

Manchester City Council Report for Resolution

Report to: Communities and Equalities Scrutiny Committee – 4 January 2017

Subject: Overview of Volunteering activity in the City

Report of: Deputy Chief Executive (Growth & Neighbourhoods)

Summary

This report provides an overview of how volunteering is facilitated and promoted throughout the City, and how residents & those who live outside the City, businesses & their employees, and the Voluntary & Community and Public Sectors, actually engage in a diverse range and sometimes unique, volunteering experiences. Given the significant levels of people already engaged, the report also outlines from working in an “Our Manchester” way, a number of key opportunities & considerations to enable more and more people to be engaged in their City.

Recommendations

Members are asked to note and comment on the report, and to request a further on progress in Spring / early Summer 2017 given the linkage to other work areas under review where volunteering can play a key role.

Wards Affected: All

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

City of Manchester State of the Voluntary Sector Report 2013 (Macc)

1.0 Introduction

- 1.1 Over the past 10/15 years through the City's focus on growth, neighbourhoods and residents being able to realise their aspirations, Manchester has seen significant levels of transformation including the development of world-class facilities and accolades such as the UK's Top Sporting City (2015). This has made the City a more desirable place to live, work, do business, invest in and visit. This change has not happened on its own- residents, the Voluntary & Community Sector (VCS), businesses, Members, Officers and other Public Sector partners, have all played a significant role by "doing things that matter to them".
- 1.2 One example of this, which is an "Our Manchester" way of working in action, is volunteering, and is often described as "*giving your time & energy to benefit other people without being paid for it*". Every day in the City, thousands of people do this at a grass roots level with or without public sector engagement, and the Commonwealth Games back in 2002, provided an extra springboard to the profile of volunteering given the role volunteers played in making the games a global success.
- 1.3 This report goes some way of providing a snapshot of the diverse range of volunteering activity in the City, the different approaches in place, the roles that people and organisations play across all sectors making it happen, and how this commitment & passion can be built on.

2.0 Background Context:

Our Manchester (2015-2025)

- 2.1 It is clear that volunteering is one way that people can show they have a strong sense of citizenship and pride in their city. This connection came through really strong in the development of the Our Manchester Strategy last year, where thousands of responses were received back from the public consultation. People called for a City that is thriving, filled with talent, fair, a great place to live and buzzing with connections- to be in the top flight of world cities. These ambitions were then fleshed out into priorities (64 We Wills) that everyone (not just the Council) can get behind and make happen, by putting people at the heart of everything that is done (not systems), and building on the existing skills, strengths, creativity and determination within the City.
- 2.2 To deliver the "we wills" four key behaviours were identified (to work in an "Our Manchester" way, which are already visible across the City and are at the core of what volunteering is all about: 1) We work together and trust each other; 2) We're proud & passionate about Manchester; 3) We listen; and 4) We "own it" and we're not afraid to try new things.
- 2.3 From the above, volunteering will continue to play a major role in the delivery of the strategy (the "we wills") and the ongoing development, growth and success of the City. This is not only linked to the we wills in the actual Voluntary & Community Sector (VCS) itself, but also how far volunteering can

go in terms of helping residents gain employment, making families more resilient, improving peoples health & wellbeing, improving the look & feel of neighbourhoods, and volunteers helping to attract more external resources in to the City to make more things happen that matter to them.

What does volunteering look like?

- 2.4 Back in 2013, the City of Manchester State of the Voluntary Sector report (Macc and currently being refreshed) estimated that 94,000 residents were involved in some form of more formal volunteering (1 in 5 of total population), providing 370,000 hours of their time per week (19m over a year), and making an economic contribution of £331 million per annum. This activity is wide ranging from being a school Governor, helping out a Charity Shop, organising a family fun day, planting flowers in a Park, caring for older residents, mentoring young people to running a sports club for example. In addition to this army of volunteers, there are also many more people (unpaid/paid) behind the scenes making it all happen. Given this, it is important to set some key context from the outset.
- 2.5 **Why people volunteer:** People volunteer (even though they may not think what they are doing is volunteering) for many different reasons. This ranges from wanting to give something back to the community where they live and/or work (as volunteers also live outside the City boundary), making a difference to the people around them, developing new skills to help with employment/career aspirations, building confidence, improving health & wellbeing, and even making new friends. Without volunteers, some activities would not happen.
- 2.6 **Who can volunteer?:** Everyone can, and currently, it is people of all backgrounds, ages, gender, religion, ethnicity, in/out of work, students and retired. There is also a link between volunteering and improving chances of securing employment / career progression (see case study in Appendix 1), and if someone is out of work and in receipt of benefits, volunteering is promoted by Jobcentre Plus Work Coaches (under the banner of "Work Together"). Specifically, claimants of Jobseekers Allowance, Income Support, Employment Support Allowance and Universal Credit, are able to volunteer up to 50% of the time they are expected to be looking for work (17.5 (if f/t) or 8 hours (if p/t) per week). Volunteering tends to focus on residents with none or little work experience, a health or mental health condition and/or ESOL, and opportunities are usually identified via Volunteer Centre Manchester (currently, just under 2,000 residents registered are out of work), the resident themselves or anybody else they are receiving support from.
- 2.7 **How people access volunteering:** People get in to volunteering through many different routes. One of them is the Volunteer Centre Manchester (hub), which has achieved Volunteer Centre Quality Accreditation from Volunteering England (only one organisation in each Local Authority area is able to achieve this status)- managed by Macc. Other ways are through direct contact with community based groups and local/national charities, setting up their own groups, linkage with public sector bodies like the City Council (MCRVIP-

Manchester Volunteer Inspired Programme, Libraries, Children's Services), and Greater Manchester Police, and organisations commissioned to deliver services on behalf of the Public Sector.

2.8 How volunteering opportunities are structured: The structure is flexible depending on type of volunteering opportunity and any seasonal considerations, when grant funding may become available, annual events/religious festivals, school holidays etc, as well as based on the organisation offering the opportunity. There is also an increasing trend of volunteering opportunities being shaped around the individual (who has a set of skills, attributes and lived experiences that do not necessarily correlate with a traditional volunteer role description). Overall, the structure can range from no fixed pattern/as and when appropriate (loose), right through to a more regular pattern with set duties/hours (& working within a framework).

3.0 How Volunteering is facilitated throughout the City:

3.1 From a range of partners, the following examples highlight what is in place, and go some of helping to deliver the "We Wills" in the Our Manchester Strategy:

- City Council funds a free universal service for Capacity Building (delivered by Macc) 7 hours free support per annum/discussion if more needed (flexible); charged for bespoke work & bid-writing). This, together with the Volunteer Centre Manchester, can help volunteering organisations to improve their practice and the quality of the actual volunteering they offer;
- Volunteer Centre Manchester (Macc) matches volunteers/organisations (16,000 residents are registered)- a free service, supported by VERA (Volunteer Engagement & Reward App) to record/reward activity;
- Manchester Volunteer Inspired Programme (MCRVIP) matches volunteers with sports, leisure & events opportunities (5,500 registered/1,000 are Manchester residents);
- Employee Volunteering is supported in many organisations (Airport, Universities, Manchester City FC, Registered Providers, City Council);
- Business Networks in place for the Corporate Social Responsibility agenda (Business in the Community, BW3- Businesses Working With Wythenshawe, South Manchester Enterprise Network (geography is Central Manchester);
- Grants available to provide facilities / kickstart ideas e.g. Lottery, We Love MCR (Lord Mayors Charity), Police & Crime Commissioner, Clinical Commissioning Groups, City Council (Community Association/Neighbourhood Investment Fund);
- Voluntary & Community Sector (VCS) organisations commissioned to deliver services on behalf of the Public Sector (volunteering built in to contracts);
- In addition to "People" assets, there are many physical assets across the City that can be used- Libraries, Parks, Green Spaces, River Valleys, sporting infrastructure (athletics, tennis, football, velodrome), theatres, and community centres. People can volunteer at them and a way of bringing people together;
- An additional (MCC) time-limited role is now in place to work with Friends Groups to develop a Volunteering Strategy to encourage/sustain volunteering in parks (from the perspective of what support the groups need to be

successful and grow). There are 49 in place across the City such as Friends of Heaton Park, Sunnybrow Park, Alexandra Park, and are already supported by Parks Officers and Macc.

- Communities of interest groups in place where volunteering is strong- disability, LGBT, Black & Minority Ethnic- responding to the city's diversity;
- Residents, Businesses & the VCS are involved in forums/groups/formal governance structures to discuss their ideas for change, where volunteering is part of the response (Factory Youth Zone, Community Guardians, In Bloom, Age Friendly, Manchester Carers Form, GM Youth Network);
- Annual events/awards in place to recognise/celebrate volunteering (National Volunteers Week/Give & Gain Day, Spirit of Manchester (Macc), Volunteer of the Year Awards (University of Manchester), Be Proud (MCC) and the Manchester Sport Awards (MCC).

3.2 In addition to the above, the City Council has an agreed policy for leasing arrangements (charging strategy) of its buildings with the VCS, and a step-by-step process of how the community can approach this (community asset transfer). This approach enables the VCS to take more ownership of their role in the heart of neighbourhoods, breathe new life into buildings, helps them to fundraise (which can often be funding streams that Local Authorities cannot access), and provides an outlet for people to volunteer:

- Community Asset Transfer: The step-by-step process, with the support of Corporate Property / Neighbourhood Teams (City Council) and Macc, enables the group to consider their capacity to take over a council building/space, what will be delivered from it (complementing the wider neighbourhood offer), how they will fund the operation costs, drafting a Business Plan, and governance arrangements (the VCS Property Policy is implemented if approved- see next point). More recently, 14 groups across the City have been successful through this approach e.g. Friends of Fallowfield Library- The Place on Platt Lane (case study in Appendix 1). A further 24 groups are partway through the process;
- VCS Property Policy: Approved December 2013 (updated July 2015) and enables the Community Asset Transfer approach to be implemented. Therefore, if a group is successful and operating on a not-for-profit basis / providing a wider benefit to the community, the occupation of the building will be on the basis of a peppercorn rent. If the groups/organisations have been commissioned by the Council or other partners to deliver services, for transparency, groups will pay a rental, albeit on a reduced level to reflect the community use. These leases are granted as Full Repairing & Insuring, which means the group is responsible for all repair, maintenance, operational & insurance costs for all the space they occupy.

4.0 Volunteering in Action:

4.1 This section provides real examples volunteering in action, of which there are many more. They completely catapult the importance of volunteering as part of the City's fabric, and the lengths people go to to help others. Appendix 1 highlights some personal case studies to show the real impact volunteering can have on someone's life, and also includes the "Volunteer of the Year"

group winner from the Be Proud Awards ceremony in December (& some of the nominations more generally). Some key points relate to:

- Volunteering comes from the perspective of “no fixed pattern” to a more “regular pattern” (some organisations/groups can offer both and could start/end-up as either);
- The volunteering opportunity / organisation offering it, will determine the type of structure around it, which can sometimes be less about a formal programme (just getting on and doing something that is needed);
- There is support available for volunteering from many organisations and within the VCS itself, including training / skills development; and
- Based on the volunteering experience/approach to date, work is underway on some of these thematic areas to provide a framework to facilitate even more engagement and influence by the community e.g. Friends Groups in Parks, Early Help, Adult Social Care, Community Guardians (environment focused) and Integrated Neighbourhood Management (more detail in the following sections).

No Fixed Pattern/Infrequent: (but can have set duties/framework to work within, and lead to more regular volunteering):

Sports & Events: MCR Volunteer Inspired Programme (MCRVIP)

- 4.2 Focuses on engaging people in sporting activities e.g. coaching in the community, running a sports club, supporting the operation of events / competitions (National Squash Championships, Manchester Community Games, Olympic Homecoming parade/Somme), as well as charity fundraising (We Love MCR- Lord Mayor’s charity). The case study in Appendix 1 shows the knock-on impact of someone getting involved in a “one off activity” and how they have developed their confidence and gained qualifications, which has led securing employment in the sports sector.

Multi-Skills: Ladybarn Timebank

- 4.3 Through a partnership between Southway Housing/Ladybarn Community Association, the Timebank has been established and is open to everyone in Fallowfield/Withington areas (residents, businesses and community groups). It recognises that everyone has skills / knowledge / equipment to share, and it works by a member giving an hour, and getting an hour back from someone else based on what you need. Examples relate to dog walking, DIY, gardening, running a session linked to a theme (e.g. baking, fund-raising), to teaching another language. Another Timebank has been established in Wythenshawe- Real Neighbours (Wythenshawe Community Housing Group), and is something that other areas across the City are looking at.

Age Friendly- North City Nomads

- 4.4 Volunteers in North Manchester arrange day trips so local elderly residents can get out and about, reduce social isolation, visit new places, make them feel safe and make new friends. Currently, over 650 older residents are

involved. There are similar groups in Wythenshawe, Rusholme and Burnage, and a provide a very informal link with the City's elderly population, particular from a health perspective too. Work is now underway on the role volunteering can plan in the wider Adult Social Care agenda, and like the approach with Early Help (4.13 below), how people can become part of the collective response to ensure residents have the best quality of life they can.

Environment: Neighbourhood Clean-ups

- 4.5 Many residents and businesses come together to clean up their neighbourhoods, particularly any hot-spot areas for litter, and in doing so, make a clear statement that they do not tolerate this type of behaviour (dropping litter) where they live. The City Council and partners can provide equipment to make these happen e.g. gloves, litter pickers, bags etc, and a recent example is in Hapurhey where over 40 people came together through a "Town Team" Partnership (residents, Asda, McDonalds, Habro, Northwards Housing, The Manchester College, City Council+). This event also involved information stands to provide information about waste & recycling, health & well being advice, as well as benefit advice. The environmental focus is closely aligned to the Council's Community Guardian Scheme, which has been around for 10 years now, and is currently being reviewed to ensure the Council / partners are doing all they can to empower residents / businesses at a neighbourhood level.

Environment: Recycling ("Give It, Don't Bin It" campaign)

- 4.6 At the end of the academic year, a campaign between the British Heart Foundation (BHF), Universities, Manchester Student Homes, the City Council, over 80 student volunteers, residents & landlords, ensures every room in student halls across the City, or in off-campus student houses receives a "Give it, Don't Bin It" information pack. It includes BHF donation bags/Council recycling bags to remind students they can recycle unwanted items from clothing, books to small electrical appliances. Last year 166 tonnes of donated items raised £322k, which went on to help fund BHF's lifesaving work. It also reduced the amount of waste sent to landfill (saved over £50k in charges). This is only one example from the volunteering work students / staff do in the community, and work is now underway on raising the profile of what is happening and getting more involved in local communities.

Business in the Community- work is also underway, through the Work & Skills Team and Neighbourhood Teams, are developing a citywide approach / framework for the Corporate Social Responsibility agenda, and maximising the engagement of employers and their employees at a neighbourhood level.

- 4.7 **Employment- Homelessness-** A stand-alone initiative for volunteers to help residents with a homeless background, write their CVs and practice interview techniques. Following this, volunteers who are inspired to get more involved, can train as a Job Coach at the weekly Job Club in the Booth Centre;

- 4.8 **Multi-Skills- Give & Gain Day-** An annual national day of action is a chance for businesses to allow their staff to donate time and skills to neighbourhood projects, which can often lead to further volunteering. In Levenshulme, it involved picnic tables and benches being built (case study in Appendix 1).
- Libraries- Young Volunteers**
- 4.9 Over the summer, fitting around the school holidays, over 70 volunteers aged 13-24, helped out with the Summer Reading Challenge campaign. There are benefits for all those involved, not only in young people helping other young people with their reading, but also raising the profile of Libraries across the city, the ICT facilities available and the range of other services delivered out of them (see 4.15 on work underway on developing a Volunteering Strategy).
- 4.10 **Cohesion- Celebrating Community life**
The “Big Lunch” happens once a year and is an opportunity for the community to get together over food in the form of a “street-party”. All residents bring food & drink to share, and then get to know each other a bit more. Across Manchester, hundreds of street parties have taken place, as well as using Parks and other green spaces to host them. Food is only one aspect of the get together, there are also many people behind the scenes organising them, getting road closures in place, erecting bunting/gazebos, and games for children. Often, these type of events lead to other activities such as new resident groups forming and applications for Neighbourhood Investment Funds to deliver environmental projects, and key opportunity for Neighbourhood Teams, Registered Providers+ to work with them.

More Regular Pattern (set duties/hours):

Multi-Skills- Duke of Edinburgh Awards (DofE)

- 4.11 Support for schools, colleges and City Council funded youth organisations to take part in the programme, is commissioned by the Council, which includes volunteering, physical, skills and expedition. Currently, over 1,800 Manchester 14-19's take part and need to demonstrate how they make a positive difference to other people's lives. Examples of activities have included working with older people, raising money for charity and environmental campaigning. Many High Schools engaged in the City- Wright Robinson, Trinity, Newall Green. The opportunities from this is that volunteering is starting at a younger age and will hopefully carry on as they move through life, as these will become the leaders of the future in the City.

Young People- Greater Manchester Youth Network (GMYN)

- 4.12 The Volunteer Infrastructure Project (VIP) works with organisations and project staff in Manchester to build capacity, confidence and ability to develop volunteer roles and involve volunteers in delivery of work with young people. There are many programmes underway where this is happening: Boots & Beats Leadership Programme in the Powerhouse (music/football funded by Manchester City FC) with a focus on health & employability, and another is Transitions- inspiring 16-25 care leavers to engage in volunteering.

Family Support- Early Help (Barnardos)

- 4.13 To increase the resilience of families who have had intense Key Worker interventions in North Manchester, volunteers identified locally through Women's Aid, Manchester Mind, Eclipse & Home Start, will provide befriending and low level support to enable adults and children to sustain change, to build on the strengths within the family, and to link them in to what the community has to offer. This pilot will inform a framework of how more residents and VCS organisations, can be part of the collective solution to help families strengthen themselves (in particular, Wythenshawe is looking at the model due to the whole place based approach to working in an Our Manchester way).

Community Safety- Greater Manchester Police (GMP)

- 4.14 Offer 3 programmes: 1) Cadets- 13-17 year olds to encourage positive leadership within communities, volunteering, Duke of Edinburgh Award and a practical interest in policing (group leaders are also volunteers); 2) Police Support Volunteers- supporting Neighbourhood Watch schemes and assisting with crime prevention & community safety initiatives+; 3). Special Constabulary- work alongside Police Constables and Police Community Support Officers (minimum of 4 hours per week) with full constabulary powers.

Libraries- Community Outreach Libraries- The Place on Platt Lane

- 4.15 This venue is a Community Library & Resource Centre (hub) ran by The Friends of Fallowfield (over 50 volunteers), in partnership with One Manchester Housing Trust and the City Council. The 7 day offer includes a Library, which is open to the public 15 hours a week (City Council staff support the volunteers), a Homework club, children's story time, ESOL classes, job search, through to a Credit union, and meeting rooms that can be used by the community. The case study in Appendix 1, highlights the impact volunteering had on a local resident, who ended up securing employment as a result of it. Given the range of volunteering opportunities available across the Library offer (17 currently), and building on the experience with volunteering at Community Outreach Libraries and Central Library, a Volunteering Strategy is currently being developed. There will be a greater focus at Neighbourhood Libraries, ICT, Storytimes for under-5s and engaging young people (13-24 years).

Culture- Family Learning Volunteer Team- Manchester Art Gallery

- 4.16 The Gallery has provided additional training for 10 of its 80-strong volunteer team to create this team. These volunteers support staff and artists to deliver workshops, meet & greet families, and help families with disabled children, to ensure they can all fully explore the gallery's exhibitions and collections in more personal and fun way. The gallery is part of the "Inspiring Futures" partnership, which works who feel socially isolated to improve confidence / employment opportunities, and some of these volunteers are part of this team. The added benefit of the approach is the Gallery / culture offer is being

promoted, and the opportunities here are part of the emerging Volunteering Strategy referenced in 4.15.

Cohesion/Culture- Talk English

- 4.17 200 volunteers (residents, businesses and services e.g. shops, housing, libraries) have been trained as Teachers and Talk English “friends” to help members of their community improve their English language skills by taking it out of the classroom in to the community. The approach won the Be Proud Award 2015 Volunteer of the Year, and is helping residents feel more of their community as they can interact better with each other.

Parks- Friends of Alexandra Park

- 4.18 Across the City, there are 160 Parks & Green Spaces (some with historic buildings in like Heaton Hall), 42 Allotment sites and 3 River Valleys, and some have “Friends of” groups (49 in the City) who have pride in the space and work tirelessly to ensure it has a quality offer and a space that people can enjoy. In particular, Friends Groups in parks play a significant role in the day to day operation, and will continue to do so in the future (example below). To ensure this and flowing from the recent public consultation on the development of a new Parks Strategy, a Volunteering Strategy is now being developed for Friends Groups/Parks across the City. The new Volunteer Development Officer that is now in post for Leisure, Park, Sports & Events, is solely focusing on this, and is working with Friends Groups to actually influence & implement what is needed. Key elements of the strategy will include a clear communication strategy to engage/celebrate what is happening, clarity on where volunteering can happen/skills, single point of contacts between groups/City Council, training and development support and a forum to share best practice/ideas.
- 4.19 The Friends of Alexandra Park is an example of the dedication and pride people go to. Established in 2001 and going from strength to strength, the group is helping/leading to raise the profile of the park, activities that happen within it, and support how it looks & feels. Along with the City Council, the group helped raise significant funds (£5m) to modernise it (Heritage Lottery, Sport England, City Council+), and resulted in investment in the pavilion, sports facilities, landscaping, plus much more. The Friends of Wythenshawe Hall are also highlighted in Appendix 1, as they won the Be Proud Volunteer of the Year award at the recent ceremony.

Environment: Upping it

- 4.20 The group, which is based in Moss Side & Rusholme and won the Pride of Manchester award (Be Proud 2014), has blossomed and is helping to increase recycling rates, reduce fly-tipping, and greening of their alley-ways in to tranquil spaces. Volunteers act as “Street Representatives” and have developed new skills to they can sustain what they do. This approach is key for the rest of the City given the priority of increasing recycling rates and reducing the amount of residual waste (smaller grey bin roll-out is now

completed), which can ultimately decrease landfill charges and reallocate available resources to other things that the City/neighbourhoods need. Neighbourhood Teams are liaising with the Waste & Recycling Team on taking this type approach forward in different neighbourhoods.

Mentoring- BW3- Businesses Working With Wythenshawe

- 4.21 Over 40 employee volunteers from local businesses, are mentoring Sixth Form students through the “Aspirational Mentoring” programme. The role involves giving encouragement, guidance and being non-judgemental to help the young person realise their aspirations and become more confident. The added benefits of the approach are that it is enabling the private sector to understand what is happening in terms of skills delivery from a young persons perspective, getting to understand the neighbourhood where they live, and identifying further opportunities for their employees to get involved in the community. The approach in Wythenshawe is also influencing the development of the Citywide Corporate Social Responsibility Strategy.

5.0 Future Consideration/Opportunities

- 5.1 Building on this snapshot of what is already place (strengths) and the visible “Our Manchester “way of working, there are a number of opportunities / considerations (not just for the City Council), which will go someway of helping to encourage more and more people to get involved from a grass roots level, in their City:
- The Our Manchester strategy (64 “We Wills”) and way of working provides the impetus for an even more collective approach to volunteering with residents (all ages / backgrounds), businesses (all sizes), VCS and the whole Public Sector (through conversations, review what else can be done, what do groups need, how physical assets (buildings/spaces) can be used, opportunities for volunteers to get involved in a wider range of activities- cross-selling for example, time-banking, pathways to employment, and raising the profile of volunteering- reward & recognition);
 - Linked to the above, the 3-year budget (17/18-19/20) for the City Council enables the council (& other partners are doing the same with their budgets) to plan how we can work with residents, businesses, the VCS and the wider Public Sector in a more co-ordinated way;
 - The existing approaches to volunteering are allowing the Council and partners to learn from to collectively develop new Volunteering Strategies to provide a framework to engage/maximise the number of people volunteering. In particular, by Spring 2017, an over-arching Volunteering Strategy for the Leisure & Culture portfolio that the City has responsibility for (Parks, Libraries & Galleries), will be clear, as well as the outcomes of the Community Guardian review and the Early Help approach. Separate Parks paper on the agenda;
 - A review is now underway of how the council could fund the VCS given there are number of separate funding streams currently in place, which includes the Infrastructure offer and Volunteer Centre Manchester (separate paper on the agenda and consultation is about to start);

- Working with the VCS organisations going through the City Council community asset transfer approach to ensure they are linking in to the wider neighbourhood offer;
- The refresh of the City of Manchester State of the Voluntary Sector (completed Spring 2017) by Macc, will help influence the approach / response to the sector and the role volunteering can play;
- Ensure Manchester is linked in / takes advantage of national charities/campaigns/events e.g. Office for the Civil Society, Volunteers Week, Give & Gain Day, National Citizen Service for young people (15-17 years olds), Great British Spring Clean (March 17), Macmillan Coffee Morning;
- Continue to link/access external funding to encourage volunteering e.g. Sport England (Towards an Active Nation) is launching a new fund to tackle inactivity and get more people involved in sporting activities (Volunteering is a specific strand); and
- Development of a citywide strategy for the Corporate Social Responsibility agenda and engaging employers (City Council, Business in the Community-Business Connector role, GM Chamber of Commerce, Manchester Growth Company etc). Focus will be on inspiring and connecting businesses to communities, and maximising opportunities for employees volunteering;

6.0 Conclusion

- 6.1 This report is clear, even though only a snapshot of the diversity of volunteering activity throughout the City, that the passion and dedication of volunteers and those people behind the scenes, is something to be proud of. Without this army of people (thousands), some activities would not happen at the grass roots level, and the City would not be in the position it is in now. The emergence of the Our Manchester Strategy (64 “We Wills” and the way of working to collectively deliver them), the much more intensive focus on how the Public Sector, businesses, the VCS and residents can work together, the development of a Volunteering Strategy for specific themes, and the review of how the Council can work the VCS, all provides further impetus to ensure that that volunteering continues to play a significant role in the ongoing growth and prosperity of the City.

Appendix 1: Case Studies- Real impact of Volunteering in Action

MCR VIP: A 18 year old student from Beswick, initially got involved in the Sainsbury's School Games in Manchester (2014) to support young athletes. This has led to her getting involved in regional/national programmes, coaching opportunities and community events. In 2015, she got involved in the MCR VIP & Youth Sport Trust programme (Inclusive Futures) and became a young mentor this year, gained qualifications in dodgeball and wheelchair basketball, and got involved in the Great Run, Sky Ride and the Cancer Research Winter Run. *'As a volunteer, it has helped me to develop as a young person entering the world of work and associating with a variety of people. Whilst volunteering, I have made friends and have gained confidence speaking to the public. I have challenged myself to try new things without the company of my friends.* She is now a Sports Coach (paid) at the new GOGA (Get Out Get Active) project at Belle Vue Leisure Centre.

Give and Gain Day: Employees from Laing O'Rourke, Balfour Beatty and McAlpine, joined residents in Levenshulme to transform under-used areas of the neighbourhood by building picnic tables, benches and trellis to alley-ways. The extra support allowed residents to put the finishing touches to a project close to their heart, as they had already invested time by building planters and creating a real sense of community. A resident from the Carrill & Worsley Grove Residents Association said *"This is an unbelievable help for us in being able to transform our alleyways into an urban garden for all residents to enjoy. It has got neighbours involved and talking to each other"*.

Libraries- The Place on Platt Lane: A resident who lives in Fallowfield, volunteered to give something back to the community. She was already an experienced volunteer from volunteering at Whitworth Park (community archaeology project in 2013). Volunteering was recommended by her Jobcentre Plus advisor given she was a carer and at that time, was unable to work due to some health issues. She said *"I needed to gain confidence and increase my skills to be able to move forward into the workplace. I learnt something new every time I was there, my confidence grew in spades as well, and the staff were very supportive"*. This has now led to Caroline working for Libraries in South Manchester.

Be Proud 2016- Volunteer of the Year Awards- group (sponsored by Manchester Airport): Friends of Wythenshawe Hall:

The group has been in existence for over 4 years now, and have worked even more tirelessly since the Hall's fire earlier this year, to raise money help try and restore it back to its former glory. They organised open days, guided tours, garden parties, history festivals and helped with the Wythenshawe Games in the summer. The group has really brought the community together given the Hall is a much loved icon in the culture of Wythenshawe. The group is working closely with the City Council so a collective response is delivered. The judges were impressed with the resilience and bounce back nature of the group, and not giving up.

Be Proud 2016- Examples of some of the nominations (all categories):

- **Community Force-** acknowledges a person/group that has worked hard to create a safer neighbourhood and helped to make a community where people

are proud to live: Darryl Laycock, a former gang member, has turned his life around and now uses his experiences to educate young people about the dangers & consequences of gang membership, and the associated issues that come with that choice;

- **Neighbour of the Year-** a perfect opportunity to say thank you to a neighbour whose kindness, practical help and support, have made a massive difference in the community: Josie Hughes helps her neighbours by babysitting when needed and supports elderly residents with shopping/GP appointments. She keeps her neighbours up to date with what is happening and what they should do about it, and they never need to worry about which bin to put out on bin day!
- **Blossoming Communities-** celebrates people/groups whose gardening achievements have brought about positive change to the surroundings and lives of others: Friends of Didsbury Park meet every week and work to an action plan to maintain the park and make improvements such as creating a woodland bulb glade and an orchard. A new initiative, the Breakfast Club, has members who do extra litter-picks in the park every morning to keep it clean.