



**Thrive Trafford – Volunteer Managers Network  
Meeting, Wednesday 5<sup>th</sup> December 2018  
Timperley Sports Club**

**Attendees:**

- Adrian Bates, Trafford Partnerships and Communities
- Alison McKenna, Cyril Flint Befrienders
- Caroline Lewis, Thrive Trafford
- Dave Walmsley, Trafford Health Walks
- Deborah Houghton, University of Manchester
- Elaine Eland, St Johns Centre
- Emma Murphy, Early Help Talk Listen Change
- Jo Allen, The Counselling and Family Centre
- John Hopkins, Sale Moor Community Partnership
- Kate Pemrick, Greater Manchester Fire and Rescue Service
- Katrina Grier, North West Air Ambulance
- Lesley Fraser, The Toy House
- Lesley Steel, Communities United Project
- Margaret Bamber, The Toy House
- Margaret Kithende, The Black Health Agency
- Mark Bailey, Trafford Advocacy Service, Trafford Council
- Nikki Bailey, Strive Talk Listen Change
- Phillip Boardman, Victim Support
- Sara Harris, NWAS
- Tom North, Being There
- Trudi Jackson, NWAS Q-Volunteers
- Vanessa Gilliland, TDAS

**Apologies:**

- Caroline Small, Timperley Sports Club
- Jill Darwent, Step Together
- Julie Reilly, Trafford Partnerships & Communities
- Kaf Bays, Healthwatch Trafford
- Karen Glendinning, Age UK Trafford
- Manju Pearce, Trafford Rape Crisis
- Sharon Doyle, Strive, Talk Listen Change
- Sue Smith, Alzheimer's Society
- Wendy Callaghan, Step Together
- Uzma Babb, Greater Manchester Fire and Rescue

**Minutes from the last meeting**

Minutes and actions from the last meeting were discussed including the presentation delivered by Peter Brownbill Partnerships Manager from UA92 on the developments and their open day back in October. Peter spoke to the volunteer managers about how the University was keen to work closely with local VCSE organisations and community projects.

- **Using Volunteers to support social inclusion**

Adrian Bates Trafford Partnership and Communities Manager introduced some of the volunteer-led services currently working in Trafford to help reduce social isolation amongst Trafford residents, including Greater Manchester Fire & Rescue Service's Community Wellbeing volunteer service and North West Ambulance Service's new Q-Volunteer service, and a potential new social prescribing service linked to GP surgeries. The group heard from Kate Pemrick, Volunteer Coordinator for GMFRS about the Community Wellbeing service, and a look at how they can work more in partnership with other partners working to reduce social isolation with a formation of a Community Wellbeing Trafford Partnership, with the first meeting in January. The group also heard from Trudi Jackson the new Q-Volunteer North West Ambulance service.

Adrian led a group table discussion to gather opinions on what a new Social Prescribing model should look like.

Questions discussed included:

*Understanding the need – what experiences do you have of social isolation in Trafford?*

*What are the challenges faced in identifying and supporting socially isolated people?*

*How could a volunteer-led service address these challenges and connect socially isolated people?*

*What would that service look like, and how would it compliment current provision?*

### **Open Networking Discussion**

- **Best Practice Peer Learning for Volunteer Management: Recruitment and Retention**

- Caroline Lewis from Thrive invited Volunteer Managers to share learning for best practice in recruiting and retaining volunteers.
- Details of NCVO's Volunteer Recruitment Process step-by-step guide was given out

**For more details visit:**

[https://knowhow.ncvo.org.uk/your-team/volunteers/recruiting/copy\\_of\\_process](https://knowhow.ncvo.org.uk/your-team/volunteers/recruiting/copy_of_process)

- **Developing of Safeguarding learning and training tools for the VCSE Sector**

- Caroline Lewis from Thrive invited Volunteer Managers to share details of their existing Safeguarding learning and training tools for the VCSE sector and asked what they need within their organisation.

- Handouts of NCVO's Safeguarding for Volunteer Involving Organisations were given to Volunteer Managers, and a link to electronic version to be sent to all Volunteer Managers –

<https://knowhownonprofit.org/your-team/volunteers/keeping/ncvosafeguardingforvolunteerinvolvingorgs.pdf>

- **AOB**

## **Agenda items for next meeting**

1. Guest Speakers
2. News, Events and Information
3. Open Networking for Volunteer Managers
4. AOB

## **Next Steps/Key Actions**

- **Action: Caroline from Thrive to forward on the Investing in Volunteers Accreditation presentation from Jack Puller at MACC**
- **Action: Kaf Bays from Healthwatch to send through a list of Volunteer Celebration ideas to Caroline at Thrive to circulate to the VMs**
- **Action: Caroline from Thrive to send through the Volunteer Managers Toolkit to all VMs**
- **Action: Caroline from Thrive to send through to all VMs the Community Projects and Social Value application form for VCSEs to add opportunities for business volunteers.**
- **Action: Lesley from CUP to share details of the QAB Volunteer Standards example.**
- **Action: Caroline from Thrive to send details of the Community Wellbeing Working Group with GMFRS taking place on the 14<sup>th</sup> January 2019**
- **Action: Caroline from Thrive to look at setting up a Volunteer Pool with the database Thrive has**

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

Date: Thursday 7<sup>th</sup> March 2019 at 1:30pm to 3:30pm

Venue: Sale Sports Club, Rookwood, Clarendon Crescent, Sale, M33 2DE