



Thrive Trafford – Volunteer Managers Network Meeting, Friday 2nd May 2014, Urmston Library

Attendees:

- Chris Hart, Managing Director, Pulse Regeneration and Contract Manager, Thrive Trafford
- Sarah Lewis, Senior Regeneration Consultant, Pulse Regeneration and Service Delivery Manager, Thrive Trafford
- Aine Graven, Business Engagement Officer, Thrive Trafford
- Joan Scott, Assistant Principal, Trafford College
- Adrian Bates, Partnerships Manager, Trafford Council
- Rod McFarlane, Trafford Council, Libraries service
- James McVeigh, Employment and Training Officer, Trafford CYPS
- Aasim Chaudhry, Sport Development Officer, Trafford Community Leisure Trust
- Angela Ormisher, Trafford Youth Offending Service, Trafford Council
- Allison Loble, Centre Manager, Trafford Rape Crisis
- Caroline McAvoy, TDAN Project Coordinator, Trafford Centre for Independent Living
- Gillian Prideaux, Chair, Trafford Sports Council
- Rebecca Trower, Alzheimer's Society
- Aliya Bukhari, Voice of BME
- Becci Cunningham, Victim Support
- Kate Booth, Cyril Flint Volunteers
- Maureen Reilly, Lostock Partnership

Apologies:

Bernie Connor, VCAT; Karen Duffy, Age UK Trafford; Tony Dagnall, Trafford Carers Centre; Sandy Castell; Cherrisse Appleby, New Way Forward; John O'Connor, Sale and Altrincham Mencap

Accessing Business Volunteers, Presentation by Aine Graven, Business Engagement Officer, Thrive Trafford

Aine Graven gave a presentation about how Thrive is engaging with businesses across Trafford to increase involvement with the Third Sector, including the development of the new pro bono bank that will be a feature of the new Thrive web portal and providing more opportunities for employee volunteering. This will include profiles of organisations, downloadable application forms for businesses to become part of the pro bono bank and a link across to employee volunteering opportunities to match up business mentors with third sector organisations that want support.

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There was a question raised about the potential to attract new male volunteers for Youth Offending Service from some of the Trafford based businesses, for example the construction firms and warehouses.

Actions: It was agreed that copies of the presentation would be circulated to attendees with Aine's contact details. Future meetings can look at volunteer/ organisation profiles so that signposting is easier across organisations/ departments.

Trafford First, Volunteer Placements and Volunteer Management Training, Presentation by Joan Scott, Assistant Principal, Trafford College

Joan Scott gave an overview of the activities of the College, especially with regards to the new Trafford First service, Apprenticeships, European Social Funding and Volunteer Manager's training. Trafford College is working to develop employability skills within its students, which includes signposting to volunteering opportunities that will be posted on the new Thrive website.

Actions: It was agreed that copies of the presentation would be circulated to attendees with Joan's contact details. Thrive and the College will meet to plan the Volunteer Manager's training and promote the new website to students to advertise volunteering opportunities available.

Volunteering Infrastructure Delivery Plan

Chris Hart gave an overview of the Volunteering Infrastructure Delivery Plan, in particular the plans for the development of a volunteering hub and spoke within Trafford. This includes the development of a Volunteering Trafford Charter, a Volunteer Management Toolkit that has been developed based on best practice and examples of policies and procedures from across Trafford, and the development of the Thrive Trafford website that will be used a portal (or hub) to advertise volunteering opportunities across Trafford.

- **Volunteering Trafford Charter**

Copies of the Charter were given out to attendees and a discussion held about how this could be managed and monitored so that displaying the Charter meant that an organisation was providing a quality experience for volunteers. It was noted that Thrive does not have the capacity to check all systems and interview volunteers from a number of organisations in order to monitor this across Trafford. The group felt that there should be a system of peer review built in, with Thrive developing standard forms that could be used by volunteers within one organisation to interview another organisation's volunteers to ensure that the Charter was being fulfilled. It was also agreed that this would form part of the training that would be delivered by Trafford College for Volunteer Managers. If an organisation attends the training then it was discussed that they could then apply to hold the Charter.

Action: Thrive to develop peer review forms for the Charter for discussion at the next VMN meeting. Trafford College to deliver a training course for Volunteer Managers, date is Friday 27th June 2014 from 10am to 4pm, location to be agreed. The training will be advertised during Volunteers' Week on the Thrive website.

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- **Volunteering Trafford, Volunteer Management Toolkit**

It was noted that Thrive has developed a Volunteer Management Toolkit that will be available for download from the new website. This includes policies, procedures and good practice related to the management of volunteers within an organisation.

- **Volunteering Trafford Web Portal**

Sarah Lewis gave a demonstration of the new Thrive Trafford website, in particular how the Volunteering Trafford item works, including how organisations will be able to register and upload their own volunteering opportunities. The website asks for details about the opportunity that organisations want to recruit volunteers including the ability to upload volunteer role descriptions and provide contact details for individuals to contact the organisations direct for the opportunities.

A question was asked about how to get the message out to the residents of Trafford that want to volunteer so that people know that opportunities will be advertised on the Thrive website. There were suggestions that posters could be put up in supermarkets and shopping centres for example in Sainsbury's in Urmston, within libraries, through networks such as the Sports Council, Job Centre Plus and the Children's Centres across the borough. Trafford College will also be promoting this through their website and college campuses to students. It was also noted that Trafford College has a spring into spring event that can promote the website and opportunities available across Trafford.

It was discussed that the website should also contain case studies of why people volunteer, including why young people should volunteer and supporting them to access opportunities.

Agenda items for next meeting

Attendees discussed the items that could form part of the next meeting agenda. Many organisations are at different stages in their development and said that they would benefit from sharing experiences of volunteering with others. The suggestions for the next meeting included:

- Sharing experiences, which could be done through speed networking
- Volunteering policies, including peer learning about how these can be developed and supported within the organisation
- Time for peer learning
- Ideas about volunteer retention
- Audit of existing volunteers within organisations and volunteer needs, so that referrals can be made to other organisations across the network.

Next Steps/Key Actions

- Thrive to pull together case studies to be showcased during Volunteers' Week. Once Volunteers Week is at an end the case studies will remain on the Thrive website as examples of volunteering in Trafford.

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- The College to develop their training course for Volunteer Managers. This will be held on Friday 27th June, 10am to 4pm. Further details will be provided on the Thrive website and mailed out to the network.
- Thrive to develop peer questions for volunteers to ask others as part of the Volunteer Charter to bring to the next meeting.
- Organisations to register on the Thrive website so that they can upload their volunteering opportunities or email across to Sarah.lewis@thrivetrafford.org.uk for uploading.

Date and Time of Next Meeting

Tuesday 24th June, 1pm to 3pm at Trafford Town Hall.

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