

**Lloyds TSB**  
**Agenda**

**Welcome, Introductions and Update from Partners**

**Jeanette** – Longford Centre, Chorlton

- Need more gardening volunteers – using council service to get volunteers but need more
- Shop volunteer needed on behalf of Reach-out to the community in Chorlton

**Rachael** – [Back on Track](#)

- Need more kitchen volunteers, especially in the run up to the Manchester Homelessness Festival
- Offering catering by [Swan Kitchens, the Back on Track social enterprise.](#)

**Claire** – [GMFR](#)

- Offered Jeanette some volunteers to help with gardening
- Needs more volunteers – not all of the positions need DBS checks
- High volunteer turn over due to volunteer progression

**Annabelle** – British Red Cross

- Recruitment could be quicker
- Getting lots of volunteer requests

**Liz** – [Inspiring Change project](#)

- Challenges recruiting people with lived experience of substance abuse, mental health problems etc. for volunteer roles where lived experience is key – e.g. mentor.
- Need more pathways for people who have had addictions etc.
- Get a lot of student volunteers who want to work in probation
- Recently won another project, have 15 volunteers on one project, looking to have around 30 in the future.

**Sharon** – [Talk, Listen, Change](#)

- If anyone needs volunteers they can get in touch with Sharon and she will advertise opportunities to her own volunteers

**Vanessa** – [Trafford domestic Abuse Service](#)

- Going well – volunteers supporting service users
- Number of volunteers have had to take a break due to personal reasons – wants tips on how to keep them engaged

**Tom** - [Moodswings](#)

- Have a lot of long-term volunteers (10 years plus)
- Building a community club with cafe in January, including 2 rooms for respite for people coming out of hospital etc. to help with transition
- Community Hub will be volunteer led
- Wants to engage with Back on Track

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- Always looking to recruit for helpline roles, big commitment as it is very sensitive so need thorough induction and certain volunteer. The café is hopefully going to be more open to regular service users to volunteer there.
- Tom offered Vanessa support with self esteem training for her volunteers/service-users

#### Lindsay - [Childline/NSPCC](#)

- Role = to recruit switchboard volunteers and email helpline volunteers
- Lots of people interested in volunteering
- The length of training (10 weeks), getting people through their DBS checks and retention e.g. in one year means that we recruit as many people as they lose – how to keep volunteers engaged.
- Difficulty managing expectations of students – they want to start immediately

#### Presentation / Update:

- **Rachel Garratt:** Back on Track - Including volunteers with diverse life experiences.

#### VCM / Macc update

- **Volunteer Meet Ups** – social forum for all volunteers in Manchester or those interested in volunteering.
- **Spirit of Manchester**
  - Spirit Stories Week: [read stories from 'a day in the life of the VCSE sector' here](#)
  - Spirit of Manchester – [You can see the whole event here](#) or read the tweets by [following #SpiritofMCR18](#)
- **Skill Givers/ESV** – [Find out more about getting the most out of employer supported volunteering](#)

#### Updates/Points of Interest

- [Mayors Age friendly challenge](#) – Deadline 1<sup>st</sup> December
- **Training**
  - [What you never knew about volunteering](#) on 25<sup>th</sup> October – Jewish Volunteer Network
    - May be useful for volunteers
  - [Train the Trainer – Peer Support Projects](#) on 20 November – The Proud Trust
  - [Building resilience and managing stress](#), 21<sup>st</sup> November – Trafford Hall
  - [Conflict resolution and negotiation skills](#), 28<sup>th</sup> November – Trafford Hall
  - [Moodswings](#) offers [self-esteem workshops](#) which may be potentially good for volunteers and service users
  - [Annabelle](#) from the British Red Cross Flourish Project can offer Refugee awareness training to organisations

#### Congratulatory Corner:

- Volunteering involving organisation award winner: [Home-start Manchester](#)
- Volunteering Team of the Year award winner: [The Booth Centre](#)
- Volunteer of the Year award winner: [Laura Smethurst](#) (Young people in care)



**Volunteer Coordinators Forum Meeting**  
**Thursday 27<sup>th</sup> September 2018**  
**10:00 – 12:00**

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- [Karen Brakenridge](#), Volunteer Assistant at Manchester Museum won Contribution to the sector, Spirit of Manchester Awards

**General Opportunities / Resources / Training & Development**

- [Timecounts/Calendy](#)- Volunteer shift management software with free option.
- [Canva](#) – Graphic design online programme with free membership for not for profits – helping you design amazing posters/social media content in minutes.
  
- ***Next Meeting(s): TBC – [end of November at Manchester University](#)***