

## 12 Feb 2020 Volunteer Coordinators' Network Meeting

### Aim of the network:

- Provide support on common issues that Volunteer Coordinators (VC) experience
- Provide good practice and resources on volunteer recruitment and management
- Provide relevant training for VCs

### Actions from previous network meeting in November 2019

- Organisations' feedback and several new ideas for future meetings were documented:
  - Successfully managing volunteers and keeping volunteers motivated
  - Developing internal volunteer programme for service users
  - Planning Volunteer Strategy/ Recruitment/ Recruiting older volunteers
  - How to write successful bids
  - Dealing with challenging volunteers
  - Safeguarding

### Attendance and apologies:

**Present:** 19 organisations

**Apologies:** 10 organisations

### Minutes:

1. **VCN Chair: Toni McSherry**, Welcome and round table introductions.
2. **Peshang Arkawazi, Network Coordinator:** Recapped items discussed in previous meetings held in Feb, May & Sep 2019. In particular:
  - In 1<sup>st</sup> session speaker from Time & Talents introduced *corporate volunteering*. In 2<sup>nd</sup> session two speakers from Value You and Tempo talked about *volunteer recognition*. In the last session a guest speaker from the **Disclosure and Barring Service** gave a talk about the DBS and what policies and legislation entails, GDPR and level of checks.
3. **Nigel Barber, Volunteer Service Manager** explained the upcoming One Westminster conference:
  - The first ever one-day One Westminster Conference will be held on Thursday, 2 April at Kings College London (near Holborn station).
  - This will include at least two keynote speakers, including Martin Brookes, CEO of London Plus; in addition, a number of workshops will be held on different subjects during the day.
4. **Guest speaker: Patricia Kiss** from IIV (Investing in Volunteers) programme, talked about the UK quality standard for good practice in volunteer management including:

- What IIV is
- The quality areas for good practice
- The benefits
- The process
- Meaningful experiences for volunteers
- Some feedback from organisations

## Networking break

5. **Guest speaker: Paola Pagliarin** from **Time & Talents** explained how the team facilitates the engagement between corporate and community.
  - Supporting charities with manual tasks improves communities where there is limited capacity and resource.
  - Employee use the skills developed through their careers to effect change in the community.
  - Involves mentoring in schools, typically in support of employability.
  - Sharing skills to give people in the community the tools they need to lead a self-sufficient life.
  
6. **Questionnaire:** Volunteer coordinators were asked to give feedback on:
  - What part of the network meeting did you find most useful?
  - What would you like to gain from the network?
  - What is your aim or goal? Have you any suggestions for the next network meeting?
  - What other support would you like us to provide, for example, training?
  - Would you like to cover any specific topic for future networks?
  
7. **News and Updates**
  - **Codesign Workshop:** Management consultancy company, Red Quadrant has run five workshops to look at the way forward for voluntary sector contracts currently funded by WCC. There will be a chance for staff/volunteers from Westminster Voluntary Sector to give their views and input at a session being coordinated by Red Quadrant at the Westminster Community Network meeting being held on Wednesday, 25 February
  - Upcoming training sessions:
    - Recruiting and Retaining Volunteers – On 18 March 2020 from 10am – 14pm at One Westminster Office, 37 Chapel St, NW1 5DP.
    - Second 'Improve your presentation skills' – time and location will be confirmed ASAP
    - Customer Service Training – time and location will be confirmed.
  - Team London & One Westminster website update
  - Introduction to volunteering: Attendees looked at this WAES flyer which details dates and location for this course.

**Next meeting Time/Date and Location TBC**

**List of Attendees:**

Display Name	Job Title	Current Employer	Email
Francesca Hodge	Volunteer Manager	The Passage	fran.hodge@passage.org.uk
Claire Bell	Deputy Library and PR Manager	Listening Books	cbell@listening-books.org.uk
Adam Pearson	Service Manager	Pursuing Independent Paths	adamp@piponline.org.uk
Lance Kuhn	Volunteer Coordinator	The Connection at St Martin's	lance.kuhn@cstm.org.uk
Anna Jones	Sport Volunteer Coordinator	Groundwork London	active@teamwestminster.org.uk
Yawooz Izzat	Project Coordinator	For a Better World	yawoozezzat@yahoo.com
Sasha Galitzine	Project Coordinator	Gerry's Pompeii	sashagalitzine@gmail.com
Louise Harcourt	Helplines Co-ordinator	Women and Girls Network	louise@wgn.org.uk
Caz Gandy-Brown	Volunteer Coordinator	Abbey Community Association	caroline.gandy@theabbeycentre.org.uk
Marta Tabaka	Development Worker	Pursuing Independent Paths	martat@piponline.org.uk
Lesley Derry	Community Champions Programme Manager	Community Champions Programme, Public Health, WCC	lderry@westminster.gov.uk
Nowsar Hussain	Performance and Quality Manager	Westminster Citizens Advice Bureau Service	nowsarhussain@westminstercab.org.uk
Nawal Lakhdar	CEO	Women's Association for African Networking and Development (WAND UK)	nawal@wanduk.org
Elaine Smallwood	MS WCL Group Coordinator	MS Society	elaine.smallwood@groups.mssociety.org.uk
Adam Wilson	Volunteer Development Officer	Carers Network	adam.wilson@carers-network.org.uk
Marijhaa Andre	Director	Dragon Eggs Digital CIC	marijhaa@gmail.com
Toni McSherry	Volunteer Development Officer	Home-Start Westminster	toni@hswestminster.co.uk
Patricia Kiss	Head of Excellence (Quality standards)	Investing in Volunteers Programme - NCVO	patricia.kiss@ncvo.org.uk
DAVID HOGARTH	Co-ordinator	Neighbourcare St Johns Wood & Maida Vale	davidhogarth1764@gmail.com