential requirements for the future in relation to cross matching volunteers.

### **Date and Time of Next Meeting**

**Wednesday 26<sup>th</sup> November 2014 at 10am to 12 noon, Urmston Library, Unit 34, Golden Way, Urmston, M41 0NA**

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