


<b>Meeting</b>	Volunteer Co-ordinators Forum	<b>Date</b>	03/07/2014	 <p>Volunteer Centre Manchester</p> <p>Managed by Macc</p>
<b>Venue</b>	Macc Board Room	<b>Time</b>	10:00am-12:00am	
<b>Attendees</b>	Beth Sutcliffe ( <b>NHS</b> ), Julie Wolstenholme ( <b>Big Life Families</b> ), Siobhan Foley ( <b>Age UK Manchester</b> ), Kylie Hodges ( <b>Bliss</b> ), Elizabeth Lauder ( <b>EMERGE</b> ), Alice Munby ( <b>The Christie</b> ), Helen Roberts ( <b>Gaddum Centre</b> ), Alicia Craythorne ( <b>CAB</b> ), Paula Bradley ( <b>Friends of Clayton Park</b> ), Rosi Hunter ( <b>Manchester Advice Alliance</b> ), Claire Tomkinson ( <b>Time Bank Ladybarn</b> )			
<b>Apologies</b>				

Agenda Item		Purpose	Who	When
<b>Sub numbers – 1.2, etc</b>	<b>Details Information/ discussion/ decision/ action</b>	<b>Name of person</b>		
<b>Welcome, Introductions and updates from partners</b>				
What's going well?	<p>All participants agree that VCM services such as training, information, advice and opportunities like the VCF are going well and are frequently used. Participants are also finding the new induction service operated by VCM better and like the new website as it is more user friendly.</p> <p>Greg informs participants that a new system is currently in development which will provide additional features and be of greatly benefit. Participants are informed that training and tutorials will be given in its use, though feedback is very much appreciated.</p>			
What's not going so well?	N/A			
Do you need anything?	N/A			
Do you have something to	N/A			

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offer?				
<b>Presentations</b>				
Time Bank	<p>Claire is a member of South way Housing Trusts Social Investment Team and is currently working with Ladybarn Community Time Bank. This is a partnership between South Way Housing Trust and Ladybarn Community Central Fallowfield. This started in January 2013 and now has 158 individual members as well as 26 groups and organisation members. Since January 2013 these members have exchanged over 1900 hours and completed 916 activities, 30% of members are over 50yrs old and an increasing number of families and non-traditional groups are now participating in time banking.</p> <p>Claire informs the group that there are 300 time banks across the UK which can operate national exchanges, this allows volunteers to offer their time/skill no matter where they may be.</p> <p>Some of the main aims of the project are to break down barriers, increase the sense of community, increase the profile of local groups and also encourage neighbours to speak to each other and engage in the community. South Way Housing also operates the same project from Westcroft Community Centre, Burnage Library, Ballymore Community Association and Buxmore house.</p>			<b>Claire Tomkinson</b>
Manchester Citizens Advice Bureau	<p>Manchester CAB currently has 125 volunteers. It is Alicia's role to ensure that they all receive adequate training as well as offering an employability service. Most volunteers approach Manchester CAB seeking advice with writing cv's, finding vacancies and developing skills to assist them in moving in to paid employment. This service stands out from other employment schemes as it allows access to specialized advice and caseworkers, whilst referring on to other organisations.</p> <p>Alicia clarifies that the CAB does in fact offer face to face advice, contrary to current belief. Offices have been turned in to digital access hubs which allow clients to address their issues with an advisor. Whilst at the hubs clients are encouraged to utilise digital systems to search for the answers</p>			<b>Alicia Craythorne</b>

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	<p>they require, have their confidence increased using computers and the internet; and are informed of the government Digital Inclusion Strategy, along with the benefits of improving their digital skills. Clients often leave feeling empowered and motivated to learn more.</p> <p>Manchester CAB now delivers advice in GP surgeries, Sure Start centres, community groups and web chats.</p> <p>British Gas Energy Trust workers are able to assist anyone with fuel poverty issues for free. You do not need to be a British Gas customer to receive this service, though clients will need to be classed as vulnerable i.e Lone parent, unemployed, drug or alcohol issues, elderly etc.</p> <p>This service can be accessed by calling the CAB helpline number and an appointment will be made.</p> <p>Manchester CAB is also able to provide financial literacy training to groups.</p>			
MACC	Nigel provides the group with a presentation entitled Strategic Lead (Commissioning) <i>Please see attached.</i>		<b>Nigel Rose</b>	
<b>AOB</b>				
<b>Date of next meeting</b>				
<b>Contact Details to Share</b>				
	Beth Sutcliffe Email: <a href="mailto:beth.sutcliffe@mhsc.nhs.uk">beth.sutcliffe@mhsc.nhs.uk</a> Tel:			
	Julie Wolstenholme ( <b>Big Life Families</b> ) Email: <a href="mailto:julie.wolstenholme@biglifefamilies.com">julie.wolstenholme@biglifefamilies.com</a> Tel:			
	Siobhan Foley ( <b>Age UK Manchester</b> ) Email: Tel:			

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Kylie Hodges ( <b>Bliss</b> ) Email: <a href="mailto:kylieh@bliss.org.uk">kylieh@bliss.org.uk</a> Tel: 0161 234 2788			
Elizabeth Lauder ( <b>EMERGE</b> ) Email: <a href="mailto:volunteering@emergemanchester.co.uk">volunteering@emergemanchester.co.uk</a> Tel: 0161 223 8200			
Alice Munby ( <b>The Christie</b> ) Email: <a href="mailto:alice.munby@nhs.net">alice.munby@nhs.net</a> Tel: 0161 234 1426			
Helen Roberts ( <b>Gaddum Centre</b> ) Email: <a href="mailto:hroberts@gaddumcentre.co.uk">hroberts@gaddumcentre.co.uk</a> Tel: 0161 214 3939			
Alicia Craythorne ( <b>CAB</b> ) Email: <a href="mailto:alicia.craythorne@manchestercab.org">alicia.craythorne@manchestercab.org</a> Tel: 0161 203 2523			
Paula Bradley ( <b>Friends of Clayton Park</b> ) Email: <a href="mailto:paulabradley180@hotmail.co.uk">paulabradley180@hotmail.co.uk</a> Tel: 07539145596			
Rosi Hunter ( <b>Manchester Advice Alliance</b> ) Email: <a href="mailto:rosi.hunter@manchestercab.org">rosi.hunter@manchestercab.org</a> Tel: 0161 830 2073			
Claire Tomkinson ( <b>Time Bank Ladybarn</b> ) Email: <a href="mailto:c.tomkinson@southwayhousing.co.uk">c.tomkinson@southwayhousing.co.uk</a> Tel:			