Supporting our Voluntary and Community Sector

Spirit of Manchester Awards 2017

Attend our Spirit of Manchester 2017 Awards Ceremony
Tickets are now available to buy to attend our Awards Ceremony, it’s always a fantastic night celebrating VCSE sector organisations in Manchester. Tickets cost: £25 per person or £200 for a table for 10 people, email: michelle@macc.org.uk to purchase tickets
Get involved with the annual Spirit of Manchester Festival 2017, 1-10 October

Do you want to celebrate the work that is happening across the voluntary, community and social enterprise sector in Manchester?

Every year we are looking to make the Spirit of Manchester festival bigger and better. With last year putting on over 70 events held by 30+ organisations, we are confident that this year’s festivities have the ability to achieve similar success. So, we are encouraging as many groups as possible to take part!

Your participation is crucial in helping us get the sector the recognition it deserves.

The event or events themselves can take place anytime between 1-10 October. It can be big or small, whether it be an event that you already hold on a regular basis, such as a coffee morning or a support group session or something larger such as a music event, a sports class, a fun day or perhaps something more creative!

We will provide you with a Spirit of Manchester Festival 2017 logo and support you in promoting your event through our various channels. This will also help give your organisation publicity which could increase support from other local organisations and the general public.

Visit our website to learn more at: http://bit.ly/2uEMW9R

Likewise, if you need any suggestions or examples of previous events that have been held within the festival, or have any other questions please contact Serena at serena@macc.org.uk or on 0161 834 9823.
Tuesday 11 July saw us launch Spirit of Manchester Business at a drinks reception in Manchester City Centre. This took place at The Horsfall, a new heritage building project recently opened by one of Manchester’s leading mental health charities, 42nd Street.

The event saw O2, The Skills Company, F3 and more come together to learn more about what this unique programme involves, take the opportunity to network and talk to charities to find out more about their work.

We believe there is an opportunity to increase relationships between the private and voluntary sectors in Manchester, so we came up with this new addition to our Spirit of Manchester programme. **Spirit of Manchester Business** brings businesses and local causes together for the good of Manchester. It is based around exchanging skills and knowledge between organisations which operate in this city – using the talents and resources we already have for the benefit of the community.

To find out more about this unique project, please contact aneeqaj@macc.org.uk or call 0161 834 9823 and we can send you a brochure with more information on how it works.
Chief Executive’s update

Earlier in the summer we published our new State of the Sector report. This is the result of the surveys and groups discussions we held late last year. Thanks to everyone who contributed by filling in the survey, adding comments or taking part in one of the discussions. At Macc, we all know it's a lot to ask busy organisations to find time to fill in quite a lengthy survey but it's probably the best calling card we have when talking to people about why it’s important to work with and support a thriving sector of voluntary organisations, charities, community groups and social enterprises.

The exciting thing for me (as a self-confessed policy geek) was that this time we had a previous survey with which we could compare the results. The report we published in 2013 was the first time a survey like this had ever been done in Manchester and this new report means we can now measure what's changed - particularly over these last few years of the Government's ‘austerity’ programme which has hit the sector hard not just in terms of sources of income but in increased demand as cuts to public services and changes in our welfare systems have taken effect.

At the recent Voluntary Sector Assembly meeting, I went through all these changes and some thoughts on them in a lot of detail. We filmed the presentation so if you want to see what's changed over the last few years, where some of the causes of that are and what we need to think about for the future, I'd suggest watching the video. All the new statistics are there alongside the old ones - with me waving my arms about trying to talk it through. Watch the video here: www.youtube.com/watch?v=NxpLTlL_8sU (Part 1 of 4).

But I wondered if I was telling the wrong story. Looking at what's changed is important but nowhere near as important as the basic facts which are still an incredibly powerful story of the contribution made by thousands of people and organisations across the city. On the next page is a copy of our new ‘10 things you need to know about the voluntary community and social enterprise sector in the city of Manchester’. Just take a look at them. Isn't that an incredible story? For example if you add the paid staff and volunteers together you get over 125,000 people in this city working in our sector. The population of Manchester is about 502,000 - so nearly a quarter of the population is involved in delivering effort in our sector in some way. And I'm quite certain that the number of people we're working with or alongside is even greater still.
Chief Executive’s update

So for all the changes in the numbers, the analysis, the trends and the contributing factors, that’s the big message of this report we should all be shouting about: there are thousands upon thousands of people all across this city trying to make a difference and support each other.


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10 things you should know about the Voluntary, Community and Social Enterprise Sector in Manchester

1. 3,394 voluntary organisations, community groups and social enterprises
2. 66% are micro organisations (annual income under £10,000)
3. 10% of the sector identify as being a Social Enterprise
4. £526 million total income of the sector (2014/15)
5. 89% of organisations have at least one source of non-public sector funds, bringing significant added value
6. 55% of organisations now have less than 3 months of running costs in reserves
7. 110,900 volunteers (including committee/board members), giving 278,600 hours each week, valued at £252.1 million per year
8. 11,000 full time equivalent paid staff (16,300 total employees) in the sector whose contribution is valued at £347 million per year
9. 92% have some direct dealings other VCSE organisations, 84% with Manchester City Council and 85% with private businesses
10. 6.1 million interventions were made with beneficiaries in the past year

Mike Wild, Chief Executive
Volunteering news

Volunteers’ Week 2017 (Recap)

The Volunteer Centre Manchester Team (Jack, Barkery, Dan and volunteers) would like to thank all the volunteers and volunteer-involving organisations for their participation and contribution with our events and activities during Volunteers’ Week (which celebrates the contribution made by millions of volunteers across the UK).

Our celebration was immensely busy, fun and inspiring; if you missed it, you can see a recap on our Twitter Feed @VolunteeringMCR.

During Volunteers’ Week 2017, the volunteer centre:

- Brought together more than 50 volunteer-involving organisations to recruit volunteers across two Volunteering Fairs (Wythenshawe and Manchester City Centre)
- Distributed almost 100 Reward and Recognition Certificates (endorsed by the Lord Mayor of Manchester, Eddy Newman)
- Produced 7 Spirit Stories that tell the everyday, extraordinary stories of volunteers in Manchester
- Spent 120 minutes ‘On Air’ talking about volunteering and social action with a ‘Volunteers' Week Special’ programme on North Manchester FM
- Tweeted goodness knows how many times...

Next year’s Volunteers’ Week will take some beating; the volunteer centre is already busy planning for 2018!

In the spirit of this year’s Volunteer’s Week, there’s not much else to say; other than #youmakethedifference!

Jack from Volunteer Centre Manchester (Back row, far left) joining Age UK Volunteer at a Cheese and Wine Night for Volunteers’ Week 2017
Do you manage, co-ordinate or administer volunteers or a volunteering programme?

Read on!

It can be like wearing many hats; you might manage volunteers as one of the many tasks and duties you have to do – *it could be the entire focus of your job!*

Know your stuff – *or get reacquainted; with volunteer management courses from Volunteer Centre Manchester*

The volunteer centre has refreshed its training offer – and courses for volunteer managers. If you’re thinking of taking some time to invest in your own development as a practitioner (whether as your paid job or as a volunteer); or if you’re looking to reinforce your knowledge, we’ve got you covered with **Recruit and Retain Volunteers Training** in August, **Managing Volunteers Training** in September and **Volunteers and the Law Training** in October.

For further information and to book onto these courses; or if you have any ideas and suggestions for celebrating Volunteers’ Week 2018, visit the Volunteer Centre Manchester website: [www.volunteercentremanchester.co.uk](http://www.volunteercentremanchester.co.uk), call 0161 830 4770 or email: [info@volunteercentremanchester.co.uk](mailto:info@volunteercentremanchester.co.uk).
When we’re working with people to develop funding bids, we often find they have a good, clear idea about the work they want to do, or the project that they want to run, but that they struggle to express this in the way that funders need.

Macc’s Funding Your Project workshop helps you look at making a case for your project, and one of the things it covers is how you show what your work will achieve.

This involves looking at the changes you want to make, and then looking at how you will show you’ve made those changes. For some projects, this can be quite easy. For example, it’s easy to show that you’ve made a garden and it’s improved an acre of land as a result, that 20 people have achieved a qualification, or that 10 volunteers have given 100 hours of time to your organisation.

But a lot of the projects we work with are less ‘countable’ than this. How do you show, for example, that you’ve improved community cohesion, or that you’ve increased levels of confidence or wellbeing?

Part of the problem is that these terms can often seem quite vague. We might know what we mean generally, but when we’re asked to really define them we start to struggle. So you can start by looking at the factors that go to make up things like ‘a strong community’ or ‘a sense of wellbeing’ or ‘reduced social isolation.’

You could look at other work that has been done in these areas, such as things like the British Social Attitudes Survey [www.bsa.natcen.ac.uk](http://www.bsa.natcen.ac.uk) or you could ask the people you want to work with what they think.

For example, residents might say that they would think there is a high level of community cohesion in their area if they speak to their next door neighbours at least once a week, if their children have friends from a different ethnic background to themselves, and if there is a mixture of shops serving different communities in their neighbourhood. You can then survey people to ask them to give each factor a score out of ten, and then survey them again at the end of your project to see how their scores and their perceptions have changed.
When you say that because one thing has happened, there’s a good chance that something else has happened too, it can also be called using an indicator or a proxy.

So, for example, you might say that an increase in the number of people who say they trust their neighbours can be used as a proxy or an indicator for an increase in community cohesion.

Another way is to ask people to set their own goals for the work they do with your project.

For example, if you want to increase the confidence of your participants, this could be very different for each person. One might say they want to be able to leave the house on their own, whereas another might say they want to be able to give a presentation in front of a group of 50 people. You would then work with them to determine five steps towards achieving their goal, and even if they hadn’t got all the way there by the end of the project, you would be able to say (for example) ‘on average, each participant achieved 3.8 steps towards their goal, with 40% completing all five steps.’

Finally, people’s own stories can be a really useful way of helping you show what’s changed. A technique called ‘Most Significant Change’ uses case studies and stories to ask people what they think is the best thing that’s happened, or the most significant change that’s occurred as a result of their work with you.

You can use these case studies on their own, or you can run an event where a group of people that could include staff, participants, partners, funders, your trustees, etc., look at the stories and agree which they think are the most significant changes. This can be a good method because sometimes it helps you realise that you’ve achieved even more than you thought you did – and gone beyond your expectations!
Heritage Building Network – Celebrating and Continuing

From October 2015 until June 2017, Macc has worked closely in partnership with Manchester City Council (MCC), Heritage Lottery Fund North West (HLF), English Heritage (EH) and Architectural Heritage Fund (AHF) to create and deliver the Heritage Building Network programme (HBN).

This has been a year-long programme of activities for Greater Manchester not-for-profit community based groups responsible for, or working closely with, a heritage building or with aspirations to manage a heritage building.

It was recognised that the passion and energy of such groups needed to be matched with knowledge and skills groups require and, in response, the partnership offered a 12 month series of workshops which helped to tackle these gaps. The Heritage Building Network has been a valuable source of support and training for groups with heritage buildings and the networking element has been crucial. From March 2017 the partners have also worked closely with Heritage Trust Network. You can read more in the HBN Evaluation here: http://bit.ly/2tC0H5x

Groups who attended most or all of the HBN sessions provided their view of the project as an evaluation film in response to the question ‘What difference has being part of the Network made to you?’ and the film can be viewed here: https://youtu.be/wytBSIYwEoU

‘Great benefit identified in sharing information, sharing skills, supporting other projects where possible and receiving support’
Ever read a review of a fantastic programme of events and been frustrated that it’s ended and you missed the opportunity to get involved? Is this one of those articles? Absolutely not!

A key success of HBN has been the networking of groups across Greater Manchester. Groups have valued this enormously and plan to continue and grow their networking, sharing contacts, skills, knowledge and resources through membership of the Heritage Trust Network (HTN), and you can be a part of this if you are managing or own a heritage building.

How does this help you if you are linked to a heritage building but haven’t attended any of the HBN programme?

Become a member of Heritage Trust Network!

HTN membership gives you access to the full HTN toolkit and all of their resources as well as valuable peer support, conferences, etc. HTN can support and connect you to three groups UK-wide who have similar buildings and journeys to yours and who can help you with their experience. HTN are planning a North West, Manchester-based conference for autumn this year for its members so sign-up for membership to receive information, help and resources.

Please visit HTN’s website for more information: http://bit.ly/2diCtZK. The Heritage Trust Network membership application form can be found here: http://bit.ly/2tbMUDd and should be returned to Vikki Cox at HTN as soon as possible: vicki.cox@heritagetrustnetwork.org.uk.

Don’t forget, anyone can access the HBN project resources on our website here: http://bit.ly/2oj1dI8
Why train with Macc?

Well it...

- keeps you up to date with skills and knowledge
- allows you to network and link with others
- offers the chance to ask questions relating to you and your organisation
- is delivered in an informal and relaxed atmosphere
- is run by friendly, experienced, knowledgeable trainers

Just some of the reasons previous attendees have fed back to us from our workshops delivered during the past year.

Recently we hosted Generating income from corporates, Basic book-keeping and Introduction to Community Asset Transfer with more ideas in the pipeline for delivery over autumn.

The cost of attending our training is subsidised for VCSE organisations and in fact if you become a member of Macc you can benefit from a further discount so it’s well worth joining.

Information about all of our upcoming workshops and details of other training opportunities are available on the Manchester Community Central training Calendar here: [http://bit.ly/1HYegzR](http://bit.ly/1HYegzR)

Remember if you can’t find what you are looking for, give me a call, as it may be that I will know of someone or somewhere that can help.

Finally, if you or your organisation provides training or you have experienced a fantastic training course and would like to share the information then please drop me an email or give me a call – I’m always happy to have a chat.

Thanks for getting this far in reading the article and hopefully we will see you soon on one of our workshops.

Cheryl McAlister, Training Coordinator
Tel: 0330 321 3021
Email: training@mcrcommunitycentral.org
South Manchester Youth Development

South Manchester Youth Development (SMYD) was established because a number of young people from the BME community were involved in different crimes such as anti-social behaviour, gun violence and drug dealing related crimes.

SMYD aims are to support young people under 25 living in South Manchester through education, work opportunities and to help in the development of skills and confidence that young people need to access opportunities.

After working with young people in the community for a while, SMYD felt that it was time to raise their profile and sought support from Macc. Karen, an Organisational Development Worker with the Capacity Building Team, supported SMYD to prepare their governing document and policies and to make an application to register as a Charitable Incorporate Organisation (CIO) with the Charity Commission. Karen also helped SMYD to apply for their first ever grant to start a new project.

“Stuart and Karen have helped us achieve so much in such a short time. We could not have established the organisation without the support of Macc. Thank you so much”. Ali Mohamed, Project Coordinator

If you are interested in finding out more about the South Manchester Youth Development, visit: www.smyd.org.uk, or email Ali Mohamed at: info@smyd.org.uk.
Compassion Food Bank

Compassion Food Bank is an independent food bank that provides free food to people in need in Manchester and its surrounding areas as well as a drop in facility for ex-offenders and the wider community. Each food parcel provides food for the client and their family member for at least three meals per day for a minimum of three days. The food provided is nutritious and is a mixture of non-perishable, frozen and fresh foods.

Compassion Food Bank has been growing to meet demand and needed further funding to help them to expand and meet the needs of the local area. The food bank operates in Moss Side and the surrounding wards where there is a high number of families living in poverty or on very low incomes.

The group contacted Manchester Community Central for help in identifying funding to apply for to help to develop the service to meet the needs of the local community. One of the teams Organisational Development Workers supported the group to apply for a Reaching Communities grant.

The group was supported right from the start in completing a stage one application through to finally completing and submitting their stage two application form. Compassion Food Bank was successful in securing funding for three years to deliver:

- A food bank – to meet a specific demand for emergency food locally, free emergency food parcels will be given to people assessed to be in financial difficulty
- Cooking and budgeting classes – these monthly classes will help families on low incomes improve their cooking and food budgeting skills
- Breakfast club – provided once a week, this is an opportunity for those on low income to meet socially and access information, advice and guidance support
- Money management programme – this quarterly programme includes topics designed to improve knowledge of money management

"The help and support that we received from Macc was invaluable and a major contributor to the success of our Reaching Communities application." Michelle Welch
Policy and Influence at Macc - Informing, engaging, and connecting Manchester’s voluntary and community sector to encourage creativity and bring about positive change

Mike Wild, Chief Executive

I'm continuing to be involved in the GM VCSE Devolution Reference Group. With the signing of the Memorandum of Understanding with GM Health and Social Care Partnership, there is a need to keep the conversations going at GM and local levels so there is a lot of work going on to improve communications across the sector. You should see more of this soon but in the meantime we're continuing to put general updates in the Policy and Influence section of our Manchester Community Central website. I also wrote a blog a while back on my hopes for the new Local Care Organisation in Manchester: http://bit.ly/2fvc267

I'm also having a lot of conversations with a range of public sector partners about ‘workforce’ - in particular who we need to broaden what we mean when we talk about the workforce. In our sector that obviously includes paid staff, volunteers and trustees. In health and social care it also includes unpaid carers. But generally the concept of workforce needs a bit of rethinking. Most workforce planning assumes you only have influence over those you directly employ: but practically everything else about improving services for the public is about engaging all the people who are involved. ‘Co-production’ is the latest term for this but it's really just the same message that the split between ‘service provider’ and ‘service user’ is generally unhelpful and works best when the relationship is equal and creative. Getting to the culture change needed is a big challenge for organisations built around service delivery - and it's just as true of some voluntary, community and social enterprise sector organisations as public and private sector ones.

And in the light of our new State of the Sector report and the development of a new Greater Manchester Strategy, we're having a new look at our ‘Civil Economy’ work from a few years ago to see how we can contribute to work on ‘inclusive growth’ and building an economy that works for everyone. More on that next time.
An ongoing part of my role is to offer advice to funders about how to create tenders or grant programmes that work well for the VCSE sector. Over the last three months I’ve given advice around youth funding, arts and cultural funding, Ambition for Ageing, Talent Match, Entrenched Rough Sleepers, Hate Crime Awareness Grants and Manchester City Council’s General Fund.

The Greater Manchester Social Value Network Training Pack: Making the Most Difference is now available for download. Its intention is to change the way that people view the value of the work of their organisation, whether private, statutory or VCSE. It’s a half-day session with lots of guidance which is free to use in whole or part. It’s available at: https://gmsvn.org.uk/.

A new initiative I’m involved with is the Community Development Work Practice Working Group. This is a group of community development workers who want to improve practise in Manchester. The first action is to produce a short report about what community development work is and some examples of stuff going on in Manchester.
Pauline Clark, Early Help Development Worker

Manchester City Council have recently launched their Young Carers Strategy setting out how they intend to work with and support young carers across the city. Currently over 1,000 young carers have been identified in Manchester, although this is thought to be a low figure as this kind of activity often remains hidden. If you identify someone who is a young carer please refer them to the Early Help Hub: http://bit.ly/2eTO4AV
Manchester Young Carers Forum have begun a campaign called ‘Be-Bothered!’ They have written a campaign and strategy booklet setting out what the main issues are for young carers, including stress and lack of support. The booklet sets out what help and support they need and who they would like to help them: http://bit.ly/2uEZL44

Anna Tate, Policy and Influence Development Worker

Macc has been working in collaboration with Manchester’s Community Safety Partnership to administer the Hate Crime Awareness grant funding. This deadline has now passed but we received 85 applications, which is double the amount received last year, and reflects the fantastic work and different approaches from organisations in the VCSE sector. There will be a second opportunity to apply for funding, which will be in November/ December. This funding will be available for organisations, to hold events during hate crime awareness week (5-11 February 2018.) More information will be available closer to the time on our website. Manchester’s Community Safety partnership has welcomed representation from the VCSE sector and I am currently attending these meetings to ensure that the VCSE sector is represented in discussion in crime and community safety initiatives in the city. I’m also helping to facilitate the Older People’s Network Action Group until a new Development Worker has been appointed. The Action Group is looking for members from Trafford and Stockport for the group to fully represent the 10 GM boroughs.

Helen Walker, Policy and Influence Worker

I was recently involved in organising our Voluntary Sector Assembly event looking at our new State of the Sector report. Amongst the findings were that the number of Manchester voluntary sector organisations has increased and that they were mainly micro organisations (under £10k income). Also, the number of volunteers has increased by 16,000 which is a great increase in only four years, although they are volunteering less hours.
I also helped to organise a Systems Leadership event looking at people’s personal values and how these influence their work and relationships with others. Finally, I am starting to plan for the next Spirit Story week in September and we will be looking for Manchester voluntary sector organisations to tell us the extraordinary work they carry out every day to support people who live and work in the city.
Local news and events

Talk Listen Change

This month saw the launch of Greater Manchester's own relationships charity; TLC: Talk, Listen, Change. TLC: Talk, Listen, Change, previously part of the Relate federation, offers integrated support, therapies and programmes through a range of services; many of which are already established across Greater Manchester.

They currently offer counselling, psychosexual therapy, family support and parenting courses, family mediation, employee assistance programmes and domestic abuse services, as well as tailor-made preventative and early intervention programmes for organisational or corporate clients.

They’re expanding services and looking for new opportunities which will help them support people with their relationships. Be it their relationship with themselves, their family or their community.

For more information, email: communications@talklistenchange.org.uk and follow @TLC_Charity on Twitter.

Ethnic Health Forum

Ethnic Health Forum (EHF) provides a Holistic Service in health and social care to the residents of Rusholme and surrounding wards of Moss Side and Longsight.

Their main focus remains providing employment support, welfare rights advice and complementary therapies. They also have a mental health support group which meets every two weeks. EHF coordinates two MacMillan Cancer Support Groups for BME men and women living in central Manchester wards and they also provide an Acupuncture and Counselling Service, along with a Drop In for service users having difficulties with stress, anxiety, depression, cancer and CHD. They have also started a Hijama (cupping service) provided by a medically qualified doctor.

Their key outcome is to increase the number of clients who have got jobs, are volunteering, and have seen an improvement in their health. EHF is looking for new volunteers to join them and learn new skills and also contribute to the development of EHF. For more information contact Hanif on 0795 731 7707.
Macmillan Cancer Support

Have you been affected by cancer? Do you live in North or East Manchester, Borough of Rochdale, Bury or Oldham? Macmillan Cancer Support wants to hear about your information and support needs.

Macmillan Cancer Support, Pennine Acute Hospital Trust and other healthcare organisations, want to understand the information and support needs from people affected by cancer. This will help to demonstrate the right information and support service/s for the future within North Manchester, Borough of Rochdale, Bury and Oldham areas. They would like to understand your needs, if you been affected by cancer complete the questionnaire here: www.surveymonkey.co.uk/r/Macmillanscoping

To share your thoughts directly email Trudy Taylor at: trudy.taylor@pat.nhs.uk or Debra Allcock at: debra.allcock@pat.nhs.uk

Socialise Drop In

Socialise Drop In has been open since 2013 and operates from Higher Blackley Community Centre four days a week: Monday, Tuesday, Wednesday and Friday, 10.30am to 2.30pm.

This drop in is aimed at vulnerable adults. Their main clients have learning disabilities, some have mental health issues, elderly or physical disabilities. The age range is currently from 17 to 84 and they provide safe, stimulating activities for all ages and abilities. There are sessions in arts and crafts, gardening, bingo, board games, keep fit, dancing, karaoke, drama and much more. For more information contact 0793 653 9306.

The Grace Employment Support (GES) project

The GES Project is a work club delivered by Grace and Truth Parish RCCG offering support with:

• Creating a new CV
• Updating an existing CV
• Interview coaching and mock interviews
• Any other employment needs
• Job search and applications (including uploading CVs to multiple jobsites)

The work club is every Tuesday, 10am-1pm at 342 Oldham Road, Miles Platting, Manchester, M40 7NS. For more information contact Michael on 0794 650 2066, or email: projects@graceandtruthparish.org. The GES project is funded by the Big Lottery.
Do you want your news / event included in our newsletter? Let us know by emailing: info@mcrcommunitycentral.org

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Our funders:

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