



**BURNLEY PENDLE
& ROSSENDALE**
COUNCIL FOR VOLUNTARY SERVICE

Registered Charity Number: 1062446 Company Limited By Guarantee: 3328219



March Coffee, Cake and Collaboration Round-up



Whitewell Bottom Community Centre 25th March 2026



Thank you for coming along and joining in!

Hello and thank you for attending our **first official Coffee, cake and collaboration event at Whitewell Bottom Community Centre.**

You braved the **rain and weird weather** to come along to meet your fellow practitioners in our local community, **people like you who work hard to help to improve the wellbeing of the people of Burnley, Pendle, and Rossendale.** We're so pleased you chose to spend your valuable time with us.

We tried to make it a **relaxed, friendly event** where you could meet **your fellow groups and potentially discuss future partnerships.** We hope you found the session useful.



Celebrating Wins

The session began by celebrating the work that your organisation does. This exercise helped everyone there get to know what your organisation does. It also helped you recognise and remember the fabulous work done and the positive impact you make on the community. Sometime its easy to forget the achievements.

Community Roots

Community Roots are proud that they have recruited a volunteer who has bi-polar and that two of their volunteer recruits had **responded to a Chai Centre advert.** They are also glad to share that their vision and ideas have been well received at Community Roots.

The White Horse Project

The White Horse Project is pleased to tell us that their project has been **growing**, especially as this has **happened organically with young people telling each other about it and bringing their friends along.**

Celebrating Wins continued...

St Philip's Centre Nelson

The St Philip's Centre has lots to offer the community including their **alcohol and substance misuse recovery programme** and their **links to Christians Against Poverty**. They also support their area by providing support with **housing, employment, education**. A **foodbank** is also part of their delivery and they work with **CAP to provide debt advice and a job club**.

Anne's Crafty Crop for Mental Health and Wellbeing

The ladies from Anne's Crafty Crop are very pleased that they have moved to new premises after **securing a grant from Rotary**. Their new place and means that they can offer their **service to more people and offers them the chance to organise their resources**. They are very pleased with their location at **Downtown in Burnley** as it means that they can be signposted from other agencies who share the space, including Social Connectors. The community shop at Downtown is also convenient for groceries! A great move all round!

Homewise

Homewise are very proud of the work they do in the community in helping with **attaining aids and adaptations to houses** which can make all the difference to homes of those who have mobility challenges, helping people gain access to **affordable warmth** and helping people with their **'memory matters'** programme.



Ponies for People

At Ponies for people a **new 20-week course** has started thanks to the **ICB Social Prescribing Small Groups' Funding administered by BPRCVS – "Ride fit and Wellbeing"** – we look forward to hearing how this project goes on.

Lancashire & South Cumbria NHS Foundation Trust

They are pleased that their volunteering team at the **Chai Centre** is expanding

Spring into Action

Jo is new to her role at Spring into Action – **congratulations Jo!**
Spring into Action has also managed to gain **more volunteers** for their team



Volunteer Management

Discussion

Our **second activity** was looking at **volunteer management** – various volunteer ‘problem scenarios’ and you were asked to discuss what **action** you would take. The scenarios didn’t have a **clear solution** – they were used to highlight some of the issues you might encounter with **volunteers on your team**. The discussion which followed this was very **interesting and enlightening**. Here are some examples of responses to the scenarios:

Persistent Lateness

A **continually late volunteer** can be very **frustrating** as often it means more work for other volunteers who may be too **unprepared** to do the late volunteer’s role at short notice. **Ways forward** suggested included; a manager is asked to intervene with this, that a **conversation** with the volunteer is had, and the volunteer should be asked their **reasons** for lateness – perhaps there is something going on at home that they need support with; perhaps they are having transport issues or perhaps their health is affecting whether they can make it in on time? By talking it through with the volunteer the manager may be able to **help them overcome their difficulties or offer them support through another group or service**.

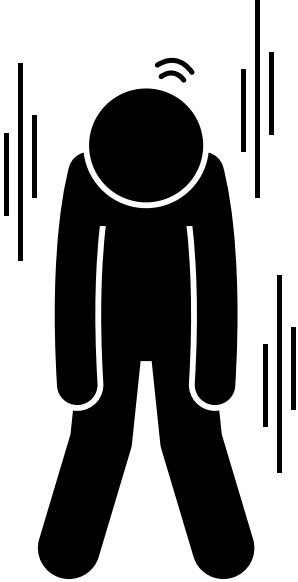
Values not aligned with organisation

This scenario was more **complicated** as it has a volunteer whose heart was in the right place in that they volunteered at an organisation designed to help people, but they **personally** went against the organisation’s values of being a **welcoming** service for all.

A **good solution** to this issue was again to speak directly with the volunteer to see if **common ground** could be found so that the volunteer can better **understand** the way their behaviour is affecting the organisation. Having **clear lines of communication** was also suggested as well as offering **feedback** – both good and critical – to help them understand. A good tactic for offering feedback is to offer a **‘feedback sandwich’** in which the feedback recipient is offered some good feedback, then “something to work on” (softer than negative feedback) and finally finishing with another piece of good feedback, e.g. “You did really well when you worked with x client, just please remember that we need to **keep professional distance**, if you need help with that let me know. **Thanks** for signposting them to that service, I think that will be really **benefit** them”. It was also agreed that **ethos and expectations** were reiterated to the volunteer. Perhaps it would be useful too for this to be a **continual conversation** with the volunteer (and wider team), perhaps there should be posters within the workplace to reminding everyone of the **organisation’s values**.

Volunteer Management

Discussion continued...



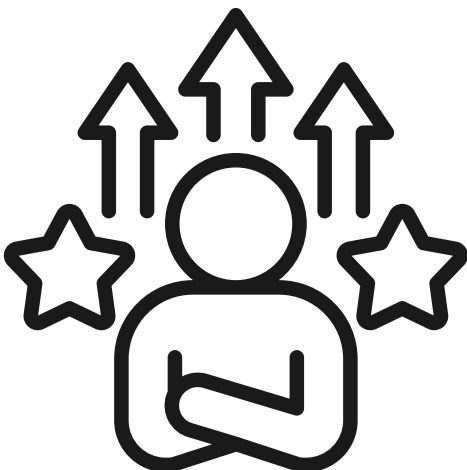
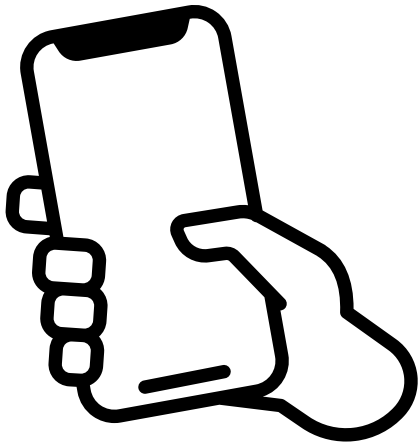
Volunteer with lack of confidence and distracted Volunteer

What do you do when a volunteer **lacks confidence** in their role within the organisation – keeps asking for **help and reassurance** even though you know they are **capable**? Equally what do you do when a volunteer is **distracted** during volunteering – either by **looking at their phone** or using **headphones to listen to music**?

It was **suggested** by you that in both instances it is **important to find out if the volunteer is happy in their role**. A clever person pointed out that there may be a **good reason** why a volunteer is checking their phone a lot – they could have a relative who is ill for example – so the best way to approach this would be to have a **friendly conversation** with them, to understand what is going on with them. Pulling them to one side and asking them about it and then **reminding them of policies** around phones and distractions is a **good tactic**. This is also a very good approach to have with the volunteer who is lacking in confidence.

With the volunteer who is lacking in confidence, **other suggestions** were to give more training and to balance this with praise and encouragement. If there is a **particular task** that the volunteer seems to enjoy and is good at, a way of **encouraging** their confidence would be to make that **'their task'** and praise them for their work in doing it. This will help the person lacking in confidence to create a sense of **'ownership'** of their abilities.

There were also suggestions that the volunteer be given a **buddy** to learn from and **build their confidence**. Making sure that the volunteer is given lots of praise and **encouragement** is also an effective way to boost confidence.



Volunteer Management

Discussion continued...

Team (not) working and role clarity

These problems centred on volunteers not working as part of a team. Whether that was in that they were working **independently** and **communication** between the team has dropped, or as with the **role clarity** problem, a volunteer over steps their **designated role** and takes on a **leadership role** they weren't assigned, these problems can cause **low morale** and **frustration** in teams.



It was suggested that to **overcome** this there should be **open lines of communication with leadership** in a way that encourages everyone to share their **views and opinions**. This could be done in a weekly meeting, or by offering a 'safe space' i.e somewhere that a volunteer could come too to speak about concerns they have without fear. Similarly, someone suggested that it would be good to have a **talk with the individual who is overstepping** – to find out why they are doing it and discuss how it is **affecting the team**, while thanking them for their efforts. They could well be **unaware** of how their behaviour is affecting others.



It was also suggested that there should be **clear ground rules and expectations** that are made clear to all volunteers so that everyone is aware of the **expectations** – perhaps in the form of a role description or a delegation list. These rules or expectation could be easily **accessible** and volunteers could be reminded to look at them if they are unsure of what to do.



Volunteer Management

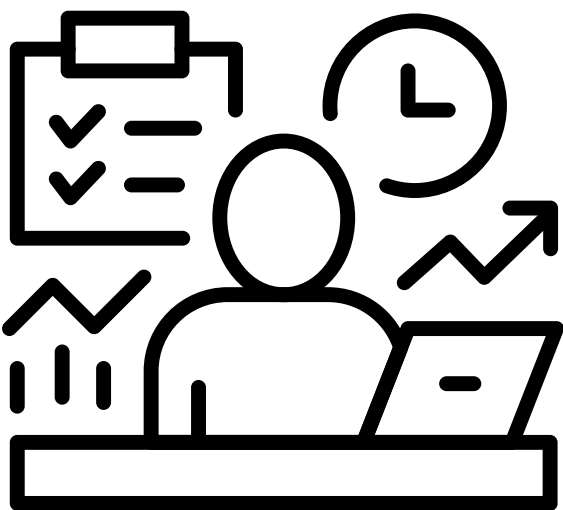
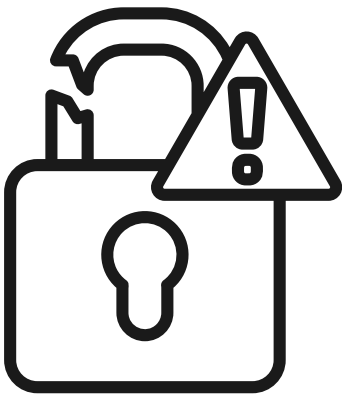
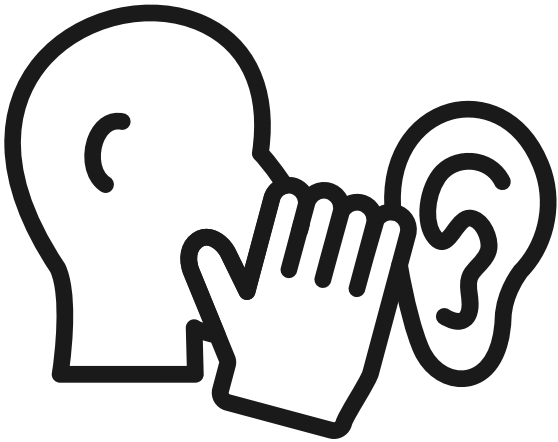
Discussion continued...

Inappropriate sharing of information

In this scenario, a volunteer was **sharing information regarding a service user**. This is a **concerning issue**, especially if your organisation deals with **vulnerable service users**. It is stated in the scenario that the volunteer did not share the information **maliciously** and probably didn't realise it was **inappropriate**.

This is potentially a very **serious** issue as a breach in a service users' identity could **potentially risk their safety**. Less seriously, but still **challenging**, this **breach** could lead to a **lack of trust between service users and your organisation**.

In order to deal with this issue, you **recommended** that there is a **1 to 1 meeting** with the volunteer in question, and to share the **policy on information sharing and data protection** and how this relates to **safeguarding duties**. It was also suggested that, particularly when dealing with **vulnerable clients**, the data protection policy should be an **ongoing conversation**. As in volunteers should be reminded of it and it should be referred to during their volunteering – perhaps have the policy easily accessible or displayed on site. Obviously, **data protection training is essential** in this type of work, **however sometimes we all need a reminder of how these policies effect our working**.



Notices

What next?

What do you want to discuss at the next Coffee, Cake and Collaboration?

The **main aim** of these events is to get our **small volunteer involving organisations** in our **wonderful community of Burnley, Pendle and Rossendale together with the aim of helping each other**. However, we do like to run an optional activity (like March's volunteer scenarios) to help **generate conversations**.

What kind of thing should we look at in **April**? Perhaps we could share experiences of **funding applications?** How do we retain volunteers? How to **balance work/life balance** in working in the charitable sector? How do we prevent or recover from burnout?

Please reply with your ideas in this MS form
<https://forms.cloud.microsoft/e/pHx98heYwx>



(Scan me!)

*Our next CCC will be in Pendle! The venue is to be confirmed -
If you know of a room we could hire in the district, please let us
know thehub@bprcv.s.co.uk
We hope to see you there!*

Training

We still have **available spots** at our **upcoming training** happening at the **Yorkshire Street CVS centre in Burnley**. Please get in touch if you are interested.



AN INTRODUCTION TO SAFEGUARDING FREE COURSE



Distinguish who constitutes as a vulnerable adult.

Demonstrate an understanding of how to act upon a safeguarding concern.

Examine the different types of abuse and how these may come to light.

Assess the risk when volunteering and prepare strategies for keeping yourself safe.

Summarise what kind of information you will have access to and how to keep it safe.

**EMAIL: THEHUB@BPRCVS.CO.UK TO BOOK
YOUR FREE PLACE OR CALL 01282 433740**

DATE: WEDNESDAY 22ND APRIL 2026 10.00AM – 1.00PM

LOCATION: THE CVS CENTRE, 62-64 YORKSHIRE STREET, BURNLEY, BB11 3BT



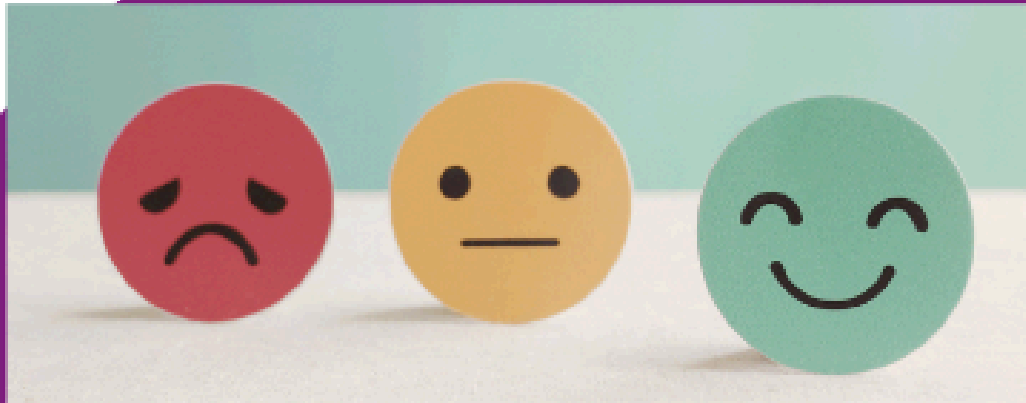
**BURNLEYPENDLE
& ROSSENDALE**
COUNCIL FOR VOLUNTARY SERVICE

Registered Charity Number: 1042648 Company Limited By Guarantee: 3326295





AN INTRODUCTION TO MENTAL HEALTH FREE COURSE



Define what is meant by Mental Health & Wellbeing

List the different types of common mental health conditions and the treatment options available

Explore the types of support available for individuals with mental health conditions

State the principles of well-being to look after own mental health and to support others

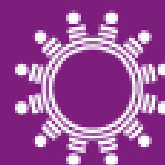
**EMAIL: THEHUB@BPRCVS.CO.UK TO BOOK
YOUR FREE PLACE OR CALL 01282 433740**

DATE: WEDNESDAY 6TH MAY 2026 10.00AM – 1.00PM

LOCATION: THE CVS CENTRE, 62-64 YORKSHIRE STREET, BURNLEY, BB11 3BT



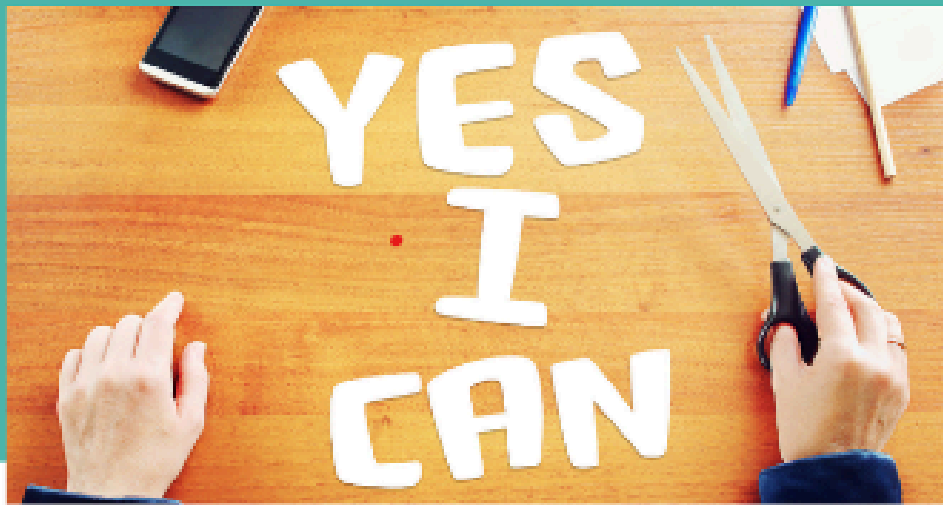
**BURNLEYPENDLE
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COUNCIL FOR VOLUNTARY SERVICE**
Registered Charity Number: 1040448 Company Limited By Guarantee: 2320219



VCQA
Volunteer
Centre
Quality
Accreditation



AN INTRODUCTION TO CONFIDENCE & RESILIENCE FREE COURSE



Define what confidence and resilience are.
Recognise your own strengths and barriers.
Explore how to build confidence and resilience.

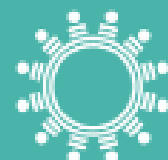
**EMAIL: THEHUB@BPRCVS.CO.UK TO BOOK
YOUR FREE PLACE OR CALL 01282 433740**

DATE: WEDNESDAY 13TH MAY 2026 10.00AM - 1.00PM

LOCATION: THE CVS CENTRE, 62-64 YORKSHIRE STREET, BURNLEY, BB11 3BT



**BURNLEYPENDLE
& ROSSENDALE
COUNCIL FOR VOLUNTARY SERVICE**
Registered Charity Number: 1082490 Company Limited By Guarantee: 328218



VCQA
Volunteer
Centre
Quality
Accreditation

Here's what
you thought
about the
March
CCC...

useful
collaborative fantastic
worthwhile
informative
knowledgeable
excellent interesting
networking

Behaviour Change workshops

We are pleased to announce that we are able to offer **behaviour change workshops** in **Nelson** and **Haslingden** next month. This is open to volunteers and volunteer involving organisations. It is a great **two-hour course** which offers insight into how we can work with people to make **positive change in their lives**. See the posters below for more information



Empower yourself to help others



Book your place now

Learn Coaching for Lifestyle Behaviour Change

Designed to support community volunteers, this coaching lifestyle behaviour change workshop using motivational communication. Its primary purpose is to equip individuals working with the community with the knowledge and practical skills needed to encourage and support healthier lifestyle choices for the people they work with.

Scan the QR code or email thehub@bprcvs.co.uk to book your free place



Tuesday 5th May
10.00am - 12.00pm
Pendle Yes Hub
39-41 Scotland Rd,
Nelson, BB9 7UT



Empower yourself to help others



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Thursday 14th May
10.00am - 12.00pm
Haslingden Community
Link, Bury Road,
Haslingden, BB4 5PG

Could you be the

Cancer Awareness Champion

for your community or workplace?

The Lancashire and South Cumbria Cancer Alliance (early diagnosis team) and BPRCVS are looking to embed Cancer Awareness Champions into our communities and workplaces.

You will be trained to have conversations as a trusted member of your community around prevention, screening and promoting early diagnosis by sharing information and reducing stigma.

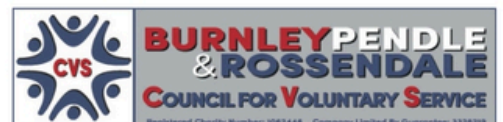
If you want to empower your community please get in touch today.

Contact Lisa or Caroline for more information:

lisa.ross@bprcvs.co.uk caroline.littleworth@bprcvs.co.uk

01282 433740

www.bprcvs.co.uk

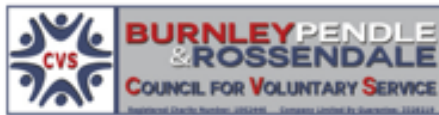


BPRCVS.getvolunteering.co.uk

If you are not on our shiny new website :

bprcvs.getvolunteering.co.uk yet what are you waiting for? Get **volunteering** offers you the opportunity to post your **volunteer opportunities** to our website allowing more **potential volunteers to find you**. We at the **Hub** will be in **contact with the volunteers** who want to **apply for your opportunities to help them find the best opportunities for them**.

Even if you do not have any **current vacancies for volunteers**, we'd still **recommend** signing up to our website as it helps us **keep in contact with you**, so ensure you can be **involved** in any activities the Hub has to offer in the **future**.



Get Volunteering!

Create your profile now by visiting

bprcvs.getvolunteering.co.uk

Or scan the QR
code now



Thanks again for attending – see you next time in Pendle!

Thanks again for attending our March Coffee Cake and Collaboration, you helped make the event a success! See you next time for another fabulous event and another wonderful cake!

