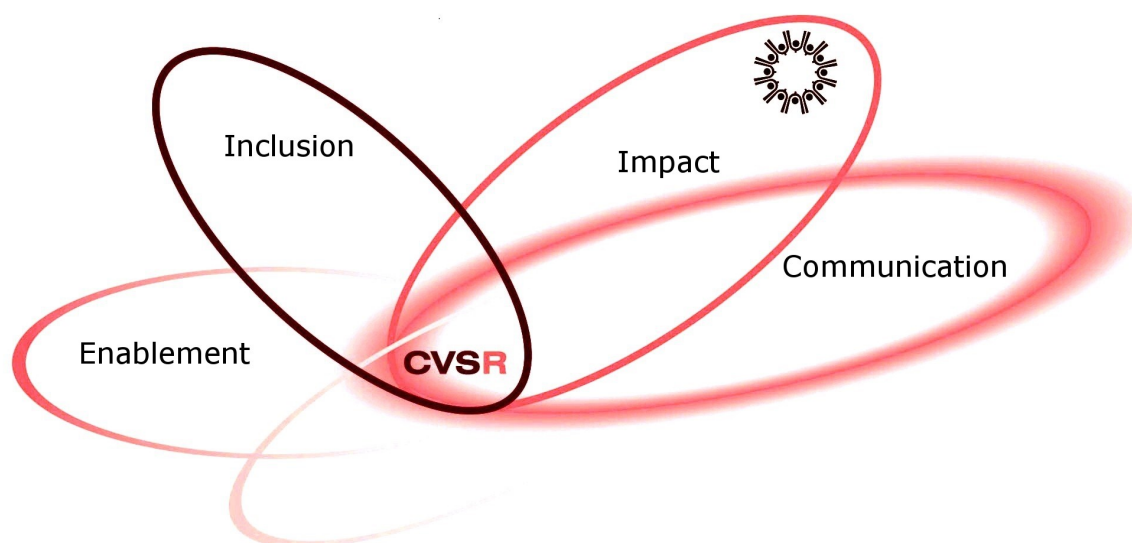




# Newsletter

July 2015



**Supporting and enabling the voluntary and  
community sector since 1975**

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# Editorial

Dear Members,  
Welcome to our July 2015 Newsletter. Council for Voluntary Service Rochdale has much to celebrate this year as we are fast approaching our 40<sup>th</sup> Birthday. It's going to be a special year and plans are underway to mark this special occasion.

My name is Aneesa Raza and My main role is to provide admin support to the staff, I provide financial support, and more general support such as photocopying, setting up meeting rooms ready for internal and external meetings.

I have thoroughly enjoyed compiling and putting together this newsletter, these past few months have been an extremely exciting and busy few months with lots of achievements and awards won which will be shared throughout this newsletter.

We have also had a organisational structure which has brought some job role changes for some members of staff.

This month's newsletter contains lots of exciting news and achievement from both Staff Member's and Trustees.

I have also included updates and reasons for celebrations from our Volunteer Driver Scheme, our Volunteer Centre and more. I hope you enjoy the read!.



# CEO Update

Wow, what a busy but exciting few months we have had since our last newsletter. We had our Annual General Meeting in May, and on the 28<sup>th</sup> May we attended Rochdale Diversity Awards both as a sponsor for the voluntary sector category and a finalist in Diversity in Health & Leisure for our Volunteer Driver Service. We were both surprised and delighted that our Volunteer Driver Service won the award and we have our certificate and trophy in pride of place in our reception area.

The first week in June was volunteer's week and I was very pleased that due to the core funding received by Rochdale Borough Council for our Volunteer Centre, for the first time in a number of years, we were able to re-instate our Volunteer of the Year Awards. It was also during Volunteers Week (2<sup>nd</sup> June) that we were able to formally announce that our Volunteer Driver Service had been awarded the Queens Award for Voluntary Service. Sheila Downey, the Director for Adult Care and the Voluntary Lead on RBC Executive Leadership Team was invited to surprise our volunteers. We don't officially receive the certificate and trophy until early August but made and presented individual ones to our splendid volunteers who provide this very valuable and now recognised service.

We have also continued to make organisational improvements and ensure that we meet the needs of our stakeholders, this has involved a review and revision of our organisational structure. This has meant a change of role for Tariq Khandoker and Stewart Dobson, and some minor changes to my own work. .

We have appointed Tariq as Operations Manager, so he now has operational management responsibility for our core service delivery including advice, information and support service, our volunteer centre and Volunteer Driver Service. The line management and day to day operational management of our core services has allowed me to take on the development of our voluntary sector partnerships, to ensure that they are better prepared to respond to contracting opportunities. To date our Health & Wellbeing Alliance has successfully submitted three tender applications, although they have all been unsuccessful to date, they have scored reasonably and have developed some areas for improvement. Stewart Dobson is now responsible for Organisational Development and will be getting to know more of you during the coming months. We will continue to deliver training but are currently revising our offer to ensure that it includes accredited training going forward.



# CVS Rochdale AGM

At our Annual General Meeting on 21<sup>st</sup> May, we fed back to our membership our performance against the strategic priorities we had set for 2013/14, which were set as a result of the organisational review that was conducted in August 2013. This is our summary of the achievements of the main priorities:-

## **Strengthening our reputation as the local voluntary sector leadership, trusted voice and local volunteering development organisation**

The main achievements reported were that we secured core funding from RMBC which has demonstrated our strengthened reputation we also actively represented the sector on the Public Service Reform Board, the Voluntary Sector Partnership and we have supported the Voluntary Sector Assembly.

Our Annual Voluntary Sector Survey which was conducted in March 2015 was circulated to the 632 voluntary, community and social enterprise organisations registered on our database 25% of whom responded. 94% of respondents felt that it was a high priority for them, that CVS Rochdale provide sector leadership and representation; and 92% felt it was important for us to provide information about the sector and broker partnership working between public bodies and the sector which for me demonstrates a massive improvement of our reputation as the sector leadership and trusted voice.

With regards to Volunteering Development, we have supported 48 new organisations to develop volunteer involving programmes within their organisations.

## **To be recognised by stakeholders as an effective provider of high quality outcomes for local sector organisations**

We provided services to 98 organisations through RBC funded Peer Support Programme and training to 181 organisations. The outcomes recorded against this, was that 85% reported increased knowledge and skills, 78% reported an increased confidence in their ability and 79% reported that the support or training they received has improved

reported an increased confidence in their ability and 79% reported that the support or training they received has improved the way things are done in their organisation.

## **To ensure that the charity is a high performing, quality governed and managed organisation**

We reviewed the organisation against PQASSO level 1 and are working towards achievement at level 2 and are aiming to gain external accreditation. We also implemented a revised monitoring and evaluation toolkit which now includes the measurement of outcomes and user satisfaction. The organisation also confirmed Michelle Warburton into post as the Chief Executive Officer (from Acting Chief Executive Officer) and continues to hold its Volunteer Centre Quality Assurance.

## **To strengthen our knowledge and expertise about the voluntary sector and build a strong evidence base to back this up**

We have facilitated the development of voluntary sector partnerships who are starting to become tender ready:

- Children, Young People & Families Partnership
- Health & Wellbeing Alliance
- Carer's Partnership
- Consortium of Larger Organisations



# AGM and New Structure

## Continued from CVSR AGM

We have a comprehensive database of organisations, and have been working with our CVS Colleagues in Greater Manchester on sector survey work and have facilitated sector.

### **To put our service users first and encourage involvement and ownership by our membership**

Our board of directors agreed a non-competition policy with the sector, that means unless it is our core work, CVS Rochdale will not compete with other organisations within the borough. This means that we are negotiating to move our Carer's Project to another organisation and work in partnership with our local community transport provider to deliver our Volunteer Driver Service.

Our membership also approved the re-election of existing board members Simon Horsfall & John Beasley and formally elected our co-opted member Yasir Zahid.

We also welcome new board members:-

- Lynn Collins – Group Member - Blue Pits Housing Action
- Mohammed Sawar – Group Member – Multicultural Arts & Media
- Nasima Khan – Group Member – Castlemere Community Centre

CVS Rochdale has had a restructure and as a result Tariq Khandoker has been appointed Operations Manager.

Tariq will be managing the volunteering and infrastructure services provided by CVS and will be helping the Chief Executive Officer, Michelle Warburton develop tenders for the partnerships which include the Health & Wellbeing and Children and Young People partnerships. As part of his remit, Tariq has been working closely with Big Lottery to help local 3<sup>rd</sup> sector groups develop Reaching Community Bids.

He will also represent CVS at external meetings and will be facilitating future Voluntary Sector Assembly meetings. The next voluntary sector assembly meetings will be as follows:

Tuesday 8<sup>th</sup> September from 1-3p.m  
Tuesday 1<sup>st</sup> December from 1-4 p.m.  
Tuesday 19<sup>th</sup> January 2016 from 1-3pm  
Tuesday 8<sup>th</sup> March 2016 from 1-3 p.m.

The September meeting will focus on the Greater Devolution agenda and how this will affect the sector.

To contact Tariq . Please call him on 01706 510 822 or email [t.khandoker@cvsr.org.uk](mailto:t.khandoker@cvsr.org.uk)



# Learning & Peer Support

## Learning, Development & Peer Support

Since my last update I have been busy once again offering support to organisations via Peer Support.

Peer Support is a self-help scheme delivered by ourselves and others to third sector organisations operating in Rochdale Borough.

The scheme offers peer support and mentoring, it is **not** formal training or an advice service. However it does provide ourselves with the opportunity to share our knowledge, skills and experience with organisations from across the borough. In the last month I have worked with a number of organisations who have all been wanting support in different areas. Below is an overview of some of the support I have offered;

Worked with people who are looking to set up completely new organisations.

- Helped an existing, informal group to draft a constitution. Now they have formalised themselves in this way it will enable them to have a greater voice at meetings.
- Worked with a couple of organisations to begin the process of changing their legal structure, this will help them expand their work and access new funding opportunities.
- Supported the chair of a group to help him prepare for his first AGM.
- Helped an organisation look at how they can search for funding on the internet and gave them some tips on how they can market and promote their services.
- Worked alongside my colleague from the Volunteer Centre, Kelly Dawson, to give support to a newly appointed Volunteer Co-Ordinator.

As you can see there is an awful lot of variety in the type of support that CVS Rochdale can offer organisations via Peer Support. If you would like to find out just how Peer Support can benefit your organisation please feel free to contact me.

This month I have also spent time supporting Kelly in her organisation of the Volunteer of the Year Awards. I had taken the lead on organising the event last time we held one in 2010 so I was able to pass on some of my knowledge to Kelly. The night itself went extremely well and you can read the write up about the event elsewhere in this newsletter.

Finally, to complete what has been a very busy month or so, I have been learning how to complete PAT testing of electrical equipment. This is another service that CVS Rochdale provides to voluntary and community sector organisations. We offer competitive prices for this service which is now more in demand as insurance companies start to require that organisations ensure appliances are checked regularly. Please get in contact with me if you would like to find out more or get a quote.

Regards

*Stewart*

Organisational Development Officer

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s.dobson@cvsr.org.uk



# Unique Cafe

The Unique Cafe, Unique Enterprise Centre, Belfield Road, Rochdale is a partnership project between the Kashmir Youth Project and the Council for Voluntary Service Rochdale.

The cafe aims to grow and develop to become a training cafe for local young people to learn about the catering industry.

The cafe has now been open for business for almost 6 months and is proving to be a huge success. Rab Davies the Facilities Management Officer, who runs the cafe, has reported that the cafe is going from strength to strength.

The cafe is open from Monday to Thursday, between 9am – 2pm. The cafe is closed on Fridays. Breakfasts are from 9am – 11am, Lunches are from 12pm – 2pm.

The cafe serves both hot and cold food and caters for a variety of dietary needs. The food is freshly prepared on the day and there is an option to choose from the "Specials Board" if you fancy a change from the set menu.

Buffets are also available but you would need to book these in advance.

The cafe is open to everyone. It has proved to be very popular with members of staff. Visitors have also enjoyed using the cafe whether it's to have their lunch or just sit and have a coffee and chat with friends.



## HIRING VOLUNTEERS

We are delighted to announce we have already been joined by a young man who started recently he currently works 3 days a week As part of The Café's Initiative to develop and become a training café for young people. we are always on the look out for volunteers to come and devote some time working in our café to develop their skills and learn more about the catering industry.



If you would like to make enquiries or place an order please contact Rab on 01706 631291 or email [r.davies@cvsr.org.uk](mailto:r.davies@cvsr.org.uk)





# Unique Cafe Menu

## Lunch Menu

### **Baked Potatoes**

Plain	£1.30
With one filling	£1.80
With two fillings	£2.30

### Fillings

Cheese, Coleslaw, Beans, Tuna Mayo

### **Salads**

Plain	£1.40
Cheese	£1.60
Tuna Mayo	£1.80
Chicken	£2.00

### **Snacks**

Crisps	£0.50
Chocolate	£0.50

### **Sandwiches**

Salad	£1.00
Egg Mayo	£1.20
Tuna Mayo	£1.30
Cheese	£1.30
Turkey	£1.70
Beef	£1.80
Chicken	£1.80
Add Salad for a further	£0.50

## Breakfast Menu

Round of Toast £0.30

Toasted Teacake £0.40

Poached or Fried Egg on Toast £1.30

Cheese on Toast £1.40

Tomatoes on Toast £1.20

Beans on Toast £1.20

Scrambled Egg on Toast £1.50

Sausage Muffin £1.60

Fresh Filter Coffee £0.60

Tea £0.40



# Volunteer of the Year Awards

## Rochdale Borough Volunteer of the Year Awards 2015

Volunteers' Week is an annual event which celebrates the fantastic contribution that millions of volunteers make across the UK. Volunteers' Week runs from 1<sup>st</sup> – 7<sup>th</sup> June and as in previous years CVS Rochdale's Volunteer Centre celebrated this by organising a Prestigious Volunteer of the Year Awards to recognise the valued contribution of volunteers throughout the Borough of Rochdale.

Originally there were 3 categories, "Volunteer Involving Organisation of the Year", "Group of Volunteers of the Year" and the main "Volunteer of the Year" but during the judging the panel were overwhelmed by the commitment and length of service some people had given as volunteers, as a consequence they decision to add a new category of "Long Service and Commitment to volunteering"

The awards evening took place on Thursday 4<sup>th</sup> June at Rochdale Cricket Club and was attended by around 150 Volunteers, their Guests and representatives from the organisations they volunteer at..

The awards went to.....



### **RCT Youth Support Project – Volunteer Mentors – Group of Volunteers of the Year 2015 – Presented by Cllr Shefali Farooq Ahmed**

RCT Youth Support Project is a valuable resource which provides young people with a Drop-in centre. Without the help of our trained Volunteer Mentors we would not be able to offer the weekly service. Our Volunteers are extremely dedicated and work hard to help make a difference to young people's lives. We value our Mentors greatly and do not under estimate the work they do for us both emotionally, physically and mentally. RCT receive wonderful feedback from our young people and knowing the Mentors support is recognised by achieving the Group of Volunteers Award would be a fantastic recognition."



# Volunteer of the Year Awards

## High Level (Northern) Trust - Volunteer Involving Organisation of the Year 2015 – Presented by Norman Warwick Vice Chair of CVS Rochdale Board.



High Level has been established for over a decade as a vibrant and visible presence in the community. We work to help people in recovery from addiction and provide innovative solutions to help people move forward in their recovery. We also have a successful volunteer training programme, which has trained over 30 volunteers, who are in placement at this time and our numbers are growing.”

## Lynn Smith – Long Service and Commitment to Volunteering 2015 – Presented by Cllr Ian Duckworth



“Lynn has been volunteering for Girl guiding for 47 years 8 months and is the Division Commissioner for Rochdale West. This role involves training, managing and supporting volunteers to ensure they deliver a quality programme of activities to girls and young women aged 5 to 25.”

## Fida Hussain – Volunteer of the Year 2015 – Presented by Michelle Warburton CEO CVS Rochdale



“Fida’s dedication to serving his community has seen him provide inspirational leadership to generations of young people for more than a decade, and he is dedicated to helping the young people of the borough prepare for life as an adult. He spends lots of time away from his own family, planning routes and developing as a D of E assessor/training officer.”

CVS Rochdale would like to thank Rochdale Borough Council for their continued funding and everyone who was involved in making the awards evening a huge success from the people and organisation who nominated their volunteers, the judging panel Cllr Ian Duckworth and Cllr Shefali Farooq Ahmed and all the volunteers who turned up on the night to celebrate the value of volunteering.

For any more information regarding volunteering please contact Kelly Dawson on 01706 510826 or e-mail [k.dawson@cvsr.org.uk](mailto:k.dawson@cvsr.org.uk)



# Carer's week

Hundreds of carers from across the borough got together for a series of celebrations to mark Carers' Week. Members of the Carers' Resource, a council-run facility which offers support and activities, enjoyed pamper sessions, health checks and other events as part of the week, which recognises the efforts of the almost 7 million carers in the UK.

## Launch of the new Carer's 'Reward Card'

Among the many highlights was the launch of the Carers' Reward Card which gives carers who are registered with the resource discounts in small, local businesses, like cafes and restaurants. Carers also picked up vital information on the recently introduced Care Act, which gives new rights to carers, and learned web skills during a digital drop in day. And new carers were also welcomed to the events, with a number of people registering as carers for the first time during the week. -

20,000 carers in Rochdale not accessing council support' Councillor Iftikhar Ahmed, Cabinet Member for Adult Care, said: "Carers play a hugely important role in our society and are estimated to save the country a staggering £119bn a year.

Carers' Week is about saying a big thankyou and reaching out to the estimated 20,000 people in our borough who care for a loved one, but are not registered with the resource and are therefore missing out on vital support as a result." Sandra Montgomery, Manager of The Carers' Resource, said: "Carers' Week is a wonderful celebration and something that our carers, who don't always have a lot of time to themselves, really look forward to. It was great this year to see so many new carers of different ages and from different backgrounds. I hope they will continue to make the most of all the help the Resource can offer them in the months and years to come."

Carer Marie Halstead, who cares for her 81-year-old father, said: "I've been coming to the resource for two years and it does make a difference to me. I live with my dad and spend a lot of time with him, so being able to go to the Thursday morning session and have that time to myself is really important. I think the Carers' Reward card is a great idea too. I go to a coffee shop once a week and if I could get a discount there, that would be a nice little boost."

Article taken from Rochdale.gov.uk



# Carer's Support

The Carers Project works to help ensure that the needs of socially excluded older carers (and carers of older people) are met by helping them to maintain their own health and wellbeing to sustain their independence in older age, and to be able to continue their caring role with peace of mind knowing that support is available.

CVSR's Carers Project helps to provide support for older carers and carers of older people particularly with dementia and early memory problems by providing

- **Information and Advice:** about all issues affecting carers including benefits, breaks, respite and support services, carer assessment procedures, aids and adaptations
- **One to One Support:** for Carers to share any concerns they may have and receive the support and guidance to assist in their caring role
- **Emotional Support:** For carers who may be experiencing stressful and difficult times
- **Access to Services:** Helping carers access other services
- **Social Activities:** The carers development worker can provide carers with help to access activities in the local area
- **Support Groups:** Helping carers access groups such as memory wellbeing cafe's, carers coffee morning, Parkinson's disease support group etc.. ...
- **Advocacy Support:** Ensuring carers have a voice and are listened to, helping carers to know what their rights and entitlements are

This project is funded through HMR PCT Dementia Strategy.

## An Alzheimer/Dementia Poem

This poem was sent to Karan from a carer that she has been working with.

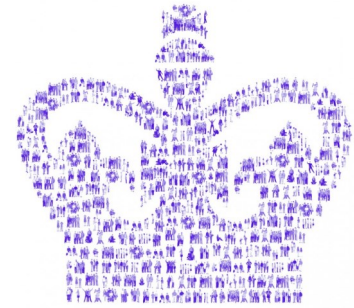
Do not ask me to remember,  
don't try to make me understand.  
Let me rest and know you're with me,  
kiss my cheek and hold my hand.  
I'm confused beyond your concept,  
I am sad and sick and lost.  
All I know is that I need you to be  
with me at all cost.  
Do not lose your patience with me,  
do not scold or curse or cry,  
I can't help the way I'm acting,  
can't be different, though I try.  
Just remember that I need you,  
that the best of me is gone.  
Please don't fail to stand beside me,  
Love me till my life is done.



# Volunteer Drivers Service

The CVSR Volunteer Driver Service Admin and Drivers are buzzing at winning a range of awards over the past weeks.

Our proudest moment was in receiving the news that we have been awarded 'The Queen's Award for Voluntary Service' which is the equivalent of a MBE for volunteer groups. This is a real testament to the dedication and commitment of our team of volunteers who deliver the service providing assistance with transport to the vulnerable adults in our community.



**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*



**Rochdale Diversity Awards**

We are also the proud winners of an award in Health and Leisure at this year's Diversity Awards organised by KYP and held at Rochdale Town Hall. The award was sponsored and presented by Pennine Care NHS Foundation Trust.

Our Volunteer Driver Administrators and Volunteer Drivers were finalists in the "Group of Volunteers of the Year" at the Volunteer of the Year awards organised by CVS Rochdale.

We would like to thank everyone who has nominated and voted for the CVSR Volunteer Driver Service



If you would like to know more about the Volunteer Drivers Service or would be interested in joining this award winning team then please contact Mary Burke at the CVS Rochdale Volunteer Driver Service on Tel: 0800 032 0868.



# Staff at CVSR

## CVS Rochdale

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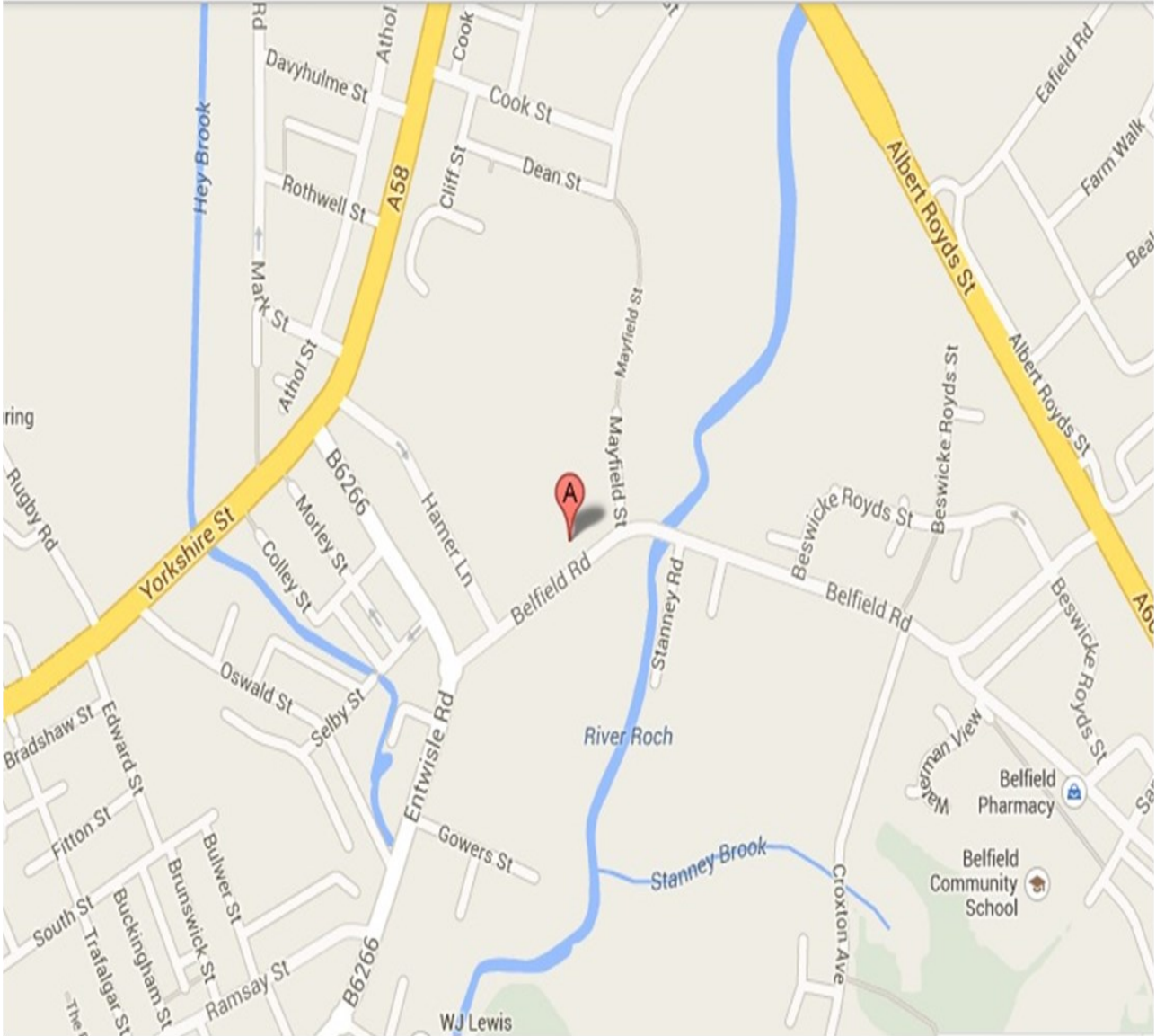
**Stewart Dobson**  
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