



## **Thrive Trafford – Volunteer Managers Network Meeting, Wednesday 18<sup>th</sup> May 2022 at George Carnall Community Hub, Urmston**

### **Attendees:**

- Akintola Bankole, Healthwatch Trafford
- Amira Taha,
- Angela Andrews, Trafford Carers Centre
- Caroline Lewis, Thrive Trafford
- Clair Broomhead, Bluesci
- Claire McGuire, Trafford Council
- Emily Roberts, Salford Foundation
- Emma Richardson, University of Manchester
- Jamie, YourB Credit Union
- Jim Sales, The Counselling & Family Centre
- Jo Fryers, Trafford Citizens Forum
- Katherine Bays, Stretford Public Hall
- Lesley Steel, Communities United Project
- Nadine Khanzadeh, The Fed
- Phil Johnson, St Johns Centre
- Sam Cooper, Our Sale West
- Suafina Aslam, Together Dementia Support
- Yasmine Malik, Bluesci

### **Volunteer Managers Network Meeting**

- **Ice Breaker and Introductions**
- **Volunteer Training at Trafford College, Tony Heryng – Community Development Team**

Tony Heryng from the Community development team at Trafford College spoke to the group about the college's volunteering courses available:

Volunteers can achieve a qualification/accreditation, there are two levels:

**Level 1:** This introduction to volunteering course is for those wanting to become a volunteer – people don't have to be volunteering at that time, but the college encourages them to seek opportunities. The college works with local community partner organisations such as e.g., Collaborative Women – delivering volunteering skills & food hygiene qualification so they can help run a social café. Also, softer training skills are offered such as confidence building & assertiveness. One of the biggest hurdles for volunteers being – confidence – developing those skills.

**Level 2:** This volunteering course is for existing volunteers to get some further experience, and they will already be volunteering as part of an existing organisation.

It's delivered as face-to-face learning and any timeframes/hours can be considered.

**Pulse Regeneration working in partnership to deliver Trafford Council's  
VCFSE Sector Infrastructure Development and Support Service**

Tony or a colleague from the team can come out to speak to groups of volunteers to explain offer where necessary.

### **Wider community courses available for volunteers**

The college also offers health & wellbeing courses across Trafford. Horticulture skills as well as the volunteering course.

The majority of courses cost £70 however if they are on benefits / tax credits / low earnings (below £18,500) volunteers can get the course for free. Retirees – with pensions - have to pay. Courses can be tailored to meet group's needs.

As part of the enrolment the college will assess the needs of the volunteer at the beginning. Open to volunteers with additional needs and disabilities also, the college will work with the volunteer to make reasonable adjustments for the training.

The college get training referrals from DWP – these are then passed across to an appropriate organisation to get volunteering links/opportunities.

For any volunteering or community training course enquiries at Trafford College contact: [Anthony.heryng@tcg.ac.uk](mailto:Anthony.heryng@tcg.ac.uk) .

**Action: Tony to share with the group any details on community courses available for volunteers**

- **Trafford Volunteering Pilot**

Caroline from Thrive & Claire McGuire from Trafford Council gave a brief explanation of the new Trafford Volunteering Pilot linked to the 6 Community Hubs.

Caroline said the pilot had come out of the huge volunteer response during the pandemic and the increased demand of people wanting to volunteer. Claire said the Council recognised the need for more volunteer infrastructure capacity and thus funding for a coordinated place-based volunteering model.

Caroline from Thrive will be coordinating with assistance from Claire from Trafford Council and working in partnership with the 6 new volunteer hub coordinators based at each of the 6 community hubs.

Thrive are also recruiting a Volunteer Navigator for developing the volunteer training academy and for brokering volunteers into each hub area.

Claire said the project aims to utilise volunteering to improve health, wellbeing & prospects and to reach out to involve overlooked communities.

Caroline said there will be a centralised training platform for wider volunteer managers to tap into for their volunteers to access including free training from local providers such as Greater Manchester Mental Health (GMMH).

**Action: Caroline will share details of Hub volunteer coordinators with group.**

**Action: Caroline to share details of any training courses available for Volunteer Managers**

**Action: Claire McGuire to send the iNetwork training materials out to the group**

**Action: All – if anyone has any best practice in under 16's volunteering please share with the group**

## **Discussion – What Motivates Volunteers to Engage and Retain in roles?**

Suafina from Together Dementia Support said keeping volunteers engaged/retained in projects is hard if there is an end aim – i.e., the volunteers are volunteering to get into college. Also, they may look at other paths such as part time employment etc.

Caroline from Thrive said, what motivates the volunteer? If you can understand at the start of people's volunteering journey what their motivations are for volunteering, it'll help retain them.

Claire McGuire from Trafford Council said we need to look at inspiring & showing people the benefits to volunteering. Let's share case studies.

Clair Broomhead from BlueSci said the best way to phrase volunteering is to utilise the 5 ways to wellbeing and use the point of 'give back to your community' – not volunteering!

Jamie from YouB said the perception of volunteering – should not be a cheap replacement to someone that would otherwise be paid – you could let them know that that money will go to the community if you volunteer your time for free.

Jim from The Counselling & Family Centre said some people have had negative volunteering experiences. Therapy – works on the "Me", then – turning the "Me" into "We". Recognise volunteers as individuals. Is it in your heart – what can I do, what can I do to feel connected?

Claire McGuire said good volunteers will hopefully inspire people who aren't ready yet, to eventually volunteer – perhaps as a way of giving back their thanks to people who have helped them along the way.

- **Trafford Buddy Volunteer idea**

There was a discuss around the 'Community Champions' volunteer model which developed during the pandemic and how that could be developed into a 'Trafford Buddy Volunteers' (based in the six Community Hubs) type role. The buddy volunteers would act as assistance for connecting people with low level mental health and social confidence into community activities and even volunteering roles.

Jo from Citizens Forum said we need to explain to volunteers what they will be going in to. For a lot of new volunteers, it's the fear of the unknown.

Clair Broomhead from Bluesci said a lot of social prescribers do this currently – We have 8 in Bluesci, the social prescribers are buddies; they take people to do things, make those phone calls people can't make.

Claire McGuire from Trafford Council said: Is there enough capacity in Trafford in terms of social prescribers?

Clair from Bluesci said: Probably not. Some volunteers are IT illiterate – how else can we communicate what we need? At Bluesci we've added a community board we pin things up/advertise on within our wellbeing points including volunteering opportunities.

Claire McGuire from Trafford Council said could the buddy role we want to develop assist and compliment the work the Social Prescribers do?

Walking buddies, chatty benches are other roles that volunteers could assist with to help get people active, out in the community and in some cases volunteering.

**Action: Caroline from Thrive & Claire McGuire from Trafford Council to arrange a separate meeting to talk to Claire at Bluesci to develop a volunteer role to compliment the work social prescribers are doing.**

- **Open Networking/updates**

- Jamie – YourB credit union – a Manchester based not-for-profit company run entirely by volunteers, providing interest free loans to Muslim and wider community faith & Community based residents. The organisation is looking for a group of core volunteers who they can keep.
- Phil Johnson, Hub Volunteer Coordinator at St Johns Centre gave an update on his role at the centre – We have a core volunteer network (lots) & some paid staff. We recently did a volunteer celebration for our volunteers at the centre and have started recording the number hours our volunteers are doing, this is something that we've not done before. We've recorded 1000 hours in 1st quarter across 35 vols. Our group of volunteers have been built up over a long-term period. We have volunteers that keep coming back, not just about progression, some want to long term volunteer. All our volunteers are there for a reason and will come back if you fulfil their needs.
- Jim Sales, Psychotherapist, The Counselling & Family Centre – runs the charity allotment and manages the allotment volunteers on a Wednesday. Jim said many volunteers may have had counselling/are going through counselling the allotment works a lot with Bluesci & the Broomwood centre, social prescribers also send us volunteers. Due to the success of the Wednesday sessions, we have now received funding to expand to deliver on Thursdays to provide other wellbeing/dementia activities e.g., singing/ playing guitar. What do volunteers want? Jim looking at different activities to bring into the Thursday session for volunteers.

- **Volunteers Week Activities/Case Studies**

Action: All to share and circulate any upcoming activities/case studies for Volunteers Week (1st to 7th June).

- **Agenda items for next meeting**

1. Introduction to the hub volunteer coordinators and roles & responsibilities
2. Trafford Volunteering Charter/Kitemark
3. Vision for Volunteering National Strategy
4. Green Social Prescribing TCV
5. Volunteer Manager Training Needs and Opportunities
6. Open Networking – Share Best Practice for Volunteering including current volunteers.
7. AOB

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

- Caroline: Set up a shared volunteer managers email/contact group.
- See Actions in minutes
- Members to invite other Volunteer Managers

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

Wednesday 7<sup>th</sup> September 2022 at 1pm to 3pm at Stretford Public Hall, Chester Road, Stretford