


<b>Meeting</b>	Volunteer Coordinators Forum	<b>Date</b>	Tuesday 18 <sup>th</sup> October 2016	 <p>Volunteer Centre Manchester</p> <p>Managed by Macc</p>
<b>Venue</b>	Victoria Buildings, Princess Street Manchester.	<b>Time</b>	10 am – 12 pm	
<b>Attendees</b>	<b>Jack Puller</b> (Macc) <b>Dan Fishwick</b> (MASH) <b>Clare Booth &amp; Sophie</b> (Home Start Manchester North) <b>Peter Norris</b> (Manchester City Council) <b>James Walklate</b> (Manchester Mind) <b>Joe Gavagan</b> (Manchester Settlement) <b>Jenni Martin</b> (The Royal British Legion)			
<b>Apologies</b>	<b>Darren Collingwood</b> (National Football Museum) <b>Nicola McDonagh</b> (Greater Manchester Coalition of Disabled People) <b>Jenny Liversidge</b> (UpRising)			

Agenda Item		Purpose	Who	When
<b>1. Welcome, Introductions and Update from Partners</b>				
	As way of opening the forum, <b>Jack</b> led a round of introductions using asking; <i>What is going well? What is not going well? Do you need anything? Do you have something to offer?</i>	Information	All	
<b>2. Presentations / Discussion</b>				
	<p><b>Jack</b> invited a number of speakers to provide information and updates about their respective organisations:</p> <ul style="list-style-type: none"> <li>• <b>Jenni</b> is from <b>Royal British Legion</b> who help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. The organisation also campaigns to improve the lives of its beneficiaries and organises the Poppy Appel annually. Jenni outlined some key services and outlets that are pertinent to their work in Manchester: <ul style="list-style-type: none"> <li>○ <b>Finances</b> - The Legion provides specialist compensation advice, help</li> </ul> </li> </ul>	Information	All	

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	<p>with debt and emergency situations, and support via grants and loans – Jenni outlined an outline tool for managing debt, <a href="#">Money Force</a> which is aimed at Service personnel and their families, but can be accessed by anybody</p> <ul style="list-style-type: none"> <li>○ <b>Holidays</b> - The Legion provides families of serving and ex-Service personnel the chance to take a break with <a href="#">Family Holiday Breaks</a></li> <li>○ <b>External Grants</b> - The Royal British Legion also provide funds to other organisations, manage trusts and scholarship funds and help the wider Armed Forces community in many ways</li> <li>○ <b>War Pensions Advice Service</b> - The Legion can help beneficiaries to claim under the War Pensions Scheme and provides advice and information and can represent you at a tribunal for free, if you want to take further action</li> <li>○ <b>Independent Living Service</b> - The Independent Living Service covers England, Wales and Northern Ireland and offers beneficiaries a high quality, friendly and professional service to live safe and well at home</li> <li>○ <b>Pop in at Manchester</b> – A welcoming space for Service personnel and veterans to get practical help and advice, and for members of the public to find out more about the wide range of services and community activities provided by the Legion</li> <li>○ <b>Volunteering Opportunities</b> - That help make an enormous difference to our Armed Forces community. Get involved and volunteer your time from just a few hours a week to a few days every year</li> </ul> <ul style="list-style-type: none"> <li>● <b>James</b> is from <b>Manchester Mind</b>, an independent local mental health charity which delivers services to young people and adults. James spoke</li> </ul>			

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<p>about the offer of YASP which is designed with young people to help 15-25 year olds when they are struggling. All services are free and include counselling, mentoring, befriending, advice, volunteering and an internet café with free internet access.</p> <ul style="list-style-type: none"> <li> <b>Peter Norris</b> is from <b>Manchester City Council – Work and Skills Team</b>. Peter spoke about the service offer from the <a href="#">Customer Service Centre</a> in the Manchester Town Hall Extension and <a href="#">Manchester Central Library</a>. </li> </ul> <p><i>The Customer Service Centre can help residents to access a range of Council Services including:</i></p> <p><i>Housing Benefit and Council Tax</i>  <i>Planning and Building Control</i>  <i>Homelessness services</i>  <i>Licensing and taxi licensing</i>  <i>Payments counters</i></p> <p><i>The centre is not only a one-stop shop for Council services - it also assists Manchester residents to move towards positive employment and skills outcomes. The centre offers:</i></p> <p><i>Employment support and advice from the National Careers Service, Manchester Employer Suite, Central Library Work Club, and Connexions for young people</i>  <i>Training opportunities</i>  <i>Volunteering opportunities</i>  <i>Budgeting and debt advice from the CAB and the Credit Union</i>  <i>Business start-up support through Blue Orchid.</i></p> <p><i>Front-line staff can help improve outcomes for residents looking for work by signposting them to these valuable services on offer within the Customer Service Centre.</i></p>			

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<p>Peter also shared a timetable that outlines the offer around work and skills for Manchester residents from the Customer Service Centre and described how the service is keen to work with organisations that could feed into this work by hosting a space or stall during the week.</p>			
<h3>3. VCM / Macc Update</h3>			
<p>Jack shared some key messages and information with the forum:</p> <ul style="list-style-type: none"> <li>• <b>ESV Update:</b> <i>The Volunteer Centre is working with Manchester City Council to support their employees (around 7,000 members of staff) with accessing volunteering opportunities. In the new year the volunteer centre will be writing to the network to provide further updates; asking them to think about how they can benefit from the offer regarding existing volunteering opportunities and how to shape new ones around specialisms and specific skill sets.</i></li> <li>• <b>VCM FM:</b> <i>From the 7<sup>th</sup> December 2016, the volunteer centre will be hosting a monthly radio show on <a href="#">North Manchester FM</a> about Volunteering and Social Action. The volunteer centre is keen to hear from organisations who would like to speak about their offer on air; and about relevant volunteering opportunities with a given organisation.</i></li> <li>• <b>Volunteer Voices:</b> In recent months Volunteer Centre Manchester has been pulling together a series of videos that reflect the experiences of volunteers in Manchester. These <a href="#">Volunteer Voices in Manchester</a> videos are intended to demonstrate: How and why people start volunteering, the variety of opportunities that people are involved in as volunteers, what people enjoy most about volunteering and the impact of volunteering. The volunteer centre is keen to hear from any organisation who'd like to produce their own Volunteer Voices video.</li> <li>• <b>Micro-volunteering Factsheet:</b> The volunteer centre has recently produced a Factsheet about Micro-volunteering – “<i>what is it and how can I get involved?</i>”, and is available to view, download and print at: <a href="http://bit.ly/2dwq2a">http://bit.ly/2dwq2a</a>.</li> <li>• <b>Spirit of Manchester Awards 2016:</b> This event took place in October 2016 and saw several awards handed out to Manchester Volunteers (Volunteer of the Year, Best Volunteer Involving Organisation and Volunteering Team of the Year). All</li> </ul>	<p>Information</p>	<p>All</p>	

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<p>nominees have a short video made to reflect their work, the can be viewed via the YouTube website at: <a href="http://bit.ly/2fK1QEF">http://bit.ly/2fK1QEF</a>.</p> <ul style="list-style-type: none"> <li>• <b>State of the Sector Survey:</b> "The Centre for Regional Economic and Social Research (CRESR), at Sheffield Hallam University, has been commissioned by Manchester Community Central (Macc) and their partners to assess the State of the Sector. As part of this study we are conducting a survey of voluntary, community and social enterprise organisations across Greater Manchester. The information you provide us with will play an important role in identifying the contribution, scope, nature and experiences of the voluntary, community and social enterprise sector in the City Region". There's still time to complete the survey at: <a href="http://bit.ly/mancsos16">http://bit.ly/mancsos16</a>.</li> </ul>			
<b>4. NCVO Updates / Points of Interest</b>			
<p><b>Jack</b> shared numerous updates and communications from NCVO that pertain to volunteering and social action:</p> <ul style="list-style-type: none"> <li>○ <a href="#">NCVO Data Almanac</a></li> <li>○ <a href="#">NCS Bill: First Look</a></li> <li>○ <a href="#">Volunteering Round Up March</a></li> <li>○ <a href="#">Volunteering and Benefits</a></li> </ul>	Information	All	
<b>5. General Opportunities / Resources / Training and Development</b>			
<p><b>Jack</b> shared some opportunities and resources in the hope that they would be useful to the forum:</p> <ul style="list-style-type: none"> <li>○ <a href="#">UoM Volunteering Hub</a> – The University of Manchester has a new platform to assist students with identifying suitable volunteering opportunities; organisations can also register and manage their recruitment via the <a href="#">Volunteering Hub</a>.</li> <li>○ <a href="#">Unemployment, Volunteering, Subjective Well-Being and Mental Health – Paper from Third Sector Impact</a></li> <li>○ <a href="#">Trustees' Week 2016 – 7<sup>th</sup> – 13<sup>th</sup> November 2016</a></li> </ul>			

## 6. AOB & Networking

*No other business or matters arising were expressed by the forum.*

**Jack** closes meeting and opens the forum to networking:

## 7. Next Meeting(s)

**Friday 11<sup>th</sup> November 2017 (Wythenshawe)**  
**Tuesday 13<sup>th</sup> December 2016 (City Centre)**