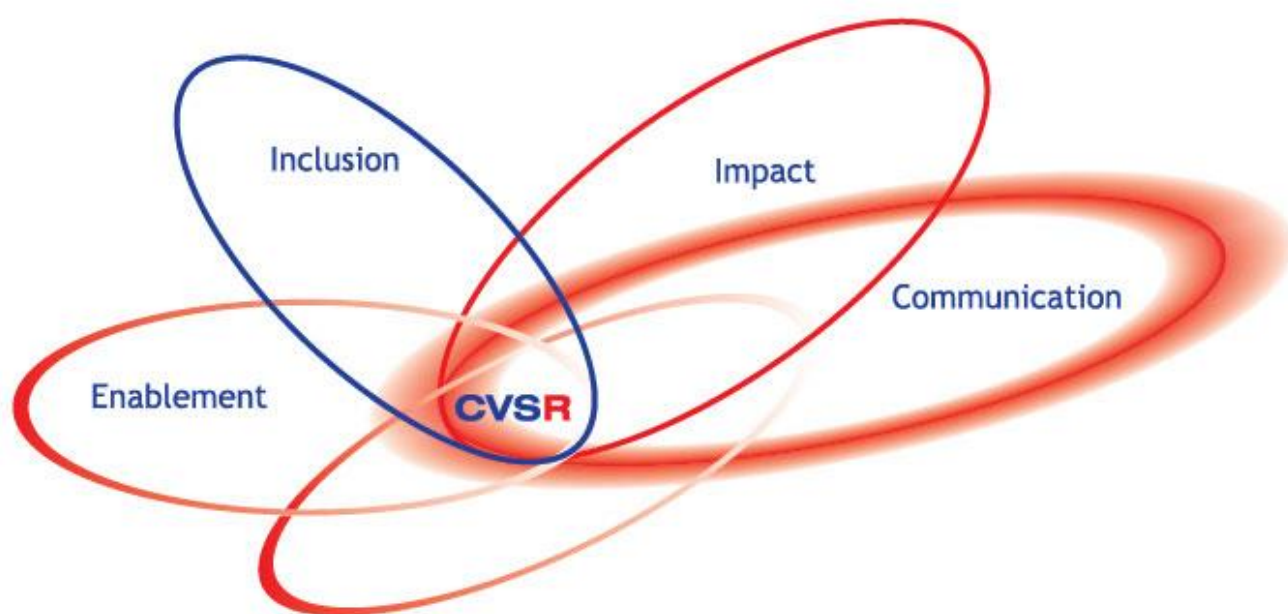




Newsletter

September 2016



Working in partnership for the benefit of the voluntary sector and communities within Greater Manchester

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Leadership, Representation, Communication & Collaboration

Sector Communication & Collaboration

Dear Members,

Welcome to our September Newsletter, Council for Voluntary Service.

My name is Hayley Golding I am the Receptionist / Team Administrator for CVS Rochdale. In the last Newsletter I mentioned I was starting an Introduction to the Voluntary Sector Course with the Open University. I can now confirm I have completed this course I am now concentrating on my Level 2 Business Administration with Back 2 Work complete training.

I will still continue to support the staff with the day to day administration and provide assistance when required. Now that I have completed the Introduction to the Voluntary Sector I feel that I have a better understanding of the Sector I work in.

My name is Habiba Khatun and I have recently been appointed the role of Leadership Support Officer at CVS Rochdale. I am thoroughly enjoying my new role as it frequently poses new challenges and is always keeping me busy.

My current job role entails:

- Liaising with different voluntary sector organisations across the borough of Rochdale to arrange regular meetings for the CEO.
- Attending partnership meetings, where I take minutes, write agendas and circulate papers to the members.
- Being responsible for the HR records.
- Setting up and maintaining effective electronic & paper filing systems.

I am making steady progress with my NVQ, having completed a number of units, which is helping me to become more familiar with the principles of business administration.

Please read on for more information about what CVS Rochdale have been doing in the last couple of months.

Sector Leadership & Representation

The provision of sector leadership and representation of the sector is one of the main functions of the Chief Executive Officer of CVS Rochdale, who represents the sector on the Local Public Service Reform Board, the Transformational Leadership Group, the Health & Wellbeing Group,, Rochdale Safer Communities Partnership, Rochdale Armed Forces Covenant Working Group and a number of other strategic bodies. The Chief Executive Officer liaises with heads of service within public bodies to encourage more effective partnership working between the sector and public bodies.



Leadership, Representation, Communication & Collaboration continued

Voluntary Sector Partnership

Prior to September, membership of the Voluntary Sector Partnership was closed, however at the last meeting it was agreed to open membership to any voluntary, community and not for profit company/social enterprise within the borough of Rochdale.

The purpose of the Voluntary Sector Partnership is to

- Improve partnership working between the voluntary, community and not for profit social enterprise sector (the sector) and the Council.
- Strengthen the relationship between the sector and the council
- Improve communication between the sector and the Council
- Influence council policies, procedures or programmes that may affect the relationship between the sector and the council
- Increase opportunities for residents to engage in volunteering and community action
- Increase the sector's delivery of public services to deliver public services

The partnership working between the Council and the sector will help achieve the following outcomes:-

- Strong diverse and independent communities
 - Effective and transparent design and development of policies, programmes and public services
 - Responsive and high quality programmes and services
- Clear arrangements for managing changes to programmes and services

OBJECTIVES

- To enable sector and the Council to raise issues affecting their relationship and to identify appropriate actions and solutions.
- To provide the sector and the Council with the opportunity to promote examples of good practise which could be adopted by the Council and/or the sector.
- To identify matters for joint consideration by the Council and the sector.

MEMBERSHIP

Membership is open to any voluntary, community and not for profit social enterprise/company operating within the borough of Rochdale. Every effort will be taken to ensure that the membership reflects a broad range of interests in the sector, in particular input from each township and from key sectors e.g. older people, BME communities (including new and emerging communities), disability, LGBT, mental health etc.

The next meeting of the Voluntary Sector Partnership will take place on 20th October 2016 at 10:00am at Crimble Croft Community Centre, Aspinall St, Heywood, OL10 4HW

To register your attendance, please contact
Caroline Denyer (Committee Services, Rochdale Council) on 01706 924717
or e-mail: Caroline.Deny2@Rochdale.Gov.UK



Leadership, Representation, Communication & Collaboration continued

Health & Wellbeing Alliance Thematic Partnerships

Hello, my name is Debby Green and I have been newly appointed as the Partnership Development Officer who is responsible to facilitate meetings with the 10 thematic Partnerships, to help develop and expand the Partnerships with all organisations/groups within the Rochdale Borough. I have previous experience of working within the Voluntary Sector in my previous roles within Pride Media Association and the Centre of Holistic Wellbeing.

This model will create a single voluntary sector health and wellbeing alliance (which is made up of thematic partnerships of voluntary, community, faith organisations working collectively to improve health and wellbeing). This model has been developed as a result of consultation with the wider sector through consultation with a number of existing voluntary sector partnerships. The purpose of the Voluntary Sector Health & Wellbeing Alliance is to strengthen partnership working within the voluntary, community, faith and between the sector and public bodies

The partnership aims to

- Improve communication within the sector, and between the sector and public bodies
- Improve partnership working within the sector, and between the sector and public bodies
- Increase the sectors influence on local policy, practice and decision making affecting the sector and/or their beneficiaries
- Improve the sectors engagement in shaping local services for residents
- Reduce duplication and make more effective use of local resources

The partnership will meet its aims by

- Working together to address the challenges of rising demand for services with reduced resources
- Gathering together and articulating the diverse views of the sector to contribute to strategic planning and local policy discussions of public bodies
- Provide leadership for a collective sector voice
- Championing the sectors contributions to the delivery of public services
- Providing a structure for consultation and engagement of the sector

Thematic Partnerships

The Health & Wellbeing Alliance is made up of the following 10 thematic partnerships:-

- * Ageing Well Partnership (linked to the local Ambition For Ageing Programme)
- * Arts, Culture & Leisure Partnership
- * Children, Young People & Families Partnership
- * Community Base Network
- * Diversity & Inclusion Partnership
- * Borough of Rochdale Homelessness Action and Information Network (BRHAIN)
- * Mental Health Partnership
- * Rochdale Carer's Partnership
- * Work & Skills Partnership
- * Volunteering & Social Action Partnership



Learning & Capacity Building

Learning and Capacity Building Manager

The Learning and Capacity Building Team encompasses Organisational Development, Organisational and Community Training and The Jonathan Burns Learning Centre.

The team is focused on encouraging and empowering the voluntary, community and social enterprise sector within the borough to build their skills, knowledge and capabilities so that they can achieve real outcomes for their beneficiaries more effectively and sustainably. As part of this process we are developing a whole range of resources and toolkits around HR, governance and funding.

In addition to this we are implementing intensive recovery plans for four organisations this month with aim of helping them to strength their governance and secure their long term future. We are also working closely working with the CVSR's Carers Partnership to develop a big Lottery, Reaching Communities funding application with view to develop further bids and tenders for the Partnership. We are also working closely with two other organisations to develop large Reaching Community applications.

For further details, or if you would like to tell us what training courses or resources you would like developed please contact Tariq Khandoker, Learning Capacity Building Manager.

Organisational Development

CVS Rochdale offers support on fundraising for voluntary and community organisations. Whether you are completely new to fundraising or whether you are an experienced fundraiser we are able to provide free advice and guidance on all aspects of fundraising and income generation.

If you are considering to tender for a commission from the statutory sector, want to generate income through sale of goods or services or apply for grants we are here to help you. We can also provide information about the commissioning process, provide support with the completion of pre-qualification questionnaires and completion of your invitation to tender. We can also direct you to funding databases, funding resources, training, and are able to help you with bid writing.

If your organisation would like support in relation to funding please Neil who is our in house development officer who will help you to develop your bid. In addition to this we have secured the services of two specialist Bid Writers.



Learning & Capacity Building

Financial Management Services

CVS Rochdale have for many years, offered support to organisations with their financial management

The need for robust financial controls are extremely important to any group that receives monies from its own 'membership' or from the public. These controls need to be regularly reviewed to ensure that they keep up with the advances in technology.

The use of the internet banking is something that is on the increase. If you are one of the groups now using internet banking as a way of making payments you need to ensure that the authorisation and completion of those payments is done by more than one person. There is no point in having in place the requirement to have two signatures on a cheque for £50 but then one person has all the log in details, passwords etc and in most cases the ability to make electronic payment (e-payments) of several thousand pounds without anyone else in the group knowing about it.

If the group is planning to move towards e-banking they need to look at what controls the bank have in place to allow more than one member to authorise each payment thus providing the same safeguards as having two signatories on cheques.

Some e-accounts are set up so as to require that a payment is entered by one person then a second person has to separately log in and authorise the payment. The payment will not be made until it has been duly authorised, thus providing the required level of protection of the groups funds.

If your group requires support with setting up financial procedures or accounting records CVS Rochdale may be able to help you develop the appropriate records and policy and hopefully save you time and money.

Please contact Stuart Golding.

The Jonathan Burns Learning Centre

High Tech Oldies

My name is Karl Parr and I was recently appointed the role of development officer for The Jonathan Burns Learning Centre - Hi Tech Oldies Project, after being a volunteer for a number of years with this project. I'd like to pass on my regards to Debby Green for her hard work and wish her well in her new post.

Hi Tech Oldies is funded by the People's Health Trust. The project is aimed at people aged 50 and over who would like to develop skills they might already have (especially with regard to tablet computers) or skills they have learned from the Never Too Old to Do IT course which is run by my colleague Karen Oliver.

Although the project is funded specifically for people in the West Middleton area there is some scope for learners outside the area to attend the sessions which currently take place at Demesne Community Centre on Tuesday and Thursday mornings.

We will be rolling out a range of short courses covering subjects such as social media, staying safe online, online shopping, e-government, family history and using Skype and FaceTime to keep in touch with friends and family both near and far.

Look out for Get Online Week which starts on Monday 17th October!

Never Too Old To Do IT

If you are aged 50 or over and want help using a tablet, smartphone or computer or you know of someone who would benefit from some help with this, then please contact us on 01706 631291.

Never Too Old to do I.T. is a project which offers support for those living in the Rochdale Borough to help them embrace tablets, smartphones, computers, the internet and modern technology generally as part of their everyday lives.

With courses taking place across Rochdale, Middleton and Heywood there's no excuse not to do I.T. Our courses are **free of charge** and are ideal if you are **completely new to technology such as laptops, personal computers, mobile phones or tablets**. The courses start with the basics, from switching on to mastering a mouse and keyboard through to using the internet, setting up an email account, sending and receiving emails, using Skype and taking photographs on a tablet.

This is a structured, 8 week programme designed especially to provide older learners with a relaxed, friendly and supportive environment in which to learn. Our aim is to give our learners the confidence and the ability to use modern technology to enhance their everyday life.

Courses last for 8 weeks and each session is for 2 hours. Morning or afternoon sessions are available in venues across the borough.



The Jonathan Burns Learning Centre continued

Organisational and Community Training

I have been incredibly busy since my last update as I have been covering classes in Middleton and Alkrington as well as my own classes in Rochdale. Although extremely busy, it has been very rewarding going out into the community meeting new people and seeing how enthusiastic they are in furthering their knowledge in learning how to use their Tablet Devices. Over this past month the learners have learnt how to take a photograph with a Tablet, even taking selfies, it was good to watch people pouting and making sure their hair was perfect before taking their photograph, they also learnt how to Skype, how to create a Google account Inc. e-mail and how to transfer images from one device to another, how to access Social Media including Facebook and Twitter and Internet safety.

We have had some very wet weather lately and It has surprised me how many people still turned up for their class, one lady tuned up for class absolutely soaked to the skin as she had missed her bus, but she said nothing would stop her from attending her class. This particular lady said that communication within her family unit was perfect and she said she felt included in the family conversations until everyone starts talking about things like Wi-Fi, Android and the latest downloads, she said that is the point where I used to go and make a coffee as I felt I had nothing to contribute; until now and although I am still learning I am included because I can relate to the conversation and I now know what an App is.

IT classes have now started again so if you are interested joining or would like further information please contact Karan

Learner's Comments

Brian & Irene

Recently my wife and I were able to have a place on a laptop course for beginners, I had no experience of computers and my wife had a little experience from work. Karan the Course Tutor made everyone feel at ease and took her time to explain everything at a pace so nobody felt they were being left behind. Over the eight week course we found ourselves improving with skills and knowledge, and were using the internet to buy things online, book holidays and using it to access information. I would like to thank all staff for there help and support.

Beryl

I want to thank The Jonathan Burns Learning Centre and Karan in particular for a chance to keep in touch with the world in which technology rules. I have learnt so much and realise I have a distance to go but I am much more confident to want to progress down that road.



Volunteering & Social Action

Volunteer of the Year Awards 2016

On Thursday 2nd June the Volunteer of the Year Awards returned to Rochdale Town Hall for the first time since 2010.

Over 140 people were in attendance including volunteers along with their nominees and guests. Our very own volunteer, Phil Greenwood, opened proceedings with a speech where he spoke about his personal journey in to volunteering and what it had done for him. Next our Volunteer Centre Co-Ordinator, Stewart Dobson, took to the stage to assume MC duties for the evening. Stewart briefly spoke about his role and the passion he has for volunteering and how the work or volunteers helps bring a sense of pride to the role that he does.

The Mayor and Mayoress were then invited up on to stage, once the Mayor had given his own speech on the value of volunteers it was time to get started with handing out the awards. The first award of the evening was the 'Volunteer Involving Organisation', this award is designed to recognise organisations that go that extra mile to enhance the experience of the volunteers who help them.

The joint winners in this category were:

High Level (Northern) Trust
The Carer's Association

The second category was 'Group of Volunteers', this award is there to help recognise a number of volunteers that work together to help an organisation deliver its services. First up the following groups were invited up on stage to receive a certificate to acknowledge their nominations: Heads Together Social Activity Group

Petrus Community Store
The Carers Choir
Volunteer Drivers Service

The finalist were then announced.

1st – Rochdale Good Neighbours Volunteer Team

2nd – Carers Information Group

3rd – Library Computer Support Volunteers

The first of the individual awards to be made was the Long Service & Commitment to Volunteering. This was a new category that was introduced last year after the judging panel were impressed by the amount of time some people had been with their respective organisations and felt that this should be recognised.

Elaine Hutchings – Rochdale Mediation

Pauline Fardon – Carers

Syed Mashuk Miah – Wardleworth Community Centre Association

The final category to be awarded was the prestigious Volunteer of the Year award. This year we had 34 nominations and whilst certainly it could never be said that there are any 'losers' in this category the panel did decide on a top 3 of 'winners'.

1st Malcolm Jones – Living Well Rochdale

2nd Grace Grove – The Carers Resource

3rd John Kearney – Pennine Care NHS Foundation



Volunteering & Social Action

Volunteer Centre Quality Accreditation

Volunteer Centre Rochdale Borough has successfully renewed its Volunteer Centre Quality Accreditation (VCQA) standard from the National Council of Voluntary Organisations (NCVO). Volunteer Centre Rochdale Borough is run by CVS Rochdale, Rochdale's local support and development organisation for not for profit organisations. Our main role is to champion and strengthen local not for profit organisations (charities, voluntary organisations, community groups, faith groups and social enterprises).

CVS Rochdale and the Volunteer Centre provides information, support and training to Rochdale residents who want to volunteer in local charities and groups. It also supports local organisations who want to recruit volunteers, need help and advice to develop new roles, introduce/update policies and procedures or need training.

NCVO confirmed it had renewed Volunteer Centre Rochdale Boroughs VCQA in June following a comprehensive and detailed assessment process.

NCVO states:

“Accreditation provides assurance to commissioners and funders, as well as members of the public and volunteer involving organisations, that Volunteer Centres are providing a high quality and effective service. It is central to NCVO's strategy for volunteering.

Volunteer Centre Rochdale Borough successfully met all the assessment criteria for the five core functions which VCQA defines as a Volunteer Centre's work:

- Strategic Development of Volunteering
- Good Practice Development
- Developing Volunteering Opportunities
- Voice of Volunteering
- Brokerage



Volunteering & Social Action

Volunteer Drivers Service

The Volunteer Driver Service would like to welcome the return of John Thompson (Volunteer Driver) to the team.

We would like to say a big thank you to Peter Lillywhite one of our team of drivers for his dedication to the service and residents of the Borough. From April 2015 up until the end of March 2016, Peter has covered 9120 miles.

We are working together with our team of volunteers to introduce a Volunteer Profile. Each edition will contain a profile of one of our Volunteer Drivers or Volunteer Administrators, detailing why they have decided to volunteer and the difference this has made to their lives as everyone has a different reason for volunteering.

My Reason for Volunteering by Kerry.

"I am a single parent claiming ESA and DLA. I came out of work in 2009 after being a publican for 5 years due to illness. Prior to this, I had worked for HMRC for 16 years. I was registered disabled in 2010 due to spinal surgery that went wrong in 2007. Having never not worked and being at home all day began to take its toll on me, I became bored, depressed, had no focus, wasn't leaving the house for days because there was nothing to get dressed and go out for.

I'd seen an advert in the local press for volunteer drivers and as I enjoy driving, I decided to apply for it. I attended an informal interview with a lady called Mary Burke, here I was informed of how the service worked and was operated. I had to wait for my references and DBS check to come through and then received a phone call offering me a start date with the Volunteer Drivers.

I thoroughly enjoy being a volunteer driver, it gets me out meeting people, it's lifted my mood, I've made friends through the service and it's given me confidence. It gives me a reason to get up in the morning, the hours are flexible, I'm able to work the hours I choose and can therefore fit the driving around my medical appointments.

I now also volunteer in the office two days a week taking bookings from customers and allocating trips to the drivers and entering this information onto the database. This has given me telephone communication skills, enhanced my computer skills and communication skills. I enjoy working in the office environment. I look forward to my days in the office as it's a change from the driving and I get to see all aspects of how the organisation is run.

If any day I'm feeling under the weather, I'm under no pressure from anyone to go into work and they are very understanding of my health issues. Time off is never a problem and everyone works as a team, even more so than when I worked in an office in paid employment".

We are actively recruiting Volunteer Drivers across the Borough to keep pace with our growing demand for transport. This is a varied role where no two days are ever the same and there is no limit to how much or how little time you can devote to this opportunity. If you are interested or know of anyone who may be interested in Volunteer Driving, please contact Mary Burke.



Volunteering & Social Action

Volunteer Drivers Service

Satisfaction Guaranteed

The CVS Rochdale Volunteer Driver Service has been providing affordable transport for residents of the Borough of Rochdale who are unable to or find it difficult to use public transport since 2008.

Recently we sent a Customer Survey out to each of our service users asking for feedback on the service we provide and if the service can be improved in any way. All returned entries were entered into a prize draw for a £20 Asda Gift Card.

The general feedback from the returned questionnaires were of satisfaction guaranteed. A selection of quotes taken from the survey read.

“We are very lucky to have such a brilliant service. I cannot think of anything that would improve it. It is brilliant as it is”.

“Your service has given me confidence which I lost after the death of my dear husband in January. Being partially sighted and hard of hearing I feel quite safe using this service. I am 93 years of age and the care and respect from your drivers has done so much to restore my confidence. Thank you”.

Pictured below is Mr Terence Frainey accompanied by his wife being presented with their gift card from their regular Volunteer Driver Mr Trevor Lorimer.



Volunteering & Social Action

Ambition for Ageing

The Rochdale Ambition for Ageing Programme is a unique partnership of voluntary and community organisations, led by Kashmir Youth Project (KYP). The partners are Council for Voluntary Services Rochdale, Bangladesh Association and Community Project, Demesne Community Centre and Meadowfields Community Centre.

Together, the partnership will aim to develop creative approaches to reducing social isolation for older people in the designated 3 wards in the borough of Rochdale; Central Rochdale, West Middleton and Firgrove / Smallbridge. Older people will play a major role in the design of the programme and generate real and sustainable change in their communities by identifying local assets and choosing where investment should be made.

Here at CVS Rochdale we will lead on the volunteering and social action element of the work. We will use our expertise to recruit, train, manage and support volunteers to connect with and raise awareness of the project amongst older people and the wider community.

The project will utilise innovative approaches to uncover, appreciate and respond to the needs of older people using a variety of ways to engage with them, capture their views and enable them to play an active role in prioritising and shaping services and provision to meet their needs. This increase in engagement and participation in decision making, together with the improvements to neighbourhoods will help to enhance feelings of empowerment and wellbeing, reduce social isolation and ultimately, make Rochdale a more age friendly borough.

To date we have taken our first batch of volunteers on board and they are currently in the process of being trained up prior to going out and engaging with older people in each area. We also have a launch date scheduled for early October that is specifically aimed at organisations from across the sector so keep your eye open for an invite.



Community Development & Engagement



Kirkholt Million

A BIG LOCAL PROJECT

The Kirkholt Million Partnership has had a busy summer, with new staff members coming into place and exciting events.

In early August, the new skate-park on Kirkholt was formally opened, with a family fun day to celebrate, including a climbing wall, face-painting, a bouncy castle, ice-cream galore, community consultation, a visit from a fire engine, lots of skateboarding and scooter riding and the opening of the skate-park by the Mayor.



The community consultation asked residents what they liked about what the project has done so far, and what they would like to see in the future. This consultation process will be ongoing, so watch this space for updates!



Also in August was the Kirkholt Million Partnership Annual General Meeting, Awards Ceremony and Celebration Supper. The raffle from the skate-park opening ceremony was drawn and several lucky winners got some skate-boarding and scooter-riding goodies.

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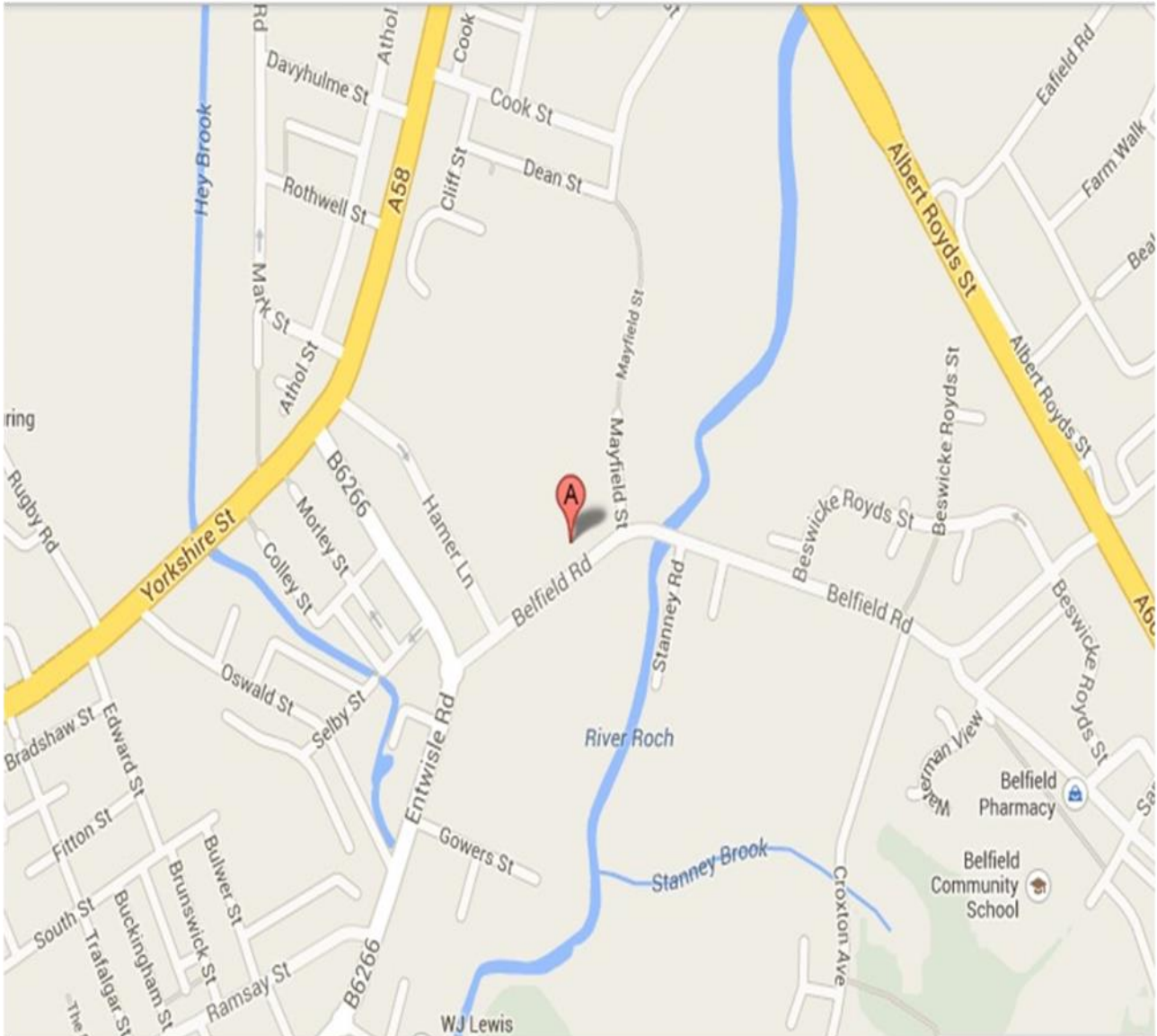
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